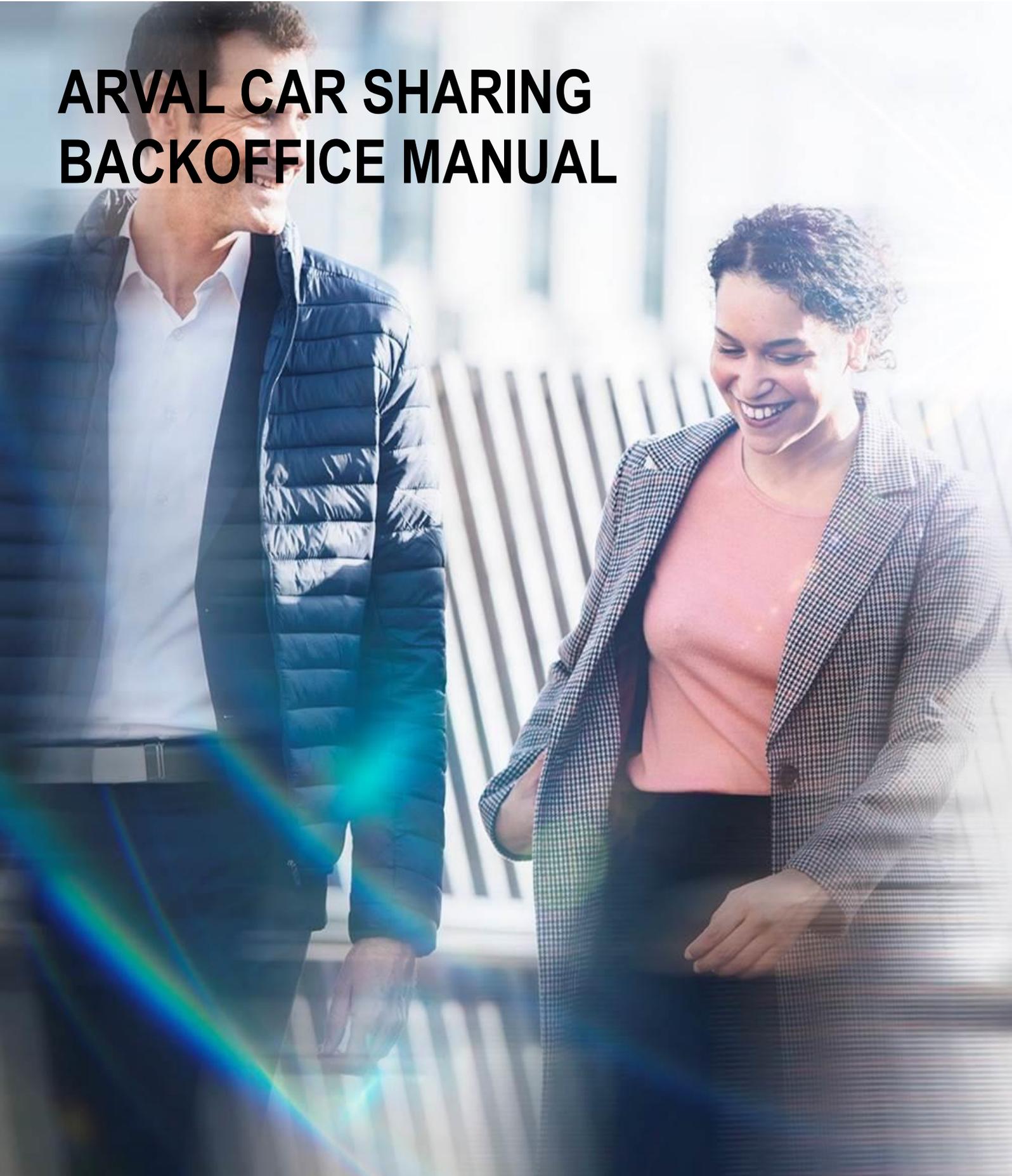


ARVAL CAR SHARING BACKOFFICE MANUAL



ARVAL
BNP PARIBAS GROUP

For the many
journeys in life

1. Logging in

1.1 First login

As the fleet manager, you have a separate login for the back office platform. The platform also has a specific URL: <https://admin.arvalcarsharing.com>

