Free stock platform

INSTRUCTIONS
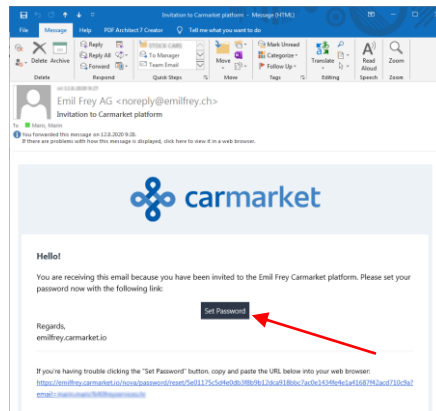
Table of contents

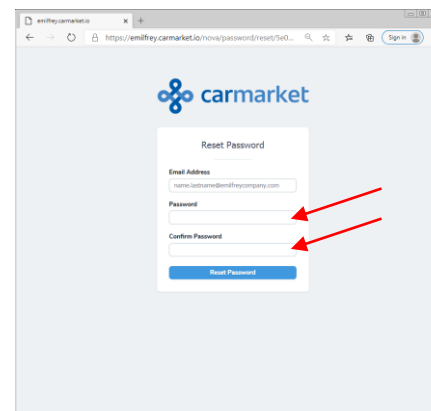# 01 Login

First time login process

As your account details are already created in the system, we ask you to set your new password using the password reset function.
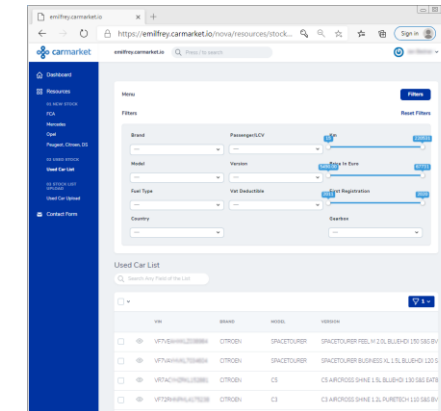
1 You will receive an email invitation to set your password

2 Enter your desired password two times, and press *Reset Password*

3 You are now able to browse the Emil Frey Group free stock.

If you are not receiving emails from carmarket please check your Spam/junk folder
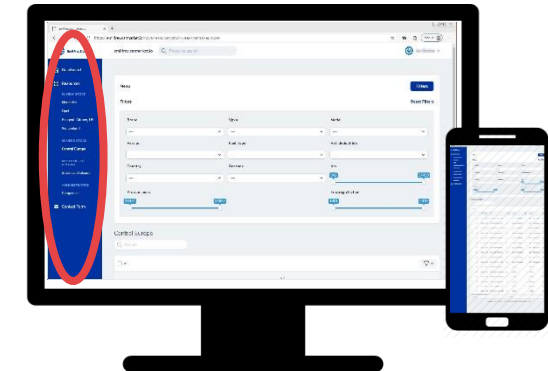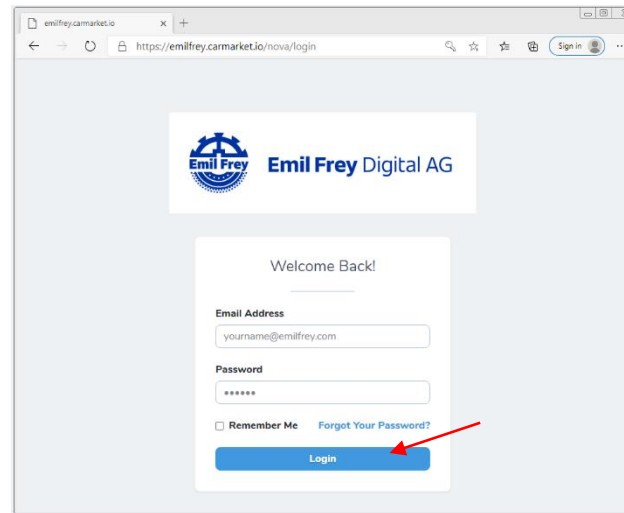
Regular login process

1 Use the link bellow to access the platform

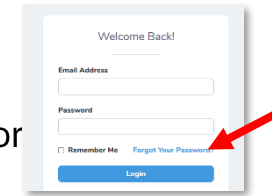**2** Enter your work email and defined password

3 You are now able to browse the free stock. Choose on left menu what you are interested in

https://emilfrey.carmarket.io/nova/login

FAQ (Login)

I lost my login/password?

