



DKV Cockpit

Manual (EN)

YOU DRIVE, WE CARE.

Version: 08.2022

The new DKV Cockpit

Dashboard – Your starting point in the portal	<u>Page 03</u>
Service card overview – Filter, sort and list functions	<u>Page 07</u>
Service card details – Manage card settings for individual cards	<u>Page 14</u>
Service card details – Manage limits and restrictions	<u>Page 19</u>
Service card details – Limits and restrictions / On demand activation mode	<u>Page 24</u>
SMART CONTROL – Apply current settings to multiple cards at the same time	<u>Page 28</u>
Order service cards – Ordering process in Cockpit	<u>Page 32</u>
Driver onboarding – Enable Drivers to use the DKV Mobility App	<u>Page 38</u>
Edit existing users – Editing user data, functions and user permissions as well as customer numbers	<u>Page 43</u>
Create user – Create a new user in DKV Cockpit	<u>Page 47</u>

Dashboard

Your starting point in the portal

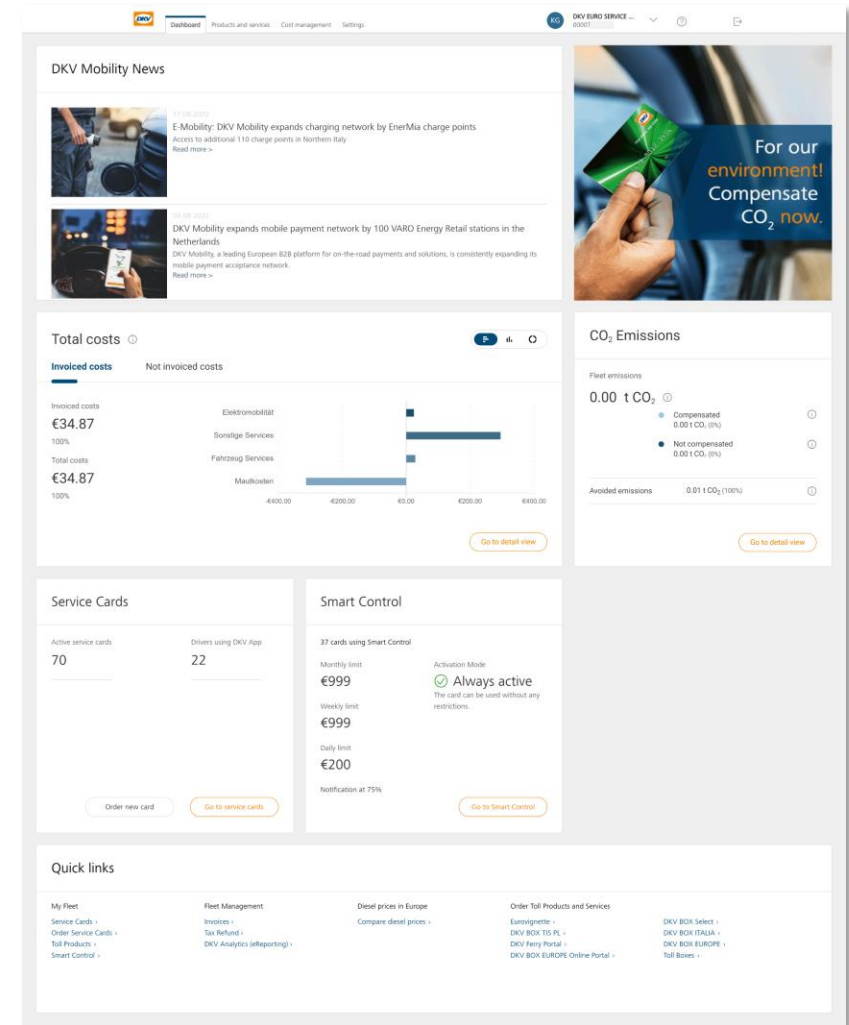
Dashboard – Your starting point in the portal

The Dashboard is the starting point to access all portal pages and provides an overview of your **costs, service cards and CO2 emissions**, among other things.

The navigation in the upper area takes you to all other sections of the DKV Cockpit.

In the "**Products and services**" area you will find:

- The service card order
- The administration of your service cards, as well as the administration of limits and restrictions
- Your toll overview, as well as the option to order Eurovignettes



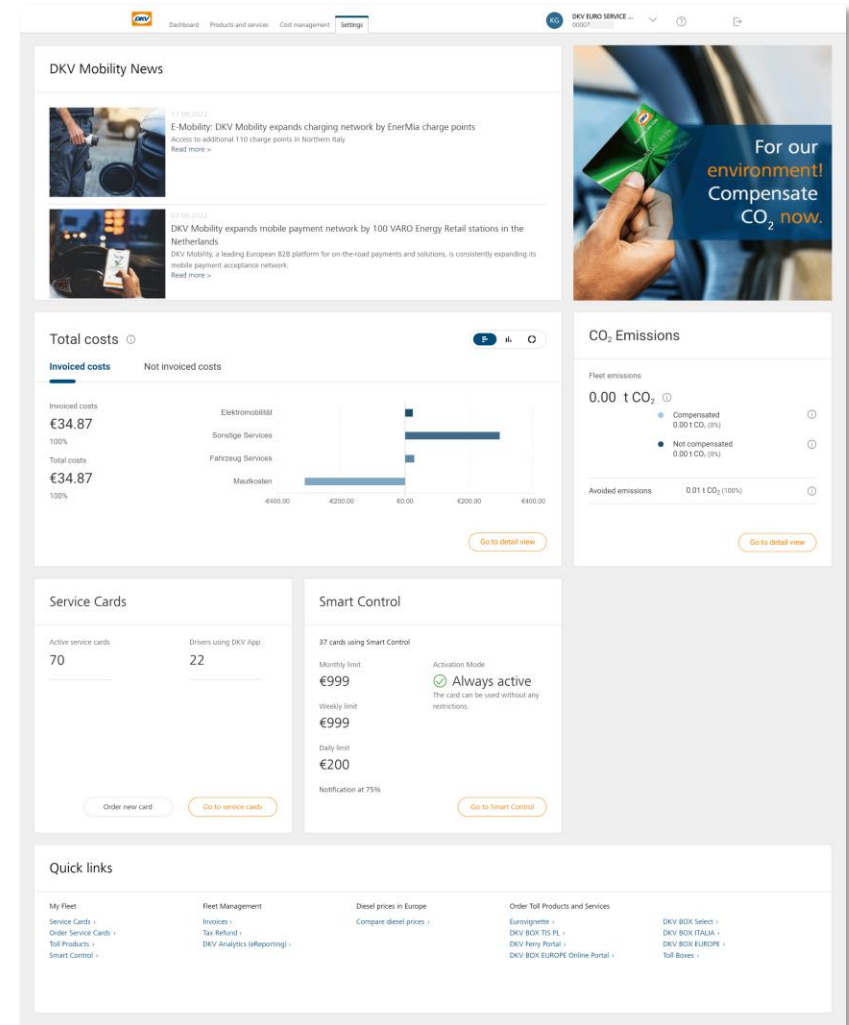
Dashboard – Your starting point in the portal

In the "**Cost management**" area you will find, for example:

- Your invoices
- Your total costs, broken down by type of product (DKV Analytics)
- Your VAT refunds

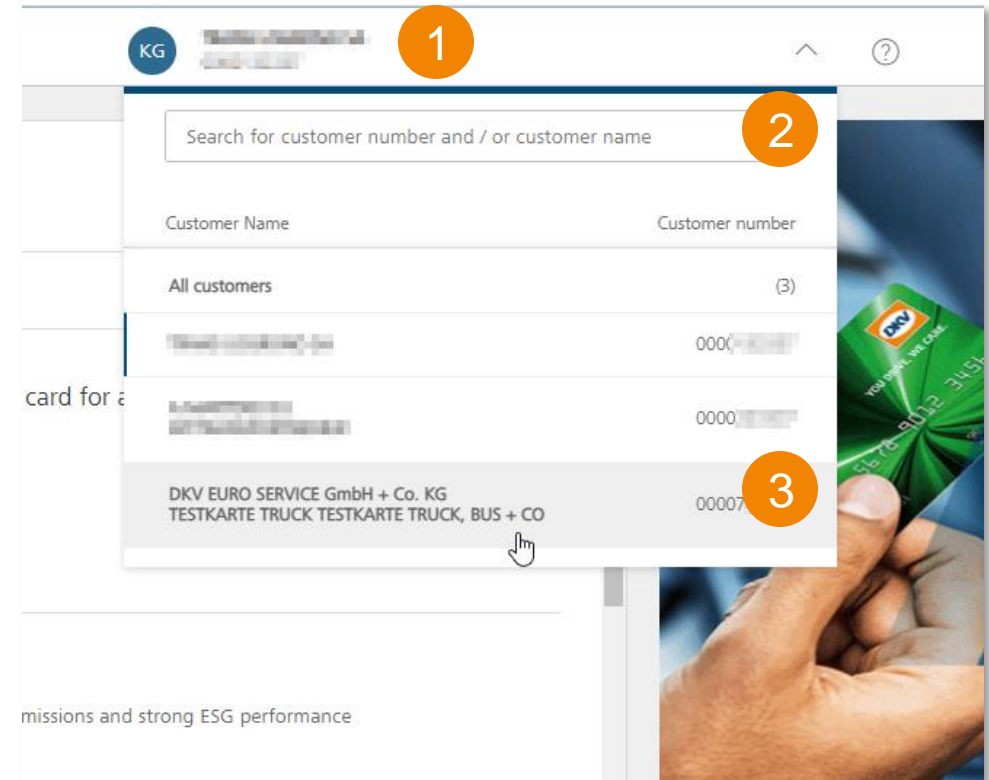
In the "**Settings**" area you will find, among other things, your user management. Here you can:

- Create new Cockpit users
- Change user functions and permissions
- Assign customer numbers to users
- Assign service cards for app use to users



Dashboard – Selecting customer numbers

- 1 Click on the **drop-down menu** with the customer numbers in the upper right corner. You will see all the **customer numbers** you have access to.
- 2 Scroll down until you find the customer number you want and **select it**.
- 3 The customer number you are looking for is not there? The list is too long to scroll through? Find the customer number you are looking for directly via the search field. Simply type the customer number or customer name you are looking for into the **search field**.



Service card overview

Filter, sort and list functions

Service card overview – Filtering and sorting

Click on the “**Products and services**” tab in the menu bar to display the “**Service cards**” view, where you can see the **valid service cards** for the **selected customer number**.

The following **functions** are available on this page:

1 Filtering

- Via the drop-down menu, e.g. by **label**, **service card ID** or **cost centre**
- Via the provided list of available **service card types**
- Via the provided list of available **cost centres**

2 Sorting

- Expand the drop-down menu and select a column and the **order** (ascending or descending) by which to sort the cards

3 Ended cards

- Provides an overview of cards that are **no longer valid**
- Sorting and filtering also works for ended cards

The screenshot displays the 'My Service Cards' page with 295 cards. The interface includes a search bar, a filter sidebar, and a table of service cards. Three callouts highlight key features:

- 1 Filtering:** A sidebar on the left contains filter categories: Search, All Attributes, Cost Center, Profile, Monthly limit, and Status. The 'Show Ended Service Cards' checkbox at the bottom is highlighted with a red box and the number 3.
- 2 Sorting:** A 'Sort by' dropdown menu is highlighted with a red box and the number 2, showing 'Label' as the selected option.
- 3 Ended cards:** The 'Show Ended Service Cards' checkbox is highlighted with a red box and the number 3.

Service Card ID	Cost center	Card Addition	Profile	Live state
			Smart Settings	Inactive
			Smart Settings	Inactive
			DKV Standard	Active
	1234		DKV Standard	Active
			Smart Settings	Inactive
			Smart Settings	Inactive
		FB 1	Individual	Inactive
			DKV Standard	Active

Service card overview – Export list of service cards

The “**Export**” button can be found in the **bottom left corner** of the service card overview page. By clicking on the button, you can export a list of your service cards.