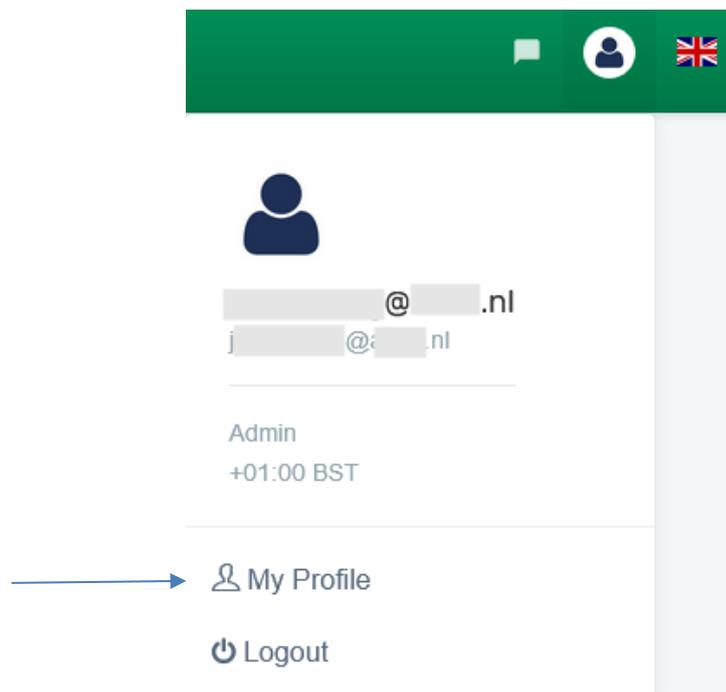
You can log in to the platform using the link and details below:

- go to: <https://admin.arvalcarsharing.com>
- username: your business e-mail address
- the temporary password you have received by e-mail.

1.2 Change password

Once you have logged in, you will see the following icon at the top right

This icon takes you to your account details. You can change the password under 'My profile'. Then click on 'Edit'.



1.3 Forgotten password

If you have forgotten your password, click on 'Forgot password' in the login screen to renew it. You will receive an e-mail enabling you to set a new password.

2. General functions

Most screens have general functions to improve and simplify navigation in the Backoffice. Tables are usually used for this purpose.

Each table has both a general search function ... ->

Search:

... ..and a specific search function at the top of each

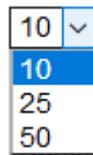


column. ->



It is also possible to export the entire displayed table, or only a partial list using the search filters described above. The exported file can be opened as a .CSV or Excel file. The buttons are direct download links.

At the top left of the table there is a drop-down list that allows the user to edit the table view by selecting the number of items to be displayed for each layout.

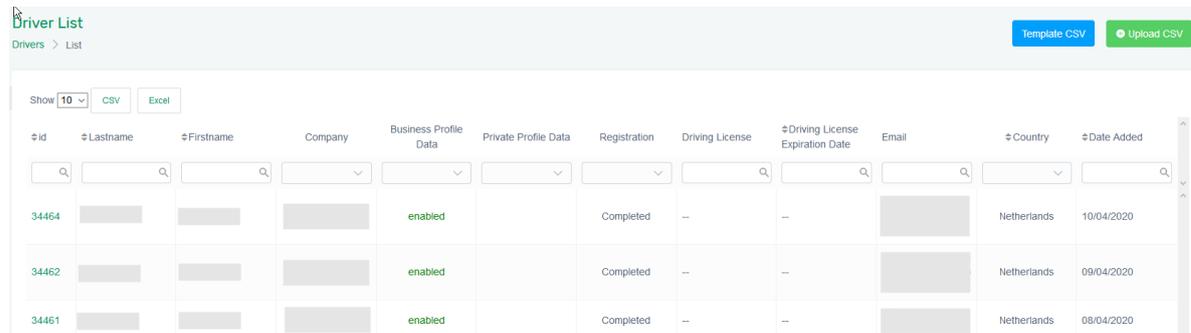


3. Drivers

Under 'Drivers' you can view the driver information.

