

01 CUSTOMER SERVICES

B2C customer manual

Movivio · Freivio Freight · Courivio · Man And Van

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This manual explains how to request, review and manage transport services through the four customer websites. It covers personal customers and businesses buying a service. Use the website that issued your quotation throughout the booking. Exchange membership is a separate service for transport operators and commercial load posters.

The instructions describe the features in the reviewed site releases. Automated email and online card collection are not active in the configuration checked for this edition. Keep on-screen references, return to your account for replies and follow the payment instructions in your actual quotation. A saved enquiry is not a booking.

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1 Choose the correct website

Website	Use it for	Main entry points
movivio.co.uk	Home removals, business moves, packing enquiries and moving support	Get a moving quote, Retrieve quote, My bookings & account
freivio.co.uk	Pallets, freight and dedicated transport enquiries	Quote form, Retrieve quote, customer account
courivio.co.uk	Parcels, documents, timed deliveries and multiple stops	Quote form, Retrieve quote, customer account
www.manandvan.me	Smaller moves, furniture collections, student moves and carrying help	Quote, Customer area, Your account, Contact

A business buying a delivery can use these customer sites. Use Freivio Exchange only when you want to trade as a network member, post transport work to members or operate awarded jobs.

Open the three-line Menu on a phone and scroll inside the menu to reach the feature links. Service pages explain the options; location pages help you find the relevant enquiry form. A listed service or location does not guarantee a vehicle, delivery time or quoted price. The team checks those for your request.

2 Understand the complete customer journey

1. Choose the brand and describe your route, goods, dates, access and service needs.
2. Send the enquiry and keep its reference. The team reviews suitability and availability.
3. Receive a private written quotation. Check who supplies the service, the scope, total, payment recipient and terms.
4. Ask questions or request revisions before accepting. A discussion does not alter the quote automatically.
5. Accept the correct quotation. Follow the brand-specific confirmation process below.
6. Check the confirmed booking, provide instructions and prepare the goods and premises.
7. Read published progress updates, receive the service and inspect the delivery.
8. Download available documents, resolve any issues and request further work when needed.

Event	Movivio, Freivio and Courivio	Man And Van
Enquiry submitted	Saved request for review	Saved request for review
Quote accepted with an upfront amount due	Booking reference created; Awaiting payment	Requested booking; team still confirms slot

Event	Movivio, Freivio and Courivio	Man And Van
Quote accepted without an upfront amount due	Confirmed booking	Requested booking; team still confirms slot
Payment recorded	Required verified upfront receipt can confirm the existing booking	Manual record; check separate booking confirmation
Operator allocated	Separate service-team action after confirmation	Separate service-team action after confirmation
Work completed	Published delivery updates and available evidence	Completed status and approved evidence when shared

3 Prepare your enquiry

Have the full collection and delivery postcodes, preferred date or flexibility, item quantities, packed dimensions and weight where relevant. Include collection availability, delivery deadlines, extra stops and access restrictions. Give a reliable name and contact method; the initial forms allow an email address or telephone number, but a quotation-linked account needs the quotation email.

Describe stairs, lifts, doorways, long carrying distances, parking, permits, loading bays and site booking requirements. State any packing, dismantling, assembly, lifting equipment or additional crew you want considered. Requests become included services only when the quotation confirms them.

Use actual packed dimensions and total load weight where possible. Explain uncertainty instead of guessing an exact value. Disclose fragile, unusual, restricted or specialist goods for review before booking. A general form submission is not approval to transport them.

Photograph the items and awkward access points. Avoid faces, identity documents, payment details and unrelated personal information. Do not upload sensitive details into public descriptions or referral messages.

4 Request a Movivio move

1. Open Get a moving quote. Choose Home removals, Man and van or Business moves where offered.
2. Enter both full UK postcodes. Select Date to be confirmed or choose a current or future preferred moving date.
3. Select the approximate size and describe the load. For larger moves, open Room-by-room inventory, add each room, furniture and approximate box count. You can add up to 16 rooms and remove mistaken entries.
4. Complete Collection & delivery access separately for each property. Select the lift option and explain parking and carrying distance.
5. Open Timing, vehicle & extra help. Give collection start and end, delivery deadline, carrying help and packing requirements. Times in this enquiry section are UK local time.

6. Open Photos, video & surveys. Choose no survey, photo review, video review, video call or in-person survey. A video-call or in-person request needs a preferred date and time window; it is not a confirmed appointment.
7. Add permitted files, review the summary, correct mistakes with the edit controls, then enter your contact details and select Send my enquiry.

