



DAF
A **PACCAR** COMPANY

Customernet Access User Manual

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1 Index

2	CUSTOMERNET ACCESS	3
2.1	PREFACE	3
2.2	PREREQUISITES.....	3
3	HOW TO ACCESS CUSTOMERNET ACCESS	4
4	HOW TO ORDER USING CUSTOMERNET ACCESS?.....	5
5	ADDITIONAL INFORMATION ABOUT CUSTOMERNET ACCESS.....	7
5.1	SERVICES TAB.....	7
5.2	ORDER HISTORY TAB	8
5.3	ORDER	9
5.4	I NEED SUPPORT	10

A vertical image on the left side of the page shows the front of a DAF truck. The top part features a black and orange logo with the letters 'EF'. Below that, the orange grille of the truck is visible, with the 'DAF' logo in silver on a black background. The bottom part of the image shows the lower part of the grille and the bumper area.

2 Customernet Access

2.1 Preface

This document describes how to use the new Customernet Access application, which is the successor of the Pay per View application. Customernet Access enables you to buy time or credit based access to DAF applications

2.2 Prerequisites

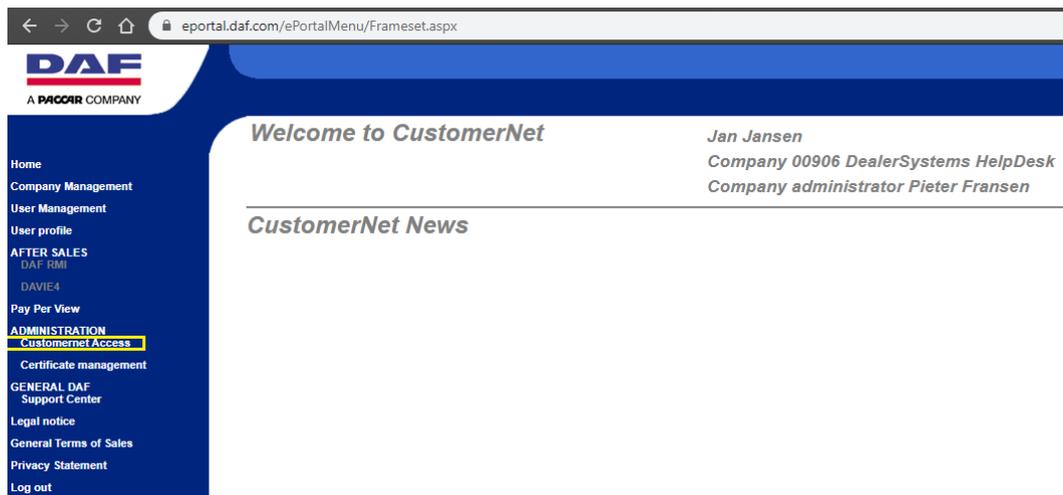
In order to access and use the Customernet Access application you must have:

1. Valid ePortal Customernet account
2. Granted access to the Customernet Access application
3. Valid Credit Card

3 How to access Customernet Access

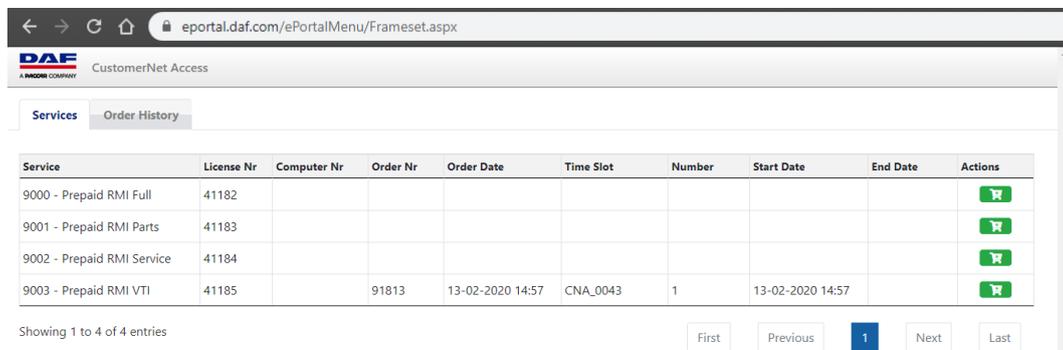
In order to use the Customernet Access application to buy access, you'll first need to be logged in onto ePortal: <https://eportal.daf.com>

After logging in, you'll find the Customernet Access application in the ePortal menu on the left side.