3.1 Drivers list

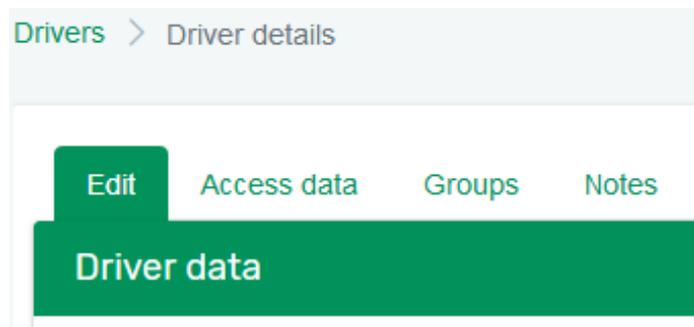
This screen shows a table containing the list of drivers and certain personal data such as name, company and registration status.



ID	Lastname	Firstname	Company	Business Profile Data	Private Profile Data	Registration	Driving License	Driving License Expiration Date	Email	Country	Date Added
34464				enabled		Completed	--	--		Netherlands	10/04/2020
34462				enabled		Completed	--	--		Netherlands	09/04/2020
34461				enabled		Completed	--	--		Netherlands	08/04/2020

3.2 Driver details screen

The first column of the table under Drivers contains the driver identification number with a link to the details screen. This screen gives you access to:



- edit: the complete driver record. If a driver is to be deactivated, this can be done at the bottom of the 'Business Profile' tab. The status Enabled can then be changed to Suspended.
- access dates: login data, not applicable
- groups: here you will find the defined groups
- notes: optional notes can be added here.

3.3 Bulk upload new drivers

New drivers can be created with a .CSV file. Follow the steps below to create one or more drivers:

- use the template on <https://www.arval.nl/carsharing-FM>
- if the data is not presented in columns after opening the file, you can do this via Data/ Text to columns
- you can also download an example from the platform. Click on "Template CSV" to download the CSV template
- the template contains a line with example data
- the template can be opened and modified with Microsoft Excel or other .CSV editing programs. Add one line per user. Make sure the .CSV format remains intact after the adjustments
- click on "Upload CSV"; you can drag the .CSV file to the appropriate box or select the file
- after selecting the file, click "Upload".

Fields to fill in the upload file:

Column	Name column	Description
C	company_code	Go to Companies. The correct code is visible there.
D	employees_group	Go to Drivers-Groups. The ID of the group is the code to be used in the csv file.
E	email	Email address user
F	name	First name user
G	surname	Surname user
H	gender	Gender, use F (female) and M (male)
I	birth_date	Real birth date is not required. Use for example 1-1-2020.
O	country	Always use NL
U	phone	Is not mandatory but advised to fill in.
V	mobile	Mobile number
W	preferred language	Use NL for Dutch and EN voor English
Z	profile	Always fill in BIZ

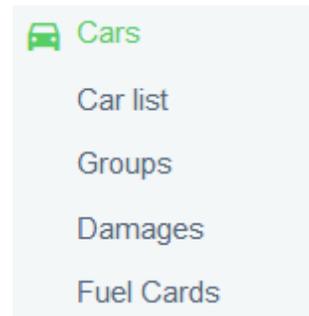
Once the file has been processed you will see the result of the import and any error messages.

Once the users have been created they receive an automatic e-mail with instructions to download the app and log in for the first time. These drivers are then able to start using Arval Car Sharing.

4. Vehicles

Under 'Wagens' (Cars) you will see the following submenus, each linked an individual management screen:

- **vehicle list** to view, edit and add new vehicles
- **groups** to view, create or edit groups of vehicles
- **damage** to view and manage all damage to vehicles
- **fuel maps** to view, create or edit fuel charts.