- Available in **CSV and Excel** file formats.
- If **no** service card is preselected, the **entire list** of the cards displayed in the overview will be **exported**
- If **filtering** has been applied, the **results of the filtering are exported**; this also applies to ended service cards.
- You can use the **checkbox** to select specific service cards and export only those cards
- The export file contains **all the details** about the service cards, including the limits.
- We are currently working on making it possible to download **all the card information for the card numbers assigned to you** in the export area.

The screenshot displays the 'My Service Cards (70)' overview page. On the left, there are filter sections for 'Service Card type', 'Cost Center', 'Profile', and 'Activation Mode'. The 'Export' button is highlighted with an orange box in the bottom left corner. The main area shows a table of service cards with columns for Label, Service Card ID, Cost center, Card Addition, and Profile. A modal window titled 'Export List' is open, showing options to export 'Selected service cards (21 service cards of 21)' or 'All Servicecards (Of 1 customer numbers)'. Below these options, there are icons for 'CSV' and 'XLS' document formats, and a 'Download' button at the bottom right.

Label	Service Card ID	Cost center	Card Addition	Profile
<input type="checkbox"/> TEST CARD 8	7043	TERMINAL TEST		Individual
<input type="checkbox"/> TEST CARD 7	7043	TERMINAL TEST		DKV Standard
<input type="checkbox"/> TEST CARD 6	7043	TERMINAL TEST		DKV Standard
<input type="checkbox"/>				DKV Standard
<input type="checkbox"/>				DKV Standard
<input type="checkbox"/>				DKV Standard
<input type="checkbox"/>				DKV Standard

Service card overview – Profiles

The profile shows whether you have retained card limits or restrictions in DKV **Standard**, defined them **individually** or are controlling them using **SMART Settings**.

A drop-down menu allows you to quickly and easily select another profile to apply to a card. In this way, **profiles take the place of the earlier “Limit”** setting feature.

The following profiles are currently available:

- **DKV Standard**
No time budgets are set for the card and it is in the “Always active” activation mode
- **SMART Settings**
The time budgets set via SMART CONTROL and the activation mode selected there are applied to the card.
- **Individual**
The individually set time budgets set in Service Card Settings and the activation mode selected there are applied to the card.

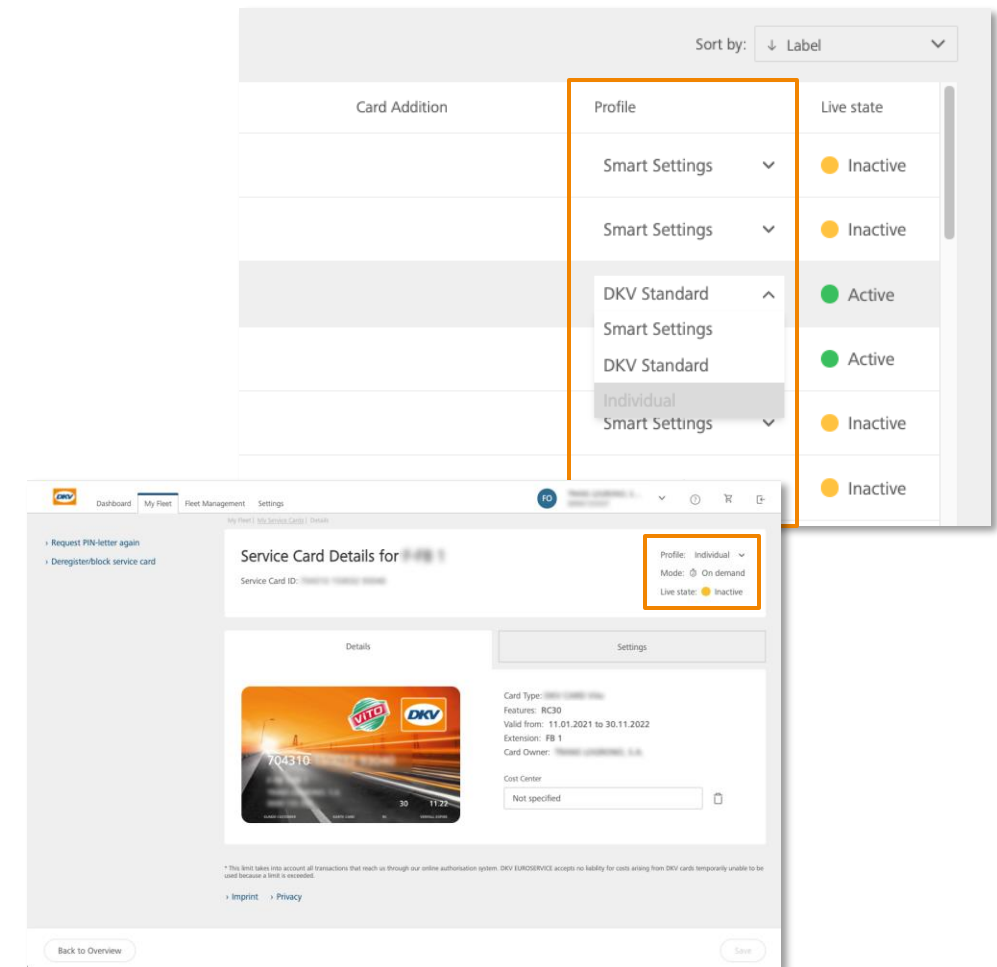
The screenshot displays the 'My Service Cards' overview in the DKV system. The interface includes a search bar, a 'SMART CONTROL' notification, and a table of service cards. The table columns are Service Card ID, Cost center, Card Addition, Profile, and Live state. The 'Profile' column is highlighted with an orange box. The table shows various profiles like 'Smart Settings', 'DKV Standard', and 'Individual' with their corresponding live states (Active or Inactive).

Service Card ID	Cost center	Card Addition	Profile	Live state
[blurred]			Smart Settings	Inactive
[blurred]			Smart Settings	Inactive
[blurred]			DKV Standard	Active
[blurred]	1234		DKV Standard	Active
[blurred]			Smart Settings	Inactive
[blurred]			Smart Settings	Inactive
[blurred]		FB 1	Individual	Inactive
[blurred]			DKV Standard	Active

Service card overview – Profile change using the drop-down menu

If **another profile is to be assigned** to a card, then this is done using the **drop-down menu** in the “**Service cards**” card overview or **in the header** of the card menu. Changing the profile has the following effects:

Previous profile	New profile	Effect
DKV Standard	Individual	Changing is not possible using the drop-down menu. You can set individual limits and restrictions in the “Settings” tab in the relevant service card details. Then the card changes automatically to the <i>Individual</i> profile.
DKV Standard	SMART Settings	The limits and restrictions defined using SMART CONTROL are applied to the card.
Individual	DKV Standard	All the individually set limits and restrictions for the card are deleted and the card set back to the DKV Standard profile.
SMART Settings	DKV Standard	All the limits and restrictions defined in SMART Settings are deleted <u>for this card</u> and the card set to the DKV Standard profile.
SMART Settings	Individual	Changing is not possible using the drop-down menu. You can set individual limits and restrictions in the “Settings” tab in the relevant service card details. Then the card changes automatically to the <i>Individual</i> profile.



Service card overview – Mode

Mode shows you the **usage restrictions** you have applied to a card.

1 A card can be in one of the **following modes**:

- Always active
- Days of week
- On demand
- Deactivated

2 To display **the mode** in the service card overview, show the Mode column using the toggle switch.

The screenshot shows the DKV Service Cards overview interface. On the left, there is a sidebar with various filters. The 'Mode' filter is highlighted with a red box and a '2' callout. The main area displays 'My Service Cards (295)' with a 'SMART CONTROL' section. Below this, a table lists service cards with columns for 'Card Addition', 'Profile', 'Mode', and 'Live state'. The 'Mode' column is highlighted with a red box and a '1' callout. The table shows various modes such as 'Days of week', 'Always active', and 'On demand', each with a corresponding 'Live state' indicator (Active or Inactive).

Card Addition	Profile	Mode	Live state
	Smart Settings	Days of week	Inactive
	Smart Settings	Days of week	Inactive
	DKV Standard	Always active	Active
	DKV Standard	Always active	Active
	Smart Settings	Days of week	Inactive
	Smart Settings	Days of week	Inactive
FB 1	Individual	On demand	Inactive
	DKV Standard	Always active	Active

Service card overview – Live status

Live status shows you in real-time whether a card can be used at the present time for a transaction. If you have approved the use of the card, e.g. for **Mob-Fri only**, the live status will be shown as **“Active”** during weekdays and **“Inactive”** during weekends.

A card can be in one of the **following live statuses**:

- **Active**

Possible scenarios in which a card is set to the **Active status**:

- The card is in the “Always active” mode
- The card is in “Days or week” mode + allowed for current weekday
- The card is in the “On demand” mode + card is in active time window

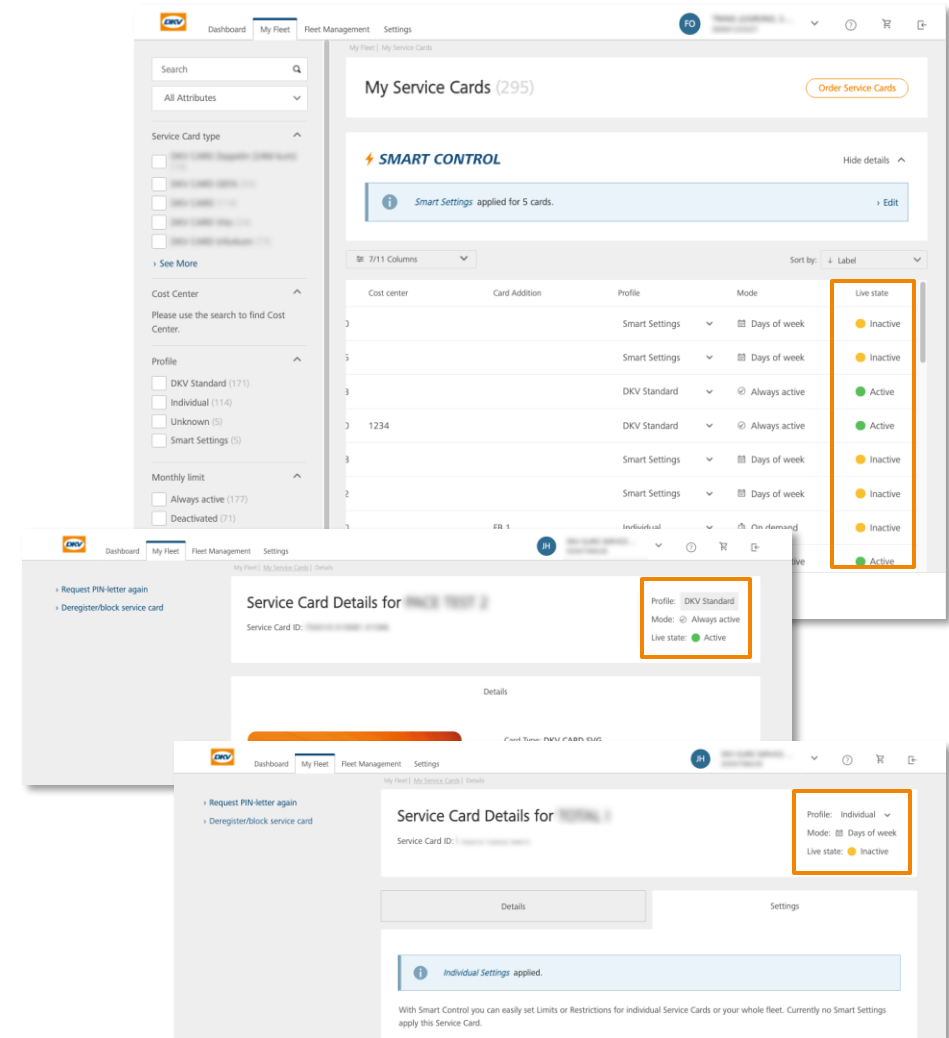
- **Inactive**

Possible scenarios in which a card is set to the **Inactive status**:

- The card is in the “Always deactivated” mode
- The card is in the “Days of week” mode + *not* allowed for the current weekday
- The card is in the “On demand” mode + the card is currently *not* in the active time window
- Card ended, deregistered, blocked



Determination of the live status in Cockpit is based on Coordinated Universal Time (UTC) You should therefore keep in mind that the displayed change of day in the “Days of week” mode may differ from local time if the card and Cockpit are in different time zones. The actual authorisation decision is always based on the **local time of the service station** at which the card is about to be used.



