

Step by Step guide to registering your fleet of vehicles

Step 1: Setting up your account

Firstly, you will need to set-up your business account, either online at www.merseyflow.co.uk or by talking with one of our team in person at 9 Howard Court, Manor Park, Runcorn, WA7 1SJ or over the telephone 01928 878 878

At this stage, you will be required to top-up your account with a minimum of £35. This will be used towards an initial vehicle registration fee and as credit on your merseyflow account.

Please note, you need to ensure there is sufficient credit on your merseyflow account to cover the £5 per vehicle one-off registration fee e.g. If you have 100 vehicles, you will need to ensure that your credit balance is at least £500.

At this stage, you will need to add at least 1 vehicle to the account. Once registered you will receive an account number and a confirmation email.

Please keep a note of your account number as this will be required for the completion of the bulk-upload form.

Step 2: Administering your fleet


Our bulk upload form makes it easier for businesses to register multiple vehicles at one time. Once registered, the form will also allow a business to add and remove vehicles from their account.

The vehicle bulk upload form can be found at <https://www.merseyflow.co.uk/faqs/fleet#17>

Completing the bulk – upload form

Follow the instructions below:

Column **A – Action** select whether you wish to add or remove a vehicle. Use the words ‘add’ or ‘remove’ in the field.

	A	B	C	D	E	F	G	H	I	J	K
1	 merseyflow <small>Quicker, easier, more reliable journeys</small>										
2											
3											
4											
5	Action	AccountNumber	VehicleLicensePlateNumber	VehicleMake	VehicleModel	VehicleColour	CountryCode	VehicleClassId	VehicleProgramId	IsStickerNeeded	StickerTypeId
6	Add	1000000001	ME17FLO	MERCEDES	E320	Blue	GB	2	1	T	3
7	Add	1000000001	M563FLW	NISSAN	Micra	Black	GB	2	1	T	3
8	Add	1000000001	EM05V5	MERCEDES			GB	3	1	F	3
9	Remove	1000000001	SV07JBL								

Column **B – Account Number**, please enter your merseyflow account number (as per your registration and email) using only numerical characters and ensuring there no spaces.

	A	B	C	D	E	F	G	H	I	J	K
1	merseyflow										
2	Quicker, easier, more reliable journeys										
3	merseyflow										
4	Quicker, easier, more reliable journeys										
5	Action	AccountNumber	VehicleLicensePlateNumber	VehicleMake	VehicleModel	VehicleColour	CountryCode	VehicleClassId	VehicleProgramId	IsStickerNeeded	StickerTypeId
6	Add	100000001	ME17FLO	MERCEDES	E320	Blue	GB	2	1	T	3
7	Add	100000001	M563FLW	NISSAN	Micra	Black	GB	2	1	T	3
8	Add	100000001	EM05V5	MERCEDES			GB	3	1	F	3
9	Remove	100000001	SV07JBL								

Column C – Vehicle Registration. Please enter the vehicle registration number using only capital letters and only alpha-numeric characters. Please ensure there no spaces or grammar/punctuation marks

	A	B	C	D	E	F	G	H	I	J	K
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2	Quicker, easier, more reliable journeys										
3	merseyflow										
4	Quicker, easier, more reliable journeys										
5	Action	AccountNumber	VehicleLicensePlateNumber	VehicleMake	VehicleModel	VehicleColour	CountryCode	VehicleClassId	VehicleProgramId	IsStickerNeeded	StickerTypeId
6	Add	100000001	ME17FLO	MERCEDES	E320	Blue	GB	2	1	T	3
7	Add	100000001	M563FLW	NISSAN	Micra	Black	GB	2	1	T	3
8	Add	100000001	EM05V5	MERCEDES			GB	3	1	F	3
9	Remove	100000001	SV07JBL								

Column D, E & F – Make/Model/Colour of vehicle. Please enter this information; this should correspond with the description on the vehicle V5C form.

Please note that Model and Colour are not mandatory fields but please add these in if you can.

