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DKV Kundenportal (CUP)

Manual light + FAQ SMART (EN)

Ratingen, November 24th 2020



The new DKV customer portal

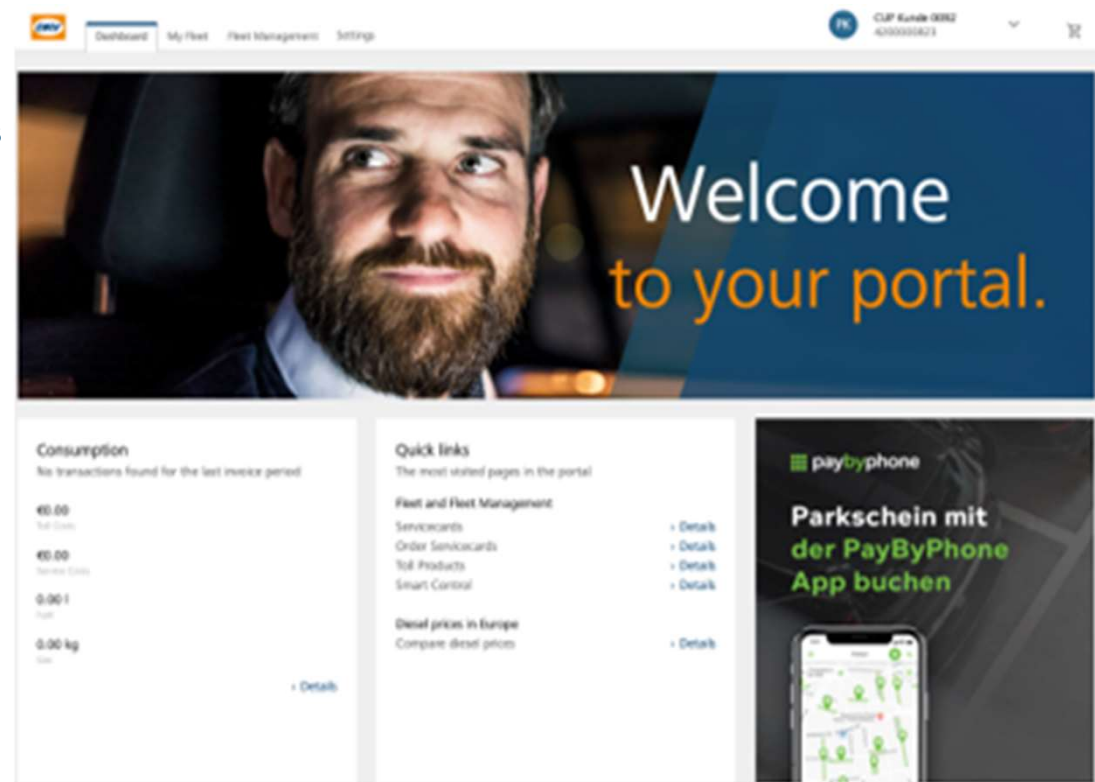
Dashboard – your starting point into the portal

What is new:

- » The **dashboard provides you an overview** of all portal domains & supports you in having always an transparent view of your consumption and resulting costs.
- » The **menu is intuitive** to use and supports you to easily use required functions.
- » Within the **area “My Fleet”** we have developed all functions which are key for fleet management:
 - I. *Manage service cards*
 - II. *Order service cards*
 - III. *Mange limit-, und restrictions*

What do we keep:

- » Some functions are available in the known format, please click the required tab to get connected.



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I. Manage service cards

Click the tab „My Fleet“ to get to the My Service Card view:

» Here you can use the following functions:

1. **Filter** based on required card types
2. **Overview of total costs**
3. Practical **sorting function**
4. Easily way to **export files** to Excel or CSV

The screenshot displays the 'My Service Cards' interface. At the top, there are navigation tabs: Dashboard, My Fleet, Fleet Management, and Settings. The user is logged in as 'CIP Kunde 0181 420000432'. The main heading is 'My Service Cards (100)' with an 'Order Service Card' button. Below this is a 'SMART CONTROL' section with a 'Hide details' dropdown and an 'Activate Smart Control' button. A message states: 'With Smart Control you can easily add limits and restrictions for Service Cards in your whole fleet. On the details page you can apply exceptions for specific cards.' Below the message, it says 'No transactions found for the last invoice period'. A table lists service cards with columns: Label, Service Card ID, Limiting, Total Costs, and Status. A sorting dropdown (3) is located above the table. At the bottom left, there is an 'Export' button (4). At the bottom right, a summary bar shows '100 of 100 Service Cards' and a total cost of '€3.00' (2).