- You can use the password recovery feature on <u>login page</u> („Forgot Your Passwor...

What if somebody from my company also needs access?

- He/She should contact help@emilfrey.carmarket.io with the following information:
  - *name, last name, email address, title, responsible for what brand or company, telephone, mobile phone*

What if I did not receive my login/password?

- Check your Spam/Junk folder. Otherwise same answer as above, contact:
  help@emilfrey.carmarket.io

I need to add or change my details (i.e. contact data, password), where can I do that?

- After you are logged in, click on your upper right part of the website and select „My profile".
  After you are done, press Update user.

02 Browsing

This is where you view **New vehicle stock** →

This is where you view **Used vehicle stock** →

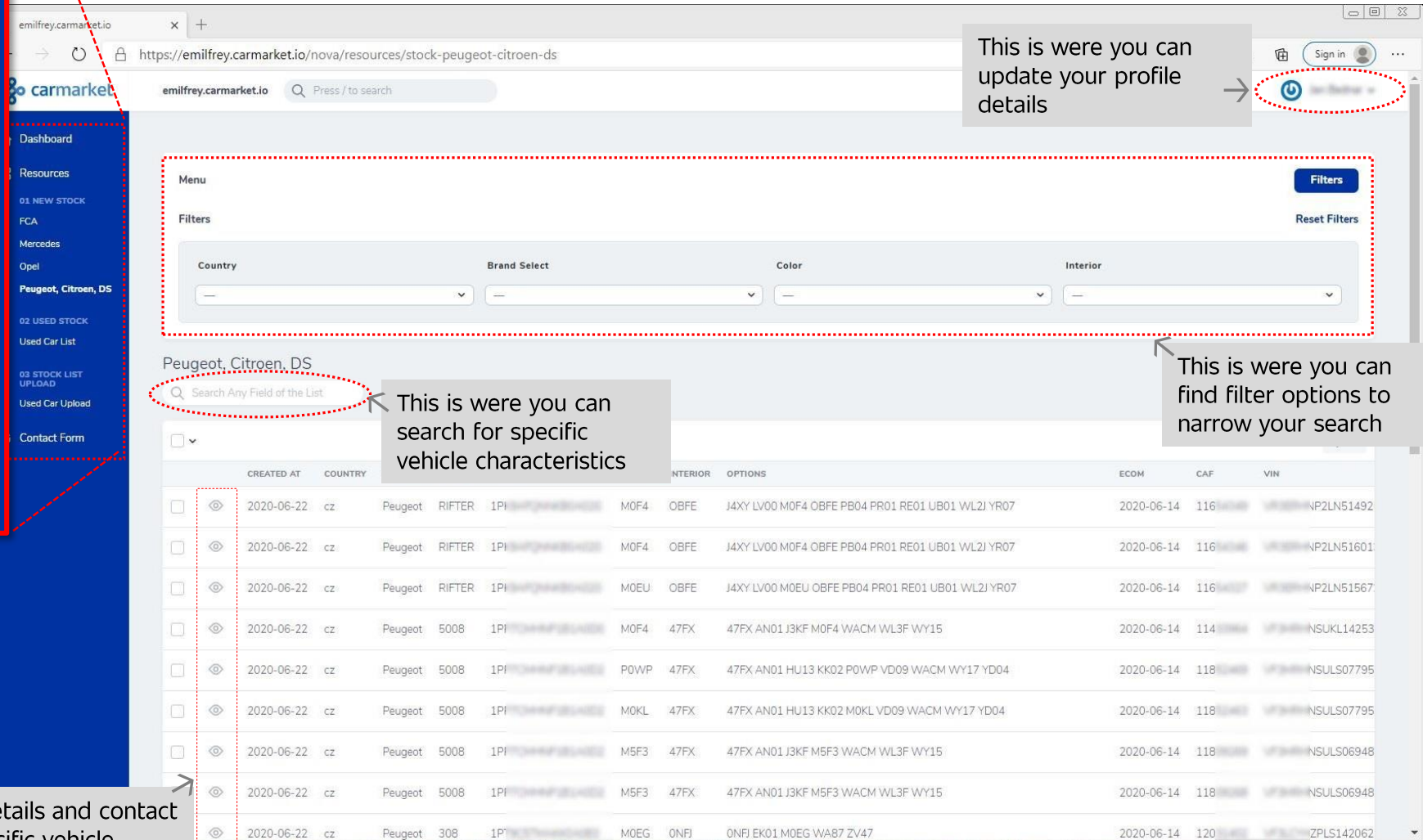This is were you **upload** your list of Vehicles →

