STANDARD OPERATIVE PROCEDURES FOR CUSTOMER SUPPORT OPERATIONS ON VULOG PLATFORM

INTRODUCTION

This guide is intended to provide guidance on procedures for customer support.

It refers to the version 1.59.100-5 of the back office and 2.13.0-1 of the business back office.
Next version of VUlog back office and business back office might present new features and different logics not taken into account in this guide.

For any other information on the functioning of the platform you can request to KINTO Europe the Vulog guidebook.

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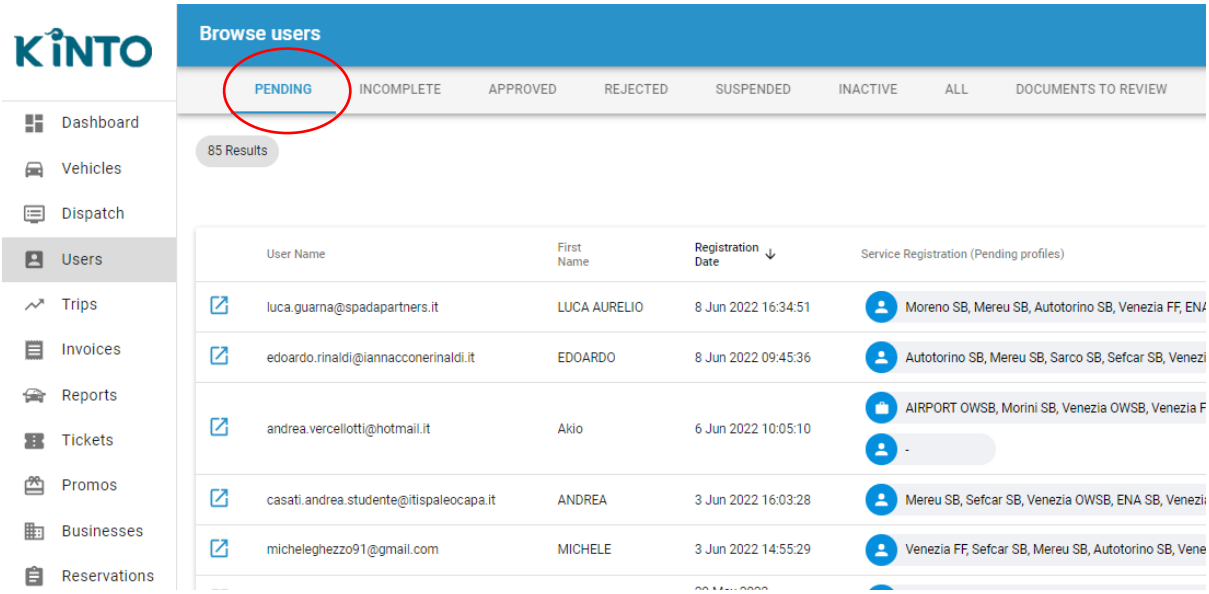
1. REGISTRATION

1.1. Private user profile validation

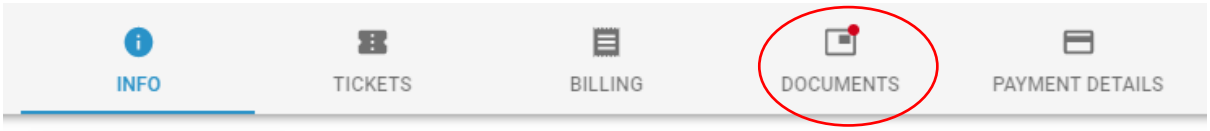
Profile validation is delegated to the Control Room, which checks the profiles to be approved on a daily basis, but it can also be handled directly by the Call Centre or the dealer in the event of contact or explicit request by the customer.

Event: a customer just registered and his/her account needs to be validated.
Responsible: Control Room; Contact Centre or Dealer (in case of direct request by customer).

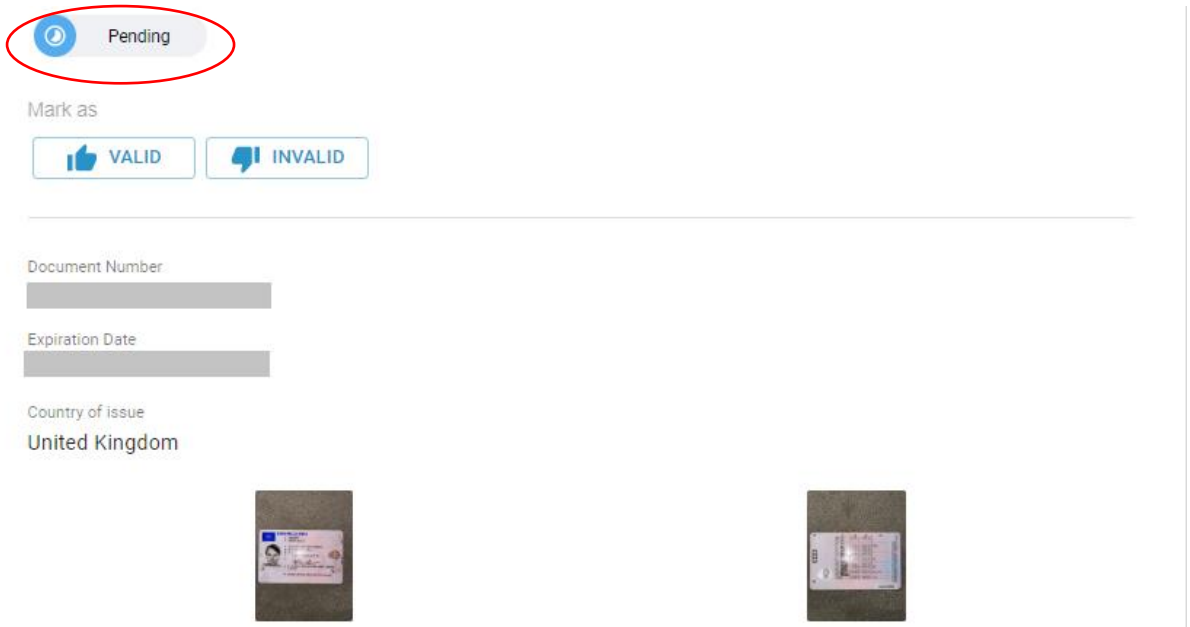
1. PROFILE VERIFICATION AND VALIDATION
. In the Vulog back office (BO) go to the *Users* tab in the menu and then to *Pending* users.



