



GUIDE FOR EMPLOYEES

FIRMENLADEN



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WELCOME, FIRMENLADER!

We would like to thank you for your trust and are pleased that you are now also part of the FIRMENLADEN.

On this page, you will find our employee roadmap, which gives you a brief overview of the most important first steps. The following page also contains all relevant links for you.

EMPLOYEE ROADMAP

FIRMENLADENWELT

Activation of your account after receiving an invitation email from your fleet management team.

FIRMENLADEN-Platform

Activation of your access after receiving the invitation email.

Preliminary Check

Preliminary assessment of the local conditions. You can find the suitable products in the FIRMENLADENWELT shop.

Order

Order your wallbox and installation service for home charging in the FLW shop.*

Commissioning

Installation and commissioning of your charging stations.*

Charging Card

Receipt of charging cards: company car card and partner card.

**Optional: Installation by an electrician commissioned by you instead of through the FIRMENLADEN-TELEKOM technician network.*



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FIRMENLADENWELT

Your central digital environment for all important topics and use cases related to charging in the corporate world, such as:

- a preliminary check for the installation of your wallbox at home,
- a professional and safe on-site inspection and/or installation according to the highest standards through the FIRMENLADEN-TELEKOM technician network,
- an intelligent online wallbox for your home,
- a company car charging card for charging at work, at home and on the road,
- the option to apply for a partner charging card for your partner,
- monitoring of other charging options, such as an auto cloud solution.

You will receive the invitation link to activate your personal account from FIRMENLADEN, triggered by your fleet manager.

You can access the FIRMENLADENWELT here: https://firmenladenwelt.app/en_GB

FIRMENLADEN-PLATFORM

- You will receive the invitation to the FIRMENLADEN platform a few days after successfully activating your FIRMENLADENWELT account.
- The link to the FIRMENLADEN platform is integrated into the FIRMENLADENWELT. Alternatively, you can use this link: <https://firmenladen.de/firmenladenplattform-gebiets-auswahl/>
 - For FIRMENLADERS using EUR currency, please select “Customers with EUR currency”.
 - For FIRMENLADERS using Swiss francs (CHF), please select “Customers with CHF currency”.



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HOME PRELIMINARY CHECK

Before the wallbox can be installed at your home by the FIRMENLADEN technician network, a preliminary check is required in order to record and assess the local conditions at your home.

This includes factors such as infrastructure, the distance to the nearest connection point and the available space for the wallbox in order to estimate the feasibility and effort required for the installation.

- You will then receive your installation offer by email from our installation partner. You can find the link to the preliminary check form in the FIRMENLADENWELT under "Use cases": Online Pre-Check Form. Please select the corresponding "Online Pre-Check" form.
- If you are unable to complete the information correctly, you can alternatively order the "On-Site Pre-Check (DE)" via the shop using item number 100090010.
- Our FIRMENLADEN partner technician and service network will contact you to arrange an appointment.

ORDERING THE WALLBOX

- When ordering your home charging system, you can choose from the wallbox model or models specified by your employer. The installation service must also be ordered in the shop if the installation is not carried out by your own electrician.
- You can easily order your wallbox for home use in the shop set up specifically for you.
- After receiving your order, FIRMENLADEN will review it, send you an order confirmation and initiate the processing.
- Our FIRMENLADEN GetItDone technician will contact you to arrange an appointment.



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FIRMENLADEN CHARGING CARD

After you have completed all the steps mentioned above, we will send you your company car charging card as well as your partner charging card. Please note that the company car charging card may only be used for your company car. The partner card, for example for a spouse or life partner, can be used for all other charging processes at your own charging station and does not trigger any reimbursement.

You will receive the partner card together with your wallbox. The company car charging card will be sent to you separately by post.

Depending on your company's specifications, the cards may be issued by your fleet management team. If you have any questions about this, please feel free to contact us.

COMMISSIONING

Installation and commissioning take place in coordination with the FIRMENLADEN GetItDone technician and service network. Of course, you can also have the commissioning carried out by your own electrician.

If the installation service is carried out by an electrician commissioned by you, please inform us of the exact appointment no later than three working days before commissioning by email at: orga@firmenladen.de

This allows us to ensure smooth commissioning and operation of the station.

- **If commissioning is not carried out by FIRMENLADEN**, please have your electrician install the charging station according to the installation instructions provided in the knowledge platform.
- In addition to the instructions, an explanatory video will also be available in the tutorial area in the future.
- **After commissioning**, you can check in your FLP account whether your station is displayed as online in green. If not, please contact us directly.



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- **After successful commissioning by your electrician**, please contact our support team again briefly by phone or email so that we can activate the wallbox in the system. Without our system activation, you will not be able to start a charging process.

If any problems occur during commissioning or if you would like to check the successful connection, please call us at: +49 9332 59350-10.