4.1 Vehicle list

This screen shows a table containing the list of the vehicles with some basic information such as the vehicle registration number and the company name.

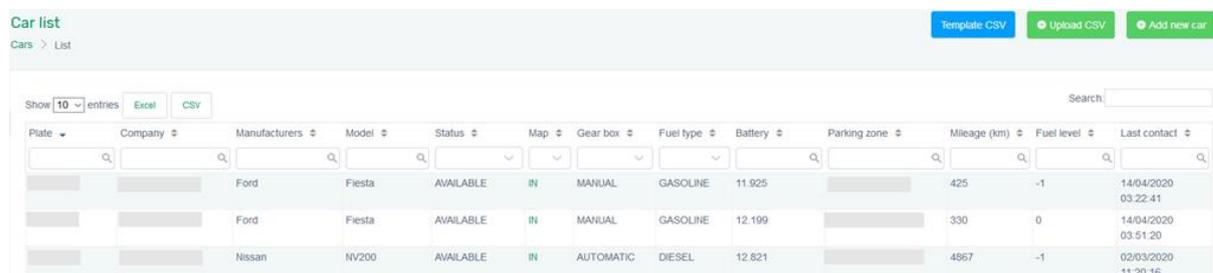


Plate	Company	Manufacturers	Model	Status	Map	Gear box	Fuel type	Battery	Parking zone	Mileage (km)	Fuel level	Last contact
		Ford	Fiesta	AVAILABLE	IN	MANUAL	GASOLINE	11 925		425	-1	14/04/2020 03:22:41
		Ford	Fiesta	AVAILABLE	IN	MANUAL	GASOLINE	12 199		330	0	14/04/2020 03:51:20
		Nissan	NV200	AVAILABLE	IN	AUTOMATIC	DIESEL	12 821		4867	-1	02/03/2020 11:20:16

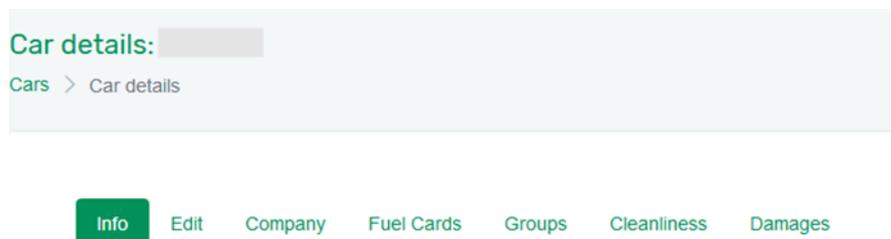
■ Status of the vehicle

Vehicles can be assigned various statuses

- **new** means a new vehicle for which not all data is yet available. This vehicle cannot be reserved
- **activated** means a new vehicle with the correct data, but which has not yet been approved and activated. This vehicle cannot be reserved
- **available** means correctly added, taken into use and therefore available vehicles. This vehicle can be reserved
- **not available** means correctly added vehicles that have had their approval withdrawn. These vehicles cannot be used
- **deactivated** means vehicles that have been removed from the system
- **archived** means sent to the historical database.

■ Vehicle details screen

Click on a vehicle registration number to view the details of a vehicle.



In this screen, you can view the following information:

- **edit**: view and edit the vehicle data, the data of the installed Car Sharing device, and location data
- **groups**: view the list of groups the vehicles belong to.

5. Trips

Under 'Trips' there are three submenus, each linked to an individual management screen:

- **list of trips** to view all trips
- **fiscal reports** to download the monthly report
- **late return** to view all bookings closed at least 30 minutes after the scheduled time of arrival.

5.1 Overview vehicles

This screen shows a table containing the list of trips and certain key data such as the vehicle registration number, the driver's name, the departure and arrival address.