Successful result: the page displays an enquiry reference. Save it before leaving. The team must still assess your move and issue a quotation. If the page reports an error, correct the highlighted field and retry the same submission; do not assume it was booked.

5 Request a Courivio delivery

Open the courier quote form and select the offered service that best describes the request. Complete the collection and delivery postcodes, date, parcel or item count, packed dimensions, weight and description. Explain fragile contents, any specialist handling and whether the timing is fixed.

The three steps are Route & timing, Your parcels and Contact you. Add a separate parcel row for each different packed size, up to 12 rows, with quantity and weight per item. If measurements or weights are unknown, select the explicit to-confirm option. Choose packaging and vehicle preference, indicate fragile or stackable goods, request a discussion of proof of delivery if needed, and supply approximate goods value if useful. These entries do not create an insurance or handling commitment.

Enter the collection window and delivery deadline, then add extra delivery stops in the order required. Include each stop's postcode and instructions. The team must confirm the route and service level; a multi-stop request does not imply automatic route optimisation.

You can add up to eight extra stops, identifying each as a collection or delivery with its address, postcode, items and time window, and remove a stop entered in error. Enter the main full addresses in Your parcels. Add permitted photos and confirm the enquiry acknowledgement before sending.

For repeat deliveries choose the requested frequency and describe days, times, route and expected load. Supply an end date if known. The frequency is information for a quotation, not a standing booking or recurring payment instruction.

Review the service, route, load and contact details before sending. Keep the resulting reference. If a deadline is critical, obtain explicit confirmation in the quotation and confirmed booking before relying on it.

6 Request Freivio freight transport

Open the freight quote form and describe the load, collection and delivery locations, date, pallet or item count, dimensions and weight. Include packaging and any overhang. Choose the pallet specification that actually applies: UK standard, Euro, half pallet, custom or oversized, mixed or not palletised, or Not sure.

Freivio uses four steps: Route, Freight, Handling and Contact. In Freight, add up to 12 lines for different goods or packed sizes, with quantity, dimensions per unit in centimetres and weight per unit in kilograms. Use Measurements or weight to confirm on any uncertain line. Check the

displayed total units and entered weight. Select packaging, stackability and Goods needing review; explain special contents when requested.

Select the vehicle preference where known, otherwise Please advise. Explain loading and unloading equipment at both ends, forklift or tail-lift needs, access constraints, vehicle height or weight restrictions, and booking-in references. A chosen vehicle is a request; suitability and allocation are confirmed separately.

In Handling, select collection and delivery property types and the loading arrangements separately. Give access and handover requirements. Indoor carrying, installation and movement over steps are not automatically included. In Contact, add permitted photos, review the details, enter your contact information and confirm the enquiry acknowledgement before sending.

Enter collection availability, delivery deadline and recurring-route details if applicable. Include customs or other specialist requirements in the request when relevant and obtain a specific service agreement. This manual does not supply customs instructions or approve restricted loads.

Submit only after checking the actual units and quantities. Retain the enquiry reference and review all handling and access conditions in the written quotation.

7 Request a Man And Van service

1. Open [Quote](#). In Your move, choose the service, collection and delivery postcodes, preferred date or Date to be confirmed, and any time window.
2. In The details, use the inventory picker if useful, choose an approximate load size and review the item description. Add dimensions of bulky items and counts of boxes.
3. Choose carrying help: Please advise, Driver and carrying help, Two-person crew requested or Driver only requested. Explain access at both ends and extra stops. Tick packing or dismantling requests where needed.
4. Add up to three permitted item photos. Continue to Contact you, review the route and items, enter a contact method and give permission to contact you about the enquiry.
5. Select Send my enquiry and keep the displayed reference.

Successful result: Enquiry saved. No payment is taken and no automatic receipt email is sent. The team reviews the request and confirms the price and booking separately. Driver only does not include carrying help unless agreed in the quotation.

8 Save and resume an unfinished form

Movivio, Courivio and Freivio provide Save for later or choose another service. Open it, read the private-link explanation, select the save consent and press Save draft. Copy the generated link somewhere private. It saves the form text for up to seven days; it is not emailed and it does not submit an enquiry.

Save again after editing. The status tells you when there are unsaved changes. Saving an existing draft does not extend its expiry. If it expires while your form is still open, use Save as a new draft and retain the new link. Remove saved draft revokes the saved link but leaves the current on-screen text.