. Click on a user and check in the user profile the areas awaiting approval (indicated with a red dot next to the sub-menu item).



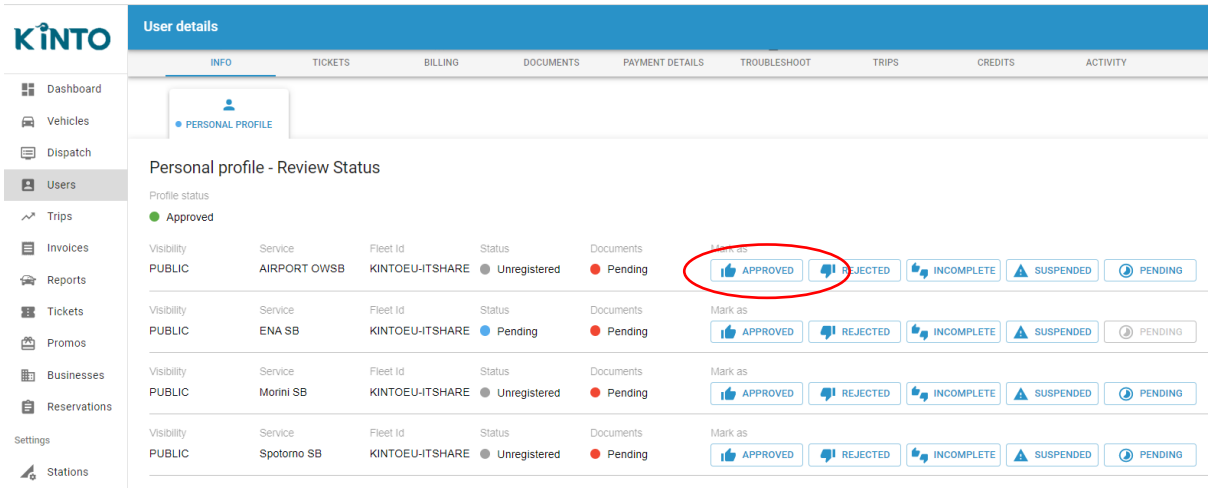
. Check the validity of the documents provided and the method of payment.
. Verify the match of the information in the documents with those retrieved by the platform and inserted by the customer.



. In the event of handling by the Call Centre or the dealer upon the user's call, inform him/her of any errors or inconsistencies in the documents provided and request rectification. Once a document has been marked as INVALID, the user may update it from his/her personal profile.
. The Control Room checks the users to be approved on a daily basis and when needed requests corrections or updates to customers by email or by any other channel active in the market (e.g. conversational channels).
. It is also good practice to verify that all personal information has been correctly provided.

2. SERVICES APPROVAL

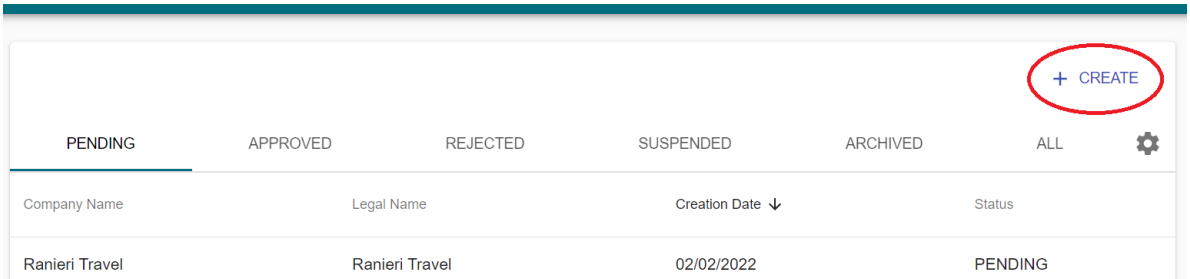
. After the documents check it is necessary to approve the customer to the services available. For this click on the Info tab in the user profile.
. Approve the customers to the services required.



1.2. Company registration

Event: a company requires to be registered to the service.
Responsible: Control Room.

1. COMPANY PROFILE CREATION
. Log in to the Business Back Office and click on the button to create a new profile.



. Insert company details keeping into consideration the following.
. Click on *Save* and move to the next step.

2. FLEET MANAGER INVITATION
. Go to the *Users* tab and click on *Invite user*.
. A model window will pop up. Insert Name, Last name, Email of the company contact that will access to the business back office (fleet manager) and language. Consider defining a cost centre if the company has specific requirements for internal accounting.

3. FLEET MANAGER REGISTRATION AND BACK OFFICE ACCESS
. Contact the person that was invited to confirm the reception of the email invitation and support him/her throughout the registration process in the app (s/he will have to register to the service with the app before the control room can associate his/her profile to the company account in the business back office).
. After the registration has completed, open the company profile created in the business back office (it will show under *Pending* companies). In the *Business details* tab click on the *Edit* button. By clicking on the *Business Owner* field it should be possible to visualize the user that just registered. Select his/her profile and save.
. The user will now be able to also access the BBO with the same credential used for the registration from the app. Share the link to the BBO and provide required support.

4. PAYMENT METHOD REGISTRATION AND COMPANY PROFILE VALIDATION
. Guide the fleet manager in the usage of the platform and ask him/her to insert a payment method.
. After s/he has updated the payment method information go to the *Business details* tab, select *Edit*, anche change the field *Status* to *Approved*.

5. USERS INVITATION
. After the company profile has been validated it is possible to invite other company users to join the service.
. If the company has a limited number of users use the button to invite user by user. If the company has a large number of users you can download the CSV template to bulk invite users.