Service card details

Manage card settings for individual cards

Service card details – Overview

The service card menu gives you detailed information about the **relevant service card** and you can view and manage the set settings.

1 Header

The header allows you to gain a quick overview of the profile, mode and live status of the card. The profile can also be changed here using the drop-down menu.

2 Details

When you ordered your card, you **defined and fixed** its features. You can see these details here. From here you can also set or change a cost centre for your card.

3 Request new PIN / deregister or block cards

A card PIN could be requested as a PIN-letter to the address the card was sent to, or could directly be shown in the COCKPIT. You can easily deregister or block a card if needed

4 Settings

In this menu you can apply customer-specific limits and restrictions **to the relevant card** to adjust card usage to the needs of your company.

The image displays two screenshots of the DKV service card management interface. The top screenshot shows the 'Service Card Details' page for an active card. It features a header with profile information (Individual, Always active, Live state: Active), a 'Details' tab, and a 'Settings' tab. A callout box on the left contains three actions: 'Show PIN', 'Request PIN-letter again', and 'Deregister/block service card'. The card details section shows a green DKV card with the number 704310 and features like '+CHARGE', 'YOU DRIVE, WE CARE', 'Card Type: [unclear]', 'Features: RC90', 'Valid from: 11.12.2022 to 28.02.2026', 'Extension: [unclear]', and 'Card Owner: [unclear]'. The 'Cost Center' is set to 'Not specified'. The bottom screenshot shows the 'Settings' page for the same card. It features a 'Settings' tab and a notification: 'Individual Settings applied.' Below this, there is a section for 'Transactions' with a table showing 'Time budget: Current card budget: €5.01', 'Weekly limit: €100.00', 'Daily limit: €52.00', and 'Notification: 75 %'. There is an 'Adjust now' button and an 'Edit' link. The 'Monthly limit' section shows 'Days of week' and 'Blocked weekdays: Monday, Tuesday, Wednesday, Thursday' with an 'Edit' link.

Service card details – Show PIN function

Show PIN instantly within the DKV COCKPIT

- 1 By using the show PIN function, the user will receive an Email with a 6-digit code to have a **second factor authentication**
- 2 By entering the code, the system will authenticate the user
- 3 The PIN will be **shown digit per digit** by hovering the mouse over it

Important to know

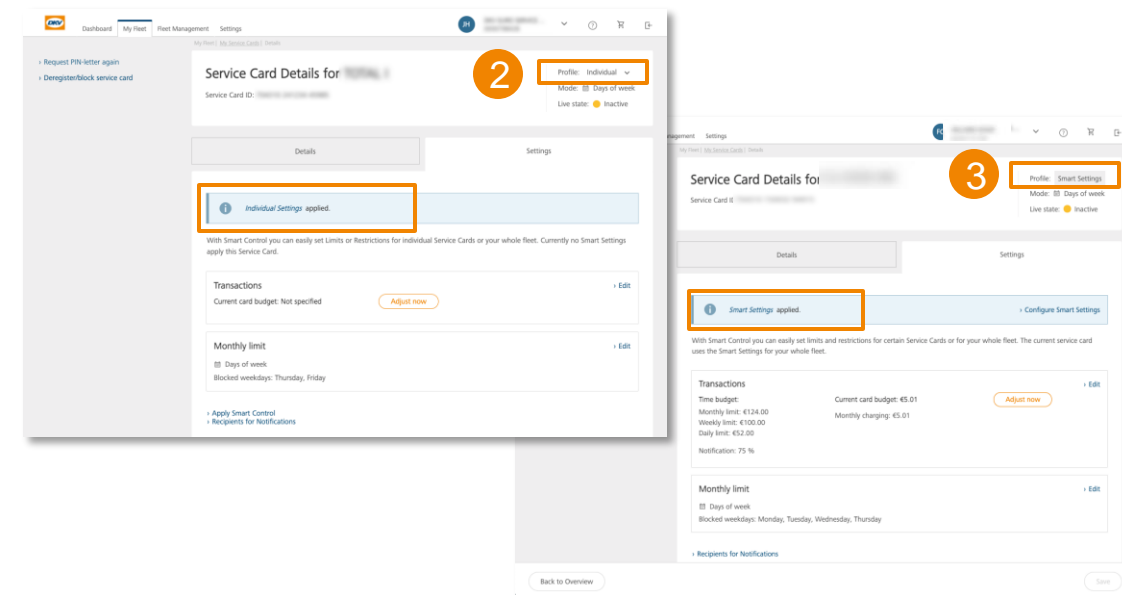
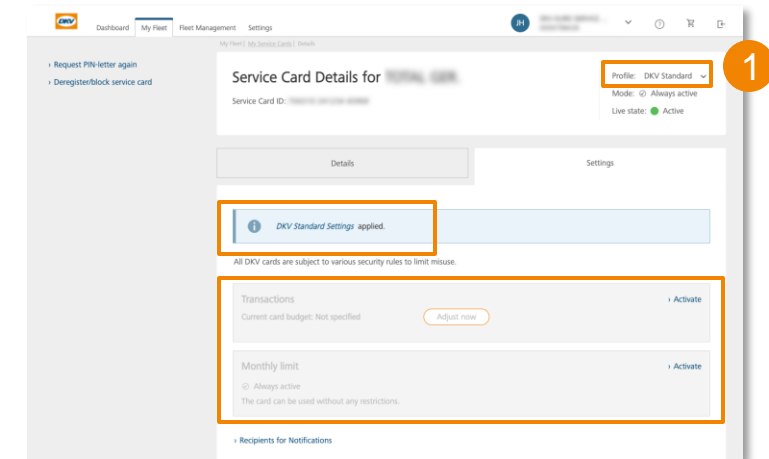
- For the first use the function must be activated by a user with the “**Change Administration**” permission
- The activation and all PIN views are logged in the change history of the COCKPIT
- Users need the “**Display ePIN option**” permission in the user management (initially only users with “**Change Administration**” have received that one)

The image illustrates the three-step process of showing a PIN. Step 1 shows an email notification with the confirmation code '442521'. Step 2 shows the user entering the code into a confirmation dialog. Step 3 shows the PIN being displayed character by character, with the final character being a '\$' symbol.

Service card details – Make individual card settings

All the settings that you make using the “Settings” tab apply to the relevant card only.

- 1 If you do not make any adjustments to a card, the **DKV Standard settings** that were set on the card at the time of delivery by DKV will apply. The greyed-out settings boxes indicate that you have **not yet set any settings of your own**.
 - 2 As soon as you edit and save the **card budgets** or **activation mode** of a card using this menu, the **settings apply to this card only**. The card now has the **Individual** status.
 - 3 If SMART Settings have been previously applied to the card, you can see the currently applicable settings here in the service card menu. **If you make adjustments here in the individual card settings, then the settings for this individual card only will be changed**. The profile of the card changes from SMART to Individual and the **card is no longer controlled using the SMART Settings**.
- i** Please note that the configuration of the card budget is an exception here – this can be changed at the card level without the card losing the SMART profile. **Changes to the card budget, including upper limit, have no effect on the SMART profile of the card.**

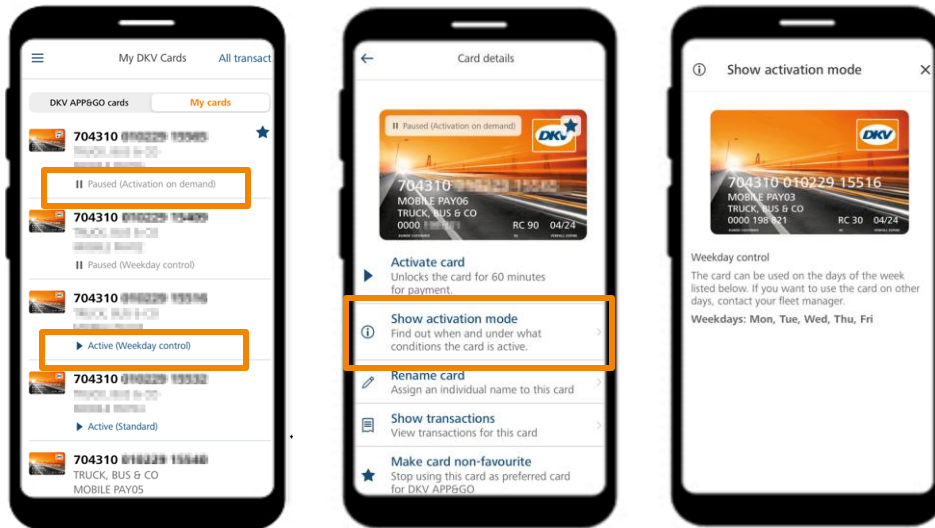


Service card details – Call up information about assigned cards via App



i In order to enable a driver to use the app, an account must first be created for him in Cockpit.

A **logged-in user** can call up information about his cards in the DKV Mobility App:

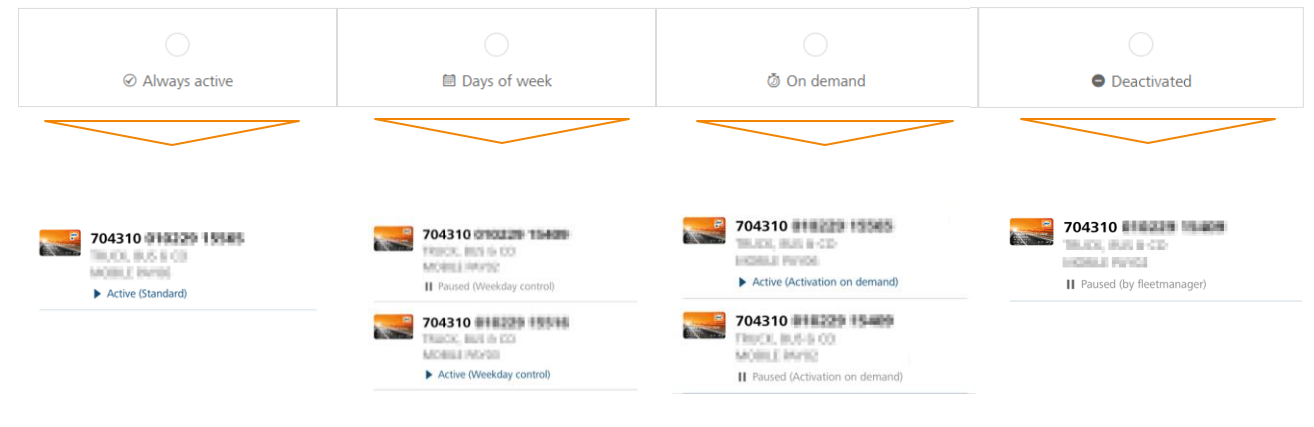
- Live State: active or paused
- Activation mode: Standard, Weekday Control, Activation on demand, Paused by Fleetmanager
- Display further information on a card's status (e.g. show allowed weekdays)



Live Status Options

-  **Active:** Card can be used for transactions
-  **Paused:** Transactions will be rejected

Activation Modes (Cockpit Settings and corresponding App Information)



Service card details

Manage limits and restrictions

Limits and restrictions – Introduction

DKV works with **daily, weekly and monthly limits** to protect service cards from **misuse and fraud**. DKV also uses specific rules to detect **suspicious behaviour** in the use of cards and to avoid misuse. These rules are **always active**.

In addition, as a customer you can also set restrictions to the use of your cards and in this way adjust them to the individual usage needs of your company.