Contact for help of feedback →

This is were you can update your profile details →

This is were you can find filter options to narrow your search

This is were you can search for specific vehicle characteristics

View details and contact for specific vehicle

FAQ (Browsing vehicles)

Why don't I see prices of vehicles?

- To find out what are the prices, please contact the responsible person in the company which owns the vehicle.

Why do some cars not have VINs?

- That can be an indication that vehicle is still in production.

What do these fields mean?
- AN – manufactory order number
- BM – manufactory version code
- CAF – manufactory order number
- Ecom – Date of Availability
- LCDV – manufactory version code
- Transaction Date – date of processing
- VPVU – passenger or LCV category

03 Uploading

Uploading your USED Vehicles

You must prepare a file based on the provided **UC Template**, and then:

1

Choose ❶**Used Car Upload** from left menu, and then ❷**Create Stock List Upload** button
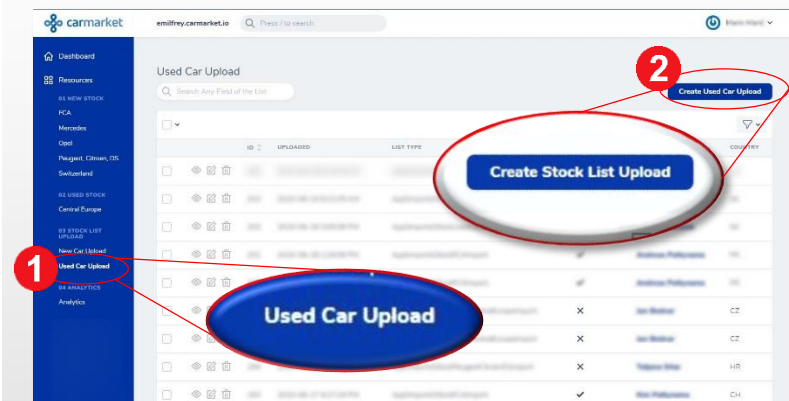
Keep in mind that your upload will overwrite everything previously that was uploaded by someone in your company.

2

Select ❶**Choose file** and then select your file, afterwards press ❷**Create Stock List Upload** button
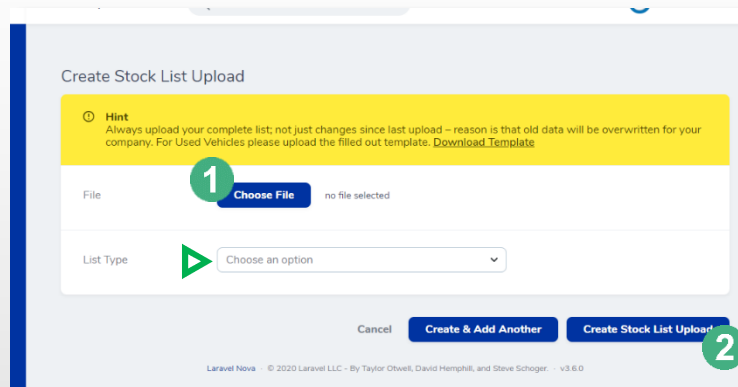
If you are responsible for multiple entities you will have to choose for which one you are uploading for. Choose from the ▶**List Type** dropdown menu.