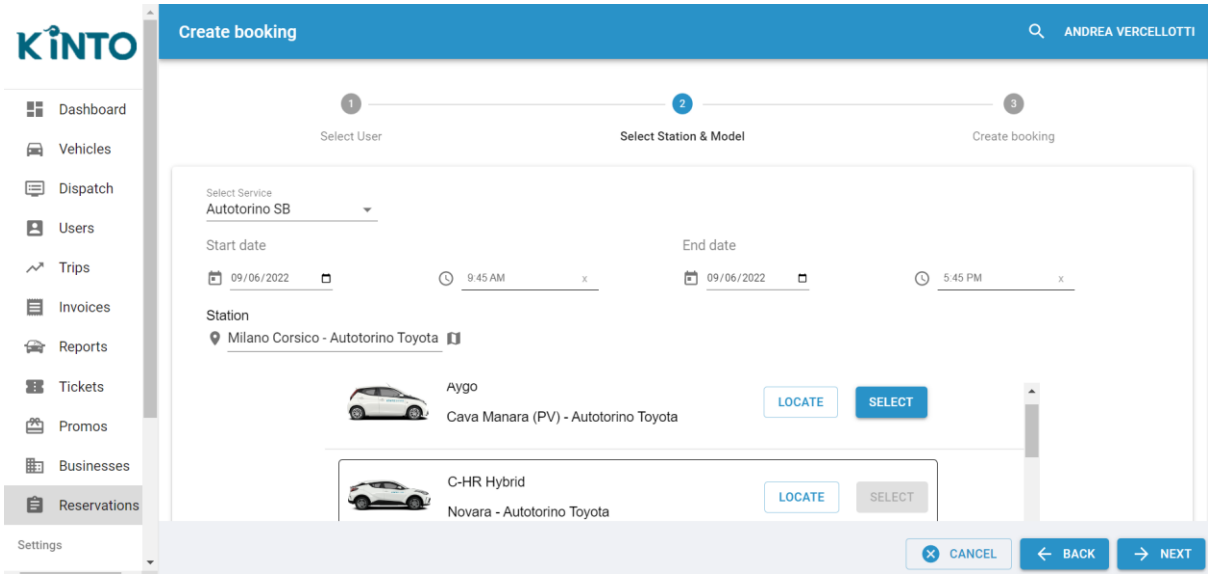
2. BOOKING

2.1. Make a new booking

Event: a customer requests the contact centre or the dealer to make a booking for him/her.
Responsible: Contact Centre; Dealer (in case of customers in person at the dealership).

1. CUSTOMER IDENTIFICATION
. Identify the customer on the portal with his/he name and last name by searching him/her in the search bar.
. Open his/her profile and verify the identity by confirming the date of birth and/or contact information.
. Verify that the user is correctly enabled to the service s/he intends to use. If not, check the reasons. The platform marks with a red dot the areas which have missing information or non-validated documents.
. Only validated users can request for a booking.

2. MAKE A NEW RESERVATION
. Click on *Reservations* in the main menu and then on the button *Add*.
. Select the user and the profile to be used for the reservation (private or business).
. Select the service, start/end date and the parking to visualize available models.
. Inform the users of available models and selec his/her preference.



. If there are no available options, propose to consider another station nearby.
. Verify the summary of the booking and inform the customer of the final price.
. Remind the customer:

- that s/he will receive the vehicle plate and the digital key on the app before the start of the rental (right away in case of immediate use).
- of any mileage included and what is the cost for extra mileage.
- that any extra cost will be charged at the end of the booking.

. Ask the customer for confirmation and then click on “Create booking”.

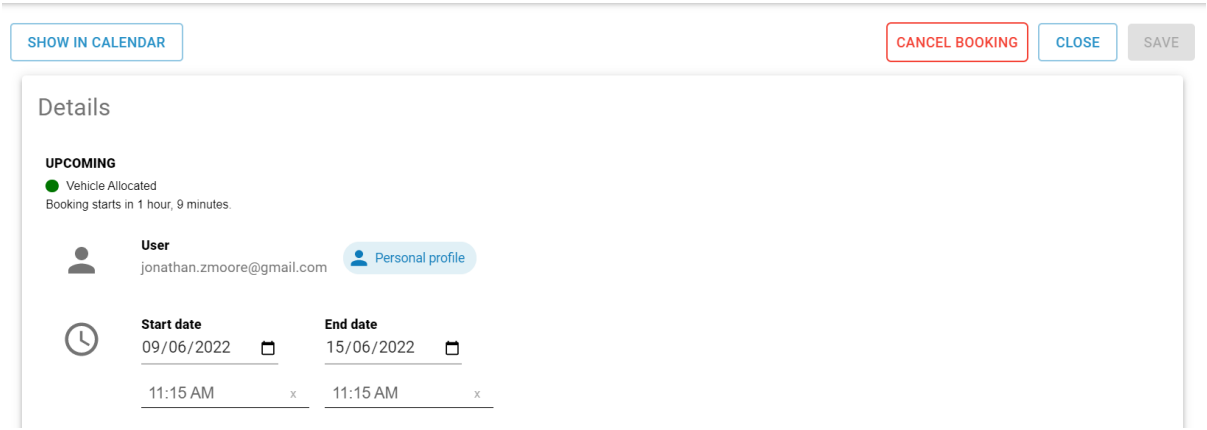
. Inform the customer of that the booking has been created on the platform and that s/he will be able to manage it (cancel or extend) directly from the app.

2.2. Modify or cancel a booking

Event: a customer requests support to cancel or modify a booking.
Responsible: Contact Centre; Dealer (in case of customers in person at the dealership).

1. CUSTOMER IDENTIFICATION
. Identify the customer on the portal with his/he name and last name by searching him/her in the search bar.
. Open his/her profile and verify the identity by confirming the date of birth and/or contact information.

2. BOOKING CANCELLATION/MODIFICATION
. Click on *Reservations* in the main menu.
. Search for the booking of the customer in the list of upcoming trips or by using filters.
. If the customer wants to cancel the booking simply click on *Cancel booking*.