1 Transactions

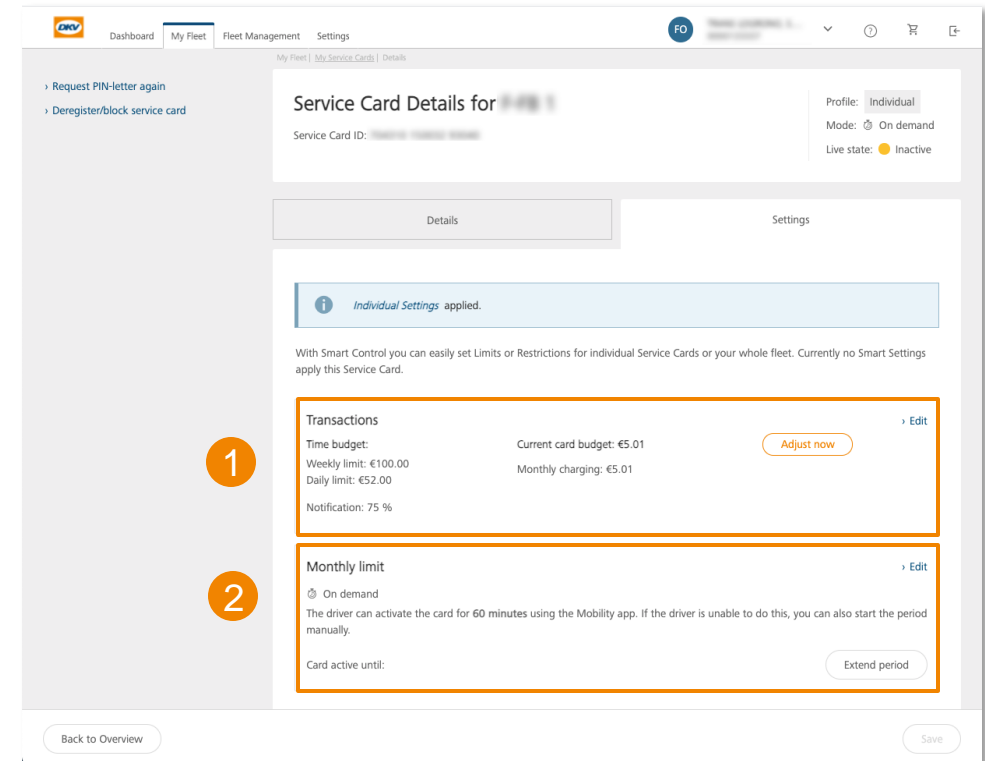
You can set budgets that must not be exceeded as a result of a transaction:

- Time budget: day/week/month
- Card budget: monthly recharge

2 Activation mode

You can define whether the periods of use of a card are restricted:

- Activation
- Days of week allowed
- On demand
- Deactivation



Limits and restrictions – Transactions

1a Time budget:

The **time-related limits** always apply for the **set period** and limit the **maximum use (in EURO)** of a card **per selected time period**:

- Monthly limit
- Weekly limit
- Daily limit

The settings can be made on every card **individually** or applied using **SMART CONTROL** to multiple cards.

1b Absolute budget:

The **absolute budget** consists of **an amount (in EURO)** that reduces with **every approved authorisation** by the amount of that approved authorisation. The absolute budget amount can be reduced, increased or deleted at any time. The monthly recharge amount is always **added to the existing amount on the first of the month**.

This amount can be controlled only **individually for each card** and cannot be applied to multiple cards at once using SMART CONTROL.



If one of the set limits is violated, the transaction is rejected.

The image displays three overlapping screenshots of the 'Service Card Details' interface. The top screenshot shows the 'Service Card Details' page with a highlighted 'Transactions' section containing 'Time budget' (Weekly limit: €100.00, Monthly limit: €52.00, Daily limit: €52.00, Notification: 75%), 'Current card budget: €5.01', and 'Monthly charging: €5.01'. The middle screenshot shows the 'Individual Settings: Transactions for Service Card' page with a highlighted 'Time budget' section. The bottom screenshot shows the 'Individual Settings: Transactions for Service Card' page with a highlighted 'Absolute Budget' section. Arrows point from the highlighted sections in the top screenshot to the corresponding sections in the middle and bottom screenshots.

Limits and restrictions – Activation mode

2a. Activation mode

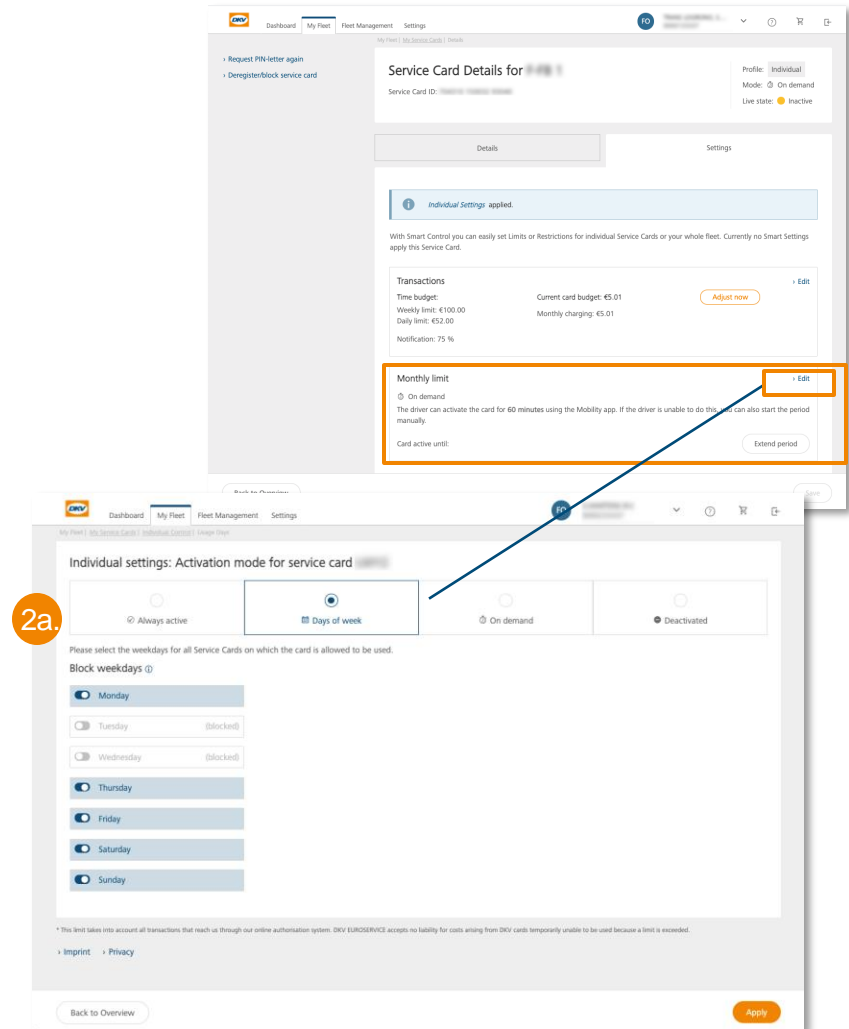
In addition to imposing restrictions by applying transaction-related limits, the usage period of a card can be limited using the **Activation mode**. The following activation modes can be selected:

- **Always active**
The card is continuously active and can be used without time-based restrictions for transactions. (DKV Standard)
- **Days of week**
You determine the weekdays on which the card is active. On the other days, the card is inactive and transactions using the card are rejected.
- **On demand**
The card is normally inactive at all times and can be used only after it has been temporarily activated. After activation the card can be used for 60 minutes for transactions. Then it is automatically set to inactive again.
- **Deactivated**
The card is deactivated and cannot be used for transactions as long as it is in this mode.

The settings can be made on every card **individually** or applied using **SMART CONTROL** to multiple cards.

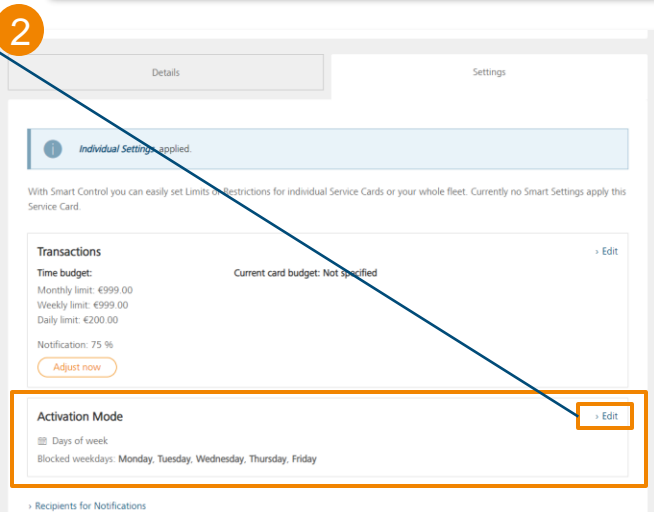
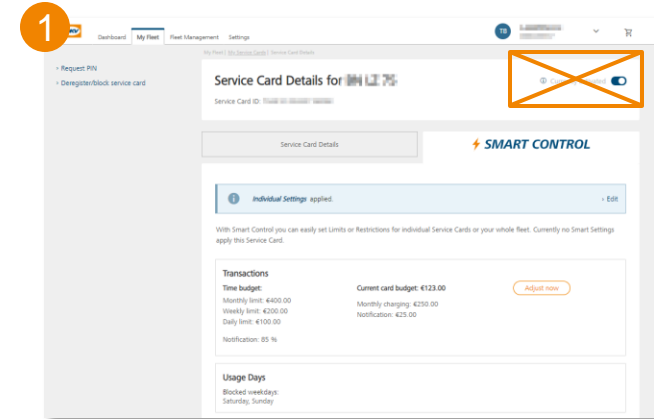


If the card is not in an active state, the transaction is rejected.



Limits and restrictions – Activation mode

- 1 With the introduction of the Activation mode, the **former on/off toggle switch** has been removed.
- 2 **Activation / deactivation** of a card it is now done by **setting the appropriate mode**.



Formerly:

Currently activated

2

Individual settings: Activation mode for service card

Always active
 Days of week
 On demand
 Deactivated

The card can be used without any restrictions.

Formerly:

Currently deactivated

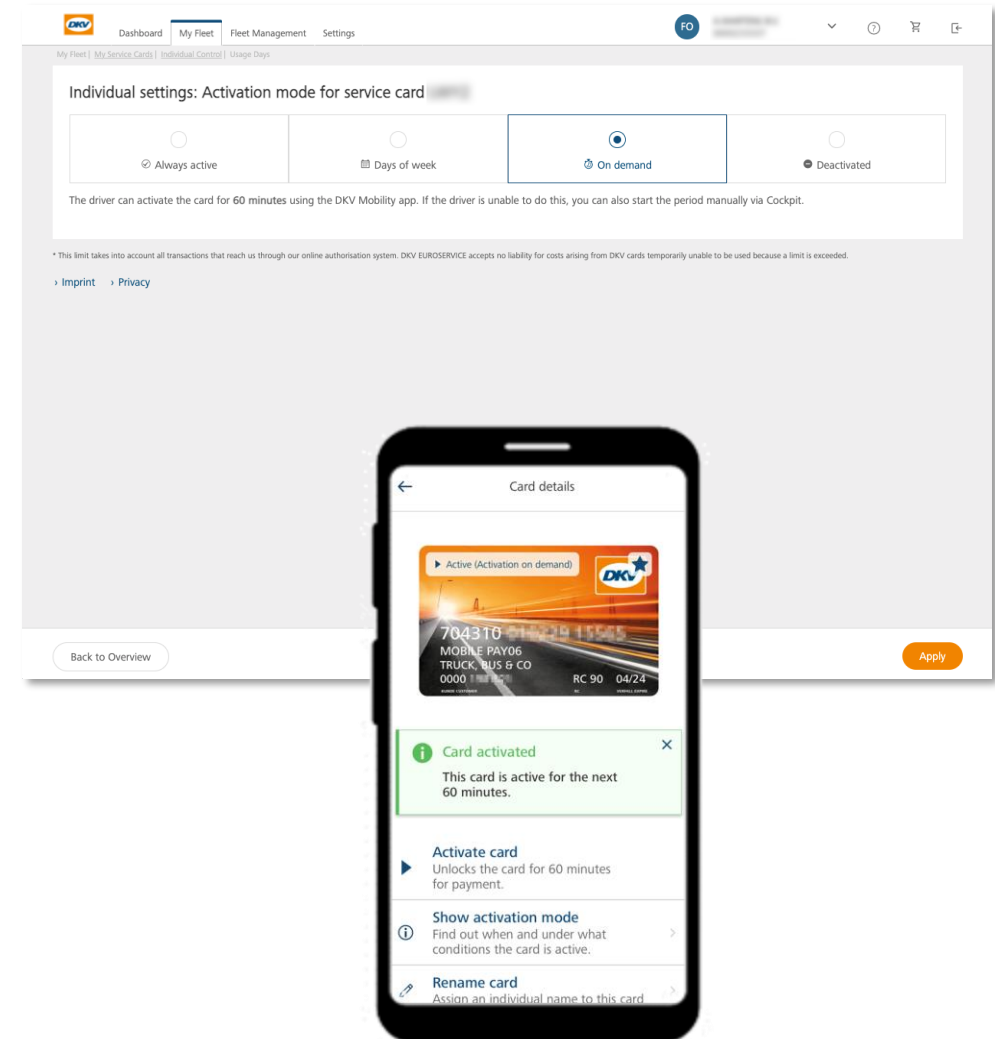
Service card details

Activation mode
On demand

Limits and restrictions – On demand activation mode

The setting enables you to set a card via Cockpit to on **demand mode**. This has the effect, that the card is generally inactive and transactions are rejected. Before usage the card must be manually activated. The start of the active time window can either be done via App by authorized drivers, or via Cockpit.