Files are never included in a saved draft. Reattach them when you return. If you choose Switch to another brand, confirm Save and continue, then review that brand's form. Shared route and contact details transfer; specialist details and files require fresh review. The separate Man And Van site does not use this three-brand draft transfer.

Anyone holding a private draft link can reopen its contents. Do not publish it or include it in a support message. A draft link, enquiry reference, private quotation link and booking reference serve different purposes.

9 Open and review your quotation

For Movivio, Freivio and Courivio, open the full private link supplied by the team. Alternatively select Retrieve quote, paste the complete link for the issuing brand and select Open quote. A public reference alone cannot retrieve the private quote.

For Man And Van, open [Customer area](#) and use the supplied private link or access code. The link is cleared from the address bar after opening. Keep the original so you can reopen it after refreshing. Link access normally lasts 90 days and can be replaced or withdrawn by the team; the quotation's acceptance deadline is a separate date.

Before accepting, check all of the following:

- Your name, contact email, service date, collection and delivery addresses and time windows.
- The goods, inventory, crew, handling, packing, access and services included.
- Exclusions, quantity limits and any separately priced additions.
- The total and its tax explanation, deposit or upfront amount, balance and due dates.
- The contracting supplier, arranger's role, payment recipient and supplier contact.
- The quotation expiry, cancellation, change and refund terms.

A service page, calculator, guide or example price does not replace your written quotation. Ask the team to correct missing or inaccurate information before accepting.

10 Discuss or revise a quotation

On Movivio, Freivio and Courivio, open Discuss your quotation and select Request a change or propose a price. Enter your name, the quotation email, the requested changes and, optionally, a proposed total including applicable tax. Select Send request.

Only one open request is allowed at a time. While it awaits review, acceptance is paused; the original expiry still applies. The supplier can reply while keeping the existing quote or prepare a replacement. Your proposed total is not an agreed price.

If you decide to accept the original quote, use Withdraw my request first, then check that the quote is still valid. If the supplier withdraws it for revision, wait for the new private quotation and review every term again. The old withdrawn or expired version cannot be accepted.

For Man And Van, contact the team with your reference to request a revised quote. Its current customer screen does not provide the same structured negotiation form. Do not accept an inaccurate quote merely to start a conversation.

11 Accept and confirm your booking

For the three main brands, enter your full name and the quotation email under Confirm & accept. If invoice details are requested, enter the correct billing name and full address. Tick the separate confirmations for accurate service details and acceptance of price, payment schedule and terms, then select the displayed acceptance button.

If an upfront amount is required, acceptance creates the booking reference and payment document and leaves the booking Awaiting payment. The acceptance button does not take money. Follow the actual quotation's payment instructions and use the booking reference. The recipient must verify receipt before confirmation appears.

If no upfront amount is required, Accept & confirm booking confirms the service at the agreed price. Operator assignment and vehicle scheduling remain separate operational actions. Keep your reference and agreed scope.

For Man And Van, enter your name, accept the written scope, price and terms, then choose Accept quote & request booking. This records a Requested booking. Wait for the team to confirm availability, date and slot. The button does not reserve a vehicle or collect payment.

If acceptance appears to fail, refresh and inspect the current quote and booking status before repeating it. If a reference already exists, use that record rather than creating a new enquiry.

12 Payments and financial documents

Online card collection was not configured on the reviewed sites. Do not expect a Pay by card option. If card checkout is enabled in a later release, use only the checkout associated with your actual booking and confirm the result in the booking record. An interrupted checkout is a reason to check, not immediately pay again.

For a bank payment, use the recipient and instructions in your agreed quotation. A transfer screenshot is not the same as the recipient verifying cleared receipt. If you have paid but the status remains unchanged, contact the named recipient with the reference, date and amount and ask for reconciliation before paying again.

Document or figure	Meaning
Payment request or pro forma	Requests payment; it is not evidence of payment and may not be a tax invoice
Invoice	Supplier invoice when explicitly configured or separately issued and shared
Payment receipt	Record generated after the required payment is verified, where available
Recorded balance	Based on receipts, refunds and credits entered in the booking; an external transaction may not yet appear
Customer credit	An excess or credit in the record; it does not mean a refund has been sent
Activity statement	Summary of accepted business bookings for a service month; not an invoice

Movivio, Freivio and Courivio provide document downloads from the accepted quote or account and Print / save booking. The automatic document may be a payment request or an authorised supplier invoice. Read its actual title. Supplier invoices and proof of delivery can also be shared later, with the original PDF available alongside a branded cover copy.

