



## Reisbalans Commuting Platform - Guide

Reisbalans is our platform to arrange your commuting. The platform provides commuting flexibility and simplifies the administration of travel cost reimbursement for employees by centralizing this information in one place. This is enabled with the following tools:



### **Mobility card**

One card to travel with all public transport (train, bus, metro and tram) in the Netherlands. With the card you can also make private trips for free!



### **Reisbalans portal**

View, change and declare your trips and manage your personal settings.



### **Reisbalans app**

All travel in one overview. Includes the option of turning on GPS to automatically register commuting or business kilometers

### **How to get started**

You will receive a Welcome email from [klantenservice@reisbalans.nl](mailto:klantenservice@reisbalans.nl). The subject of this email is '*Welkom bij Reisbalans – activeer je account!*' and is both in Dutch and English language. In the email you will be asked to;

- Activate your Reisbalans portal
- Download the Reisbalans app
- Apply for your mobility card

### **If you're making work related trips with your private car**

Go to '*Reismiddelen*' on the mobile or online portal and add private car to your mode of transport. The license plate, model or brand of your car is not mandatory to be filled in. Only the characteristics ('*kenmerk*') is mandatory and anything can be typed on this field. Register your commuting or business trips manually or with GPS. For manual registration select, '*Woon-werk*' to add the away and back route.

### **If you travel by public transport**

Once you've activated your Reisbalans account, you can immediately order a mobility card. After receipt, you must activate the card, and add the so-called travel product to your card. After completing the activations steps, the card is ready to use, and you can check in- and out without loading any credit on the card. Your journeys will automatically appear on the portal within a few days and the invoice of your journeys goes directly to Intralox.

### **If you come to the office by private bike or scooter**

Register your trip on the app or portal and change the mode of transport to bike or scooter. For manual registration select, '*Woon-werk*' to add the away and back route.

## **FAQ**

### **Why do I need to track my commute to work?**

By confirming your trips by private car, bike or scooter, Intralox receives mileage data and pays you € 0.19 per kilometer as allowance. Kilometer allowance is paid one month in arrears. Make sure you confirm all trips for the month in question, including trips with the mobility card, at the latest on the first working day of the following month.

By confirming trips with the mobility card and giving it the correct destination ('work' or 'private') you're helping Intralox account for travel costs properly. Note that the location of journeys confirmed as 'private' are not visible to Intralox.

### **Why do trips with different mode of transport show different kilometer mileages?**

The Reisbalans system utilizes Google Maps and calculates kilometers based on the fastest route. As a result, with slightly different roads, the way and back route may differ by a few kilometers. However, you can edit if needed. The distance for journeys by car is also different compared to journeys by bike or scooter, because they are different roads.

### **How can I change the language to English?**

You can change the language to English on the app in the settings. To change it on the online portal you can right mouse click and select '*Translate to English*'.

### **What are best practices for user of GPS feature?**

Using GPS is optional, not mandatory. Based on feedback from colleagues, our recommendation is to register trips without GPS. Some colleagues find it easier to simply register trips manually. On the portal you can copy days and register future trips. Automatic registration with GPS is practical but demands some battery from your mobile device, and you probably would need to remove private trips as it may register those as well.

### **Where do I reach out if I have questions?**

Feel free to reach out to [HR.EU@intralox.com](mailto:HR.EU@intralox.com) for questions. If you need hands-on support, you can also contact [klantenservice@reisbalans.nl](mailto:klantenservice@reisbalans.nl) or call 088-934 34 56.