. If the customer wants to modify the booking, change the date and time according to the preference of the customer and vehicle availability.
. In case the customer wants to change the station for pick up or drop off the platform will have to verify again the availability of models for the new station. It is therefore necessary to make a new booking (refer to the procedure explained at point 2.1) and cancel the previous one.

2.3. Failed booking (no vehicle match)

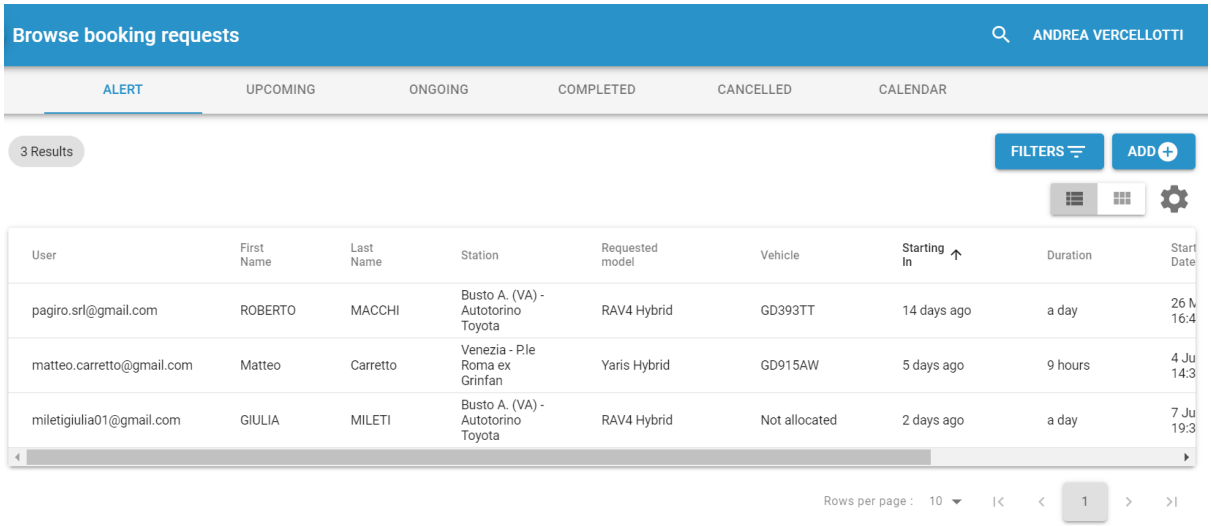
All the bookings for which the platform could not find an available vehicle based on the model requested will show up in the *Alert* section 30 minutes before the rental start (time parameter set for matching a plate to the model requested). In this case the customer receives an automatic message of booking cancellation. As the customer might not see the message, it is good practice to have recurrent checks during the day of failed bookings in order to proactively contact the customer to manage his/her booking.

Event: the platform cancel the booking as it could not find an available vehicle. The user calls customer support or it is contacted by the call centre proactively.
Responsible: Call Centre (the control room can also perform this task based on the volumes, complexity and requirements of each market).

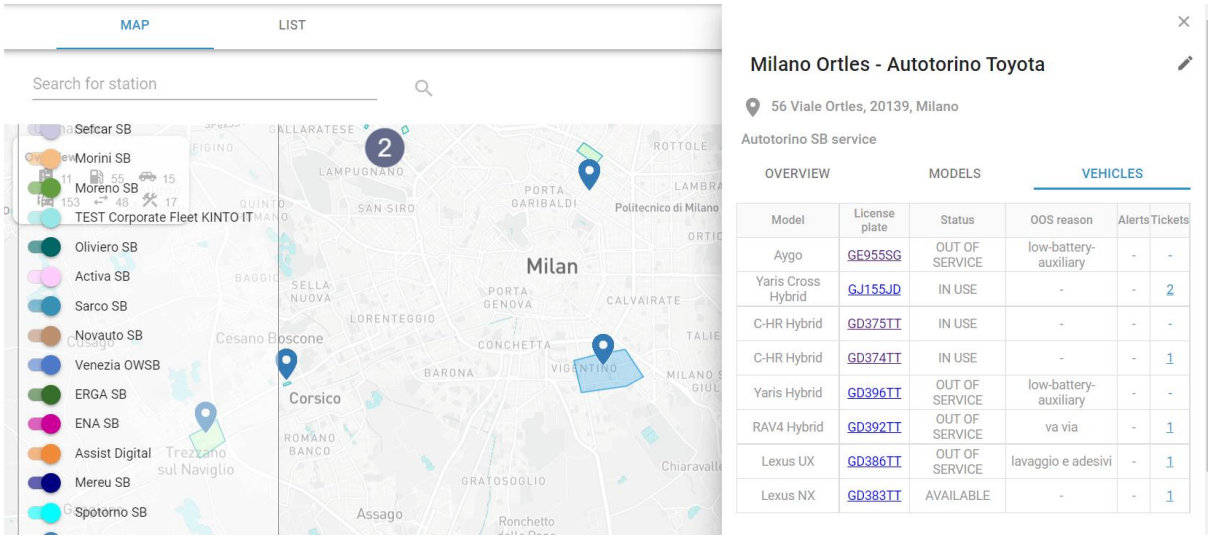
1. FAILED BOOKINGS MONITORING
. Monitor on a daily basis (recommended to have at least 2 checks per day) any failed booking to proactively manage customers bookings.

2. CUSTOMER CONTACT
. Proactively contact the customer to inform him/her that there are no vehicles available for the model requested and support him/her making a new booking. If the customer is already aware and already made a new booking no further action is required.
. In case the customer contacts the call centre first proceed with customer identification by accessing his/her profile and provide explanation on the automatic cancellation if required.