3

If everything is ok you will see a ✔, if not: you will be shown in what row you have what kind of error.
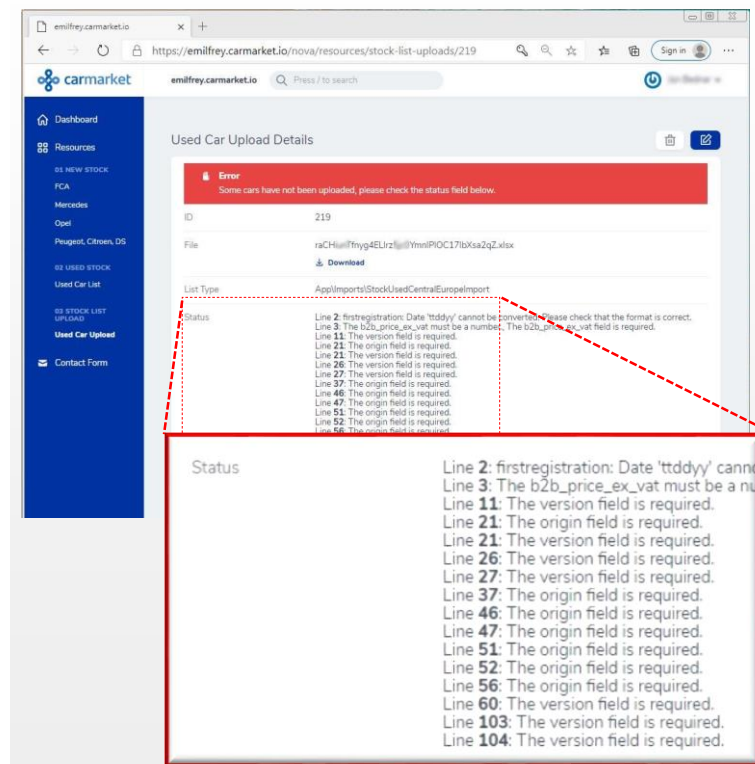
UC template fileds

- **Vin**
- **Origin**
  - [ISO codification](#), i.e.: DE, CH, CZ, SK, HU, SI, HR, RS
  - in case vehicle is bought outside your country, you enter ISO code of country from which you imported the vehicle; otherwise it s your country's iso code.
- **Brand**
  - i.e. Peugeot
- **VP/VU**
  - passenger or LCV category
- **Model**
- **Version**
- **Engine**
- **Fuel type**
  - i.e. Petrol, Diesel, ELV, Hybrid
- **Gearbox**
  - Put either 1 or 0. 1 means Automatic; 0 means Manual
- **KM** (Kilometres/Mileage)
- **FirstRegistration**
  - Date of first registration DD.MM.YYYY
- **Color code**
- **Color description**
- **Options code**

- **Option Code Description**
  - If not put in English, will be translated automatically by system
- **CO2**
  - If you dont have data put 0.
  - NEDC only if WLTP is not available
- **B2B (Neto) price excluding VAT**
  - 12.345,67
- **VAT deductible**
  - Put either 1 or 0. 1 means Yes, 0 means No.
- **Damages excluding VAT**
  - Put an estimate in EUR
- **Disponibility**
  - When is car available. Leave blank if immediately, other wise put a date (DD.MM.YYYY)
- **Loading place**
  - Pickup location of vehicle
- **Note**
  - Free text comment.
- **Language (Option code description)**
  - 1 for English, 0=everything else
- **Currency** ([ISO codification](#))
  - i.e. EUR, HUF
- **URL**
  - Link if car published somewhere online
- **Country**
- **Company**

