Arval Car Sharing

USER GUIDE

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B.   Arval Car Sharing app

For the many journeys in life

Smile and drive

For all the employees of Arval client companies, business and free time go together. Choose the **perfect vehicle** for you **professional or private requirements** and jump on board.

🖊 Register

A. Online platform

1. First time login or register on the Arval Car Sharing platform
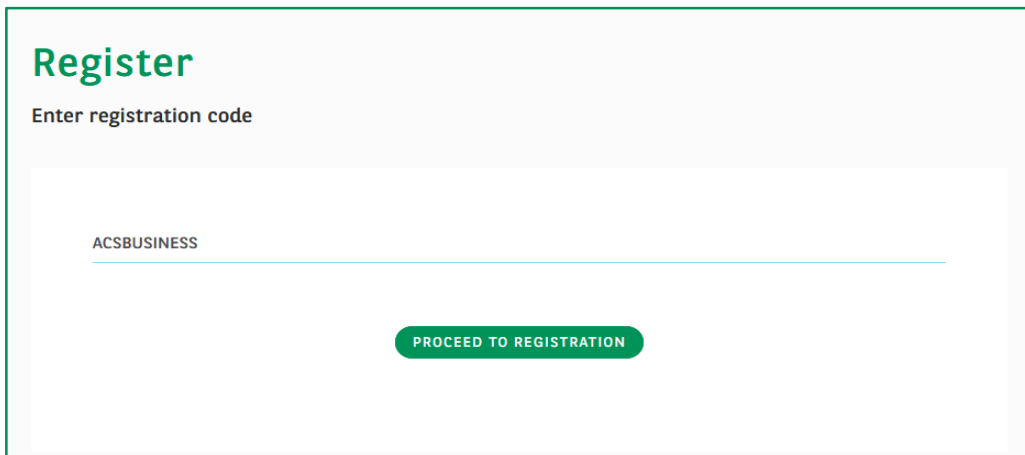
There are two options:

1. You have received an e-mail with login details - please go to section 2: Log in to the platform on page 6

2. You have received a code from your employer to create your own account on the platform. Follow the steps below.

Register with the registration code

- Step one: Go to the Arval Car Sharing website - https://web.arvalcarsharing.com

- Step 2: Click on 'Register'

- Step 3: Enter the registration code you received from your employer

Have you lost or forgotten the code? Contact your fleet manager to receive them again. The code is specific to your organisation.

- Step 4: Click on 'Proceed to registration'

Register

Enter registration code

ACSBUSINESS

PROCEED TO REGISTRATION

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- Step 5: Complete the online form and click on 'Register'

The PIN code is secret and is requested before the start of each new booking.

You will receive the following message to validate your account:

✓ • Registration completed successfully! You will be able to book your first reservation as soon as your profile will be validated by your company   ✕

- Step 6: Ask your fleet manager to validate your account.

2. Log in to the platform

Follow the steps below to log in to the Arval **Car Sharing** platform:

- Step one: Go to the [Arval Car Sharing](https://web.arvalcarsharing.com) website - https://web.arvalcarsharing.com.

- Step 2: Click on 'Login' at the top right of the page.

- Step 3: Enter your 'E-mail' and 'Password'.

If you have forgotten your password, click on 'Forgot password' to renew it.

- Step 4: Click on 'Continue'.

Login

Email	Password
name@example.com	Enter password

CONTINUE

Forgot password?

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3. Access to your profile and personal data

Follow the steps below:

- Step one: Click on your name at the top of the screen.

Hi Marianne!

- Step 2: You can view and change your personal data as required.

4. Make a reservation

You can reserve a vehicle via the online platform and via the app.

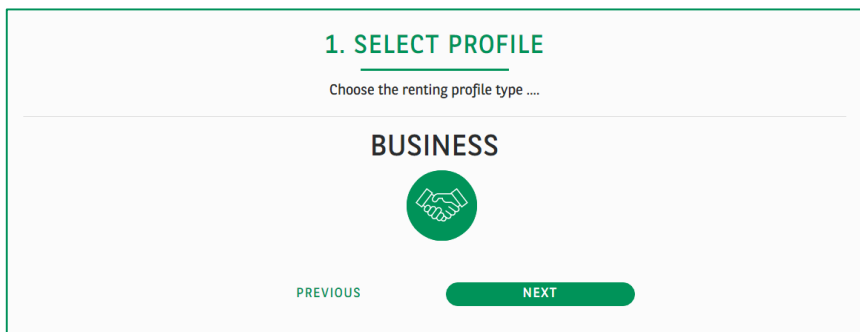Follow the steps below to make a reservation via the platform:

- Step one: Click on 'Reservations' at the top of the page.