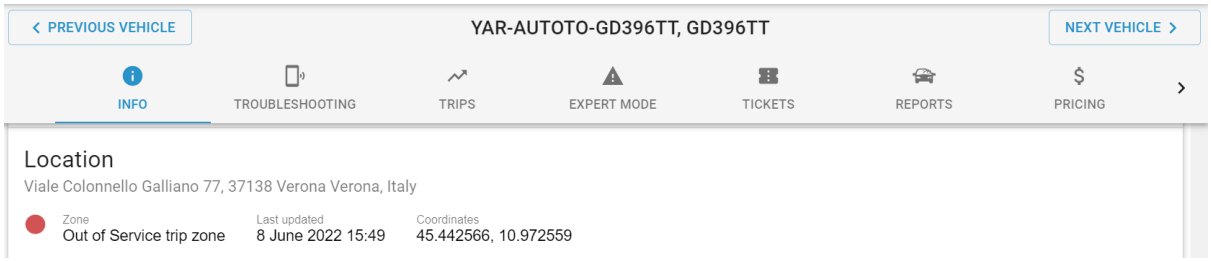
3. VEHICLE STATUS VERIFICATION
. Click on Reservations and then on the tab Alert to identify the booking of the customer.



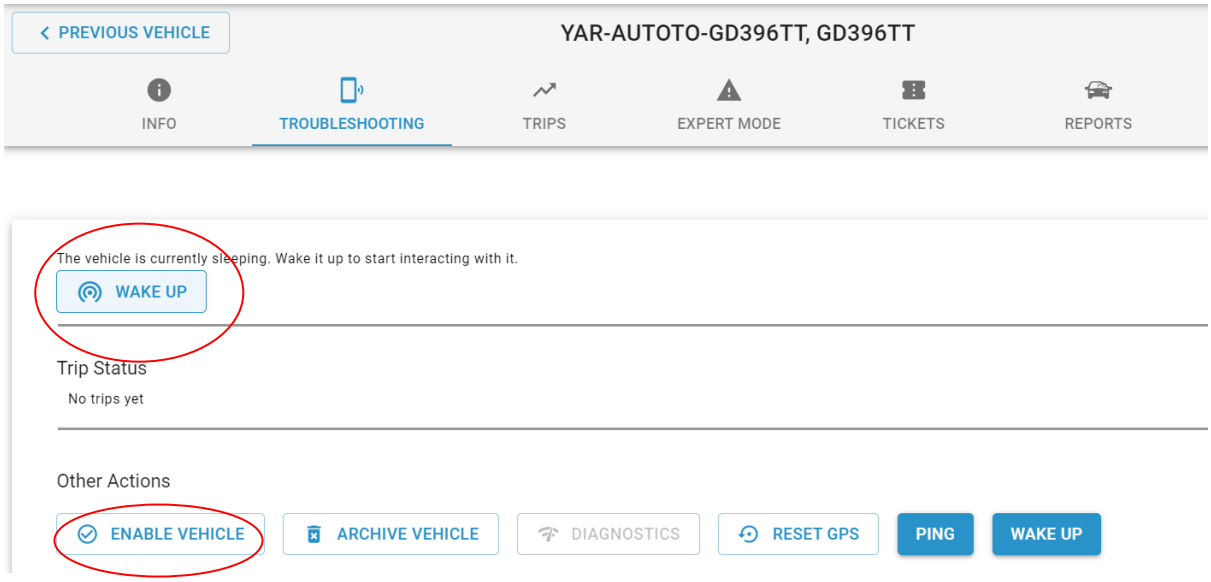
. Verify the station and model requested.
. Click on Stations in the main menu. Search for the station and click on its pin point if on the map view or on the list item. A side section with the station details will show up. Click on the *Vehicles* tab.



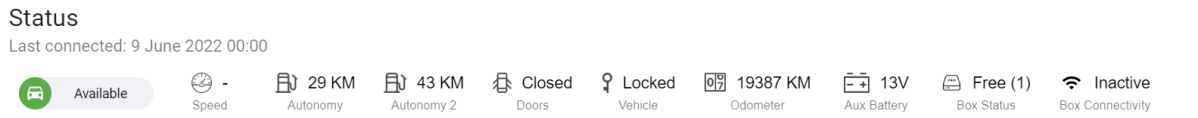
. Verify the status of available vehicles for the model requested. Click on the plate of the vehicle for the model selected to go to the vehicle's page.
. In the vehicle page verify in the tab Info that the vehicle is correctly positioned within the station area. If not, contact the dealer to request the repositioning of the vehicle.



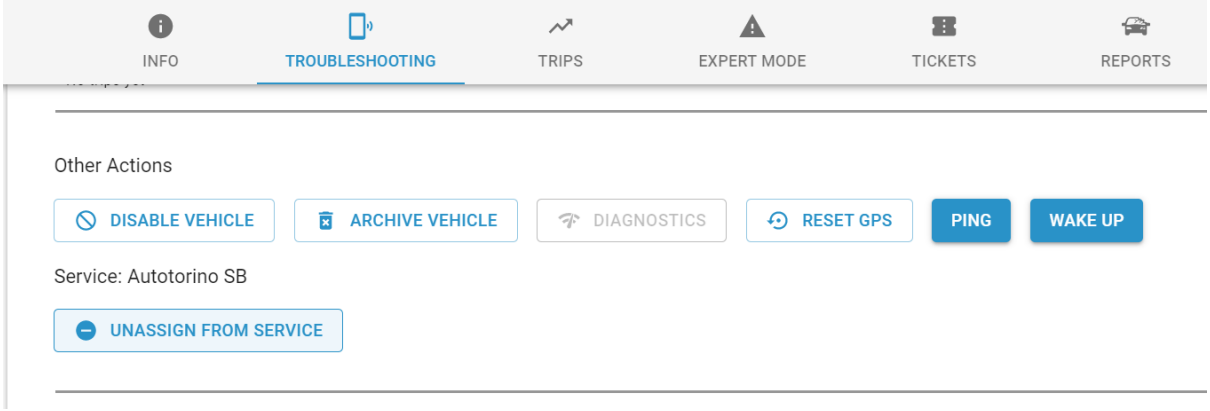
. If the position of the vehicle is ok go to the *Troubleshooting* tab and verify that the onboard unit is not in sleeping mode. If so click on the button *Wake up* and then *Enable vehicle*.