List
Trips > List

Show 10 CSV Excel

ID	Company	Firstname	Lastname	Plate	Model	Manufacturers	Book.id	PickUp Address	Return Address	Timestamp beginning	Timestamp end	Length	Duration	Type
52413					Fiesta	Ford	73656			14/04/2020 05:14:56	--	?		BUSINESS
52410					Fiesta	Ford	73578			14/04/2020 02:29:46	14/04/2020 02:30:23	0	00:00:37	BUSINESS
52402					Fiesta	Ford	73610			10/04/2020 11:07:23	10/04/2020 11:08:14	0	00:00:51	BUSINESS
52401					Fiesta	Ford	73606			10/04/2020 10:12:02	10/04/2020 11:37:09	8	01:25:07	BUSINESS

The vehicle registration number, the name of the driver who made the trip and the corresponding identification number of the booking are linked to the relevant details screen.

5.2 Fiscal reports

A monthly fiscal report is drawn up for each company, which can be downloaded and used as trip administration for the tax authorities.

5.3 Late return

This lists the trips where the trip takes longer than the planned booking.

6. Bookings

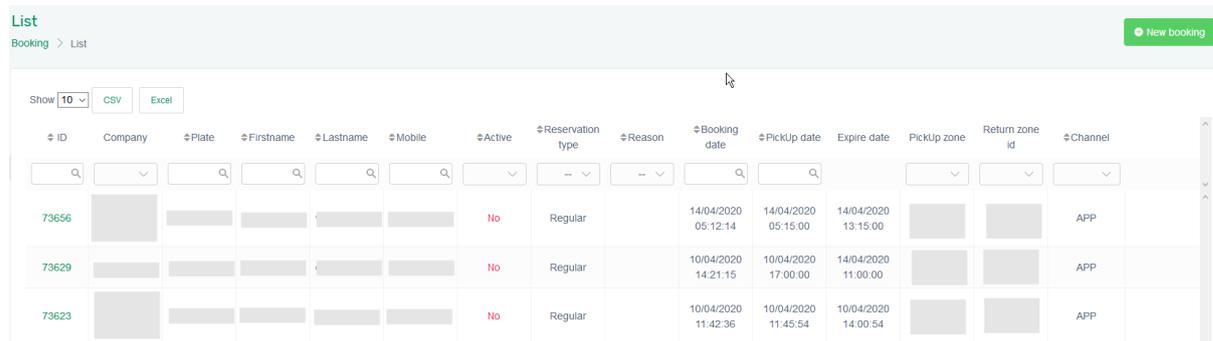
Under 'Bookings' there are two submenus, each linked to an individual management screen:

- **list of bookings** to view, add or edit bookings
- **new booking** to make a new booking.



Overview bookings

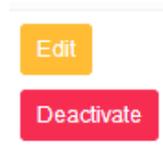
This screen shows a table containing the list of Bookings and certain key information such as the name of the user, the start and end date of the booking, the departure and arrival address and the status of the booking.



ID	Company	Plate	Firstname	Lastname	Mobile	Active	Reservation type	Reason	Booking date	PickUp date	Expire date	PickUp zone	Return zone id	Channel
73656						No	Regular		14/04/2020 05:12:14	14/04/2020 05:15:00	14/04/2020 13:15:00			APP
73629						No	Regular		10/04/2020 14:21:15	10/04/2020 17:00:00	14/04/2020 11:00:00			APP
73623						No	Regular		10/04/2020 11:42:36	10/04/2020 11:45:54	10/04/2020 14:00:54			APP

A booking can have two statuses:

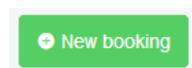
- **active**: the trip has not yet started
- **inactive**: the trip has started or been cancelled (if the user does not show up after 30 additional minutes).



Active Bookings can be edited and deactivated using the 'Edit' and 'Deactivate' buttons in the last column of the table.

New booking

This screen offers a wizard to create a new booking.



You can also access the create wizard with the corresponding button in the top right-hand corner of the booking list.