On this page you can view all active reservations.

- Step 2: Click on 'Reserve now' to make a new reservation.

Do you want to book a new reservation?
RESERVE NOW

- Step 3: Select your profile - if applicable - and click 'Next'.

1. SELECT PROFILE
Choose the renting profile type ....
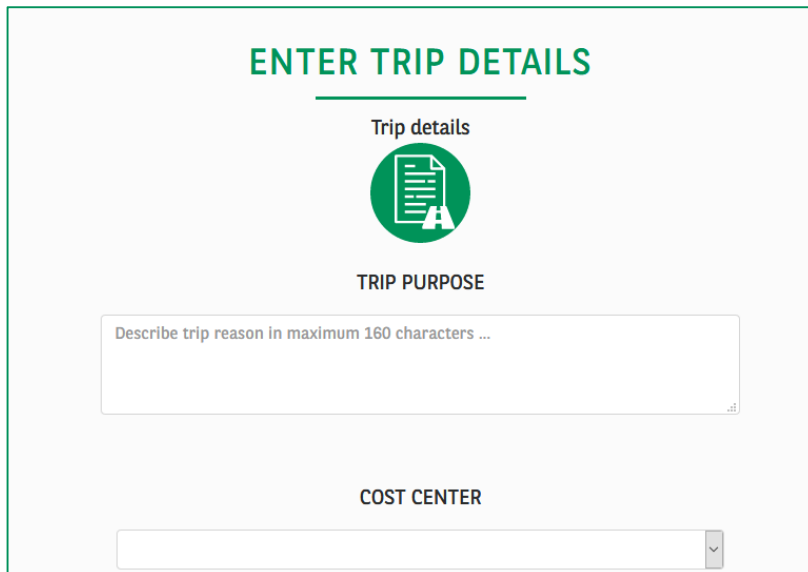
BUSINESS

PREVIOUS   NEXT

- Step 4: Select the date and location for collection and the date
  and location for returning the vehicle and click 'Next'.

The location for collecting and returning the vehicle must always be the same.

- Step 5: If applicable, fill in the reason for the reservation and the cost centre number.
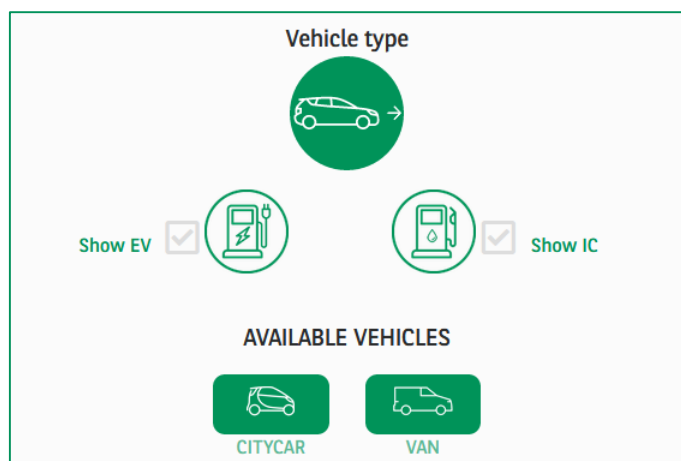
ENTER TRIP DETAILS

Trip details

TRIP PURPOSE

Describe trip reason in maximum 160 characters ...

COST CENTER

- Step 6: Select the vehicle type and click on 'Next'.

Vehicle type

Show EV   Show IC

AVAILABLE VEHICLES

CITYCAR   VAN

- Step 7: Check that the details are correct and validate your reservation by clicking on 'Next'.

Your reservation is complete.

Click on 'Go and view active registrations' and your new reservation will appear in the list.

