

# Payment Portal User Guide



## 1. Receiving the quote and accessing the payment portal

Once we have diagnosed your unit, you will receive a quote by email in the below format.

You have the option to view and download the quote in pdf format on the payment portal.

We can only start with the repair of your unit once we have received payment, unless you have a credit account with us.

This is a sample email of how you will receive your quote:



Dear Valued Customer,

With reference to:

RMA:

S/N:

Invoice:



On inspection of your Lenovo PC, the following parts are found to be needed. Please review the below quote and follow the link below to make payment within 5 working days on our payment portal. Please access the portal to view the payment methods we offer. Parts marked as compulsory must be fitted in order to complete the repair.

Note: Additional parts may be needed, once the repair is progressed. A further quote will be sent in this case for parts only.

| Part Required      | Part Description               | QTY | Reason for Replacement | Curr | Cost   | Compulsory |
|--------------------|--------------------------------|-----|------------------------|------|--------|------------|
| LNV-01LX681        | FINN-1FRU PLANAR I5-8350U KBL- | 1   | Failed Part            | GBP  | 439.27 | Yes        |
| Repair Fee         |                                |     |                        | GBP  | 120    |            |
| VAT @ 20%          |                                |     |                        | GBP  | 111.86 |            |
| Total Service Cost |                                |     |                        | GBP  | 671.13 |            |

Payment Link: [Lenovo Payment Portal](#)

Account Number:

Click here to access your account

Should you have any queries, please contact us via one of the below methods

Telephone: 03308082229

Email: [LenovoUKCCT@flex.com](mailto:LenovoUKCCT@flex.com)

If you do not wish to proceed, please log into the payment portal and "Reject" the quote. This will trigger us to send the unit back to you unrepai red.

You can track your repair here: <https://lenovo.flexrepairportal.com/>

With Kind Regards

## 2. Logging into the payment portal

**flex** Payments

**Lenovo**

Home [Contact Us](#)

Language: [English](#)

Contact the repair centre for further assistance

Please enter your Account Number and Password to login.

**Login**

LNV103225

.....

Login

[Reset Password](#)

Choose your own language

Reset your password if you have forgotten it

[Privacy Policy](#) [Flex Repairs](#)

When you log in you will see a list of your quotes that are awaiting payment

**flex** Payments

**Lenovo**

Home [Change Password](#) [Log Out](#) [Contact Us](#)

Language: [English](#)

### Invoice List

Click here to view invoice.

10  Show all invoices.

Click here to show all invoices

| Invoice Number            | Invoice Date | Status | Amount  | Pay Now |
|---------------------------|--------------|--------|---------|---------|
| <a href="#">LEN064276</a> | 23 Feb 2021  | Due    | £410.38 |         |
| <a href="#">LEN063863</a> | 19 Feb 2021  | Due    | £124.96 |         |
| <a href="#">LEN063861</a> | 19 Feb 2021  | Due    | £208.57 |         |
| <a href="#">LEN063825</a> | 19 Feb 2021  | Due    | £399.36 |         |
| <a href="#">LEN063803</a> | 19 Feb 2021  | Due    | £497.01 |         |
| <a href="#">LEN063796</a> | 19 Feb 2021  | Due    | £227.21 |         |
| <a href="#">LEN063786</a> | 19 Feb 2021  | Due    | £24.67  |         |
| <a href="#">LEN063772</a> | 19 Feb 2021  | Due    | £30.00  |         |
| <a href="#">LEN063696</a> | 18 Feb 2021  | Due    | £453.74 |         |
| <a href="#">LEN063689</a> | 18 Feb 2021  | Due    | £617.84 |         |

Click here to go to Pay Now (pg7)

1 2 3 4

### 3. Viewing your quote



Flextronics Global Services Manchester Ltd  
Stretton Green Distribution Park,  
Langford Way,  
Appleton Thorn,  
Warrington, UK, WA4 4TQ

#### Invoice



GB

Ship To Address:



Your Tax ID:

Our Tax ID:



Enter VAT Number

Click here to enter your VAT number

|                    |             |
|--------------------|-------------|
| Invoice Number     | LEN064541   |
| Date               | 25 Feb 2021 |
| RMA Number         | GBP02GIW28R |
| Serial Number      | LR09J5C5    |
| Country Code       | GB          |
| Currency           | GBP         |
| Net Service Cost   | 117.83      |
| Total Service Cost | 141.40      |
| Status             | Due         |
| Date Paid          | --          |
| Paid               | 0           |

| Part Number | Description                     | Quantity | Amount  |
|-------------|---------------------------------|----------|---------|
| LNV-00UR979 | MECH_ASM CS15S_3+2BCP MYLAR PB  | 1        | £8.40   |
| LNV-01AY565 | MECH_ASM Black Keyboard Frame w | 1        | £100.94 |
|             | Repair Service                  | 1        | £80.00  |
|             | VAT @ 20%                       | 1        | £37.87  |
|             | Total Service Cost              | 1        | £227.21 |

Registered in England No: 2026808

Flextronics Global Services (Manchester) Ltd

5 Stretton Green Distribution Park, Langford Way, Appleton, Warrington, UK, WA4 4TQ

Pay Now

Reject Invoice

Save To PDF

Click here to approve the quote

Click here to reject your quote

Click here to download your quote in pdf format

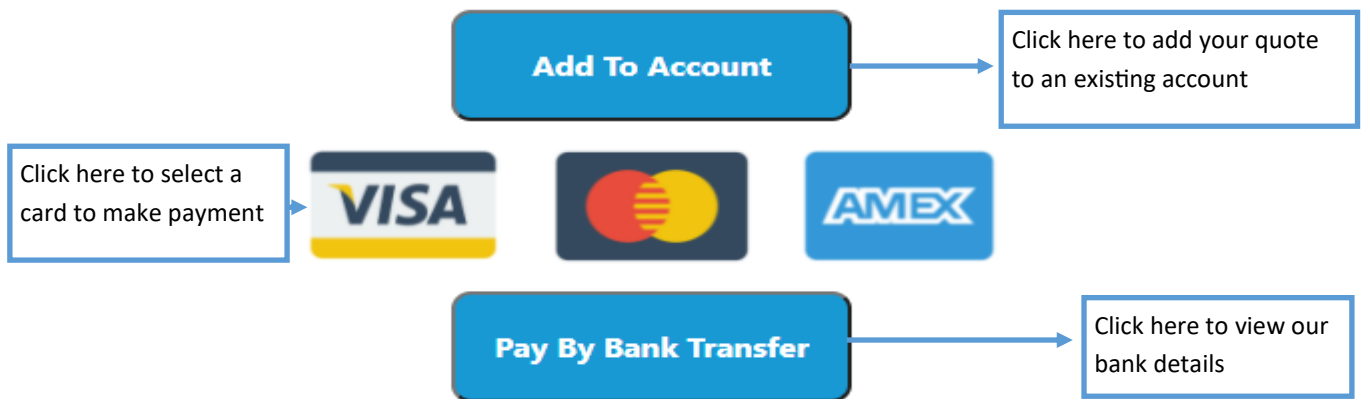
N.B After the invoice has been paid you will be able to download the final invoice from this screen.

## 5. Choosing your payment method

### PO Number

Please enter your own PO number, then choose the payment method.  
If you do not provide a PO number, it will default to the invoice number  
LEN064541.

### Payment Options



If you have chosen to request an account, please request the credit account form by email :

For IDEA customers please contact : [LenovoUKDepot@flex.com](mailto:LenovoUKDepot@flex.com) (UK & Ireland)

For THINK customers please contact : [LenovoUKCCT@flex.com](mailto:LenovoUKCCT@flex.com) (UK & Ireland)

For THINK customers please contact : [LenovoEUCCT@flex.com](mailto:LenovoEUCCT@flex.com) (For all other countries)

Once we have received your form it will take approximately three working days to set up the account in the system.

When the account has been set up we will send you the login details by email.

You will then be able:

- to view all your quotes
- add POs if required
- and approve your quotes which will then allow us to start the repair

Future repairs will be automatically linked to your account if the collection address matches the billing address. If the address differs, we can link the quote manually for you.