The screenshot shows the ePortal interface. The browser address bar displays eportal.daf.com/ePortalMenu/Frameset.aspx. The DAF logo is visible in the top left corner. A navigation menu on the left lists various options, with 'Customernet Access' highlighted in yellow. The main content area displays a welcome message: 'Welcome to CustomerNet' followed by the user's name 'Jan Jansen' and their role 'Company administrator Pieter Fransen'. Below this, there is a section for 'CustomerNet News'.

Clicking on the link will open up the Customernet Access application in a new tab or screen (depending on the browser settings).



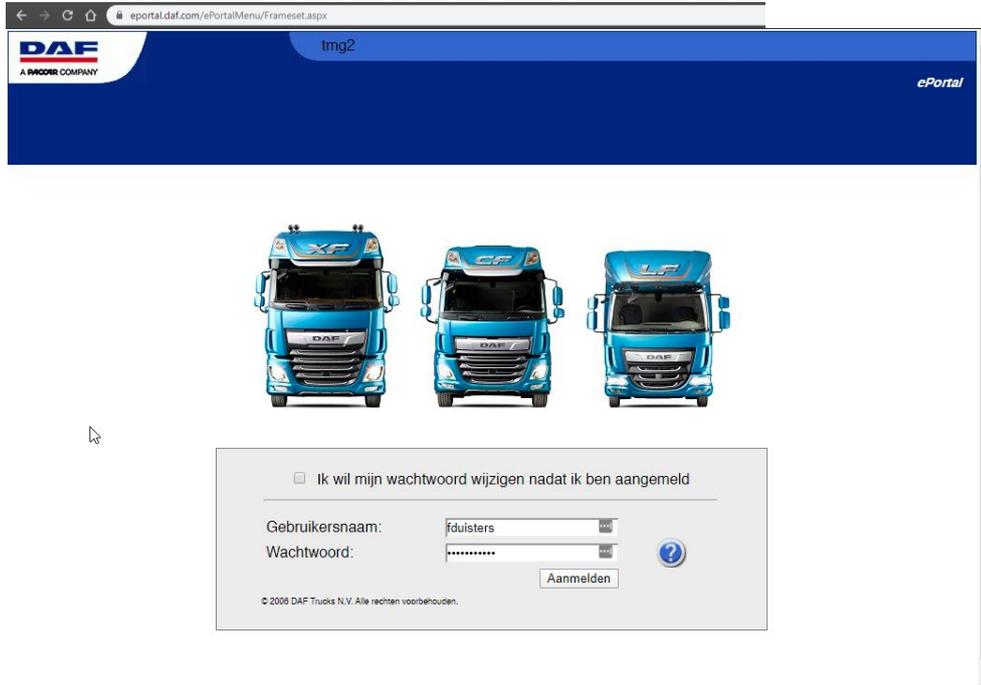
The screenshot shows the 'CustomerNet Access' application interface. The browser address bar displays eportal.daf.com/ePortalMenu/Frameset.aspx. The application title is 'CustomerNet Access'. There are two tabs: 'Services' (selected) and 'Order History'. Below the tabs is a table with the following data:

Service	License Nr	Computer Nr	Order Nr	Order Date	Time Slot	Number	Start Date	End Date	Actions
9000 - Prepaid RMI Full	41182								
9001 - Prepaid RMI Parts	41183								
9002 - Prepaid RMI Service	41184								
9003 - Prepaid RMI VTI	41185		91813	13-02-2020 14:57	CNA_0043	1	13-02-2020 14:57		

Below the table, it says 'Showing 1 to 4 of 4 entries'. There are navigation buttons: 'First', 'Previous', '1' (selected), 'Next', and 'Last'.