. Click on the Info tab and verify that the status of the onboard unit has changed to *Active*.

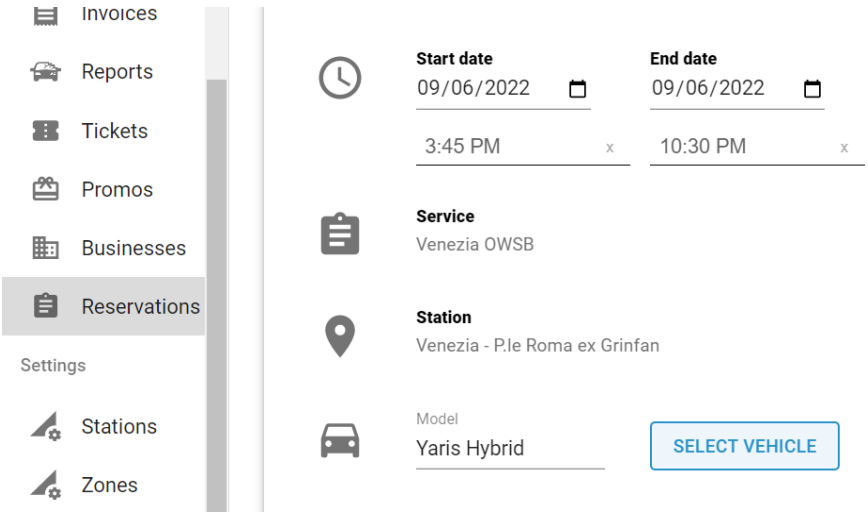


. In case the status is still inactive you can try to *unassign* and *reassign* the vehicle to the service from the *Troubleshooting* tab. This should resolve the issue. If the issue still persists, contact Vulog for support.



4. BOOKING MANAGEMENT

. After having verified the status of the vehicle go back to the customer's booking in the Alert section.
. Verify if the platform could associate the vehicle requested or if it is possible to associate it manually by clicking on *Select vehicle*.
. If not, cancel the booking and make a new booking (refer to steps described at point 2.1).
. Verify the availability of the model required and complete the booking.
. In the booking page you click on *Select vehicle* to immediately allocate a vehicle for the booking.



. In case the model requested is still not available try to propose alternatives (different model at the same station or switch to the closest station).
. Confirm with the customer that s/he has received the digital key and plate on his/her app.

3. START A TRIP

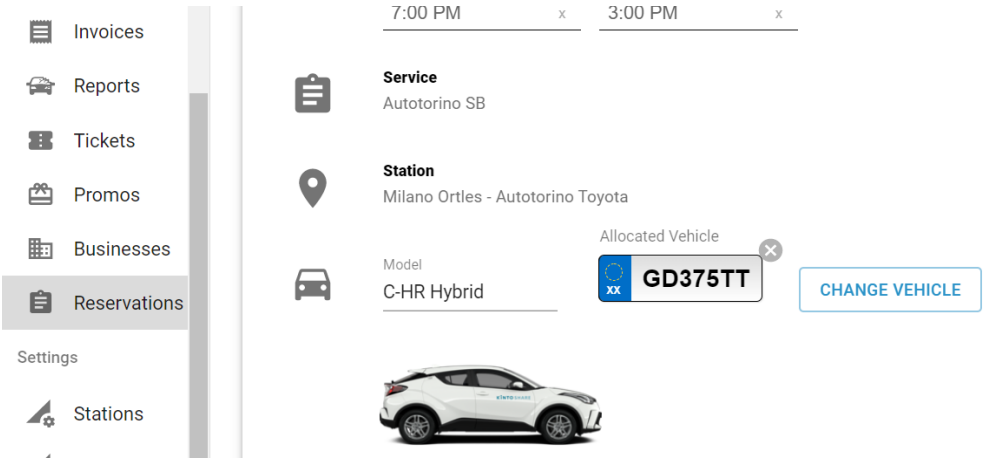
3.1 Open vehicle

Event: a customer requests support as s/he is not able to open the vehicle to start a trip.
Responsible: Contact Centre; Dealer (in case of customers in person at the dealership).

1. CUSTOMER IDENTIFICATION
. Identify the customer on the portal with his/he name and last name by searching him/her in the search bar.
. Open his/her profile and verify the identity by confirming the date of birth and/or contact information.

2. BOOKING CHECK
. Confirm with the customer the time of his/her booking and confirm if s/he received the digital key.
. If the customer has not received the key and the rental starts in more than 30 minutes, inform him/her that s/he will receive the key to open the vehicle only 30 minutes before the start of the rental (when the platform also provides the plate of the vehicle).
. If the rental starts in less than 30 minutes and the customer didn't receive the digital key verify if the booking has failed due to model unavailability (point 2.3).
. If the customer correctly received the key, identify his/her booking and move to the next step.

3. VEHICLE IDENTIFICATION AND DOORS UNLOCK
. Click on the booking and then on the plate of the associated vehicle.



. In the vehicle page click on the tab Troubleshooting.
. If the Vubox is not active click on *Wake up*.
. Then click on Start trip.
. In case the vehicle cannot open due to a technical problem, cancel the booking and make a new one. Open a ticket to the Control Room to flag the issue providing details of the vehicle.

4. DURING RENTAL

4.1. Pause trip (open/close vehicle during rental)

Event: a customer cannot open or close the vehicle during the rental and calls the customer support.
Responsible: Call Centre.

1. CUSTOMER IDENTIFICATION
. Identify the customer on the portal with his/he name and last name by searching him/her in the search bar.
. Open his/her profile and verify the identity by confirming the date of birth and/or contact information.

2. VERIFY BLUETOOTH ACTIVATION
. Verify that the customer has enabled the Bluetooth connection on his/her mobile. If not, ask him/her to re-try opening or closing the vehicle after enabling it.

3. IDENTIFY THE VEHICLE
. Ask the vehicle plate to the customer and search it on the platform.
. Enter the vehicle page. In the *Info* tab, verify in the *Booking information* section that is the correct vehicle.

