



A simple guide to your new account

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1 Using your account online

Once you have sent us your vehicle registrations by email, you will receive an email containing your username and password to use on www.snapacc.com/login

REGISTRATION NUMBERS

The first option is 'Regnos'. This button will take you to a page where you can add and remove vehicle registrations from your account. To add a registration to your account type it into the 'Reg No' box and choose which depot (if you have more than one) to add it to from the drop-down list. Then press 'Add Regno' to complete. This registration is now able to use your account. If you require a vehicle to be activated for use of the Dartford Crossing you will need to send an email to registrations@snapaccount.co.uk providing the following additional information; the Class of the vehicle (B - Car, C - 2 Axle Vehicle, D - Multi Axle Vehicle), the make of the vehicle and the Country in which it is registered.

Please note: it can take up to 48 hours for a vehicle to be activated on the Dartford system so if your vehicle is going to be using the crossing within this time frame please give us a call to enable us to fast track your request.

To remove a registration press 'Delete' next to the registration you want to remove.

Press 'Edit' next to a registration to move it to a different depot. Select the new depot and then press 'Update'.

There is also an option here to save out the list of registrations to Excel for your records.

IMPORTANT: *It is entirely your responsibility to keep your account up to date with your vehicle registrations. If a vehicle is on your account, you will be billed for services it uses, even if you have sold the vehicle. Make sure when selling and buying a vehicle that you remove or add it to your account at the earliest opportunity.*

VEHICLE GROUPING

The 'Your Depots' tab will take you to a page allowing you to create depots to add your vehicles to. You may wish to do this for two main reasons. The first is that your SNAP invoice will show your various depots individually, helping you to keep track of costs. The second reason is that you can choose to restrict different services for different depots, helping you to manage your fleet.

To create a new depot, type the name into the box, and then choose any services you wish to restrict by ticking the relevant boxes. Then press 'Add Depot' to finish. This depot will now appear as an option when you add or removed vehicles in the 'Regnos' section of your account.

VIEW TRANSACTIONS

Here you can see all of your SNAP transactions for as far back as the start of the year. Use the buttons to choose the period of time you wish to view, and click 'Save to Excel' to keep a copy for your own records.

DEPOT PARKING

This tab is where you book your drivers in to depot parking sites to guarantee them a space for the coming night. First you must select which of your vehicles you are booking in from the drop-down list. Then fill in the driver's name, choose the depot you need to book them in at and press 'Add Reservation'. You will then see the reservation appear below under 'Reservation' where you can keep track of booked spaces as well as cancel any bookings.

Please note: If you need to cancel a reservation this must be done before 4pm, following which any charges will still apply. If you place a reservation for a parking space after 4pm you will not be able to cancel the booking.

Some of our Depot Parking sites have restricted entry hours and other specific site related information, please ensure these details have been noted prior to placing the booking. This information can be found when placing your booking via your online account and on snapacc.com within the site info section.

Alternatively, you can call us on +44 (0)1603 777242 before 10pm to book a driver in, but the reservation fee for this is £1 opposed to 25p for bookings you complete online.

2 Billing

HOW WE BILL YOU

Upon registering for your SNAP Account you will have chosen whether you wish to pay your invoices in UK Pounds or Euros, please note that if you have chosen to pay in UK Pounds you will be invoiced in UK Pounds and vice versa. If you need to amend this please notify us immediately as following your first invoice (or deposit invoice) this will not be able to be adjusted.

HOW YOU PAY

Direct Debit is the preferred and easiest method of payment. For those unable to use DD, we offer BACS and debit card payments, our bank details are shown on each invoice.

Please note: Direct Debit is only available to UK customers. If your Direct Debit fails for any reason you will be liable to receive a £10.00 + VAT administration fee. Any payments made via a Credit Card will incur a 2% surcharge as a result of bank charges.

DO YOU REQUIRE A PURCHASE ORDER NUMBER?

If you are requiring a purchase order number to be quoted on your invoice please email admin@snapaccount.co.uk

ACCOUNT TYPES

There are two types of accounts you can choose, a deposit account or an arrears account. If you opt for a deposit account the amount is worked out by calculating 2 weeks worth of usage and is not used to pay invoices, this would be reviewed after 3 months. Due to company credit checks you may automatically be required to have a deposit account.

	Deposit Account	Arrears Account
Direct Debit	0%	2%
Manual Payment	0%	3%

VAT

All Parking and Dartford Crossing transactions will have VAT applied to them as by UK Law ([see here](#)) they are considered to be land transactions. All invoices will need to be paid in full, however details to enable you to reclaim this money will be provided. Should you require more information regarding this matter please contact us at admin@snapaccount.co.uk

3 Services



Parking

Parking with SNAP Account could not be simpler. All the driver needs to do is arrive at one of the sites, and give their vehicle registration to the parking attendant, then if the vehicle is on your account we can bill you for the transaction.



Washing

Washing is much the same as parking on SNAP. The driver just gives their registration when the payment is due, and we use this to bill your account. You can set the frequency of wash which allows your drivers to use all of sites around the UK but only once a week, fortnight or 4 weeks.



Roadside Assistance

SNAP Roadside Assistance is an all-encompassing service, covering personal injury claims, fault and non-fault accident and incident management services, vehicle recovery and replacement. This is all done with one simple phone call.



Dartford

Our Dartford service guarantees that you will never receive a PCN (Penalty Charge Notice) from using the tunnel or bridge again. Simply opt-in and provide us with a few additional details prior to using the crossing and the ANPR/LPR cameras will detect your vehicle and automatically apply the post crossing payment charge (£6.00 for a HGV, £3.00 for a LGV and £2.50 for a car) to your itemised invoice. To request activation of this service on your account give us a call or send an email to registrations@snapaccount.co.uk



Daily Checks

intruck, the new go-to app for all HGV drivers will soon offer a Daily Checks feature. Allowing you to conduct your legally required vehicle checks, and upload pictures of vehicle faults to an online portal. (This service will be free for 6 months, then just 50p per vehicle per week thereafter)



Asset Finance

Our Asset Finance service is the ideal way for businesses of all sizes to purchase the assets you need need to grow and develop. By working with a large and diverse network of lenders, you are sure to get a competitive deal, regardless of your circumstances, so give us a call today for more information.

4 Downloads

Site Price List

A complete list of prices for all sites different services, available in pound (£) and euro (€).



POI Files

Please refer to manufacturer's guide to upload POI files.



Roadside Assistance Price List

Accident management and recovery prices for different vehicle categories.



Driver's Guide

Download a web copy of the latest SNAP Driver's Guide.

(Physical copies will be posted out)



Direct Debit form

Download, complete and email our interactive Direct Debit form.



Terms & Conditions

Click the button below to view and download a copy of our Terms & Conditions.



intruck app

The no.1 app for HGV drivers. Locate all SNAP sites with real-time availability and more.



5 Contact Us

We hope that the information in this document will tell you the majority of what you need to know to get the best from using your SNAP Account.

For out of hours queries or if you have any unanswered questions please call us on +44 (0)1603 777242 between 6am-10pm or alternatively send an email to one of the following:

✉ admin@snapaccount.co.uk

For any general enquiries

✉ registrations@snapaccount.co.uk

For adding and removing registrations for use of our Dartford Crossing service

✉ sites@snapaccount.co.uk

For feedback and complaints regarding sites within the SNAP network and for any site recommendations.