4 How to order using Customernet Access?

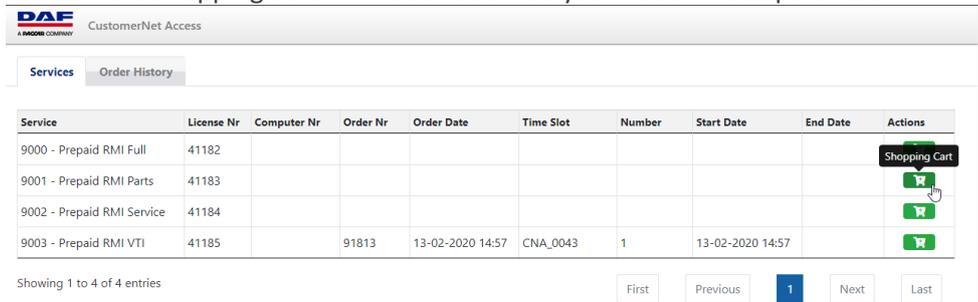
1. Go to <https://ePortal.daf.com> and login with your Customernet account.



2. Open up the Customernet Access application by clicking on the link in the ePortal menu on the left side.



3. Click on the Shopping Cart  at the Service you would like to purchase.



- Select the appropriate Time Slot or fill the Number field with the order amount (in case of credits).

DAF CustomerNet Access

Services Order History **Checkout**

Create and select orderlines

Service	License Nr	Computer Nr	Time Slot	Number	Amount	Actions
9000 - Prepaid RMI Full	41182		Day		€ 12.20	
9001 - Prepaid RMI Parts	41183		CNA_0039		€ 0.00	
9002 - Prepaid RMI Service	41184		CNA_0039		€ 0.00	
9003 - Prepaid RMI VTI	41185		CNA_0040	4	€ 36.60	

Showing 1 to 4 of 4 entries

Order overview)

Service	License Nr	Computer Nr	Time Slot	Number	Amount	Actions
9003 - Prepaid RMI VTI	41185		CNA_0040	4	€ 36.60	
9000 - Prepaid RMI Full	41182		Day	1	€ 12.20	

Prices includes a € 10 transaction and administration fee and - if applicable - VAT

Order total of € 0,00

- Click Add to order for each Service you would like to purchase. The order overview will now be populated.

Order overview)

Service	License Nr	Computer Nr	Time Slot	Number	Amount	Actions
9003 - Prepaid RMI VTI	41185		CNA_0040	4	€ 36.60	
9000 - Prepaid RMI Full	41182		Day	1	€ 12.20	

Prices includes a € 10 transaction and administration fee and - if applicable - VAT

Order total of €12.20

A record can always be removed from the order by clicking on Delete orderline .

- Click on to continue to the payment provider.
- Fill in the required information needed for the Credit Card payment. (Cardholder's name, Card number, Expiry date, Card verification code)

DAF - CustomerNet Access, Secure Payment

Order reference : 91818
 Total charge : 12.20 EUR
 Beneficiary : DAF Trucks N.V.

Pay with :

Cardholder's name* :

Card number* :

Expiry date (mm/yyyy)* :

Card verification code* : [What is this?](#)

* Mandatory fields
 Card verification code mandatory for the following types of card: MasterCard, VISA

[Yes, I confirm my payment](#)

Payment processed by

[About Ingenico](#) | [Security](#) | [Legal info](#)

[Cancel](#)

Verified by

- After successful payment the purchased service will become available to use.

DAF CustomerNet Access

Services Order History

Service	License Nr	Computer Nr	Order Nr	Order Date	Time Slot	Number	Start Date	End Date	Actions
9000 - Prepaid RMI Full	41182		91819	03-03-2020 19:01	Day		03-03-2020 19:01	04-03-2020 19:01	
9001 - Prepaid RMI Parts	41183								
9002 - Prepaid RMI Service	41184								
9003 - Prepaid RMI VTI	41185		91813	13-02-2020 14:57	CNA_0043	1	13-02-2020 14:57		

Showing 1 to 4 of 4 entries

5 Additional information about Customernet Access

The Services and Order page are sorted on Service name ascending, where the Order History is filtered on Order Date descending.

On the bottom-right of each page, you'll find the page navigation buttons.