4. OPEN/CLOSE VEHICLE
. Go to the tab *Troubleshooting* and verify if the Vubox is active. If not, click on the *Wake up* button and wait for confirmation.
. Confirm with the customer if s/he is now able to open/close the vehicle.
. If not, go to the *Expert mode* tab and click on *Door lock/Door unlock*.
. Confirm with the customer if s/he is now able to open/close the vehicle.

5. NON-COMMUNICATING VEHICLE
. In case the vehicle is not responding, retry procedures to activate the vehicle and lock/unlock doors and verify all other parameters (vehicle status, vehicle activities, etc.).
. In case the vehicle still does not respond, contact Vulog emergency number (provided by the KINTO customer support referent).
. If needed, support the customer to find an alternative mobility option (another KINTO vehicle nearby or other available options, according to local guidelines and terms and conditions).
. Open a ticket to the control room to report a vehicle malfunctioning.

4.2. Car accident

Event: a customer calls for support on what to do after a car accident.
Responsible: Call Centre, Control Room and Dealer.

1. CUSTOMER IDENTIFICATION

. Identify the customer on the portal with his/he name and last name by searching him/her in the search bar.
. Open his/her profile and verify the identity by confirming the date of birth and/or contact information.

2. IDENTIFY CUSTOMER'S BOOKING
. Click on *Reservation* in the main menu and identify the booking under the tab *Ongoing*. Use filters if necessary.

3. EXPLAIN CAR ACCIDENT PROCEDURE TO THE CUSTOMER
. The Call Centre informs the customer of the correct procedure to follow in case of car accident as defined in the Terms and Conditions (for detailed steps refer to local Terms and Conditions or to any other document explaining the procedure as defined locally).

4. OPEN A TICKET TO THE CONTROL ROOM AND THE DEALER
. The Call Centre opens a ticket to the Control Room and the Dealer to notify the accident and any damages reported.

5. VERIFICATION OF UPCOMING BOOKING ON THE VEHICLE
. The Control Room verifies any upcoming booking on the vehicle by going to *Reservations*, then *Upcoming* and searching by the vehicle plate.
. In case of other bookings and based on the conditions of the vehicle the Control Room decides if to keep the bookings or if to create a new booking for following customers (after having contacted them).

4.3. Theft or damage

Event: a customer calls for support after the vehicle has been stolen or damaged.
Responsible: Call Centre, Control Room and Dealer..

1. CUSTOMER IDENTIFICATION
. Identify the customer on the portal with his/he name and last name by searching him/her in the search bar.
. Open his/her profile and verify the identity by confirming the date of birth and/or contact information.

2. IDENTIFY CUSTOMER'S BOOKING
. Click on *Reservation* in the main menu and identify the booking under the tab *Ongoing*. Use filters if necessary.

3. EXPLAIN VEHICLE THEFT OR DAMAGE PROCEDURE TO THE CUSTOMER
. The Call Centre informs the customer of the correct procedure to follow in case of vehicle theft or damage as defined in the Terms and Conditions (for detailed steps refer to local Terms and Conditions or to any other document explaining the procedure as defined locally).

4. OPEN A TICKET TO THE CONTROL ROOM AND THE DEALER
. The Call Centre opens a ticket to the Control Room and the Dealer to notify the damages or theft of the vehicle.

5. VERIFICATION OF UPCOMING BOOKING ON THE VEHICLE
. The Control Room verifies any upcoming booking on the vehicle by going to *Reservations*, then *Upcoming* and searching by the vehicle plate.
. In case of other bookings and based on the conditions of the vehicle the Control Room decides if to keep the bookings or if to create a new booking for following customers (after having contacted them).

4.4. Vehicle malfunctioning

Event: a customer calls for support to notify a malfunctioning of the vehicle.
Responsible: Call Centre, Control Room and Dealer.

1. CUSTOMER IDENTIFICATION
. Identify the customer on the portal with his/he name and last name by searching him/her in the search bar.
. Open his/her profile and verify the identity by confirming the date of birth and/or contact information.

2. IDENTIFY CUSTOMER'S BOOKING
. Click on *Reservation* in the main menu and identify the booking under the tab *Ongoing*. Use filters if necessary.

3. EXPLAIN VEHICLE THEFT OR DAMAGE PROCEDURE TO THE CUSTOMER
. The Call Centre informs the customer of the correct procedure to follow in case of vehicle malfunctioning as defined in the Terms and Conditions (for detailed steps refer to local Terms and Conditions or to any other document explaining the procedure as defined locally).

4. OPEN A TICKET TO THE CONTROL ROOM AND THE DEALER
. The Call Centre opens a ticket to the Control Room and the Dealer to notify the malfunctioning of the vehicle.

5. VERIFICATION OF UPCOMING BOOKING ON THE VEHICLE
. The Control Room verifies any upcoming booking on the vehicle by going to *Reservations*, then *Upcoming* and searching by the vehicle plate.
. In case of other bookings and based on the conditions of the vehicle the Control Room decides if to keep the bookings or if to create a new booking for following customers (after having contacted them).