Uploading your NEW Vehicles

1

Choose **❶New Car Upload** from left menu, and then
**❷Create Stock List Upload** button
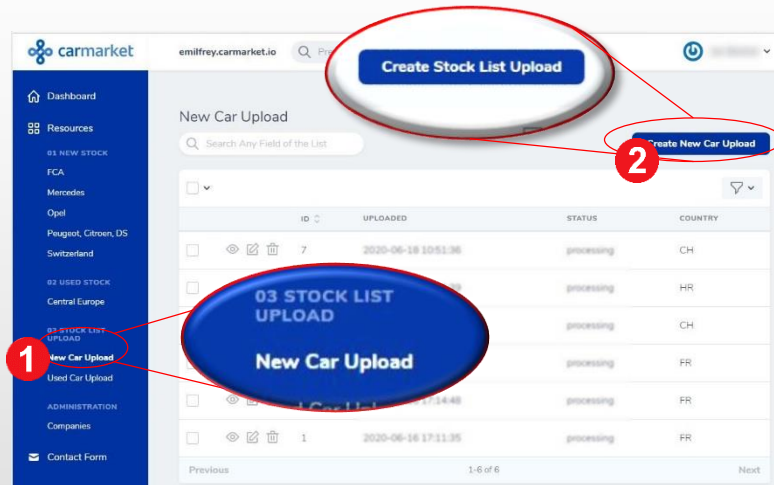
Keep in mind that your upload will overwrite everything previously that was uploaded by someone in your company.

2

Select **❶Choose file** and then
❷ Create Stock List Upload button
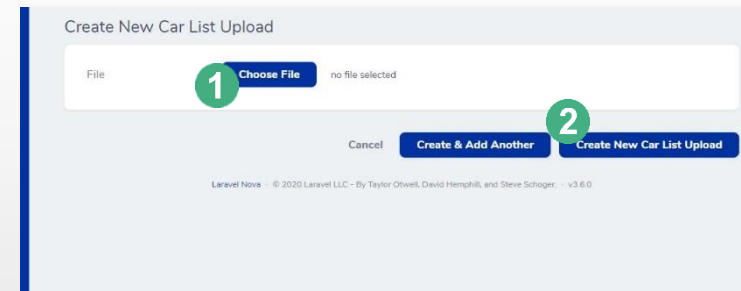
There will be a time delay before this list is shown on the platform, thank you for understanding.

*Please read the **F**requently **A**sked **Q**uestion at the end of this section*

FAQ (Uploading cars)

What vehicles do I need to upload?

- Only the ones you want + all cars older then 120days on stock. Keep the list up-to-date.

Who should upload from my company?

- Please arrange that with your supervisor. Keep in mind that if you are uploading for New Cars - your upload will overwrite everything for your Brand in your Country. Keep that in-mind if you are perhaps divided by segment (passenger cars, LCV, Trucks).
  If you are uploading for Used Cars, your upload will overwrite everything previously uploaded for your Company. So always upload complete list of the current situation.

Why can I not access the option to upload cars for my company?

- If you believe you should be able to do that, please contact us via ✉ Contact Form .

What data should I send for New Vehicles, is there a template?

- Would be helpful if you send the following data:
    - PCD: Brand, Model, LCDV, Color, Interior, Options, Ecom, CAR, VIN,
    - Opel: Brand, Model, Model name, Version, Color, VPVU, CAF, Order Number, VIN, Options, CO2, Date of Availability
    - MB:: Brand, AN, BM, Color, Interior, Upholstery, Options, VIN
    - FCA: Brand, Model name, Version, Model ID, Equipment, Equipment description, Options, Options description, Color, Color description, Interior, CO2, VIN, *identification*

I have uploaded our New car stock, why don't I see it in the list?

- Everything is ok; Please allow some time delay before your cars are shown on the platform.

