

# FAQ

## General questions

### How can I access the new myKOMBIVERKEHR portal?

The new portal can be reached via the web domain <https://mein.kombiverkehr.de>.

### I only have restricted access to the portal. How can I get full access to all the information and applications I need?

If you only have restricted access to the portal information, it means you are not verified yet. Please contact the relevant supervisor in your company. They will be able to identify you as an employee of the company in the user management function and give you access rights for online services such as online booking. If you do not know who your supervisor is, please contact the service hotline on phone number +49 69 / 79505-555.

### Where can I get help and support when I use the portal for the first time?

You can reach our service hotline by phone on +49 69 / 79505-555 Mondays to Fridays from 07.00 to 19.00. Our staff will be happy to answer any questions you may have about registration, logging in and the online services.

### Will all the information I need for scheduling be available on the portal, or do I need to look on Kombiverkehr's public website as well?

All the information from the public website [www.kombiverkehr.de](http://www.kombiverkehr.de) that is needed for order processing has been transferred to the new myKOMBIVERKEHR portal environment. That means you as a dispatcher only need to work with the portal from now on. All the latest information about the company, and the careers section, can still be found on Kombiverkehr's public website.

### I need further information about a particular topic. Where can I find this?

On all topic pages there is a support area on the right-hand side of the page. This enables you to find the right person to contact about the

particular topic, or get further specific information through downloads. You can also see answers to Frequently Asked Questions (FAQ) covering many different areas.

### **Can I also retrieve the content of the portal online using my mobile or a tablet?**

Yes, of course. Although the portal has been optimised for a desktop computer, many content areas and applications of the portal are also displayed optimally on mobiles and tablets.

### **Who will help me if I have technical problems or questions about the portal?**

If you have any questions about registration and logging in to the portal and about any online services, please contact the service hotline on +49 69 / 79505-555.

For all other topics, please get in touch with your usual contact in our departments as before. They are listed by topic in the Support area on each content page of the portal.

## **QUESTIONS ABOUT REGISTRATION AND THE USER PROFILE**

### **How do I register? Can I continue using my login details for myKOMBIVERKEHR?**

To use the portal, you will in principle need to register again. You can either continue using your email address and existing myKOMBIVERKEHR password as your access details, or create new ones when registering – both are possible.

For a transition period, and until the move to the new portal, the "Personal timetable booklets" application will only be offered in the myKOMBIVERKEHR environment, which will still be available through our website [www.kombiverkehr.de](http://www.kombiverkehr.de) and which you can access using your existing login details for this site.

### **How do I find out who the supervisor is in my company?**

To find out who your supervisor is, please ask your dispatching team first. If you still need help, the staff of the service hotline on +49 69 / 79505-555 will also be happy to advise.

### **How do I find out my company's UIRR number?**

Please ask your supervisor for it. Alternatively, colleagues who have already registered may be able to help, as the UIRR number of the

company's location will be shown in their user profile.

### **Do I need to inform my supervisor that I have registered?**

No, you don't need to do so. When you have registered successfully in the portal, your supervisors will be informed of this automatically by email. This ensures that verification and the allocation of access rights can go ahead straight away.

### **Am I committing myself to anything when I register for the myKOMBIVERKEHR portal?**

Use of the portal is governed by terms of use which the user must accept when registering. The terms of use contain a description of the services offered by the portal and are intended to help ensure that all users maintain the very highest level of IT security. Please read these through carefully and familiarise yourself with the content and the obligations associated with consent. The terms of use can be found online on the first page of the registration process, from where they can be downloaded.

## **Will I still keep my authorisation for online booking and my newsletter login?**

Yes, you will still keep your current authorisation for online booking. This presupposes that your access details (email address) for myKOMBIVERKEHR do not change. Once you have registered for the new portal with the existing email address and have logged in successfully, you can book your shipments immediately as before. If you subscribe to the newsletter from Kombiverkehr, it will continue to be sent to you by email in the future.

If you change your access details for myKOMBIVERKEHR, your supervisor will need to verify you again and give you access rights for online booking.

## **Can bookings continue to be made with an info@ or booking@ address?**

Yes, that will continue to be possible. In order for these email accounts to be held by Kombiverkehr as group email addresses in the future, however, what are known as "service addresses" will start being used straight away when the portal relaunches. Should such group email addresses be listed in the personal view of the user management function, you can delete them there and create new service addresses. However, only supervisors can create new addresses, and this

must be done before they can be registered.

## **The company details shown in my profile are no longer up-to-date and need to be corrected. How can I correct them?**

The portal gives you the possibility of changing your personal details. Company details can only be updated via our team addresses. To do so, please send an email to [adressen@kombiverkehr.de](mailto:adressen@kombiverkehr.de) with the corresponding information on which details are to be changed.