5. Changing or cancelling a reservation

You can change or cancel a reservation by following the steps below:

- Step one: Click on 'Reservations' to view your active reservations.

ACTIVE RESERVATIONS

#	START Date	END Date	Pickup location	Dropoff location	Vehicle	Plate	Type	Action
30993	10/29/2019 - 14:45	10/29/2019 - 15:45	ARVAL BE HQ	ARVAL BE HQ	SEDAN	1-NAN-087	business	
30995	11/14/2019 - 14:30	11/14/2019 - 15:30	ARVAL BE HQ	ARVAL BE HQ	SEDAN	TBA	business	✎ ⊗

- Step 2: Click on the green pen to change the reservation or on the green cross to cancel it.

- Step 3: To **change** your reservation click on the pen.

For more information and guidance, follow the 'Make a reservation' steps again from 'Step 3'.

- Step 3a: To **cancel** your reservation click on the cross. Then click on 'Delete'.

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6. View trip history

You can view your trip history by clicking on 'History' at the top right of the page.

TRIP HISTORY

Show 10 ⌄

| #	Reservation ID ▾	START Date	END Date	Pickup location	Dropoff location	Vehicle	Plate	Type
48546	66671	02/03/2020 08:00:00	02/03/2020 09:00:00	ARVAL NL HQ	ARVAL NL HQ	CITYCAR	SJ755J	BUSINESS
45028	60920	13/02/2020 09:15:00	13/02/2020 10:30:00	ARVAL NL HQ	ARVAL NL HQ	CITYCAR	HP116P	BUSINESS
42877	57536	04/02/2020 17:30:00	05/02/2020 17:45:00	ARVAL NL HQ	ARVAL NL HQ	CITYCAR	HP116P	BUSINESS
39952	52868	22/01/2020 17:00:00	23/01/2020 17:15:00	ARVAL NL HQ	ARVAL NL HQ	CITYCAR	HP116P	BUSINESS
39644	52439	21/01/2020 16:45:00	22/01/2020 17:00:00	ARVAL NL HQ	ARVAL NL HQ	CITYCAR	HP116P	BUSINESS
39364	51946	21/01/2020 06:30:00	22/01/2020 06:45:00	ARVAL NL HQ	ARVAL NL HQ	CITYCAR	HP116P	BUSINESS
38996	51345	17/01/2020 18:45:00	20/01/2020 19:00:00	ARVAL NL HQ	ARVAL NL HQ	CITYCAR	HP116P	BUSINESS
38710	50888	16/01/2020 16:53:46	17/01/2020 17:23:46	ARVAL NL HQ	ARVAL NL HQ	CITYCAR	SJ755J	BUSINESS
38424	50344	15/01/2020 17:30:00	16/01/2020 17:45:00	ARVAL NL HQ	ARVAL NL HQ	CITYCAR	SJ755J	BUSINESS
38154	49827	14/01/2020 17:07:51	15/01/2020 17:37:51	ARVAL NL HQ	ARVAL NL HQ	VAN	VT269X	BUSINESS