The workflow successively includes the selection and addition of:

- user's name
- start and end date and time of the booking
- start and end location of the booking
- vehicle type (filtered by type of vehicle, number of seats and transmission type).

The next step is not displayed until the previous step has been completed correctly.

The first step consists of selecting the driver and profile.

New booking
Bookings > New booking

1. Select a user

Customer Profile Company

The second and third steps cover the date / time and location for collection and return.

2. Select your departure and arrival dates

Beginning Ending

3. Select your starting and arrival locations

Start zone id End zone id

The final step is the choice of the vehicle.

NB! After selecting 'Type of vehicle' click 'Search.' Only then can you select the desired vehicle below.

4. Select the vehicle

Car chassis type Seats

Select a chassis

Vehicle

Select a vehicle

4 Create the Reservation

6.3 Change booking

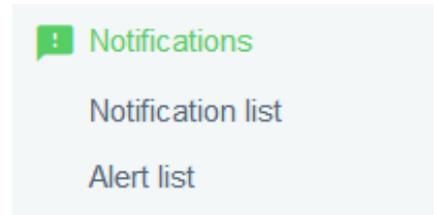
You can edit a booking on this screen. Only the driver cannot be changed. All other information can be changed.

- profile
- start and end date and time of the booking
- start and end location of the booking
- vehicle type (filtered by type of vehicle, number of seats and transmission type).

7. Messages

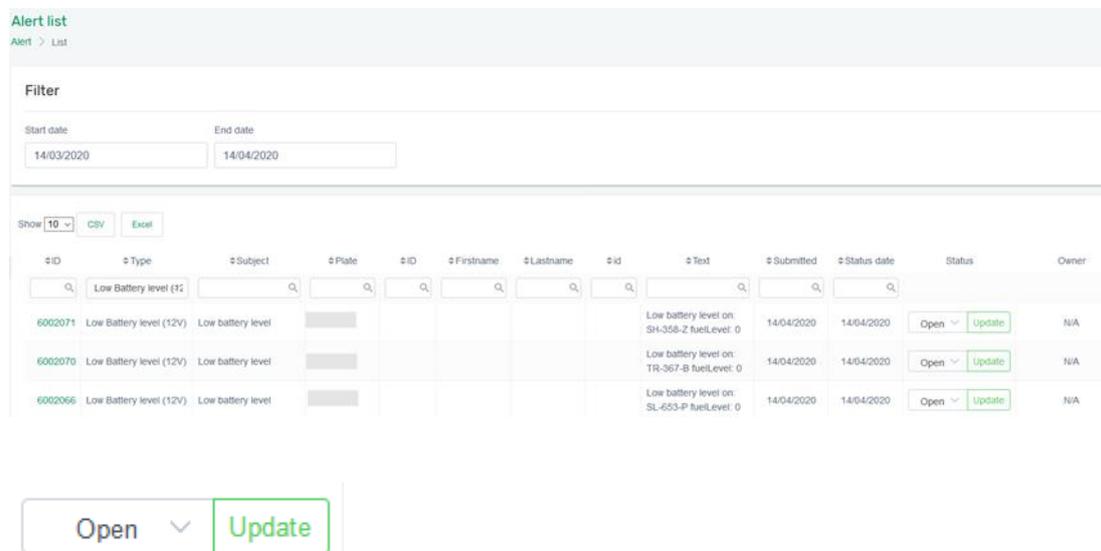
Under 'Messages' there are two submenus, each linked to an individual management screen:

- **list of messages** to view all messages received
- **list of alerts** to view all messages.



7.1 List of alerts

This screen shows a table containing the list of received messages, with different data such as type, subject and status.



The screenshot shows the 'Alert list' interface. At the top left, there is a breadcrumb 'Alert > List'. Below it is a 'Filter' section with 'Start date' (14/03/2020) and 'End date' (14/04/2020). A table below the filter shows columns for ID, Type, Subject, Plate, ID, Firstname, Lastname, id, Text, Submitted, Status date, Status, and Owner. Three rows of alerts are visible, all with a status of 'Open'. Below the table are 'Open' and 'Update' buttons.

