



FIRMENLADENWELT GUIDE

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The FIRMENLADENWELT is a digital communication, knowledge and process platform that maps all relevant use cases and requests related to charging in the corporate or “company world”.

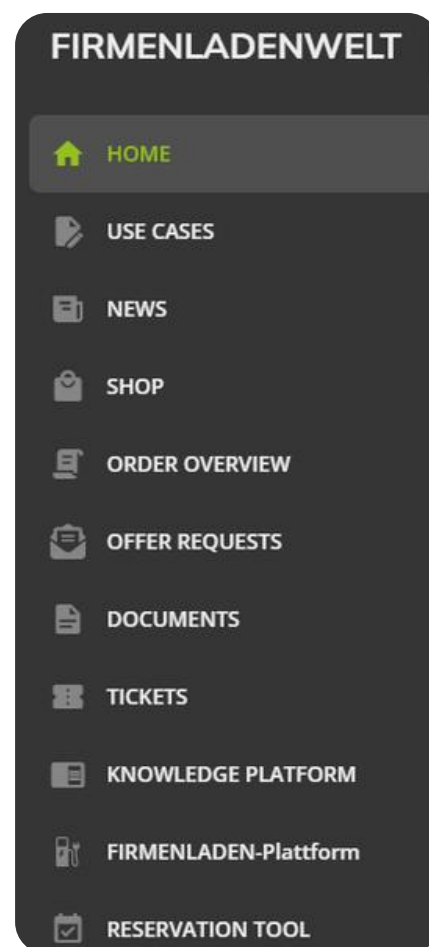
This includes, among other things:

- a preliminary check for the installation of a wallbox at your home,
- a professional on-site inspection and/or installation according to the highest standards by the FIRMENLADEN technician network,
- the option to order an intelligent online wallbox for your home, and much more.

Using the page navigation in the FIRMENLADENWELT, you can access all available menu items.

OVERVIEW

Über die Seitennavigation der FIRMENLADENWELT gelangen Sie zu allen verfügbaren Menüpunkten.



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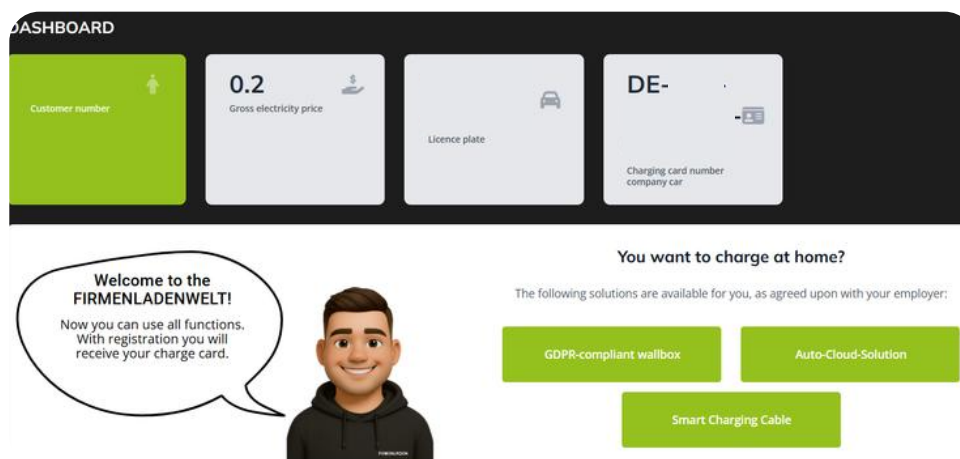
INTRODUCTION

This guide explains the functions of the FIRMENLADENWELT with your employee account.

Please open the following link: [FIRMENLADENWELT](#)

You will receive your initial login in advance as an invitation by email. If this has not yet happened, please contact your fleet manager.

HOME



On the dashboard, you can see your most important customer information:

- Customer number
- Employee number
- Vehicle license plate number
- Mileage

Your fleet management defines which information is displayed for you here.

You will also find an introductory video about our FIRMENLADENWELT here, as well as the most important use cases as shortcuts.