Pages: 1 2 3 Next Last 1 of 3
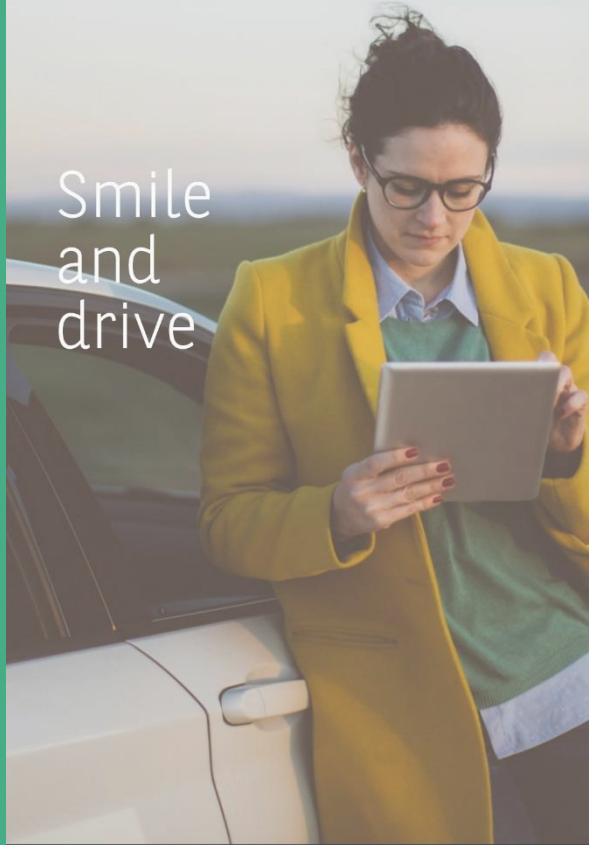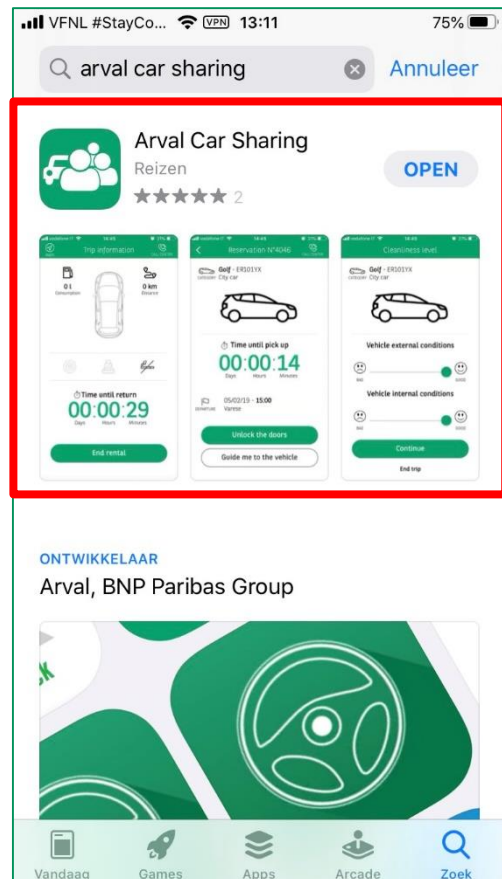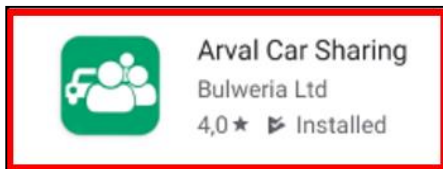
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B. Application

1. Download the Arval Car Sharing app

The app is available for iOS and Android.

- For iOS: iOS 11.4 or higher.

- For Android: 6 or higher.

The app also requires an up-to-date Bluetooth version (4.2 or higher).

Go to your App Store or Play Store and download the app.

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2. First time login or register via the app

There are two options:

1. You have received an e-mail with login details, you can follow the steps below:

   - Open the app and click on 'Sign up' in the top right corner

   - Enter your 'E-mail' and 'Password' and follow the steps

   The PIN code is secret and is requested before the start of each new reservation.

2. You have received a code from your employer to create your own account on the platform. Follow the steps below.

   - Go to https://web.arvalcarsharing.com

   - Click on Register

   - Fill in the registration code and your business email address and follow the steps to complete your registration

   The PIN code is secret and is requested before the start of each new reservation.

   - Ask your account fleet manager to validate your account.
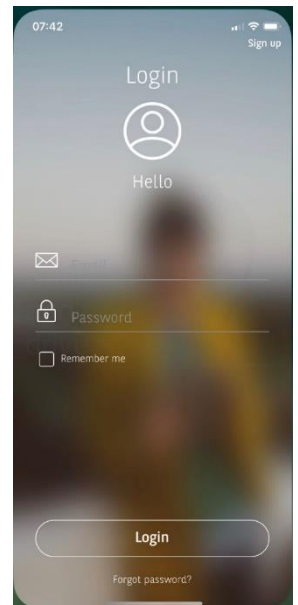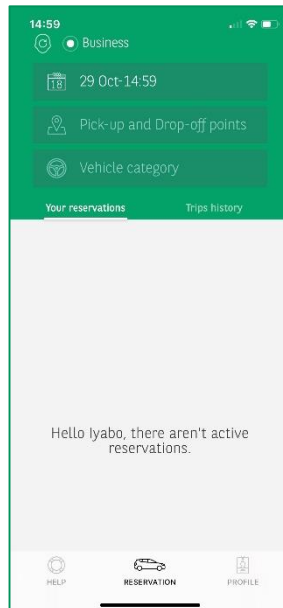
3. Log in to the app

Follow the steps below:

- Step one: Open the app.

