

Starter kit for employees

Welcome to MyWheels for Business!

To help you to get started, we've devised this starter kit for you, packed with useful tips and info. Save this link so that you can refer to any new information that we update along the way.

mywheels



Tips

Need help?

Go to the MyWheels '[Help](#)' section for any questions.

If something is still unclear, contact the manager of your business account for questions relating to your account. If you have any questions during your trip, phone MyWheels support. Our support team is ready to help 24/7!

Want to know how a particular car works?

You'll find instruction videos on the [MyWheels YouTube channel](#).

Can I book a car in advance?

Certainly! That's the one of the main benefits of MyWheels: you can book a car (or several cars) well in advance so that you are certain of having transport to take you to your appointment.

How can I change a booking?

You can change your reservation using the MyWheels app and on mywheels.nl. You can change the start time of your reservation up to the time it starts. Click on the time you would like to change and select your new start and end times. If you want to book a different car, you can cancel the ongoing booking. You can cancel a booking right up until the intended start time via the Cancel button in the booking. This is free of charge. If you have already started your trip, you can end it prematurely but not cancel it.

I have left something in the car. Can I unlock it again?

Yes. After the end of your trip, you have up to 45 minutes to unlock the car by clicking on [Report a problem] under your booking at the bottom in the MyWheels app. You can then open and close the car.

How do I charge an electric car?

During your trip, you can charge up the battery at any public charging point. The instructions may vary per car, but you will always find charging instructions in the manual.

Where do I return the car to?

Depending on the type of ride, you can end your ride in different places. The 3 types of rides are explained below.

- **Fixed parking space**

You should return your car to its own fixed parking space (the address is in your booking). The space is marked with a sign.

Is the fixed parking space occupied by another vehicle? Park the car as close to the space as possible. Make sure that you have parked in a regular, public parking space.

- **Zone space, as opposed to a fixed parking space**
Cars with a zone space do not have their own parking space; instead, they can be parked in the marked zone. Go to your booking in the MyWheels app or mywheels.nl to locate your car's parking zone. Have you parked the car at a charging point? In that case, you are obliged to connect the car to the charging point. Any car that is not connected will be towed away, and the costs will be charged to the person who rented it.
- **One way trips**
With a one way trip you can pick up the car in a number of major cities and leave it in one of the other cities. You do not have to return the car to the pick-up location. In The MyWheels app shows in which cities this applies.

What should I do if the car breaks down?

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

What should I do if I have sustained damage?

This can be annoying, but these things happen. Fortunately, you are properly insured whenever you drive one of our shared cars. Are you still able to drive? Please report the damage a.s.a.p. via support@mywheels.nl. Are you unable to continue or was another party also involved with the occurrence that resulted 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).

I cannot see the business account in my account. What should I do?

The manager of your business account can help you to access the business contract by logging into the business account on mywheels.nl and selecting 'Account & settings'.

How do I pay for fuel or charging?

The rate per kilometre includes fuel. Each car has its own fuel card or charging key for paying for fuel. They can be found in the glove compartment, and the PIN code is in the MyWheels app and your booking email. No PIN code is needed for the charging key.

Have you accidentally paid for fuel or to charge an electric car? You can reclaim the cost from your employer on production of a receipt and the car registration number. The MyWheels manager in the organisation can then apply to MyWheels to reimburse the costs.

Can I add the business account to my private account?

No problem! Tell the MyWheels contact person in your organisation. This colleague can send an invitation to your private email address. You will then have two MyWheels subscriptions: a private one and a business one. Make sure that you select the right subscription when booking a car.

How can I keep my business trips separate from my private trips?

When you make your booking, you can select the type of trip you want to book at the top of the page. If you are making a business trip, select the option with the name of your company.

Can I use my MyWheels for Business account for private bookings?

This depends on the agreements you make with your organisation. You should get in touch with the contact person in your organisation.

Good to know

Extra costs will be charged in cases of misuse, misconduct, and/or damage. Here a few *do's* and *don'ts*:

Don't

- × Leaving car without fuel
- × Not connecting electric car to charging point
- × Returning car late
- × Losing fuel card/charging key
- × Not closing the windows after a trip*
- × Leaving car unlocked at the end of a trip
- × Leaving car in the wrong space
- × Leaving car dirty
- × Leaving visible signs of transporting pets (hairs, dirt, etc.)
- × Smoking in a car
- × Causing a flat starting battery**
- × Losing a charging cable
- × Losing a key
- × Wrongful parking and being towed away**
- × Fraud with a fuel card (+ report to the police)
- × Allowing a person to drive who has not been added as an extra driver*

Do

- ✓ The main thing we want you to do is to enjoy the newest range of cars in our MyWheels fleet! Do you have a favourite model? Please let us know!

* 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.