A maximum of 10 records is shown on each page. Using the navigation buttons you can go to the First, Previous, Next or Last 10 records whereas the numbered buttons directly navigate you a certain page of records.

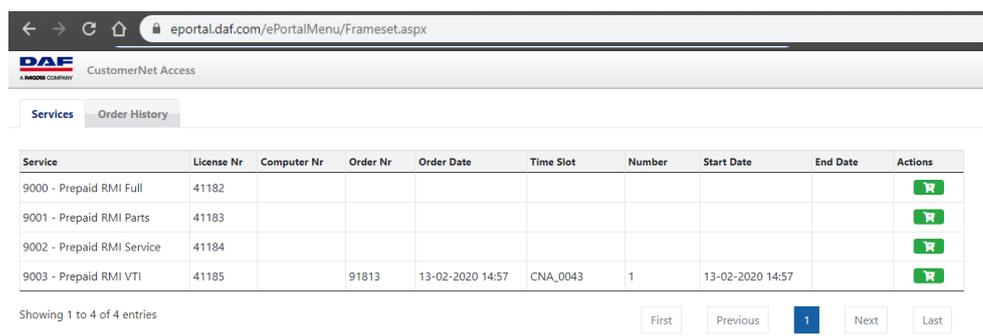


The Customernet Access application is presented in the language which is saved at the user's user profile settings in ePortal.

5.1 Services tab

On the tab *Services* you're able to view the applications for which a timeslot or credit can be bought, and the orders which are active.

After choosing which Service you would like to buy access for, you click on the Shopping Cart button  in the Actions column.



Service	License Nr	Computer Nr	Order Nr	Order Date	Time Slot	Number	Start Date	End Date	Actions
9000 - Prepaid RMI Full	41182								
9001 - Prepaid RMI Parts	41183								
9002 - Prepaid RMI Service	41184								
9003 - Prepaid RMI VTI	41185		91813	13-02-2020 14:57	CNA_0043	1	13-02-2020 14:57		

Showing 1 to 4 of 4 entries



What is shown?

- Service Application or service available for purchase.
- License Nr Corresponding License Nr to the Service.
- Computer Nr (In case of Davie4) this will show the name/nr of the device it is installed on.
- Order Date * Date & Time of the placed order.
- Time Slot * Purchased time slot or amount is shown (hour, day, week, month, year, #).
- Number * Remaining purchased credits.
- Start Date * Start- / Valid from- date of the purchase.
- End Date * End- / Valid until- date of the purchase.
- Actions The Shopping Cart icon redirects you to the order page where you create and finalize your order.

*Fields are only filled in case an order is active

5.2 Order History tab

The Order History tab shows the history of bought services we offer in the Customernet Access application.

Service	License Nr	Computer Nr	Order Nr	Order Date	Time Slot	Number	Start Date	End Date
9000 - Prepaid RMI Full	41812		100403 (Cancelled)	03-02-2020 10:17	Year			
9000 - Prepaid RMI Full	41812		100400 (Accepted)	24-01-2020 11:59	Hour		24-01-2020 11:59	24-01-2020 12:59
9003 - Prepaid RMI VTI	41815		100400 (Accepted)	24-01-2020 11:59	Credits	7	24-01-2020 11:59	
9003 - Prepaid RMI VTI	41815		100399 (Accepted)	24-01-2020 10:08	Credits	6	24-01-2020 10:08	
9000 - Prepaid RMI Full	41812		100399 (Accepted)	24-01-2020 10:08	Hour		24-01-2020 10:08	24-01-2020 11:08
9003 - Prepaid RMI VTI	41815		100398 (Cancelled)	24-01-2020 10:05	Credits	5		
7087 - DAVIE 4	41847	PC 1 TEST	100397 (Accepted)	24-01-2020 09:45	Day		24-01-2020 09:45	25-01-2020 09:45
9001 - Prepaid RMI Parts	41813		100397 (Accepted)	24-01-2020 09:45	Hour		24-01-2020 09:45	24-01-2020 10:45
9003 - Prepaid RMI VTI	41815		100397 (Accepted)	24-01-2020 09:45	Credits	5	24-01-2020 09:45	
9001 - Prepaid RMI Parts	41813		100396 (Cancelled)	24-01-2020 09:43	Hour			

What is shown?