- Step 2: Sign in with your 'E-mail' and 'Password' and click on 'Login'.

4. Making a reservation

Follow the steps below to make a new reservation:

- Step one: Go to the 'Reservation' tab.

- Step 2: Click on 'Pick-up and drop-off points'. Select the location for the collection by entering the city name in the text bar and clicking on 'Confirm'. Select the location for the return and click on 'Confirm'.

The location for collecting and returning the vehicle must always be the same.

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- Step 3: Click on date and time, and select the preferred time of collection and click on 'Confirm'. Then select the preferred time of return and click on 'Confirm'.

- Step 4: fill the reason of the trip and cost centre if needed
- Step 5: Click on 'Vehicle category'. Select the vehicle type and click on 'Confirm'.
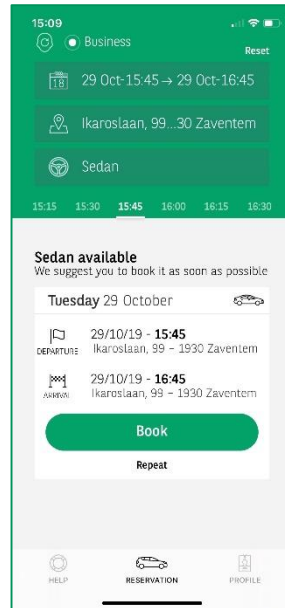
If certain vehicle categories are not available, this means that they have already been reserved at the requested time. Adjust your time if you want to reserve a specific vehicle category.

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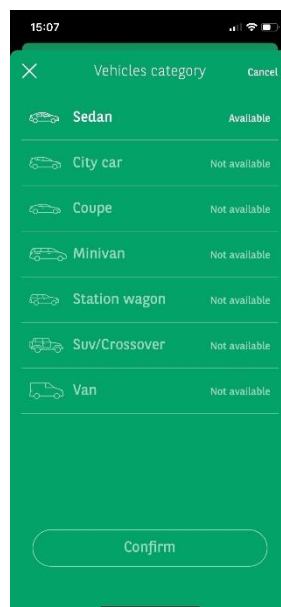
Now you will see an overview of your reservation.

- Step 6: Click on 'Book' to complete the reservation.


The Arval Car Sharing platform will assign a specific vehicle to your reservation 15 minutes before it starts. You will receive a push message via your smartphone when the vehicle has been assigned to your reservation.

Please note! You can use your reservation for up to 30 minutes after the start time. Your reservation will expire after 30 minutes.

5. Changing or cancelling a reservation

You can change or cancel a reservation by following the steps below:

- Step one: Go to the 'Reservation' tab and select the reservation you want to change or cancel.
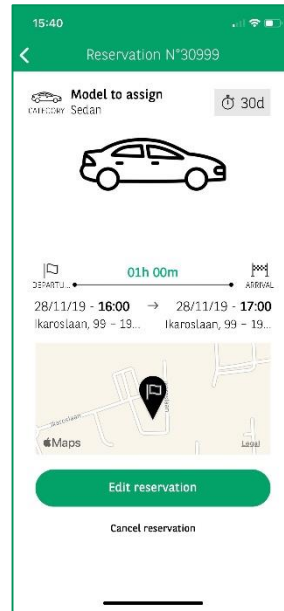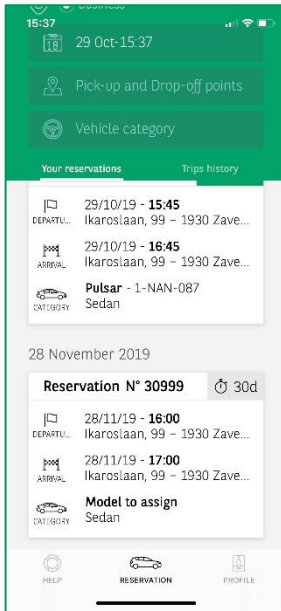
- Step 2: Click on 'Edit reservation' to change your reservation. Or click on 'Cancel reservation' to cancel it.