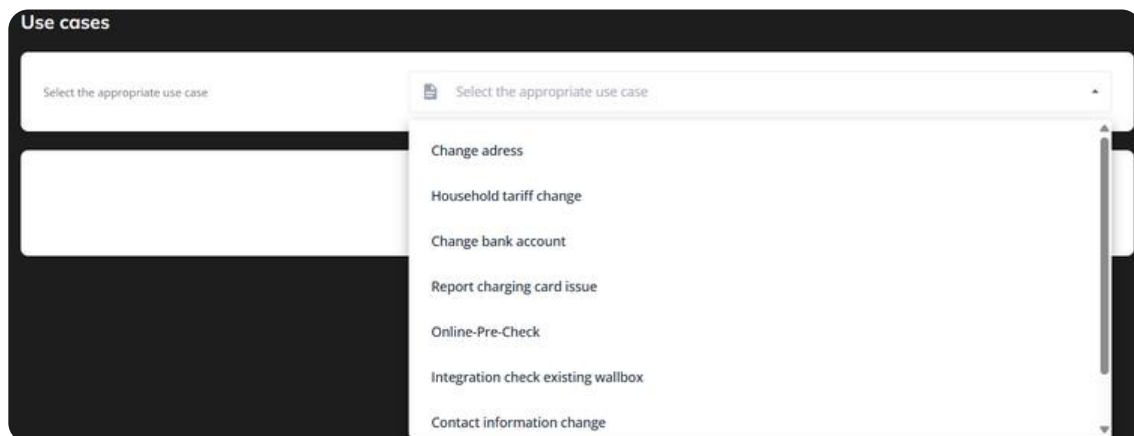
USE CASES

In this area, you can find relevant use cases related to charging in the corporate world. Here is the link to the use cases: [USE CASES](#)

All use cases can be selected via the drop-down menu. By completing and submitting the respective form, this information is digitally transmitted to FIRMENLADEN and your request is processed automatically.

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SHOP

In the shop, you will find all relevant products and services that you can order from FIRMENLADEN.

These listed items have been selected for you together with your employer. Please note that completing the shopping cart triggers a paid order, which will be invoiced to you. If your employer provides a subsidy, this will be settled afterwards between the employer and the employee.

SHOP

A screenshot of the 'SHOP' section of the FIRMENLADENWELT interface. It features a search bar with a magnifying glass icon and the text 'Article search'. To the right of the search bar is a green 'Search' button. Below the search bar, there are two filter buttons: a green button with a checkmark and the text 'everything 5', and a grey button with the text 'Zubehör 1'.

ORDER OVERVIEW

In this area, you will receive all information about your orders, including the current status and the related documents within the ordering process, such as:

- Invoice
- Delivery note

This means you not only have an overview of your current orders, but can also access completed orders.

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Order overview

Search by order number

Search by order number

History

0 ORDERS

	Order number	Customer number	In total	Status	Delivery note (PDF)	Invoice (PDF)	More
No hits							

0 / 0 of 0

OFFER REQUESTS

In the quote requests section, you will find all offer requests you have submitted and that we have received.

You can view the processing status, the quote number and other information related to your quote. As soon as a quote has been converted into an order, the further process can be found under the menu item "Orders".

Your Offer Requests

Search Offer

Search Offer

History

0 Offer Requests

	Order number	In total	Status	Offer Confirmation Link	More
No hits					

0 / 0 of 0

TICKETS

For all topics and suggestions that are not covered by specific use cases, the ticket area is available to you.

After creating a ticket, we will take care of your topic and keep you up to date via the ticket, or contact you directly as quickly as possible.

Under "All tickets", you can view the current status of an ongoing ticket at any time. You will also receive a clear overview of the history of all your tickets.

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The screenshot shows a 'Create ticket' form with the following fields:

- Subject:** A text input field with a '*' placeholder.
- Priority:** A dropdown menu with a '*' placeholder.
- Category:** A dropdown menu with a '*' placeholder.
- Description:** A large text area with a '*' placeholder.
- Phone Number:** A field containing a German flag icon, '+49', and the number '1234 567890'.
- File Upload:** A dashed box with a green upload icon, the text 'Drag and drop .PDF/.XLS/.DOC/.PNG/.JPG/.JPEG Drop file here', and a 'Browse files...' button.
- Store files:** A label indicating 'No files stored'.
- Create ticket:** A green button with a right-pointing arrow.

Below the form is a section titled 'All tickets' showing '0 TICKETS'. It contains a table with the following columns: Ticket number, Create ticket, Category, Editor, Priority, Status, and Comments. The table is currently empty, showing 'No hits'.

A user profile picture is visible in the bottom right corner of the interface.