04 Buying process

- Suggestion is that you select the cars you are interested in, and export them to Excel format:
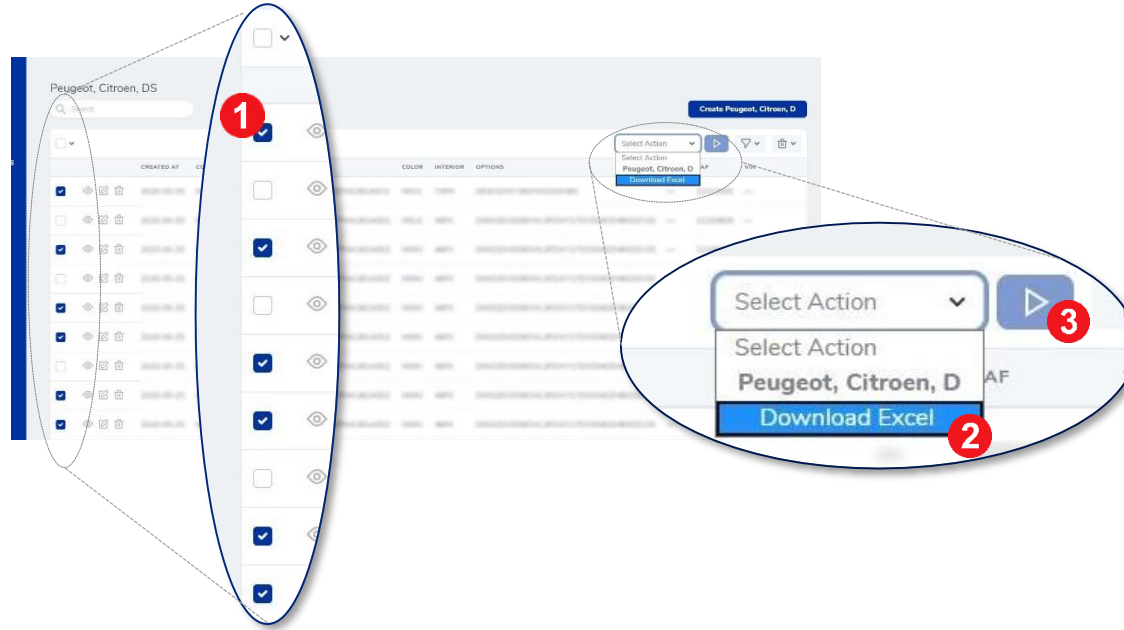
- In the vehicle details page( ), or in excel export, you can see the responsible person to contact regarding your selection.

FAQ (Buying/exchange process)

I see cars of interest, who do I contact?

- In a specific car details, or in export you can see the contact person.
- Do not involve the support team (Kim Pattynama & Central Digital) in the purchasing negotiation. These discussions have to be held directly in between the parties.

What are the current rules for deals within the group?

- Vehicles are traded at purchase price level, all supports deducted
- PCD new vehicles should be credited by PSA and re-invoiced to the new owner by PSA
- Cost for transport is paid by the selling party in case specific transport scheme is required. In case the cars are still in the factories, or in usual compounds (Trnava / Bremerhaven...) enabling the already existing transport schemes, the cost of transport is for the buying party.

04 Misc

FAQ (miscellaneous)

What's the minimum technical requirements to use this platform?

- To use the website you need to use reasonably recent versions of the following browsers:
  - Google Chrome, Microsoft Edge, Mozilla Firefox, Apple Safari

Who can I contact for technical help?

- If you have technical issues please contact your local IT support:
  - **Česká** → cz.servicedesk@freyservices.de
  - **Deutschland** → hilfe@emilfrey.de
  - **Hrvatska** → hr.servicedesk@freyservices.de
  - **Magyarország** → hu.servicedesk@freyservices.de
  - **Schweiz/Suisse/Svizzera** → helpline@emilfrey.ch
  - **Slovenija** → si.servicedesk@freyservices.de
  - **Slovenská** → sk.servicedesk@freyservices.de
  - **Srbija** → rs.servicedesk@freyservices.de

- For platform specific issues you can contact help@emilfrey.carmarket.io