In the top left corner you will find a drop-down list to filter the display by type.

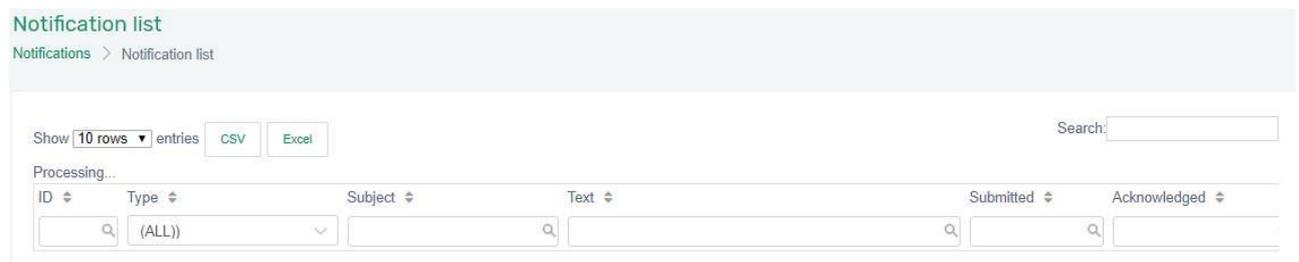
The user can also change the status of the message and its addressee using the corresponding buttons in the last column of the table.

The status can be changed from OPEN to IN PROGRESS and then to CLOSE.

7.2 List of messages

This screen shows a table containing the list of Messages, with various data such as type, subject and title.

It takes some time to process the request. The requested items are displayed when the process is complete.



The screenshot shows the 'Notification list' interface. At the top left, there is a breadcrumb 'Notifications > Notification list'. Below it is a search bar and a 'Show 10 rows entries' dropdown. A table below shows columns for ID, Type, Subject, Text, Submitted, and Acknowledged. The table is currently in a 'Processing...' state.

The first column of the table contains the identification number of the message. This contains a link to the details screen containing all the information about the message.

8. Reports

Under 'Reports' there are five submenus, each linked to an individual management screen:

- **list of drivers** to view all drivers, with various relevant data
- **list of bookings** to view all bookings, with various relevant data
- **list of trips** to view all trips, with some relevant data
- **fleet list** to view the fleet, with various relevant data
- **damage list** to view all damage incidents, with various relevant data.