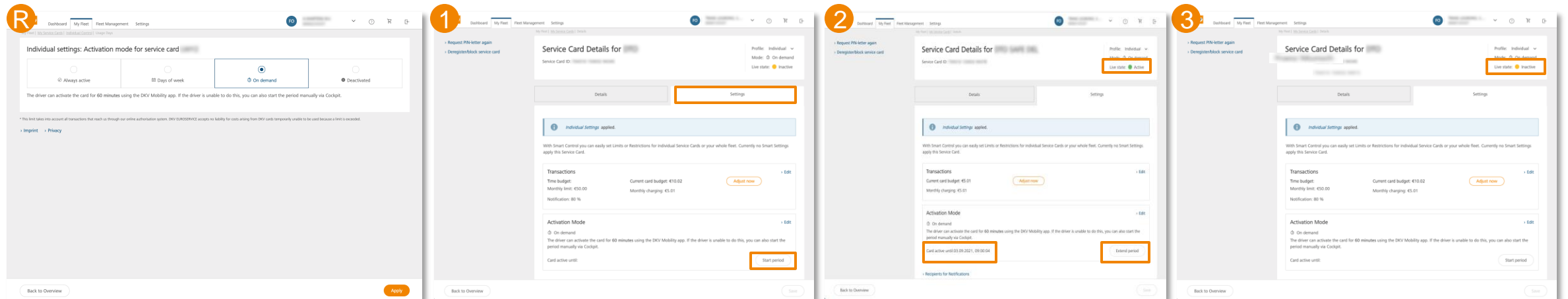
- **If the On demand mode is activated** for a card, the **card is inactive**, so that **transactions are rejected**.
- If the card needs to be used, the **active time window must be manually started** beforehand.
 - To allow this, you can grant authorisation to your drivers in advance so that they can temporarily start the active time window from the **DKV Mobility App**. In this case, the fleet manager does not have to do anything in Cockpit.
 - If wanted/necessary, you can start/extend the active time window by performing an authorisation in Cockpit.
- **As soon as the card has been activated, it can be used for the next 60 minutes**. Unless other limits/restrictions apply, **transactions during this time period are approved**.
- **After the expiry of the active 60 minutes time window**, the card is **automatically reset inactive**. *No additional action is required from the driver or in Cockpit for this reset.* **From now on, transactions are rejected again.**
- In the change history in the Cockpit, it is possible to track by which user at what time a card was temporarily activated.



On demand activation mode – Start active period from Cockpit

NEW

- R Requirement:** Card is in **On demand** activation mode. (Live status = inactive)
- 1** Open the service card settings of the card and **select the “Start time period” button** in the **Activation mode box**.
- 2** The card is now **active for 60 minutes** and can be used at the service station. (Live status = active)
Whenever a card is in the active time window, Cockpit displays the time up to which it will remain active (point in time of activation + 60 minutes).
If required, the active time period can be extended by 60 minutes by pressing the “Extend time period” button.
- 3** **After 60 minutes**, the card is **automatically** set to **inactive** again. Then the card can **no longer** be used to make transactions. (Live status = active)



On demand activation mode – Start active period from the App

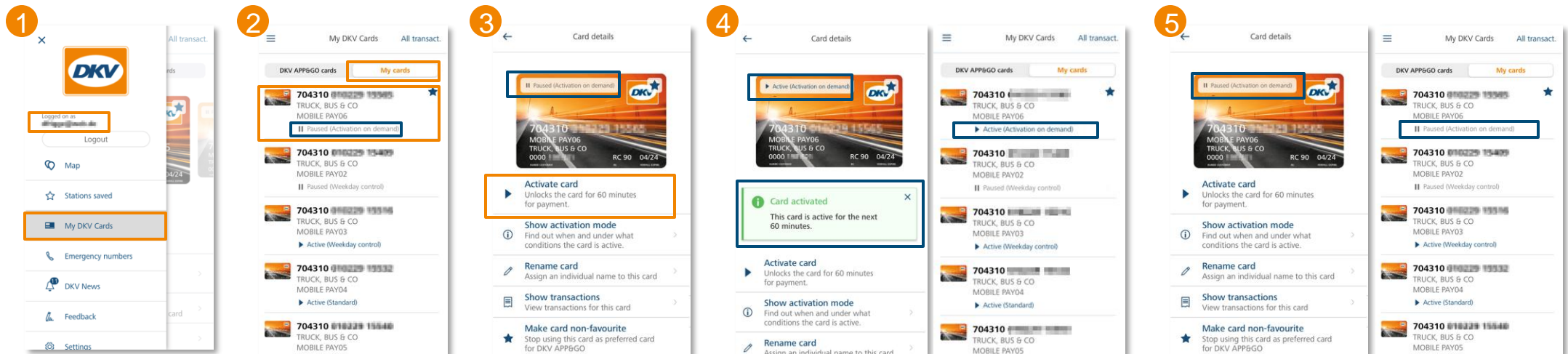
NEW

i In order to enable a driver to use the app, an account must first be created for him in Cockpit.

R Requirement:

- a) The card must be in **On demand** activation mode in Cockpit. (Live status = inactive)
- b) A user account for the Driver was set up in Cockpit and cards are assigned to the user.

- 1 Log into the DKV Mobility App (credentials are created when setting up the user in Cockpit)
- 2 Open the menu option **My cards** and chose the card that shall be activated by clicking on it.
- 3 Activate usage window by clicking the menu option **Activate card**
- 4 The card is now **active for 60 minutes** and can be used at the service station. (Live status = active)
Whenever a card is in the active time window, the remaining minutes are displayed within the App. Also, Cockpit displays the time up to which the time window will remain active within the card settings.
- 5 **After 60 minutes**, the card is **automatically** set to **inactive** again. Then the card can **no longer** be used to make transactions. (Live status = active)



SMART CONTROL

Apply settings to multiple cards at the same time

SMART CONTROL – Introduction and initiation

Whereas you can make settings only for the relevant card in service card details, the **SMART CONTROL** menu allows you to define **Smart Settings** that you can **apply to multiple cards at the same time**.

SMART CONTROL allows you to define a company-specific **limit & restriction standard**. This standard is applied to all current and future cards. If you would like to change the limit settings for your fleet, you can do so in only one operation by changing the **SMART Settings**.

Initiating the **1 SMART CONTROL menu** can be done in various ways:

- 2 Via the Dashboard
- 3 Service card overview
- 4 Service card details with activated SMART profile

The screenshots illustrate the following steps:

- 1 SMART CONTROL menu:** A screenshot of the 'Smart Settings' page in the 'My Fleet' dashboard. It shows a 'SMART CONTROL' menu item at the top, which is highlighted with a red circle and the number 1.
- 2 Go to Smart Control:** A screenshot of the 'Service Cards' overview page. It shows 'Active service cards: 70' and 'Drivers using DKV App: 22'. A 'Go to Smart Control' button is highlighted with a red circle and the number 2.
- 3 SMART CONTROL:** A screenshot of the 'My Service Cards (295)' list. A 'SMART CONTROL' menu item is highlighted with a red circle and the number 3.
- 4 Configure Smart Settings:** A screenshot of the 'Service Card Details' page. A 'Configure Smart Settings' button is highlighted with a red circle and the number 4.

SMART CONTROL – Define/change SMART Settings

- 1 When you define **SMART Settings** for the first time, please select whether the SMART Settings should be applied only to cards with the *DKV Standard* profile or to all your cards. Please note that the settings for the cards with the **Individual** profile will be overwritten if you select “Activate all cards”.
- 2 You **define** the required **SMART Settings** in the **SMART CONTROL** menu exactly as you may have done earlier when making the settings in the Service card details menu.
- 3
- 4 **Set the required time budget and/or the required Activation mode and save the settings.**

- The selected settings/changes are now applied automatically to all cards that already have the **SMART Settings** profile.
- The **SMART Settings** are automatically applied to all future cards to which you assign the *SMART Settings* profile.

1 Do you want to activate the Smart Settings for all Cards?
In this case, all individual settings will be deleted.

No, only for service cards with standard limitation Yes, activate for all cards

2 SMART CONTROL

Smart Settings

These settings apply to all service cards for which Smart Settings are applied.

Transactions

Time budget: Monthly limit: €124.00 Weekly limit: €100.00 Daily limit: €52.00 Notification: 75 %

Absolute Budget: Monthly charging: €5.01

Usage Days

Days of week: Monday, Tuesday, Wednesday, Thursday

Blocked weekdays: Monday, Tuesday, Wednesday, Thursday

Recipients for Notifications

* This limit takes into account all transactions that reach us through our online authorization system. DKV EUROSERVICE accepts no liability for costs arising from DKV cards temporarily unable to be used because a limit is exceeded.

Imprint Privacy

Back to Overview

4

Smart Control: Transactions

Here you can limit your Service Card. Please choose at which amounts the card is blocked.

Note: All Smart Settings can be adjusted for individual cards in the Service Card Details pages.

Time-based limits

Time-based limits are automatically reset when the chosen time period expires. Attention: the card is not usable above the chosen amount.

Period: Monthly limit €124.00 Weekly limit €100.00 Daily limit 80

Block payments above: Monthly limit €124.00 Weekly limit €100.00 Daily limit 80

Notify if exceeded: 75 %

Back to Overview Apply

4 Individual settings: Activation mode for service card

Always active Days of week On demand Deactivated

Please select the weekdays for all Service Cards on which the card is allowed to be used.

Block weekdays

Monday Tuesday (Blocked) Wednesday (Blocked) Thursday Friday Saturday Sunday

* This limit takes into account all transactions that reach us through our online authorization system. DKV EUROSERVICE accepts no liability for costs arising from DKV cards temporarily unable to be used because a limit is exceeded.

Imprint Privacy

Back to Overview Apply

SMART CONTROL – Reset SMART Settings

- Once activated, it is **not possible** to **completely deactivate** the SMART Settings function. If required, however, you can delete the time budget or set the Activation mode to *Always active* in the SMART CONTROL menu and thus manually return your cards to their original state.
- If you would like to deactivate SMART Settings for individual cards, configure individual limits for specific cards (e.g. for service cards used by your CEO), or set individual cards to the DKV Standard profile, you can do this in two ways:
 1. Assign the card another profile. You can do this in the Service card overview or in the Service card details using the Profile drop-down menu.
 2. Make the required settings to the specific cards individually in the *Settings* tab in Service card details. The card changes to the *Individual* profile and can no longer be controlled using SMART Settings.