**If you already have a credit account, use the "Add to Account" button to link it manually. Our**

## 5.1 Paying your quote by bank transfer

Pay By BACS

To pay by bank transfer please use your online / telephone banking and the information below then return to this page to confirm your payment.

**Payment Reference: LEN064541**

**Account Name: Flextronics Global Services (Manchester) Ltd**

**Sort Code: 18-50-08**

**Account: 12211718**

**Swift Code: CITIGB2L**

**IBAN: GB55CIT118500812211718**

Click here confirm you have made the payment by bank transfer.

If you do not want to pay by bank transfer go back to [Payment Options](#)

I have made payment via my online banking / telephone banking service.

Next

Thank you for completing your bank transfer.

To notify our finance department of your payment please confirm the payment reference you used at your bank.

Payment Reference:

Most payments are received within 3 working days. If your unit has not been processed for repair after 5 working days please don not hesitate to get in touch.

Failing to click Confirm Payment may result in a delay to your unit being repaired.

Confirm Payment


Click here confirm payment

This will take you back to the summary screen where you will see the status change to BACS payment pending

**PLEASE REMEMBER**—To make the payment via your bank as the portal isn't linked to your bank account.

### Invoice List

Display rows.  Show all invoices.

| Invoice Number            | Invoice Date | Status               | Amount  | Pay Now   |
|---------------------------|--------------|----------------------|---------|---|
| <a href="#">LEN051575</a> | 02 Oct 2020  | Due                  | £48.00  |  |
| <a href="#">LEN064541</a> | 25 Feb 2021  | BACS Payment Pending | £141.40 |   |
| <a href="#">LEN064650</a> | 22 Sep 2021  | Paid Account         | £96.00  |   |
| <a href="#">LEN064444</a> | 25 Feb 2021  | Waived - ReRepair    | £30.00  |   |
| <a href="#">LEN063929</a> | 20 Feb 2021  | Paid Account         | £650.71 |   |

## 5.2 Paying your quote by card

| Part Number | Description        | Quantity | Amount |
|-------------|--------------------|----------|--------|
|             | Repair Service     | 1        | £40.00 |
|             | VAT @ 20%          | 1        | £8.00  |
|             | Total Service Cost | 1        | £48.00 |

Click on pay now

Registered in England No: 2026808

Flextronics Global Services (Manchester) Ltd

5 Stretton Green Distribution Park, Langford Way, Appleton, Warrington, UK, WA4 4TQ

Pay Now

Save To PDF

### PO Number

Please enter your own PO number, then choose the payment method.  
If you do not provide a PO number, it will default to the invoice number

LEN051575.

PO Number

Enter PO number if required

### VAT Number

Enter VAT Number

Enter VAT number

### Payment Options

Select card to pay by

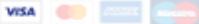
Add To Account




Pay By Bank Transfer

You will then be taken to our secure payment portal

**Payment Details**

Card Number 


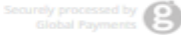
Expiry

Security Code 

Cardholder Name

For added security you will be transferred to your bank's card verification page

**PROCEED TO VERIFICATION**



Home Change Password Log Out Contact Us Language: English

**Payment Successful**





Thank you for your business.

Privacy Policy Flex Repairs

| Invoice Number            | Invoice Date | Status           | Amount  | Pay Now |
|---------------------------|--------------|------------------|---------|---------|
| <a href="#">LEN053364</a> | 26 Oct 2020  | Paid Account     | £596.70 |         |
| <a href="#">LEN053231</a> | 23 Oct 2020  | Paid Account     | £418.31 |         |
| <a href="#">LEN053066</a> | 21 Oct 2020  | Paid Account     | £137.79 |         |
| <a href="#">LEN052268</a> | 12 Oct 2020  | Paid Account     | £217.23 |         |
| <a href="#">LEN051961</a> | 08 Oct 2020  | Paid Account     | £634.64 |         |
| <a href="#">LEN051575</a> | 02 Oct 2020  | Paid Credit Card | £48.00  |         |