## **Can I change the email address which I originally used for registration at a later date?**

Yes, you can do so in the profile settings. Please note that for security reasons you will only have restricted access to the portal content until this new email address has been verified again by your supervisor.

## **If I change my personal details in the profile, will these details then apply right across Kombiverkehr?**

Yes, the details stored in your profile settings will be stored in the central

customer database and will be available and relevant for subsequent processes. To ensure successful email communication between you and Kombiverkehr, therefore, it is important that these details are kept up-to-date.

## **How safe are the personal data I have stored with Kombiverkehr?**

Your data will always be transferred in myKOMBIVERKEHR in encrypted form. They will only be processed by service providers located within Germany. Kombiverkehr has entered into a processing agreement with these companies on the basis of the EU General Data Protection Regulation (GDPR).

## **QUESTIONS ABOUT THE SUPERVISOR PROCEDURE**

### **Are there changes in the supervisor procedure?**

With the relaunch of the portal we have also optimised the supervisor procedure. This includes enhanced security when accessing the user management function and hence in the management of user data and access rights. The new verification process for employees also ensures that the particular people actually

belong to the forwarding company, and allows access to the various points of information in the portal to be controlled. In addition, service addresses (group email addresses such as info@... or booking@...) can now also be created and used for online services.\* Supervisors are informed as soon as employees of the company location register for myKOMBIVERKEHR and can verify and authorise them quickly so that the newly registered users can start using the online services immediately. Access rights can also be allocated for the new online services: "Order overview", "Transport prices" and "Shipment tracking".

### **I have to enter a pin code when I access the user management function. Where can I get this?**

The pin code can be acquired through various services, such as Google Authenticator and Twilio Authy. Both mobile apps enable two-factor authentication by means of one-time passwords in accordance with the industry-wide "For Open Authentication" initiative. The apps mentioned above can be found in the relevant app stores.

### **Can central email accounts (scheduling@..., info@... or booking@...) be authorised for booking shipments or for other online services?**

Yes, that's possible. Supervisors can create these group email accounts and authorise them for various online services in the "Service addresses" area within the user management function. The relevant email accounts must then be registered with myKOMBIVERKEHR.

## **QUESTIONS ABOUT THE ONLINE SERVICES**

### **What new online services are there?**

With the modernisation of the myKOMBIVERKEHR portal, we are also expanding our online services. A comprehensive order overview with more than 50 separate bits of information on each order, tracking data including the estimated time of pick-up and a transport price view can be used as of now.

### **Who will clear me to use the online booking function, the order overview or another online service?**

You are cleared for an online service by the supervisor who is responsible for your company location. Please contact them directly. If you have registered for myKOMBIVERKEHR for the first time, the supervisor will already have been informed of this process by email.

### **Can I as a customer continue to use the "Personal time-table booklets" application?**

Until further notice, you will continue to have access to your personal time-table booklets via the website [www.kombiverkehr.de](http://www.kombiverkehr.de). From there, you can go to myKOMBIVERKEHR with your existing access details. In the medium term this application will also be incorporated into the new portal.

### **I can't find the train monitor in the new portal. Does it not exist any more?**

The content of the train monitor has been transferred to the order overview in the new portal along with shipment tracking. The train

\* Please note that in a further expansion stage of the user administration with new functions and views, you will also be able to delete service addresses in the future. Please send any change requests until this time to [adressen@kombiverkehr.de](mailto:adressen@kombiverkehr.de).

monitor will no longer be offered in the previous form.

### **Are the order data in the new portal and in CESAR identical in terms of content?**

The order data that can be seen in the myKOMBIVERKEHR portal and in CESAR can differ in certain cases for technical reasons. In the event of discrepancies, the information from the portal is to be used. Where Kombiverkehr does not handle the despatch operations in services operated by or with partners, the data will initially only be displayed in CESAR. When the train departs, the order data will also be stored in the myKOMBIVERKEHR portal and supplemented with more detailed train movement reports. We are working on making these order data available in the customer portal earlier, when the status changes to "Booked".

In their role as "Booking customer", forwarding companies which make bookings with Kombiverkehr on behalf of a partner company will only see their booked orders in myKOMBIVERKEHR.

### **Our forwarder would like to set up an interface to Kombiverkehr for bookings and tracking information. What do they need to do?**

In addition to our web-based services, we are also happy to offer interface solutions. If you would like to know more, please contact

Christoph Büchner, Head of IT, on  
+49 69 / 79505-144 or at  
[cbuechner@kombiverkehr.de](mailto:cbuechner@kombiverkehr.de).