Reports

Driver list

Booking list

Trips list

Fleet list

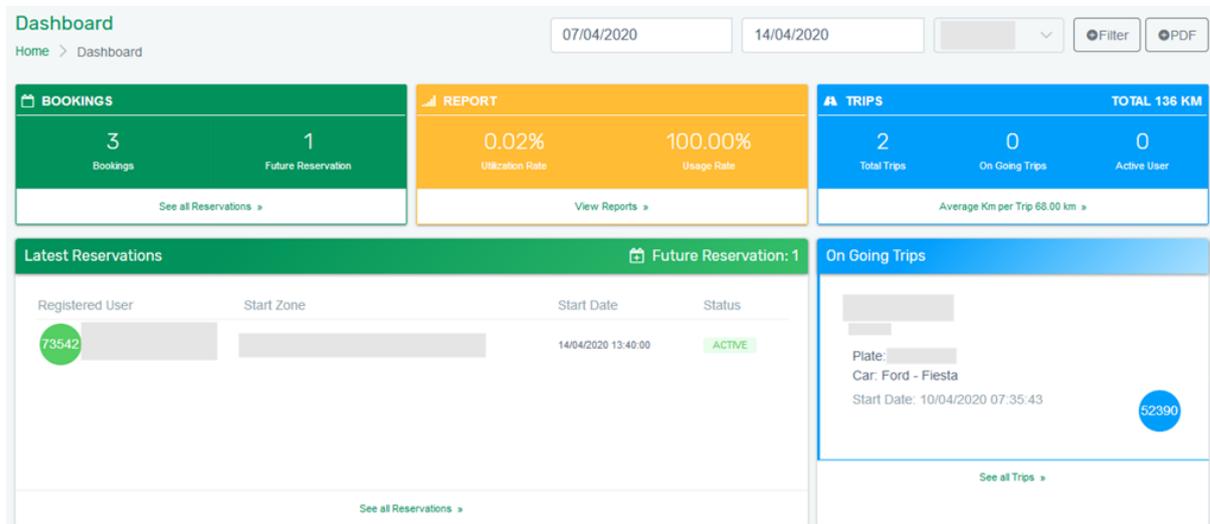
Damages list



9. Dashboard

Use the Dashboard to view important data in an overview.

The user can set the period for which the various data is calculated using the filters at the top right of the screen. By default, the filter selects the last seven days.



The first boxes show booking and trip statistics and two values expressed as a percentage: the occupancy rate and the usage rate. The occupancy rate is the ratio between the number of days that each vehicle in the fleet was active on one or more trips and the total number of days in the selected period. The usage rate is the ratio of the number of vehicles that have made at least one trip during a selected period and the total number of vehicles in the fleet.

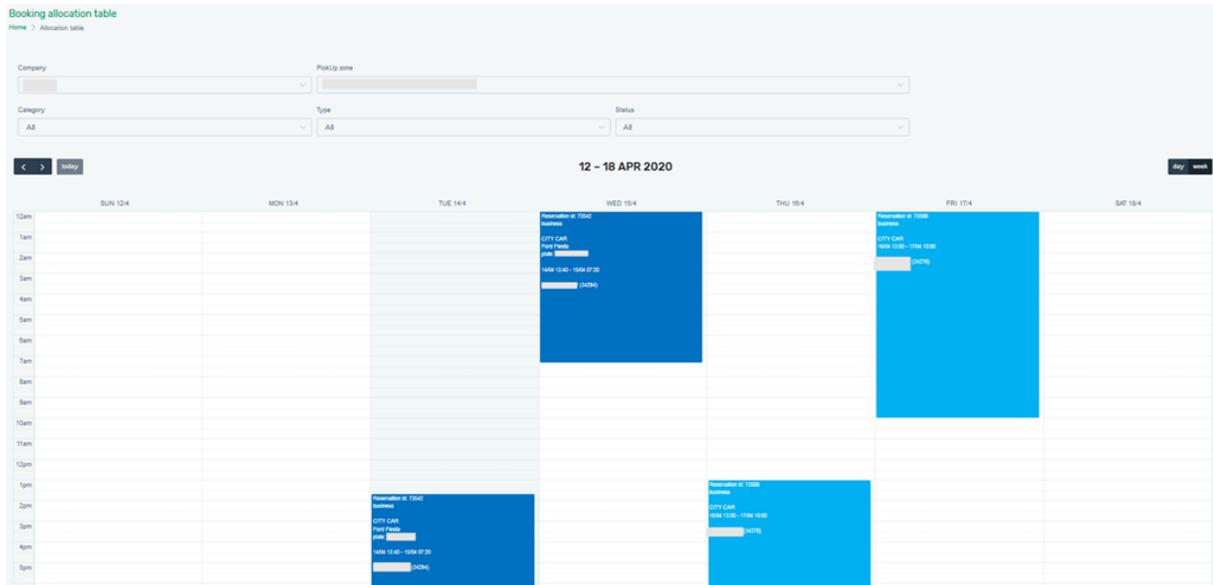
Given below is an overview of active, cancelled or unused bookings for the next 24 hours and a list of active trips. Both overviews contain different data and a link to details screens.

The Dashboard also offers charts showing:

- vehicles by status
- users by status
- bookings by status
- percentage of trips per duration (in hours)
- number of trips per category
- top 20 users (number of bookings).

10. Booking planning

The daily planning schedule can be viewed in 'Booking planning'



Unallocated



Allocated



No show /
Cancelled



On the road



Closed