Label	Service Card ID	Limiting	Total Costs	Status
<input type="checkbox"/> CUR9-079680	70431001007516206		€3.00	
<input type="checkbox"/> CUR9-079679	70431001007516198		€3.00	
<input type="checkbox"/> CUR9-079678	70431001007516180		€3.00	
<input type="checkbox"/> CUR9-079677	70431001007516172		€3.00	
<input type="checkbox"/> CUR9-079676	70431001007516164		€3.00	
<input type="checkbox"/> CUR9-079675	70431001007516156		€3.00	
<input type="checkbox"/> CUR9-079674	70431001007516148		€3.00	
<input type="checkbox"/> CUR9-079673	70431001007516131		€3.00	
<input type="checkbox"/> CUR9-079672	70431001007516123		€3.00	

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II. Order service cards

Click the **tab service card order** on the service card overview page to initiate the card order process:

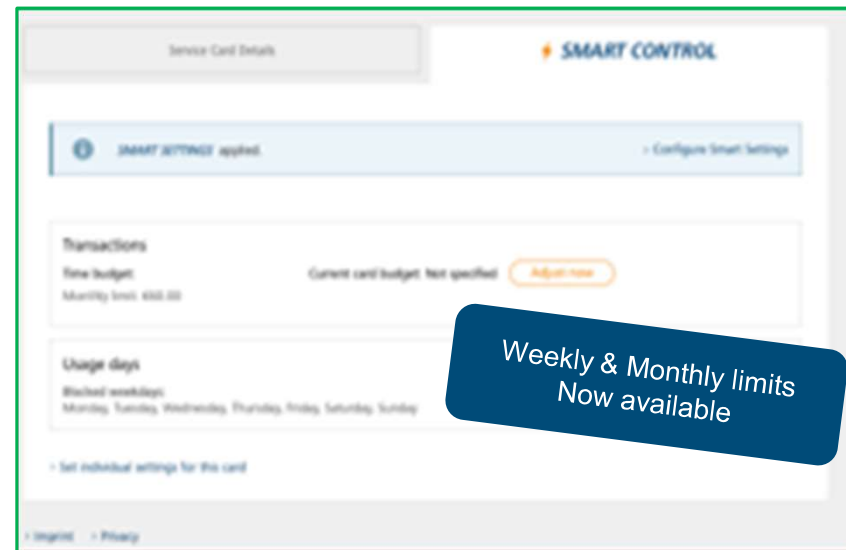
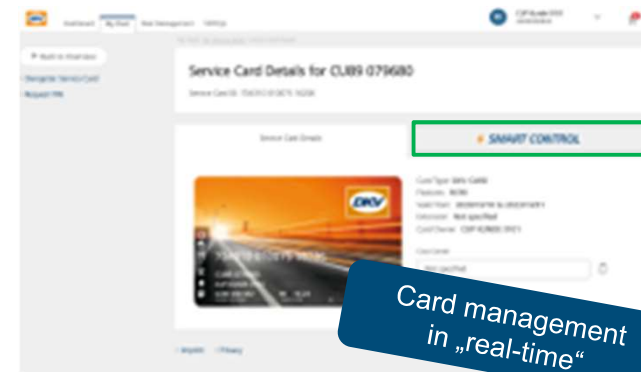
- » Within this process you can easily **order up to 99 cards online**. If your demand exceeds this number please contact your customer service contact.
- » Please follow our three-step order process to place your order, consisting of the following steps:
 1. **Select fleet card** (according your pre-defined product preferences)
 2. **Configure your fleet cards** (Define cost centre, select PIN) and choose secure delivery mode to continue
 3. **Control and order**

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III. Manage limits & restrictions- „SMART“ Limits

Activate the tab service card details tab to get to the SMART limit function:

- » The **SMART feature enables you** to define & apply enterprise specific limit & restriction standards.
- » The „**SMART**“ settings are automatically applied to all current and future cards.
- » **Changes to „SMART“** configurations are automatically applied to all your cards. If no SMART cards exist, the system asks you if you would like to **apply the setting to all marked “Standard” cards**
- » If you want you can **configure SMART** settings and organize cards individual (for instant service cards for your managing director).



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SMART Feature & Limits – FAQs

1. What is the purpose of the SMART limit function?
 - The SMART feature provides the opportunity to set enterprise specific limit & restriction standard. This standard will be applied for all current and future cards. If you would like to change limit settings for your fleet you just need to change the SMART setting once.
2. Is it necessary that all cards are SMART?
 - Your service cards can be configured individually.
3. How can I set-up SMART limit configurations?
 - SMART configuration changes are applied automatically. If your cards do not have valid SMART settings, the system questions if you would like to apply Standard setting to all cards.
4. Which limit configuration do impact SMART setting?
 - After configuring the daily limit, card limit changes accordingly, results in card flag changing from SMART to individually. Future changes of SMART settings do not have an impact on the configured card.
5. Which limit configurations do not impact SMART setting?
 - Temporary activation or deactivation as well changes of the card budget, incl. threshold do not impact the SMART attribute.
6. What is the purpose of DKV standard limit?
 - DKV operates with daily, weekly and monthly limits to protect service cards for mis-use and fraud. Additionally DKV applies specific rules to identify conspicuous behaviour of cards and to avoid mis-use. Those rules are always active equally if you manage your service cards SMART or individually.



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