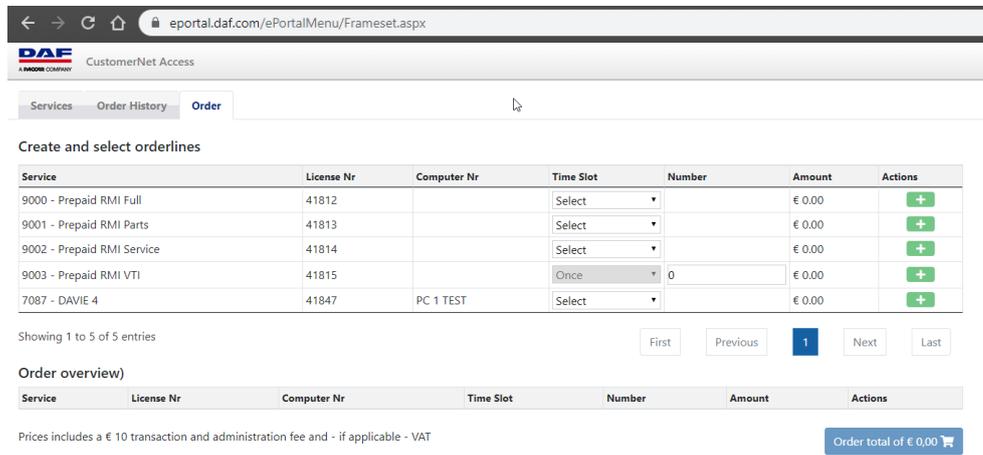
- Service Application or service which has been bought.
- License Nr Corresponding License Nr to the Service.
- Computer Nr (In case of Davie4) this will show the name/nr of the device it is installed on.
- Order Nr Unique identifier for the order. It also shows the status of the order (Accepted or Cancelled)
- Order Date Date & Time of the placed order.
- Time Slot Purchased time slot or amount is shown (hour, day, week, month, year, Credits).
- Number Remaining purchased credits.
- Start Date Start- / Valid from- date of the purchase.
- End Date End- / Valid until- date of the purchase.

5.3 Order

A user is redirected to the Order page after clicking on the Shopping Cart icon at the Services page.

A user finalizes his order by selecting all the services and the according timeslot or amount.

When the order is ready, the customer clicks on the Order button .



The screenshot shows the DAF CustomerNet Order page. At the top, there are navigation tabs for 'Services', 'Order History', and 'Order'. Below this is a section titled 'Create and select orderlines' containing a table with columns: Service, License Nr, Computer Nr, Time Slot, Number, Amount, and Actions. The table lists five services with their respective license numbers and time slots. Below the table, there are navigation buttons for 'First', 'Previous', '1', 'Next', and 'Last'. Below the table is an 'Order overview' section with a similar table structure. At the bottom right, there is a button for 'Order total of € 0,00'.

Service	License Nr	Computer Nr	Time Slot	Number	Amount	Actions
9000 - Prepaid RMI Full	41812		Select		€ 0.00	
9001 - Prepaid RMI Parts	41813		Select		€ 0.00	
9002 - Prepaid RMI Service	41814		Select		€ 0.00	
9003 - Prepaid RMI VTI	41815		Once	0	€ 0.00	
7087 - DAVIE 4	41847	PC 1 TEST	Select		€ 0.00	

Showing 1 to 5 of 5 entries

Order overview)

Service	License Nr	Computer Nr	Time Slot	Number	Amount	Actions
---------	------------	-------------	-----------	--------	--------	---------

Prices includes a € 10 transaction and administration fee and - if applicable - VAT