Man And Van shows manually recorded payment and refund history and approved invoice PDFs when the team shares them. Its internal printable invoice drafts are not customer-issued tax invoices. Uploading a document or recording a payment does not itself move money.

13 Set up your customer account

1. Open My bookings & account or /account on the issuing brand and sign in with ChatGPT using the email shown on your quotation.
2. Choose Add a quotation to your account and paste the full private quotation link. On Man And Van choose Link quotation to my account.
3. Open the quotation or booking card. Use All, Quotations or Bookings filters where available, Refresh to reload and Load older records if shown.
4. Keep future work under the correct brand. The cross-brand account links take you to separate customer account records; they do not merge all bookings into one customer screen.

If the email does not match, ask the supplier to correct the quotation or use the correct account. Do not create duplicate bookings to work around access. A colleague's invitation to a business account is different from claiming an individual quotation.

For Man And Van, link replacement, withdrawal or expiry can revoke the account connection. Add the new current link when the team supplies one. A phone-only enquiry needs an agreed email before it can use email-matched account access.

14 Manage instructions photos and progress

Open your booking and use Instructions & updates to send access, parking or handling information. Select Send instructions for review. Read the team's response in the same thread. An instruction message does not automatically change the date, addresses, price or agreed scope.

On the three main brands you can upload additional private photographs in the booking workspace. Wait for the successful upload message and check the file appears. The team decides which necessary booking photos are shared with the assigned operator. Supplier invoices are not automatically passed to a driver.

Upload area	Permitted files in the reviewed interface	Limit
Movivio enquiry photo or video	JPG, PNG, WebP, MP4, MOV, WebM	6 files; 25 MB each; 50 MB total
Courivio or Freivio enquiry photos	JPG, PNG, WebP	3 files; 4 MB each; 12 MB total

Upload area	Permitted files in the reviewed interface	Limit
Main-brand booking photographs	JPG, PNG, WebP	8 MB each; 30 photos per quotation
Man And Van initial enquiry	JPG, PNG, WebP	3 files; 5 MB each
Supplier PDF shared in main-brand account	Published by the team	Up to 8 MB and 30 pages per original PDF

Follow the limit displayed on the specific form if it differs after a site update. Man And Van shows original enquiry photos and owner-approved completion images; it does not have the same general customer photo-upload screen as the three main brands.

Progress can include Scheduled, Heading to collection, Collected, In transit, Out for delivery, Delivered and Service issue. These are recorded service events, not live GPS tracking or guaranteed arrival estimates. Refresh updates to obtain the latest published information. Operator-reported updates may appear when the team enables that connection for your job.

15 Changes cancellations problems and refunds

For an accepted main-brand booking, open Changes, problems & refunds. Choose date, items, cancellation, refund, service problem or other, describe the request and select Send request for review. Add follow-up information in its thread so the history stays together.

The original booking remains in place until an agreed change is applied. A team proposal may show a new date or scope at an unchanged price. Read it before selecting Accept proposal or Decline proposal. Acceptance of a proposal may still require the team to apply it. Look for Applied and refresh the booking to verify the final details.

If a change needs a different price, the supplier must confirm the commercial process separately. A refund request does not issue a refund, and cancellation does not automatically settle charges or money already paid. Ask the named payment recipient for the financial outcome and keep its written confirmation.

For Man And Van, send a service message or use Contact with the quote or booking reference; the team handles the change. Do not expect the main-brand proposal buttons.

For an urgent collection or delivery problem, use the supplier contact on the quotation as well as recording the issue. The account and support inboxes are not emergency services. Describe what happened, when, the affected goods and the outcome requested; preserve relevant photos and documents.

16 Use customer support and privacy requests

Movivio, Freivio and Courivio have a customer Support page. Sign in if prompted, select a category, add a clear subject, related reference and message, then select Send support request. Keep the support reference. Return to Your support requests, open the thread and read or send replies. Search and status filters help you find earlier requests; Load older requests displays more records.

Statuses include Open, In progress, Waiting for you, Escalated, Resolved and Closed. A customer reply to a Resolved or Closed thread reopens it. Email and live-chat notifications are not enabled, so return to the page for replies. A support ticket does not itself amend a booking or make a payment.

Use the customer brand for customer booking matters and Exchange support for membership or operator matters. For Man And Van, use its Contact page and private customer messages. No universal support phone number or working mailbox is promised by this manual; use verified details shown on your quotation.