The quote will change to Paid



|  |                   |                   |                   |   |                   |                   |                   |                   |                    |                   |                   |                   |                   |                    |     |
|--|-------------------|-------------------|-------------------|---|-------------------|-------------------|-------------------|-------------------|--------------------|-------------------|-------------------|-------------------|-------------------|--------------------|-----|
| <a href="#">LEN063796</a>  | 19 Feb 2021       | Due               | £227.21           |  |                   |                   |                   |                   |                    |                   |                   |                   |                   |                    |     |
| <a href="#">LEN063786</a>  | 19 Feb 2021       | Due               | £24.67            |  |                   |                   |                   |                   |                    |                   |                   |                   |                   |                    |     |
| <a href="#">LEN063772</a>  | 19 Feb 2021       | Due               | £30.00            |  |                   |                   |                   |                   |                    |                   |                   |                   |                   |                    |     |
| <a href="#">LEN063696</a>  | 18 Feb 2021       | Due               | £453.74           |  |                   |                   |                   |                   |                    |                   |                   |                   |                   |                    |     |
| <table border="1"> <tr> <td><a href="#">1</a></td> <td><a href="#">2</a></td> <td><a href="#">3</a></td> <td><a href="#">4</a></td> <td><a href="#">5</a></td> <td><a href="#">6</a></td> <td><a href="#">7</a></td> <td><a href="#">8</a></td> <td><a href="#">9</a></td> <td><a href="#">10</a></td> <td>...</td> </tr> </table> |                   |                   |                   |   | <a href="#">1</a> | <a href="#">2</a> | <a href="#">3</a> | <a href="#">4</a> | <a href="#">5</a>  | <a href="#">6</a> | <a href="#">7</a> | <a href="#">8</a> | <a href="#">9</a> | <a href="#">10</a> | ... |
| <a href="#">1</a>  | <a href="#">2</a> | <a href="#">3</a> | <a href="#">4</a> | <a href="#">5</a>   | <a href="#">6</a> | <a href="#">7</a> | <a href="#">8</a> | <a href="#">9</a> | <a href="#">10</a> | ...               |                   |                   |                   |                    |     |

Select the required invoice

| Part Number | Description                    | Quantity | Amount  |
|-------------|--------------------------------|----------|---------|
| LNV-01YT022 | I3-7100U 3MB NVPRO YT WIN HDCP | 1        | £258.11 |
|             | Repair Service                 | 1        | £120.00 |
|             | VAT @ 20%                      | 1        | £75.63  |
|             | Total Service Cost             | 1        | £453.74 |

Registered in England No: 2026808

Flextronics Global Services (Manchester) Ltd

5 Stretton Green Distribution Park, Langford Way, Appleton, Warrington, UK, WA4 4TQ

Approve / Pay Now

Reject Invoice

Save To PDF

Download Invoice

Click on Download Invoice

#### Downloads

 SGB10008395.PDF  
[Open file](#)

[See more](#)

Click on Open File

This is an example of the email you will receive:



FLEXTRONICS GLOBAL SERVICES MANCHESTER  
STRETTON GREEN DISTRIBUTION CENTRE  
LANGFORD WAY

APPLETON THORN  
WARRINGTON WA4 4TQ

Sales Invoice

**Original**

Invoice-to Address :

Ship-to Address :



Invoice-Nr. : **SGB10008395**  
Invoice Date: 30-03-21  
Customer Order No.:1472719\_1  
Sales Orders : L20027421  
Sales Rep. :  
Contact : LEN063696

Ship Via - Carrier:  
Terms of Delivery :  
Your ID : LER000513  
Ship from Country : GB UNITED KINGDOM  
Your Tax ID : GB204269191  
Our Tax ID : GB 677596367

| Description                         | ShipmentNo | Quantity | Unit | Price  | Amount in GBP | Delivery Date |
|-------------------------------------|------------|----------|------|--------|---------------|---------------|
| Service Charge<br>LNV-SERVICECHARGE |            | 1        | EA   | 378.11 | 378.11        | 30-03-21      |