Order total of € 0,00 

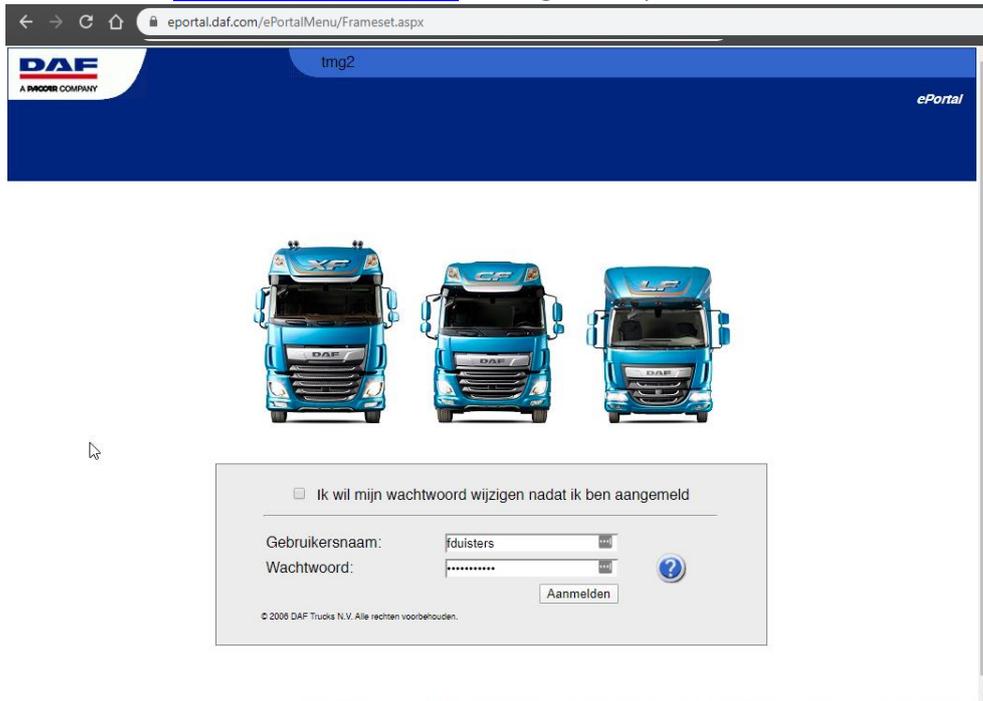
The top half shows the items which can be bought whereas the bottom half shows the order overview.

What is shown?

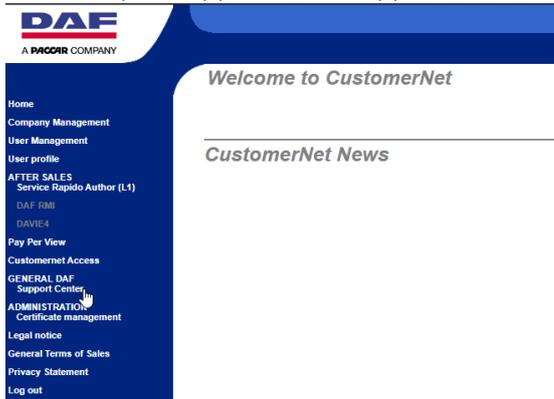
- Service Application or service which has been bought.
- License Nr Corresponding License Nr to the Service.
- Computer Nr (In case of Davie4) this will show the name/nr of the device it is installed on.
- Time Slot Time slot for the period you would like to purchase a service
- Number The number of credits you wish to order.
- Amount Price for the selected Time Slot and Service.
- Actions Add a service to the order , or delete a service from the order 

5.4 I need support

1. Go to <https://ePortal.daf.com> and login with your Customernet account.



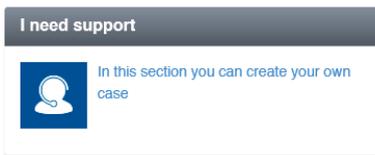
2. Open Support Center application in the left menu.



3. Click on Support Center for Independent Operators



4. Click on I need support.



5. Click on Support for myself



6. Click on Other Pay per view question



7. Fill in your question or problem in the Description field, and click on Submit.

The screenshot shows the "Other Pay per view question" form. The breadcrumb trail at the top reads: "Support Center for Independent Operators / Payment for RMI access / Other Pay per view question". The form has a dark grey header with the text "Other Pay per view question" and "Questions marked with * are required." Below the header is a "Description *" field with a text area containing the text "Hello, Could you please help me?". Below the description field is a "Case specifics" section with a "Own case reference" text input field, an "Attach file to case:" label, and a "Select files..." button. A "Submit" button is located at the bottom right of the form.