5. END A TRIP

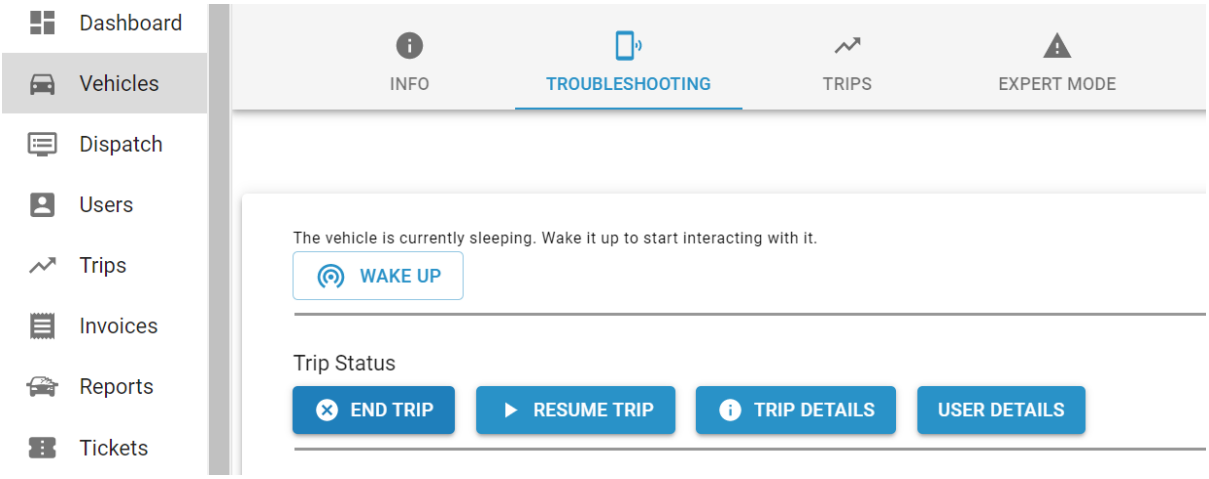
5.1. Force end trip

Event: the customer is not able to end a trip and call customer support.
Responsible: Call Centre.

1. CUSTOMER IDENTIFICATION
. Identify the customer on the portal with his/he name and last name by searching him/her in the search bar.
. Open his/her profile and verify the identity by confirming the date of birth and/or contact information.

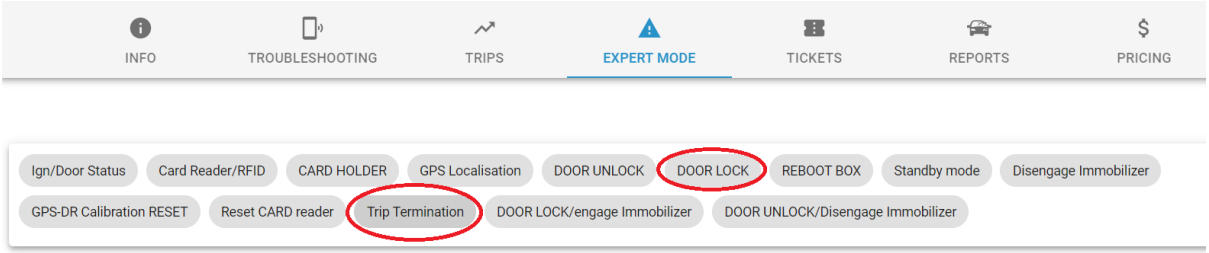
2. IDENTIFY CUSTOMER'S BOOKING
. Click on *Reservation* in the main menu and identify the booking under the tab *Ongoing*. Use filters if necessary.

3. CONFIRM CUSTOMER'S LOCATION
. Confirm with the customer his/her location and verifies that it corresponds to what shown in the platform (in the vehicle page under the *Info* tab).
. If the customer is out of the release area do not proceed with the manual termination of the trip and invite the customer to bring the vehicle to the correct area. In case there are conditions under which s/he is allowed to release the vehicle outside the area proceed with below steps.
. If the customer is correctly within the release area proceed with the manual termination of the trip.
. Confirm with the customer that all doors and windows are closed and the vehicle is correctly parked (gears in P position and engine off).
. In the vehicle page go to Troubleshooting and then click on *End trip*. If the customer is outside the release area the platform will ask confirmation to force the termination of the trip. Confirm.



. Confirm with the customer that the vehicle is correctly closed and the trip has terminated in the app.
. In case the vehicle is not responding click on *Release trip*. This will terminate the rental even though the vehicle is not responding.

. Go to the tab *Expert mode* and click on *Trip termination* and if required also on *Lock doors*.
. If the vehicle is not responding, verify the status of the Vubox and try again.



. If the issue is not resolved, open a ticket to the Control Room.

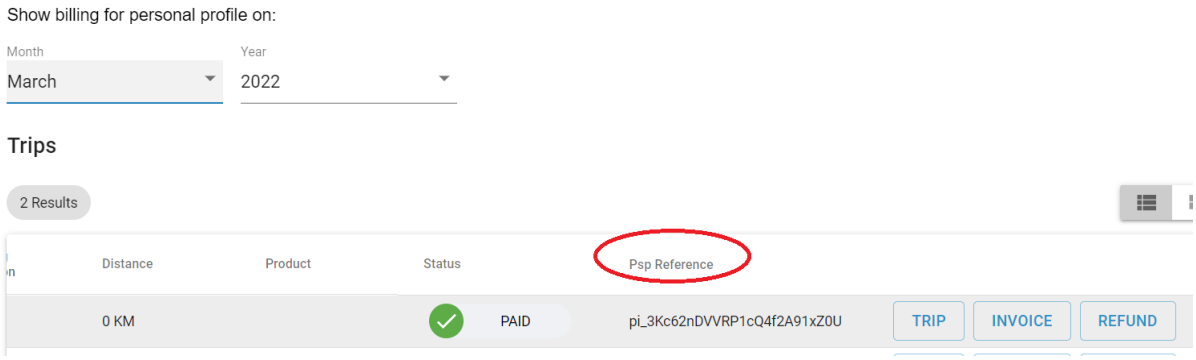
6. POST RENTAL

6.1. Refund

Evento: a customer requests a partial or total refund.
Responsible: Control Room.

1. APERTURA TICKET VERSO CONTROL ROOM
. If the request is received by the Contact Centre or the Dealer, a ticket is opened to the Control Room to analyze and process the request.

2. IDENTIFY THE TRANSACTION TO BE REFUNDED
. Go to the user profile and then to the tab Entrare nel profilo cliente e andare al tab *Billing*.
. Identify the trip or product to be refunded. Scroll to the right until you can visualize the *Psp reference* and copy the string.



3. REFUND
. Go to Stripe platform and insert the string in the search bar to identify the transaction.
. Select the transaction and click on the button to perform a refund. Insert the amount to be refunded and confirm the refund.

NOTE: currently a refund button is available directly in Vulog platform but it has not been enabled yet. Once enabled it will be possible to perform the refund without accessing Stripe.