



Concise manual

Arval Car Sharing

This concise manual explains what you need to know to be able to use Arval Car Sharing vehicles. Please read this manual carefully.

■ Before using a vehicle for the first time

- You will be sent an e-mail containing login details.
- Download the Arval Car Sharing app.
- Open the app, click on Login at the top right, log in with your login details from the e-mail and follow the steps to complete your registration.

■ Book a vehicle

Please note: you need an internet connection for this:

- log into the Arval Car Sharing app with your username and password
- select the correct pick-up and drop-off locations
- enter a start date and time. You may have to scroll down to find the right time. Do the same for the end date and time
- enter the trip purpose and cost centre if applicable
- select the required vehicle type and click on 'Confirm'
- The reservation will appear in the app. Click on 'Book' to record the reservation.

Please note: you can use the vehicle as soon as you receive a push message with the vehicle registration number. You will receive this message 15 minutes before the exact start time of your reservation.

Cancelling a reservation

- click on the reservation that you want to cancel
- click on 'Cancel reservation' (you may have to scroll down to find it) and confirm.

■ Open and start the vehicle

When the reservation appears in the start screen, it will be active and you can use the vehicle.

- make sure you are close to the vehicle
- make sure that your Bluetooth is enabled
- click on the reservation
- accept the conditions so that the app connects to the vehicle and you can open the door
- carefully inspect the vehicle for any damage before using it and report any damage via the app
- Enter your four-digit PIN code that you chose when registering your account
- start the vehicle with the start/stop button

Please note I: The reservation is valid for half an hour. If you do not use the vehicle within thirty minutes of the reservation start time, the reservation will expire.

Please note II: You will need an internet connection until your reservation has been allocated (allocation of vehicle registration number). Once the vehicle registration number has been allocated, you will no longer need an internet connection.

■ Parking at your destination

Have you reached your destination? Perform the following steps:

- stop the vehicle with the start/stop button and exit the vehicle
- open the Arval Car Sharing app and click on 'Close' to lock the vehicle

Please note: You may be unable to connect to the vehicle (the open and close buttons are greyed out). Close the app and then restart it.

■ Opening the car after your appointment

Has your appointment finished? Perform the following steps:

- stand next to the vehicle and open the Arval Car Sharing app (your smartphone will connect to the vehicle again)
- open the vehicle by pressing 'Open' in the app
- start the vehicle with the start/stop button

■ Ending the trip

Are you back at your home location? Park the vehicle in the Arval Car Sharing parking space and perform the following steps:

- stop the vehicle with the start/stop button
- remove all your belongings from the vehicle and step out
- click on 'End trip'
- click on 'Lock vehicle'
- inspect the vehicle for any damage and report any damage via the app
- click on 'End trip' and 'Confirm close'.

Please note I: once you have ended the reservation, you will no longer be able to access the vehicle. You will no longer be able to open and close the vehicle. Make sure you have taken all your valuable belongings out of the vehicle and the doors are locked before you end the reservation.

Please note II: lock the vehicle in the correct manner as described above. If you do not close the reservation (or close it properly), the next user will not be able to take the vehicle. In addition, you will remain responsible for the condition of the vehicle and for any damage that arises.

Please note III: you need to close your reservation next to the vehicle. If you are no longer near the vehicle, you will not be able to end the reservation.