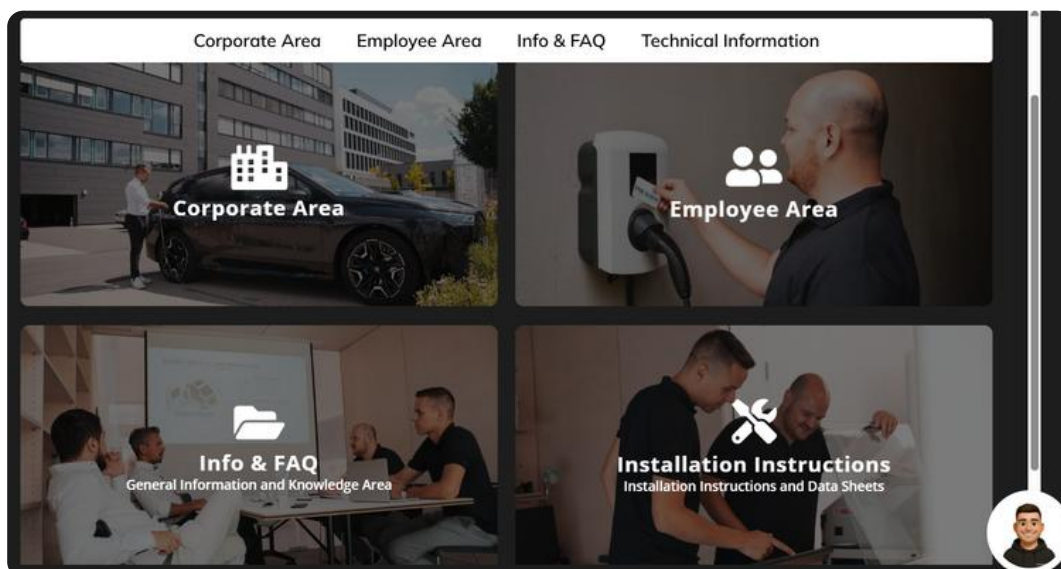
OTHER AREAS

News:

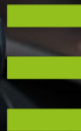
General and fleet-specific information is published here.

Documents: In this area, you will find all legal documents relating to the FIRMENLADENWELT, as well as general documents on the topic of e-mobility that have been coordinated with your fleet management.

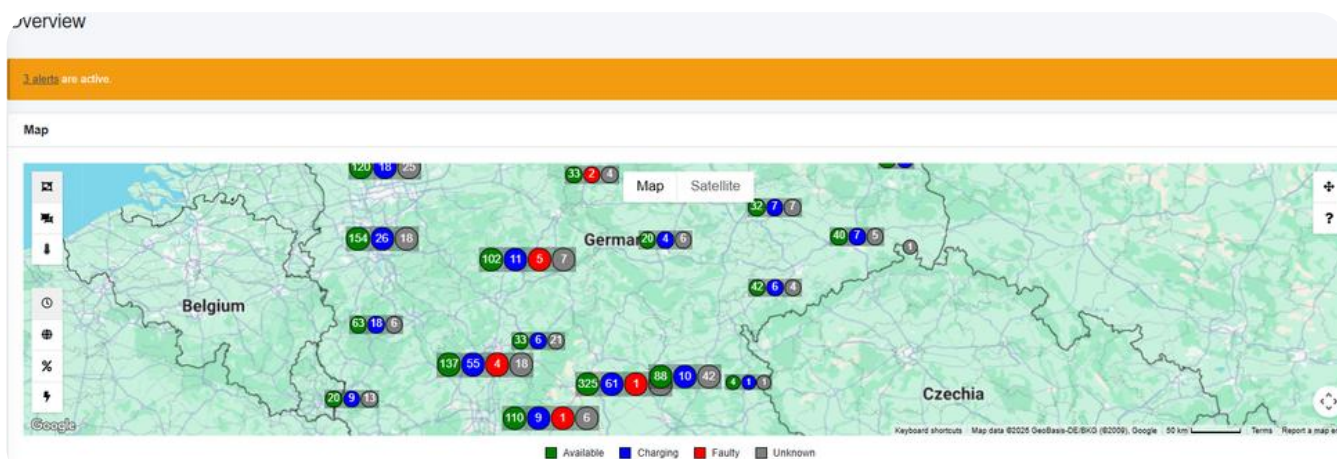
Knowledge World: Here you will find general guides, video tutorials, technical documents and an area with answers to frequently asked questions. This area is divided into the Company Area and the Employee Area.



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Charging dashboard: = The charging dashboard redirects you to the FIRMENLADEN platform. This is the software solution for your charging station and enables intelligent online management, operation and individual reimbursement of your charged household electricity for your company vehicle.



Reservation tool: The reservation tool must be added by your fleet management and is only available if it has been booked.

FIRMENLADEN Auto-Cloud Solution: The FIRMENLADEN Auto-Cloud Solution must be added by your fleet management and is only available if it has been booked.

With our Auto Cloud Solution, you can monitor your charging process data through direct communication with your vehicle data and receive reimbursement for home charging sessions. For this purpose, the GPS data of the charging process is compared with your home address.

Unlike other solutions, we do not receive the data via a charging station, but directly from the vehicle.