- Step 3: To **change** your reservation, click on 'Edit reservation'. Then click on 'Yes' and change your reservation.

For more information and guidance, redo the steps in '4. Make a reservation' from 'Step 2'.

- Step 3a: To **cancel** your reservation click on 'Cancel reservation'. Then click on 'Yes'.

6. Find the vehicle

As mentioned above, a vehicle / registration number is assigned 15 minutes before the start of the reservation. As soon as you receive a vehicle registration number, you can start the reservation and go to the vehicle.

Follow the steps below to find your vehicle.

- Step one: Click on your reservation in the app.
- Step 2: Click on 'Guide me to the vehicle'. Your phone opens 'Google Maps' or 'Maps' and indicates where the vehicle is parked.

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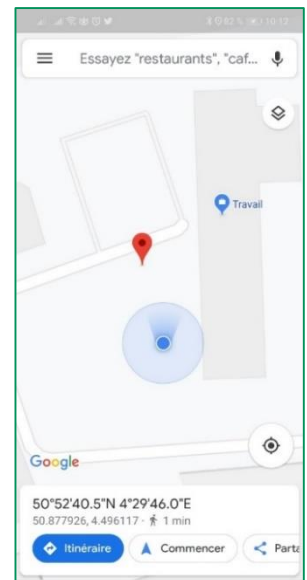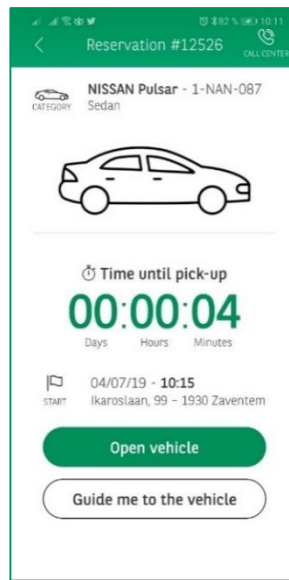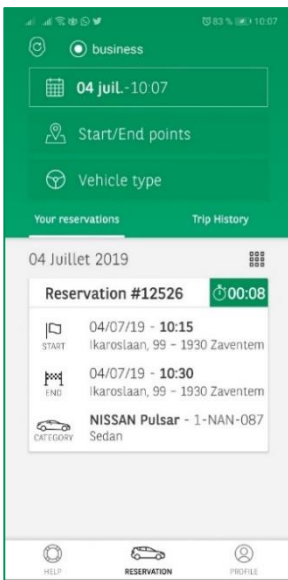
7. Opening the vehicle

Follow the steps below to open your vehicle.

- Step one: Active Bluetooth on your phone

- Step 2: Make sure you are as close as possible to your vehicle

- Step 3: Click on 'Open vehicle'.

- Step 4: Check the boxes to accept the general conditions and share your GPS location and click on 'Continue'.