	A	B	C	D	E	F	G	H	I	J	K
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8	Add	100000001	EM05V5	MERCEDES			GB	3	1	F	3
9	Remove	100000001	SV07JBL								


Column G – Country of registration. Please enter this information, this should correspond with the description on the vehicle V5C form.

	A	B	C	D	E	F	G	H	I	J	K
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9	Remove	100000001	SV07JBL								


Column H – Vehicle Class ID Please enter this information using the information in the table shown below

Merseyflow Classification of vehicles:


Class	Description
2	Cars, small vans and passenger vehicles of up to 8 seats
3	Goods vehicles weighing between 3.5 and 12 tonnes
4	Goods vehicles weighing over 12 tonnes, passenger carrying vehicles with nine or more seats weighing more than 5 tonnes

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9	Remove	1000000001	5V07JBL								


Column I – **Vehicle program ID**. This should **ALWAYS** be 1

	A	B	C	D	E	F	G	H	I	J	K
1											
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4											
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9	Remove	1000000001	5V07JBL								

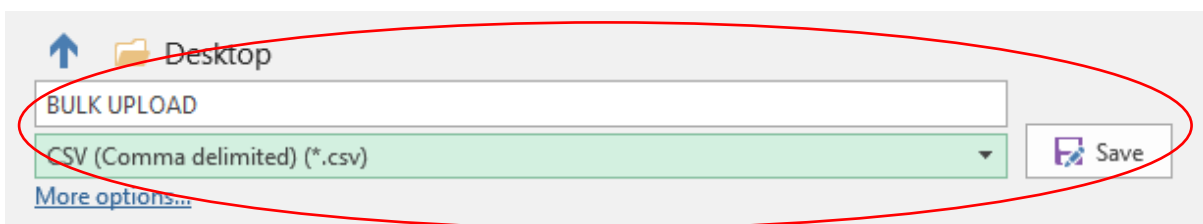
Column J – **Is Sticker needed** i.e. **do you wish to register this vehicle on a Sticker account**. This column needs to be filled in with T for True or F False (if you do not require a sticker for your vehicle – you will only receive the basic video registered account rate at 5% off each trip).

	A	B	C	D	E	F	G	H	I	J	K
1											
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9	Remove	1000000001	5V07JBL								

Column K – **Sticker Type ID**. This column should only be completed if the “Is sticker needed” column has been completed with “T”. If a sticker is required, this field should be completed with a number **3**.

	A	B	C	D	E	F	G	H	I	J	K
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9	Remove	1000000001	5V07JBL								

When you have finished editing the form, please save the form as a **.CSV (comma delimited)** file – this can be selected by opening the “Save As Type” dropdown menu and selecting “**CSV (Comma Delimited) (*.csv)**” - as seen in the screenshot below.



Step 3: Making amendments to your fleet vehicles

Should you wish to add/remove a vehicle from your fleet, simply complete the bulk-upload form indicating your required action and either upload the document to the website or email it to the merseyflow fleet team inbox at [fleet team email address].

At this point, the £5 registration fees will be deducted from the credit balance on your merseyflow account so please make sure you have enough money in the account to cover the new registrations.

To receive the discounted rate on a new vehicle, you must contact us to add the vehicle to your account. If you do not do this, the vehicle will be unregistered and you could be at risk of receiving a penalty charge if you do not pay for any crossings made.

Step 4: Hire Vehicles

There are two options available for hire vehicles.

A user can add the hire vehicle to their registered account (at a £5 one-off fee) or the user can pay for the crossings of the vehicle at an unregistered rate meaning the full cost of the toll must be paid before or on midnight the day after the journey.

If you choose to register the hire vehicle, the details must be added to your account prior to any journeys taking place and the £5 one-off registration fee must be paid. Only then will you receive the discount rate for that vehicle. When you return your hire vehicle you need to notify Merseyflow at the earliest available opportunity so this vehicle can be removed from your account.

You should now have successfully have registered your fleet of vehicles, if you have any questions, you can call us on [Fleet Contact Centre Number] between 8:00 am and 8:00 pm Mon-Fri and between 9:00 am and 6:00 pm on Sat & Sun. Alternatively, you can email info@merseyflow.co.uk