Order service cards

Ordering process in Cockpit

Order service cards – Introduction

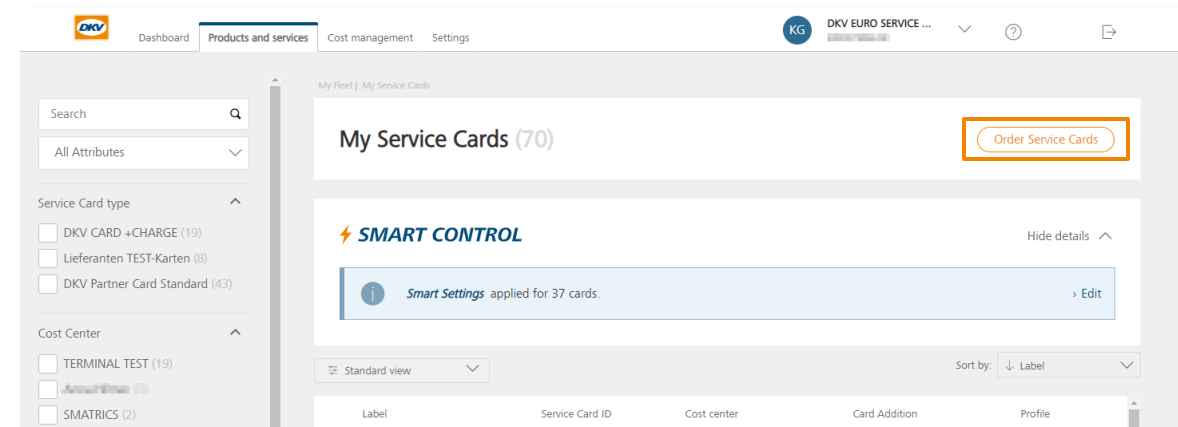
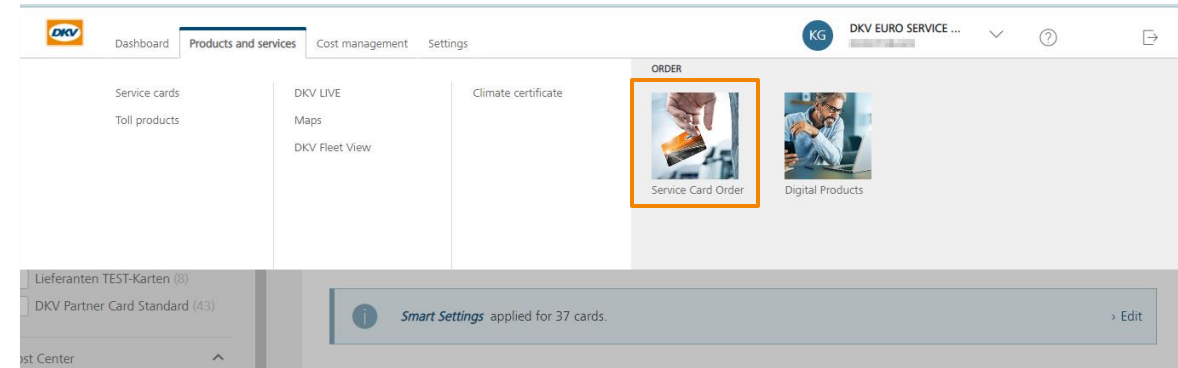
You can start a service card ordering process as follows:

- Products and services > Service card order
- **or** click on the **order service card** button on the **Service card overview page**

You can order **up to 99 cards** online in any one order. Should you need more than this number of cards, please contact your customer adviser.

The card ordering process consists of the following three steps:

1. **Select Fleet card** (according to your predefined product preferences)
2. **Configure** your fleet cards (vehicle registration number, card label, card PIN, your cost centre) and select the secure delivery mode (**optional**).
3. **Check** and place your **order**



Order service cards – Select service card

This view shows the **service card types** allowed for the order.

- 1 **Choose** the required number of **service cards** of a particular type.
- 2 Click on the shopping cart to **add the cards to the cart**. Use the same procedure with other required card types.

If you need to adjust the **restriction code**:

- 3 Click on **“Show extended card settings”**
- 4 Select the **card assignment** (Vehicle*, Person, other)
- 5 Select the **restriction code** (RC90 /30)
- 6 After the cards have been added to the shopping cart, click on **“Next”** to continue with **“Configure service cards”**

* **Card assignment by vehicle** is recommended, otherwise the cards will **not** appear in **DKV Analytics!**

The screenshot shows the 'Choose Service Card' interface in the DKV system. At the top, there is a navigation bar with 'Dashboard', 'My Fleet', 'Fleet Management', and 'Settings'. Below this is a progress indicator with three steps: '1 Choose type of Service Card', '2 Configure Service Cards', and '3 Check and place order'. The main heading is 'Choose Service Card' with a sub-note: 'By default, all Service Cards in a purchase order are configured based on your contract with DKV for those Service Cards.' There are three card options displayed: 'DKV CARD +CHARGE', 'DKV CARD', and 'DKV CARD CLIMATE'. Each card has a 'Please select' dropdown menu and a shopping cart icon. Below each card is an 'Assignment to' dropdown menu. The 'DKV CARD +CHARGE' card has a dropdown menu open showing options: 'Vehicles (Recommended)', 'Please select', 'Other', and 'Persons'. The 'DKV CARD' card has a 'Restriction Code' dropdown menu set to 'RC90'. The 'DKV CARD CLIMATE' card has a note: 'This card is limited by the restriction code 90.' At the bottom, there is a 'Cancel' button, a 'Select type and amount' label, and a 'Next' button. Numbered callouts 1 through 6 are overlaid on the interface to indicate the steps described in the text.

Order service cards – Configure service cards

To proceed with the order, **please configure your service cards** by providing the following information:

- 1 **Vehicle licence plate number / Name / Other reference** (depending on the card assignment type selected in the previous step)
- 2 **Card label** (optional)
- 3 **Card PIN** (System, individual PIN)
- 4 **Cost centre** (optional)

Deleting cards from the shopping cart:

- 5 **To delete cards** from the shopping cart, please click on the trash symbol.

Secure delivery (optional)

- 6 **If you want your card delivered as deactivated**, select the option “**Secure delivery mode**”.
The consequence of this is that you have to activate it in Cockpit after receiving your service cards.

Dashboard My Fleet Fleet Management Settings

1 Choose type of Service Card 2 Configure Service Cards 3 Check and place order

Configure Service Cards

DKV CARD +CHARGE (PartnerCARD) (2)

Linked with vehicle, RC90

License plate * 1 Additional Label 2 Card PIN * 3 Cost Center 4

e.g. D - KV 1 e.g. KS21212 System e.g. KS21212 Delete 5

e.g. D - KV 1 e.g. KS21212 System 3 e.g. KS21212 Delete

*Mandatory field

Secure delivery

Yes, I would like my new fuel cards to be deactivated for delivery. I understand that I will have to activate the card in the Cockpit before using them for the first time.

Where the DKV CLIMATE CARD is used, the customer pays DKV a CO2 compensation surcharge. DKV calculates the surcharge for the customer according to particular consumption, collects it via the SEPA direct debit mandate and transfers it to myclimate Deutschland gGmbH on behalf of the customer to support climate protection projects. The amount of CO2 compensation is governed by the agreement with the customer.

Where the DKV CARD +CHARGE is used, this card entitles the customer to use selected charging stations for the purpose of charging a vehicle with electricity.

Back 0 of 2 Service Cards complete Next

Order service cards – Checking and ordering

Place an order:

- 1 Choose a **delivery address**
- 2 Or add a **new delivery address** (Important: select a country from the drop-down menu!)
- 3 **Check** the items in your shopping cart
- 4 If you need to make **changes**, use the **“Back”** button to navigate to the previous pages
- 5 Place your order - click on the **“Place order”** button

Dashboard My Fleet Fleet Management Settings

1 Choose type of Service Card 2 Configure Service Cards 3 Check and place order

Order Summary

Your company data
We will keep you informed about the delivery process and other product information in connection with this contract.

Delivery address

choose delivery address
DKV FLEET SERVICE CARD + CH. RC90 > Add new delivery address

DKV FLEET SERVICE CARD + CH. RC90
Bellefleur-allee 2
40000 WITTMANN
Germany

Your basket

Grouped view of your configured articles

DKV CARD +CHARGE (PartnerCARD) (2)

Linked with vehicle, RC90

License plate *	Additional Label	Card PIN *	Cost Center
DKV	DKV	12345	100
DKV	DKV	12345	20000

Back Binding order

Add new delivery address

Company name
Company name

Address addition (optional)
Address addition (optional)

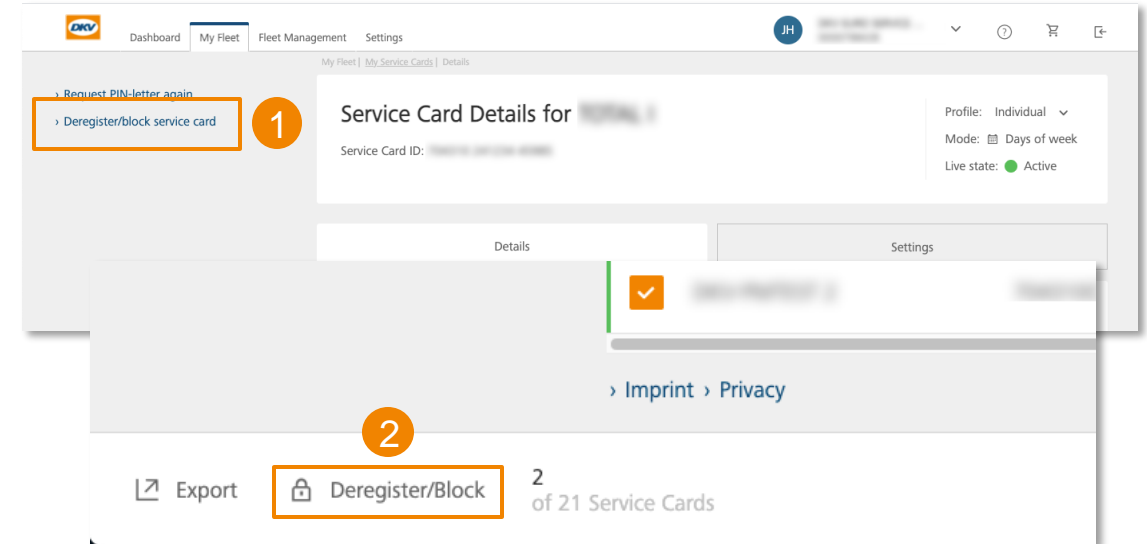
Street House number
Street House number

Zip code City Country
Zip code City Country

Please select
Albania
Andorra
Austria
Azerbaijan
Belarus

Service cards details page – Blocking / Deregistering

- 1 To **block** or **deregister** a service card, click on the link on the left side of the service card detail page.
 - 2 **or** select the card(s) to be blocked or deregistered by **selecting** the **checkbox** and then click on "**Deregister/Block**" in the bottom menu bar.
- Please answer the questions
 - The card will be **locked/unlocked** immediately after the request has been sent successfully
 - You can see the new **status** of the card in the **overview of service cards**
 - In case of a **blocking** you will receive an **e-mail** with a confirmation



The screenshot shows the 'Deregister/Block Service Card' modal form. The form contains the following fields and elements:

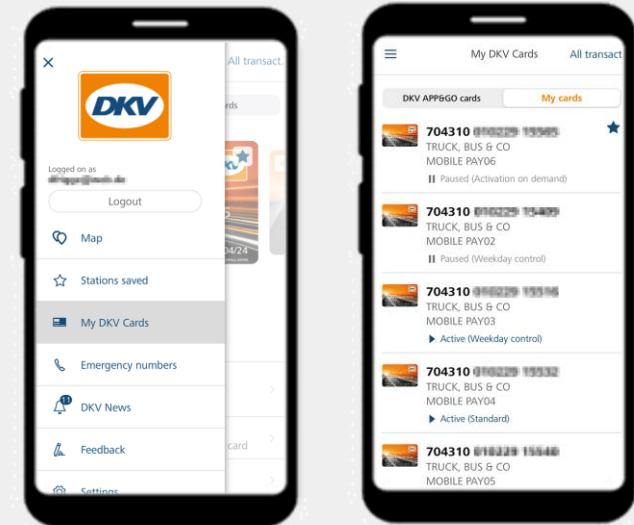
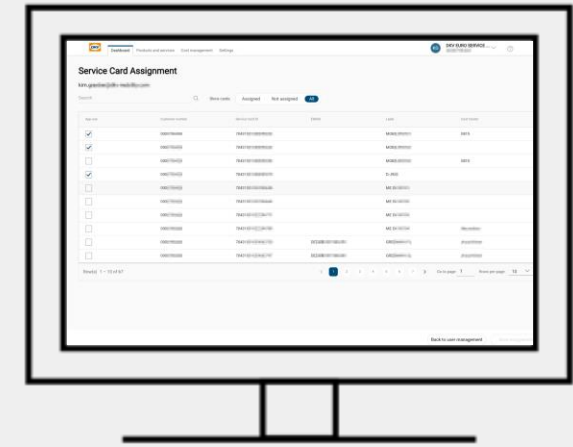
- Service Card ID: [redacted]
- Label: Not specified
- Has the service card been lost or stolen?*
- Yes
- No
- *Mandatory field
- Send button

Driver Onboarding App

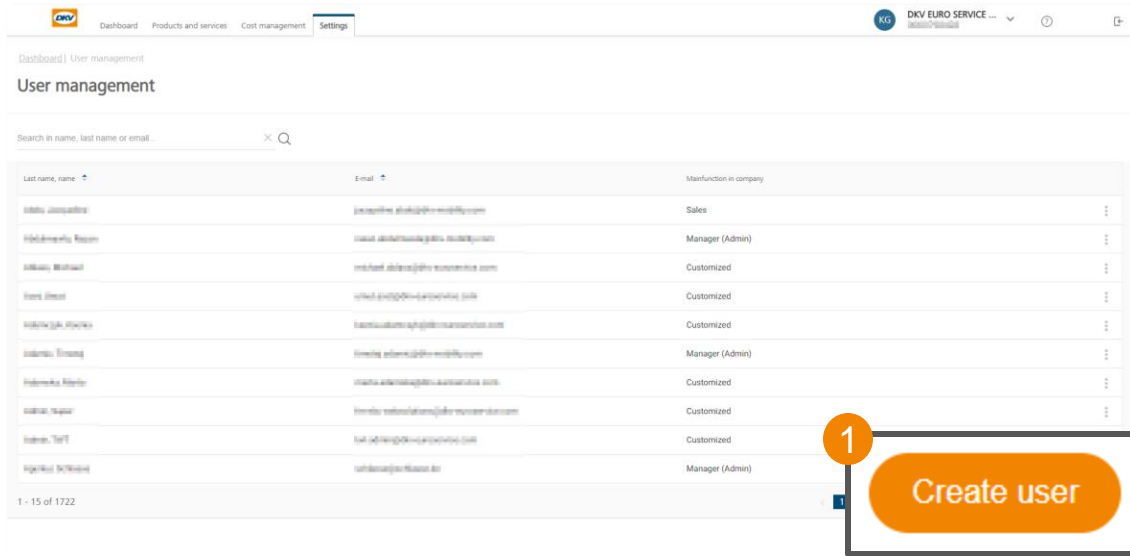
Enable your Drivers to use the DKV Mobility App

Driver Onboarding – Enable drivers to use Card services via App

- In the DKV Mobility app, some services are only available to **logged-in users**.
- If you want to enable your drivers to use the additional card services in the app, it is necessary to **create an account** for them in DKV Cockpit beforehand. (DKV Cockpit > Settings > User management > Create user).
- In the app, only the cards that you have **assigned** to the driver via the Cockpit are **available** to the driver.
- If you **unassign** a card from a driver via the Cockpit, he will **no longer be able to use the card** in the app immediately afterwards.
- Unless you assign further permissions to your drivers in the process of creating an account, they do not **have any permissions** in the Cockpit and are therefore not able to make changes to cards, view content such as costs or similar.

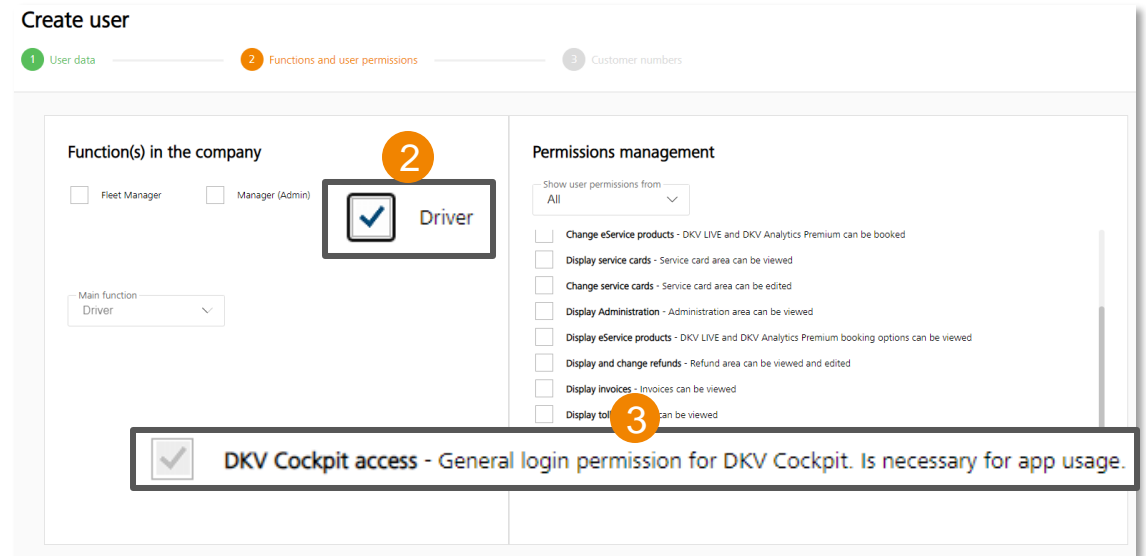


App usage - Create a new user (driver)



To create a **new user** (driver), please go to the **user management** in the Cockpit.
(Cockpit > Settings > User management):

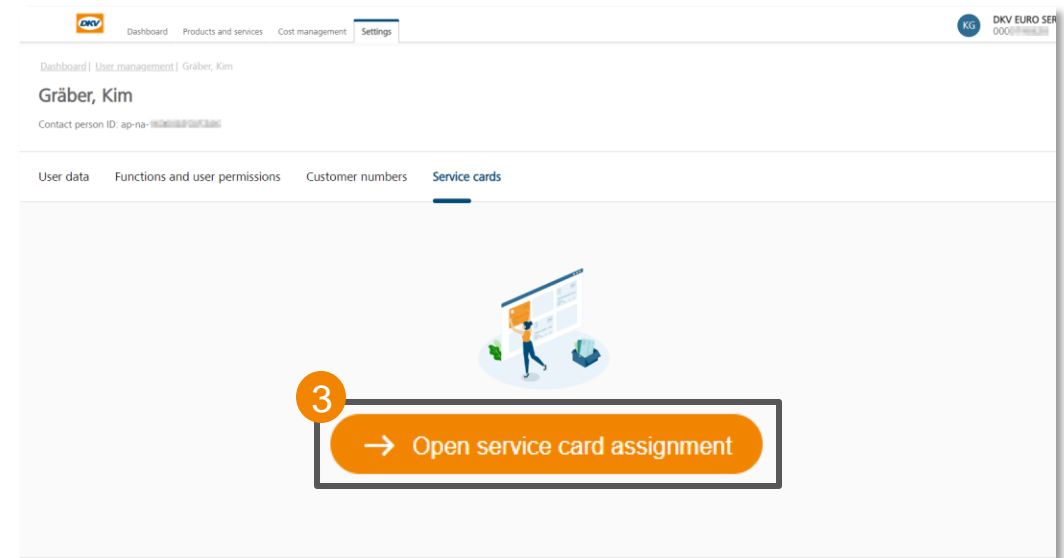
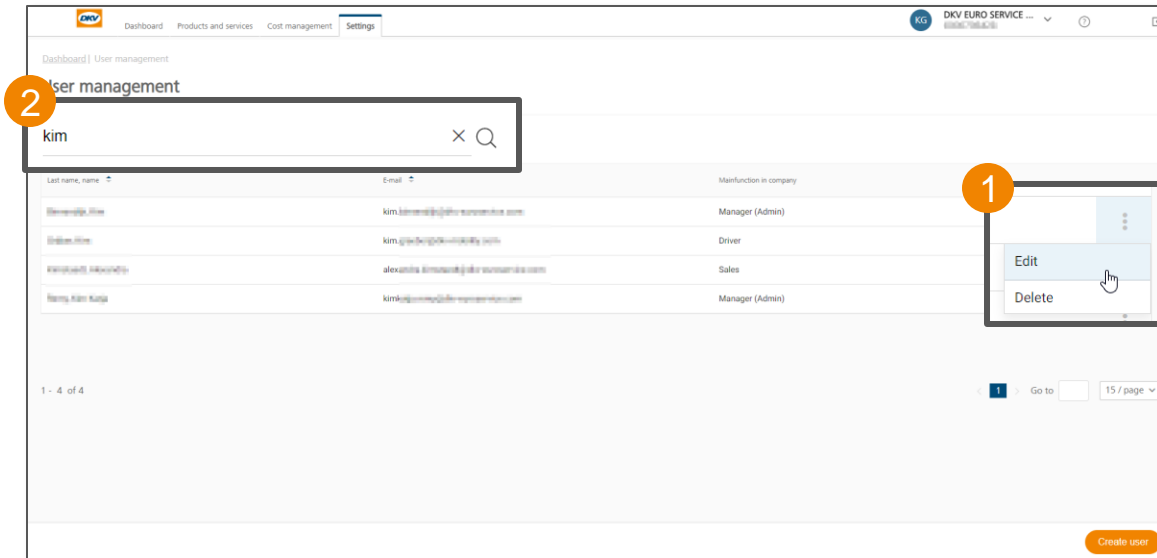
- 1 Please click on the button "**Create user**" in the lower right corner of the screen.



Now please follow the process of creating a new user:

- 2 If you want to create a driver exclusively for app use, please select the "**Driver**" function.
 - 3 The permission "**DKV Cockpit Access**" is required as a minimum.
(The driver cannot view any information in the Cockpit).
- i** After clicking on "Create user", the user receives an e-mail with his initial data and can create his account with it.

