

Starter kit for managers

Welcome to MyWheels for Business!
To help you and your colleagues to
get started, we've devised a starter
kit for you, packed with useful tips
and important information.

mywheels



Tips

Are you the manager of the MyWheels for Business account in your organisation? Then you'll probably hear some questions from employees. You should be able to sort out most of the account-related problems yourself. The following information is intended to give you a helping hand. We've also compiled a list of FAQs about managing a business account. Let's make life easy!

Our business account has been activated. Can I rent a car straight away?

Yes, you may add yourself and your colleagues as users as soon as your business account has been activated. Every employee that you add will then be sent an email inviting them to create an account. They will need to provide details from their driving licence.

Newly created accounts are usually activated automatically, so employees can hit the road straight away! We might occasionally have to activate an account manually. This could be because we need additional information from an employee, such as a digit that is missing from their driving licence number. In cases like this, the employee will not be able to book a car until the account has been activated by MyWheels. We update employees about the status of their account by email.

How do I add employees to our business account?

As a manager, you can add or delete employees by logging in to your business account on mywheels.nl. Select 'Account & settings' and then 'Linked accounts'. You can then invite one or more employees by filling in their email addresses. These people will be sent an email inviting them to create an account.

An employee already has a private account. Can this be added to the business account?

No problem! You can send an invitation to their private email address. They will then have two MyWheels subscriptions: a private one and a business one. Remind employees that that they must be careful to select the right subscription when booking a car.

Employees are able to see all of their business bookings in the app and on mywheels.nl. The invoices are sent to the organisation. The organisation can see the business bookings and the collective invoice in the account.

Can I also add external business associates to my account?

Yes, you can. If you want self-employed people or other suppliers to be able to use your MyWheels subscription, you can simply add them to your account. As with employees, the organisation is liable for these self-employed people and other suppliers.

One of my employees is having problems with the account (can't log in/error message). What can I do?

Check out our extensive help page or please send an email to zakelijk@mywheels.nl.

How can I transfer the MyWheels management to another colleague within my organisation?

The registration details for a MyWheels for Business account consist of the email address for invoicing and the telephone number of the current manager. If you transfer management of the account, the email address will remain the same, but you must change the telephone number for the verification step. We recommend that the new manager also creates a new password.

Is a PO no./reference code allowed on the invoice?

This is possible. An employee can add a note with a desired PO number or reference code for each trip when making the reservation. This note will appear on the invoice and can also be seen in the Excel download with an overview of all trips for a certain period. An Excel download is only possible via the website.

Is the trip registration valid for the tax authorities?

This is possible. For each trip, the name of the employee, which car, date, time and the number of kilometers are stated. The tax authorities also want to have the start and end address for each trip and if intermediate stops are made, this must also be stated. The employee can add this in the note field when making a reservation. The note data will then also appear on the invoice and the trip registration will then be tax proof.

What is the insurance cover for damage and breakdowns?

If your car is damaged or breaks down on a trip, do not worry. All our shared cars have fully comprehensive cover, and roadside assistance is provided in every European country. This includes passenger insurance for all the car's occupants. Employees are only insured for the duration of a booking. If an employee returns late without having extended the booking, they will not be insured for the extra time.

- **Damage**

If a car is damaged and an employee can no longer continue a trip, please report the damage a.s.a.p. via support@mywheels.nl. Is someone unable to continue or was another party also involved in the damage? Phone +31 (0)85 7734222 immediately, if the situation allows it. Safety is of paramount importance, so in dangerous situations, first phone the emergency services (112). You should then report the incident to the contact person at your own company.

- **Breakdown**

Has the car broken down part way through your employee's trip? Then phone us on +31 (0)85 7734222. If we are unable to help you by phone, we will alert the roadside assistance service. They will send someone to help your employee on their way. Important: do not attempt to drive the car again if any of the warning lights come on red when starting the car, as this may cause additional damage.

An insurance excess of €500 excluding VAT applies per incident. This excess does not apply if a third party can be held liable. The insurance excess will be charged to the employer and passed to the employee, depending on the agreements made within the company.

Make clear agreements with employees

In our experience, making clear agreements about using MyWheels is the best way to provide clarity for employees and avoid questions. We have drawn up a check list to get you started.

Checklist

- ✓ Decide whether employees are allowed to use cars for private purposes, while the organisation foots the bill;
- ✓ Make clear which costs will be passed on, and how. For example, traffic fines, parking fines or damage (excess) will be deducted from the salary;
- ✓ How to pay parking fees incurred on a trip. Do employees pay these in advance and reclaim their expenses, or can you arrange a business account on a parking app?;
- ✓ Indicate whether employees should add a PO no., reference code or project name per trip to their reservation;
- ✓ Indicate whether employees should add a start, stopover and end address per trip to their reservation of the trip for a tax-proof administration;
- ✓ If applicable, indicate which category of cars (fuel and/or electric), and which models (small, mid-range and/or special) employees may use;
- ✓ If applicable, Indicate on which days they may drive (for example, only on working days);
- ✓ Share instructions about what to do in the event of a breakdown, including the telephone number: +31 (0)85 7734222.
- ✓ Share instructions about what to do in the event of damage.

Avoid extra costs

Extra costs will be charged in cases of misuse, misconduct, and/or damage. We will charge traffic and parking fines directly to the organisation, along with the administration costs. Always try to prevent the following scenarios:

Reason	Extra costs, excluding VAT
Administration costs	€ 25
Leaving car without fuel	€ 25
Not connecting electric car to charging point (correctly)	€ 25
Returning car late	€ 50
Losing fuel card/charging key	€ 50
Not closing the windows after a trip*	€ 50
Leaving car unlocked at the end of a trip	€ 50
Leaving car in the wrong space	€ 75
Leaving car dirty	€ 85
Leaving visible signs of transporting pets (hairs, dirt, etc.)	€ 85
Smoking in a car	€ 125
Causing a flat starting battery**	€ 125
Losing a charging cable	€ 400
Losing a key	€ 500
Wrongful parking and being towed away**	€ 500
Fraud with a fuel card (+ report to the police)	€ 1.000
Allowing a person who has not been added as an extra driver to drive*	€ 1.000

* You will be charged the full price of any damage.

** You will also be charged for any additional costs incurred as a result of having to pick up the car, or for hours that the car cannot be used.