The Arval Car Sharing App unlocks the vehicle in less than 10 seconds and then asks you to 'inspect the exterior of the vehicle before entering it'.
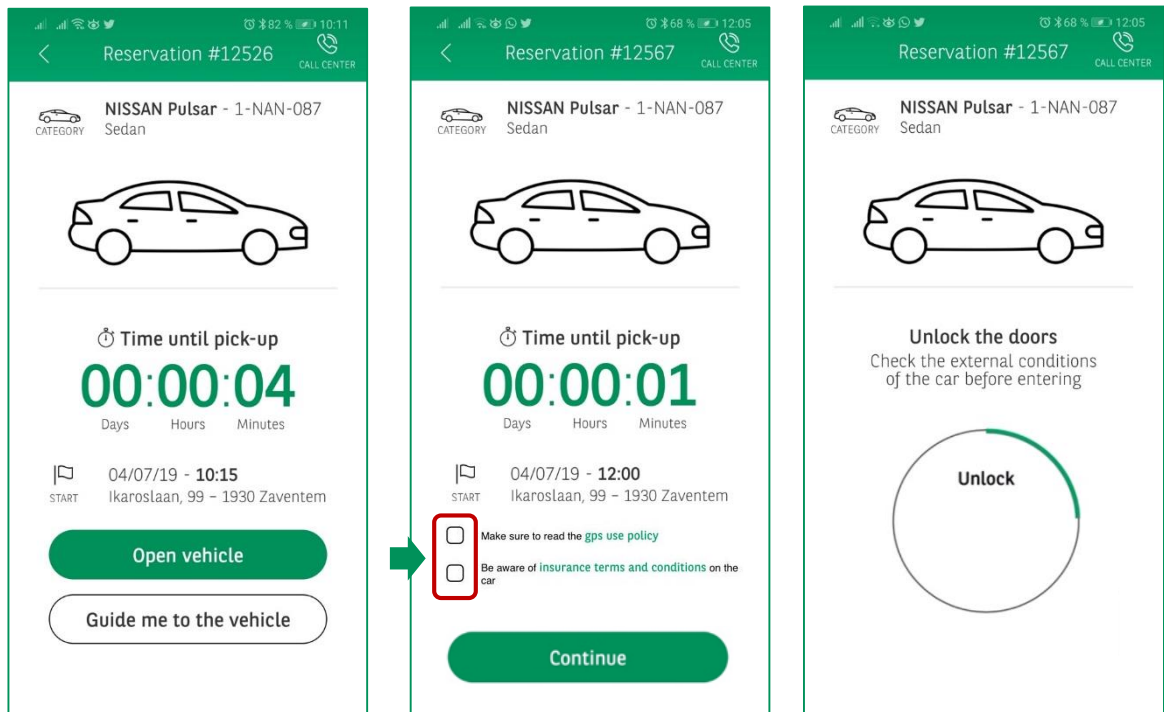
8. Inspect vehicle and report damage

Follow the steps below to inspect the vehicle and report any damage.

- Step one: Check the condition of the vehicle inside and out. Do you see any damage?

- Step 2: To report damage click on 'Add new damage'.

- Step 3: Describe the type of damage and add a photo.

By reporting this, you help your fleet manager to monitor the condition of the vehicle and take action if required.

The app helps you to report damage before and after your reservation. You can also use the screen to determine whether there is any previously reported damage.
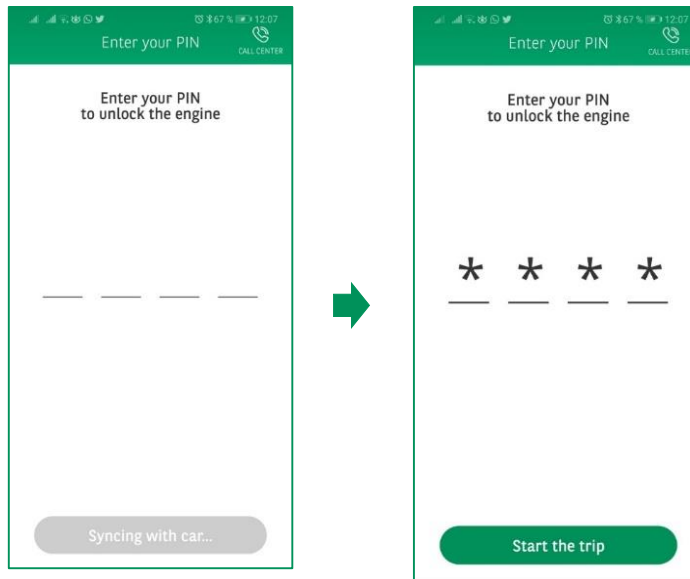
You can also add photos and comments.