App usage - Assign service cards to a user (driver)



To assign service card(s) for app use to an **existing user** (driver), go to the **user management** of the Cockpit. (Cockpit > Settings > User management):

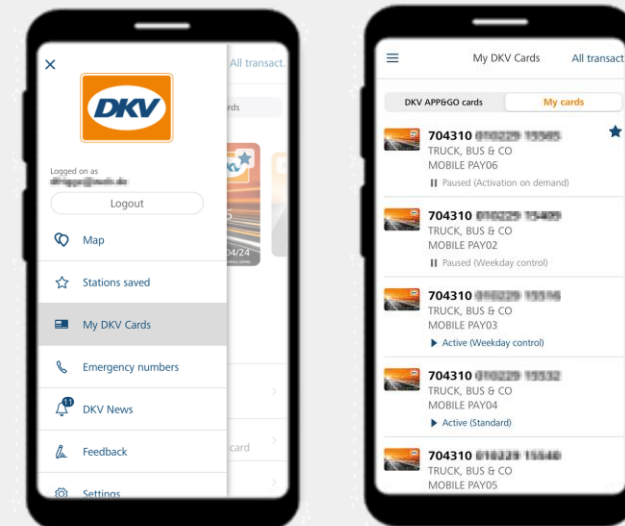
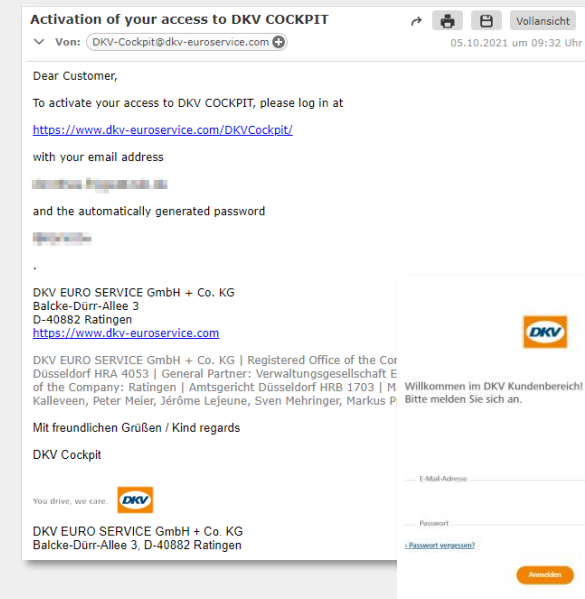
- 1 On the overview page, please select the **user** to whom you want to assign service card(s) for App use. Please click on the 3 dots and then on "**edit**".
- 2 You can also search for the user by using the **search field** in the upper left corner of the screen. You can search by **last name, first name** or **e-mail address**.

Now please go to the "**Service cards**" area, this is the 4th tab in the tab bar:

- 3 Now please click on the button "**Assign service cards now**".
- i** In the new window, select all service cards that you want to assign to the user. Simply select the corresponding **checkboxes** and click on the button "**Save assignment**".

Driver Accounts – setting up app use by the driver

- After his user account was initially created in Cockpit, the driver receives an e-mail with **initial password** information. Following the link in the e-mail he must set a **personal password**.
 - The driver should install the **latest version** of the DKV Mobility App on his mobile device.
 - Now the driver can **log into** the App with by using his e-mail address and his personal password.
 - In the menu option "**my cards**" he finds all cards that have been assigned to him.
- » Free choice of devices: Available for smartphones and tablets with the latest iOS or Android operating system.
- » No device lock-in: Can be used on different devices



Edit existing users

Edit user data, functions and user permissions
as well as customer numbers

Edit user - 1st tab: User data

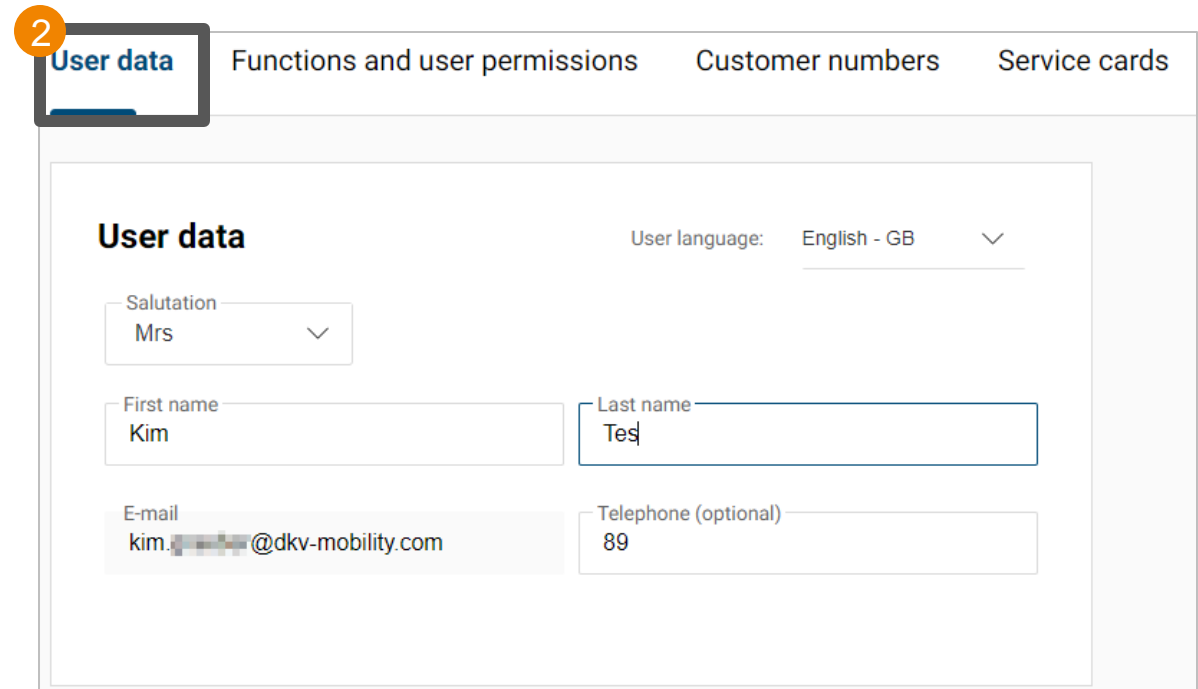
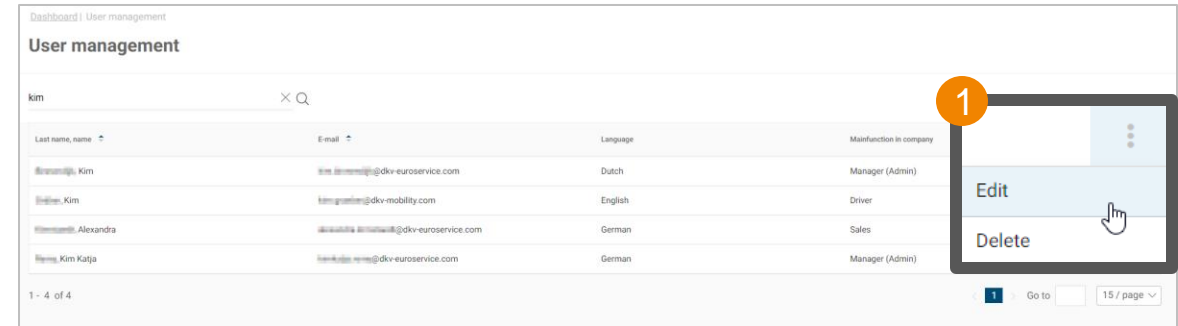
Please go to the **user management** of DKV Cockpit to edit the **user data** (salutation, first name, last name, telephone number and user language) of a user.
(DKV Cockpit > Settings > User management)

1 From the **overview page**, select the user you want to edit. Click on the **3-dots** on the right-hand side of the screen and select **"edit"**.

2 You will then see in the first tab **"User data"** the user's data, which you can edit:

- **Salutation**
- **First name**
- **Last name**
- **Telephone number**
- **User language**

i To change your e-mail address or that of another user, please contact your DKV contact person.



Edit user - 2nd tab: Functions and user permissions

In the tab "Functions and permissions" you can define which **function(s)** and which **permissions** should be available for the selected user.

1 On the left-hand side, you can first define which **function** the user should have. In the case of a "dual function", a "**main function**" must also be assigned.

2 A certain **predefined set** of user permissions is linked to each function.

These user permissions cannot be deselected!
But permissions can additionally be selected.

- i** Only one permission is attached to the "Driver" function: "DKV Cockpit Access". This is required in order to create a cockpit access at all. This means that the driver cannot view or edit any information/data in the cockpit. He can only log in!
- Further permissions can easily be added by clicking on the respective checkbox.
- The function "Manager (Admin)" contains all currently available cockpit permissions.

The screenshot shows the 'Functions and user permissions' tab in a user management interface. At the top, there are four tabs: 'User data', 'Functions and user permissions' (which is active), 'Customer numbers', and 'Service cards'. Below the tabs, there is a section titled 'Function(s) in the company' with three checkboxes: 'Driver' (checked), 'Fleet Manager', and 'Manager (Admin)'. Below this, there is a 'Main function' dropdown menu with 'Driver' selected. To the right, there is a 'Permissions management' section with a dropdown menu set to 'All' and a list of permissions, each with a checkbox. The 'DKV Cockpit access' checkbox is checked, while all other checkboxes are unchecked.

The screenshot shows the 'Permissions management' section in detail. It features a dropdown menu set to 'All' and a list of permissions with checkboxes. The 'DKV Cockpit access' checkbox is checked. The 'Display service cards' checkbox is also checked, while all other checkboxes are unchecked. The list of permissions includes: 'DKV Cockpit access - General login permission for DKV Cockpit. Is necessary for app usage.', 'Display Administration - Administration area can be viewed', 'Change Administration - Changes in: User management e.g. create and delete users, assign functions and per...', 'Display invoices - Invoices can be viewed', 'Download original invoices - Original invoices can be downloaded', 'Download copy invoices - Copy invoices can be downloaded', 'Display eService products - DKV LIVE and DKV Analytics Premium booking options can be viewed', 'Change eService products - DKV LIVE and DKV Analytics Premium can be booked', 'Display service cards - Service card area can be viewed', and 'Change service cards - Service card area can be edited'.

Edit user - 3rd tab: Customer numbers

In the tab "Customer numbers" you can define which **customer number(s)** the respective user should have access to.

- 1 A **search function** is available in the upper left area, which you can use to search for **customer names** or **customer numbers**.
- 2 Furthermore, there are three different **filter options** to the right of the search function, which you can use to filter the customer numbers:
 - **Assigned** (customer numbers)
 - **Unassigned** (customer numbers)
 - **All** (customer numbers)
- 3 Click the **checkbox** of a respective customer number to grant the user **access** to this customer number.

The screenshot displays the 'Customer numbers' tab in a user management system. At the top, there is a search bar (1) with the placeholder text 'Search in name or number...'. Below the search bar, there are three filter options (2): 'Assigned', 'Not assigned', and 'All'. The 'All' filter is currently selected. Below the filters, there is a table with the following columns: 'Customer number assignment', 'Customer number', and 'Customer name'. The table contains several rows, each with a checkbox in the 'Customer number assignment' column. The fourth row is highlighted in blue, and its checkbox is checked (3). The table also includes a pagination bar at the bottom showing '1 - 15 of 1421956'.

Create user

Create a new user in DKV Cockpit

Create user - Create a new user in the cockpit

Please go to the **user management** of DKV Cockpit to edit the **user data** (salutation, first name, last name, telephone number and user language) of a user.
(DKV Cockpit > Settings > User management)

- 1 Click on the **"Create user"** button in the lower right-hand corner of the screen.
- 2 Please fill in all required data of the respective section:
 - **User data:**
Here you can define the basic user data such as first and last name, as well as the user's language.
 - **Functions and user permissions:**
Please remember that you can only assign functions and user permissions to a user that you have yourself.
 - **Customer numbers:**
By default, we have selected the customer number with which you are logged in. You can, of course, adjust this.
- 3 Finish creating a new user by clicking on the button **"Create user"**.

The screenshot displays the 'User management' interface in the DKV Cockpit. The top navigation bar includes 'Dashboard', 'Products and services', 'Cost management', and 'Settings'. The main content area shows a table of existing users with columns for 'Last name, name', 'Email', and 'Userfunction in company'. A search bar is located above the table. In the bottom right corner, an orange 'Create user' button is highlighted with a red circle and the number 1.

The second screenshot shows the 'Create user' form. It has three main sections: '1 User data', '2 Functions and user permissions', and '3 Customer numbers'. The 'User data' section is currently active. Below the sections, there is a table for 'Customer number assignment' with columns for 'Customer number' and 'Customer name'. The first row is checked, showing '00017616' and 'DKV EURO SERVICE GmbH + Co. KG'. Below this, there is a list of 'All customer numbers (1421959)' with checkboxes and names like 'VOID(NEW)', 'VOID(NEW)', and 'VOID(NEW)'. In the bottom right corner, another orange 'Create user' button is highlighted with a red circle and the number 3.



Thank you.

YOU DRIVE, WE CARE.