Privacy pages explain enquiry information use. Where offered, Privacy request lets you ask about, correct or request deletion of submitted information. The team may need to verify identity. Measurement preferences are optional and can be changed through the site's controls; they are separate from asking for a service. Do not send passwords, card details or private quotation links in a support message.

17 Repeat work and business customer accounts

For a one-off repeat on Movivio, Freivio or Courivio, open an accepted booking and choose Book this service again. Enter a new preferred date, telephone number and changes. Request a repeat booking creates a fresh enquiry reference. The previous price, deposit and payment are not reused.

For regular business use, open Business customer accounts at /account/business. Create an account with the business name and sector or accept an invitation from your administrator. Select the correct account before working. The available sections are Bookings, New request, Addresses, Team and Statements.

In New request, enter your name, telephone, service date, frequency, addresses, scope and access or recurring-schedule instructions. Saved addresses can fill the collection or delivery; review the copied instructions. Select Request quotation and check the new reference under Requests. Work must be requested through this workspace to be shared with that business team. The quotation contact confirms its details and terms.

In Addresses, save labels, complete addresses and access instructions; remove obsolete entries. In Team, the administrator creates a private invitation for the exact colleague email. It expires after seven days and works once. The administrator sends it through their normal channel; the system does not email it. Revoke pending invitations or remove a member's access when appropriate. Team members can see shared bookings and documents, so invite only people who need that access.

In Statements, select the service month and download PDF or CSV. The statement groups accepted bookings by service date with the payments recorded so far. It is not a record of all money received during that month and does not create credit terms.

Man And Van currently provides its individual linked customer account and a link to request another move. Do not assume it has the same team account, statements or repeat-booking controls.

18 Referral partners guides and fuel enquiries

The main customer sites include a Referral partners area for approved introducers. A partner shares its dedicated referral link. On the enquiry form the customer can choose whether to share limited progress with that partner. This choice is optional. The partner sees the reference, service, requested date and progress, not customer contact details, full addresses, price or documents. Any referral fee is separately agreed.

Guides, FAQs and coverage pages explain planning considerations and lead back to the relevant form. Their examples are not completed-job evidence or a booking commitment. Use your quotation for the actual service agreement.

Fuel-card links lead to a pre-launch interest programme and editable fuel or journey calculators. Submitting interest does not issue a card, activate a credit account or guarantee a discount. Calculator outputs depend on your inputs and are not transport quotations.

19 Troubleshooting

Problem	What to do
No email after submission	Keep the on-screen reference; automatic email is disabled. Check the account or contact the team
Form will not continue	Check full postcodes, date, description, hidden expanded sections and file limits
Draft reopened without files	Reattach files; saved drafts contain text only
Quote link rejected	Use the complete private link for the issuing brand, not an enquiry reference or draft link
Quote expired or withdrawn	Request a current quotation; do not use the old price as confirmation
Acceptance button unavailable	Check required confirmations and resolve or withdraw a pending negotiation
Account shows no quote	Check brand, sign-in email and whether the private quote was added; refresh or load older records
Man And Van account loses access	Ask for the current link and relink it; expiry or replacement revokes old access
Paid but still Awaiting payment	Ask the named recipient to verify the receipt; do not pay again until reconciled
Change accepted but old details remain	Check for Applied, then refresh; proposal acceptance alone may not complete the change
No tracking movement	Updates are published records, not GPS; check with the supplier if the timing matters

Problem	What to do
Document unavailable	Check it has been shared for this booking; an invoice or POD may still await review
Save result uncertain	Refresh the same record and inspect its reference or status before resubmitting

20 Customer checklists and terms

Before booking: correct brand; complete inventory and access; actual dates and windows; written supplier and payment recipient; inclusions and exclusions; total and payment schedule; cancellation terms; current quotation; saved private link.

Before collection: confirmed booking; agreed crew and handling; goods ready; access and parking arranged; final instructions acknowledged; contact available; photographs of relevant condition retained.

After delivery: inspect goods; record any issue promptly with the supplier; check completion evidence; download documents; reconcile recorded payments; retain the booking and support references.

Enquiry means a request for review. **Quotation** is a written offer with scope, price and expiry. **Booking** records accepted work with its confirmation state. **POD** means proof of delivery. **Private link** grants access to a particular record and must be kept private. **Repeat request** starts a new quotation process.

This edition covers Movivio release 192, Freivio Freight 164, Courivio 162 and Man And Van 6, with configuration checked on 29 September 2026. Features may depend on account permissions and the state of the booking. Follow the current on-screen validation and the terms of your actual quotation.