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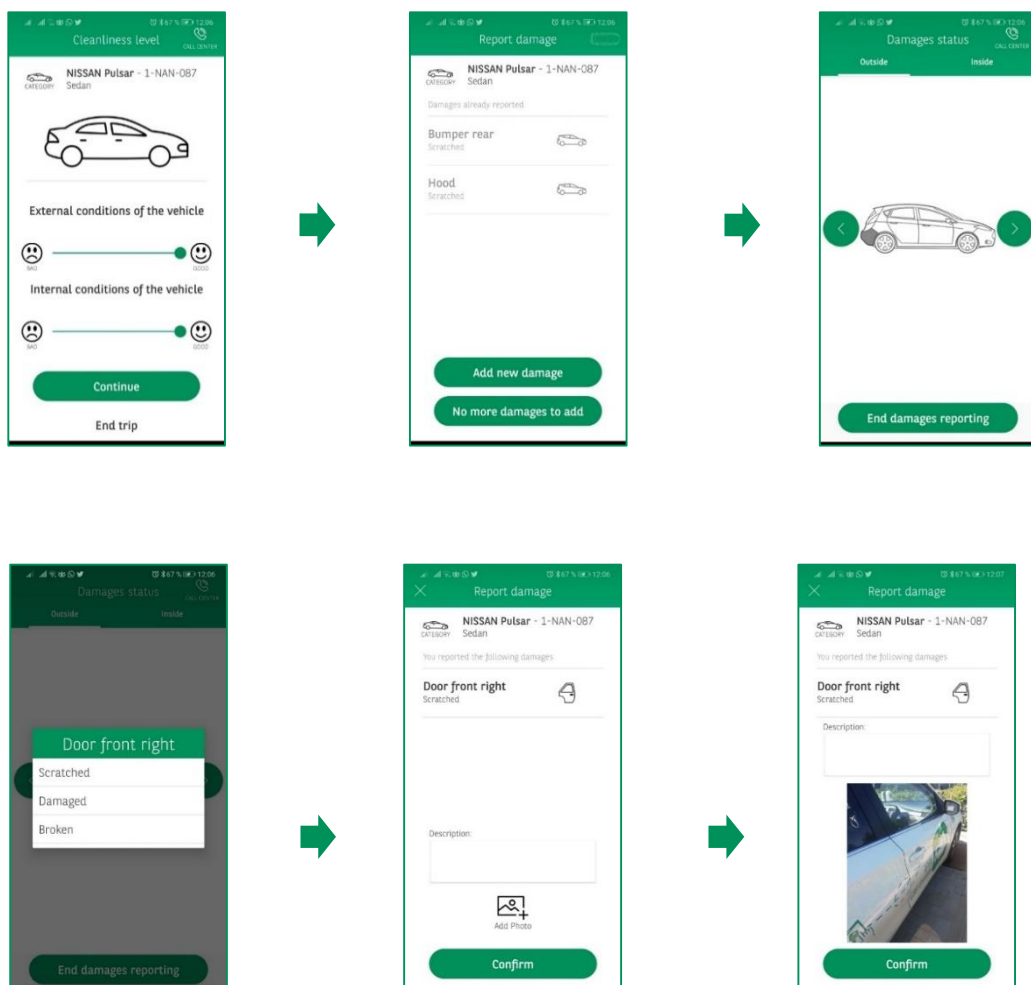
9. Starting a trip
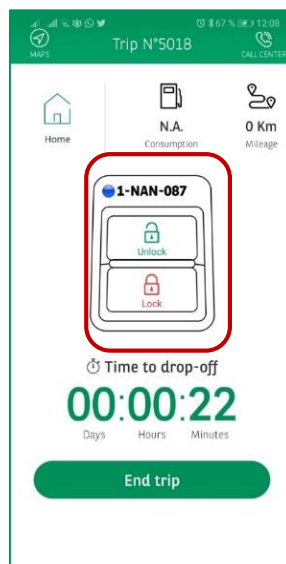
Follow the steps below to start your trip.

- Step 1 Enter your personal PIN.

The PIN code serves as extra security in the event of your smartphone being stolen.

- Step 2: Start the vehicle and your trip.

The app generates a virtual key during your trip to use the vehicle. You can lock and unlock the vehicle with this function.

10. Ending the reservation

Follow the steps below to end your trip.

- Step one: Click on 'End trip'.

- Step 2: Click on 'Close vehicle'.

Don't forget to press 'Close vehicle' at the end of your trip. If you forget to lock the vehicle, it remains reserved. This prevents other colleagues from using the vehicle.

- Step 3: Indicate any damage that was caused during your reservation

- Step 4: Click on 'Continue'.

- Step 5: Click on 'Confirm closure'.

The vehicle is now locked and available to be used by colleagues.

Please note: you can only close a reservation at the vehicle.