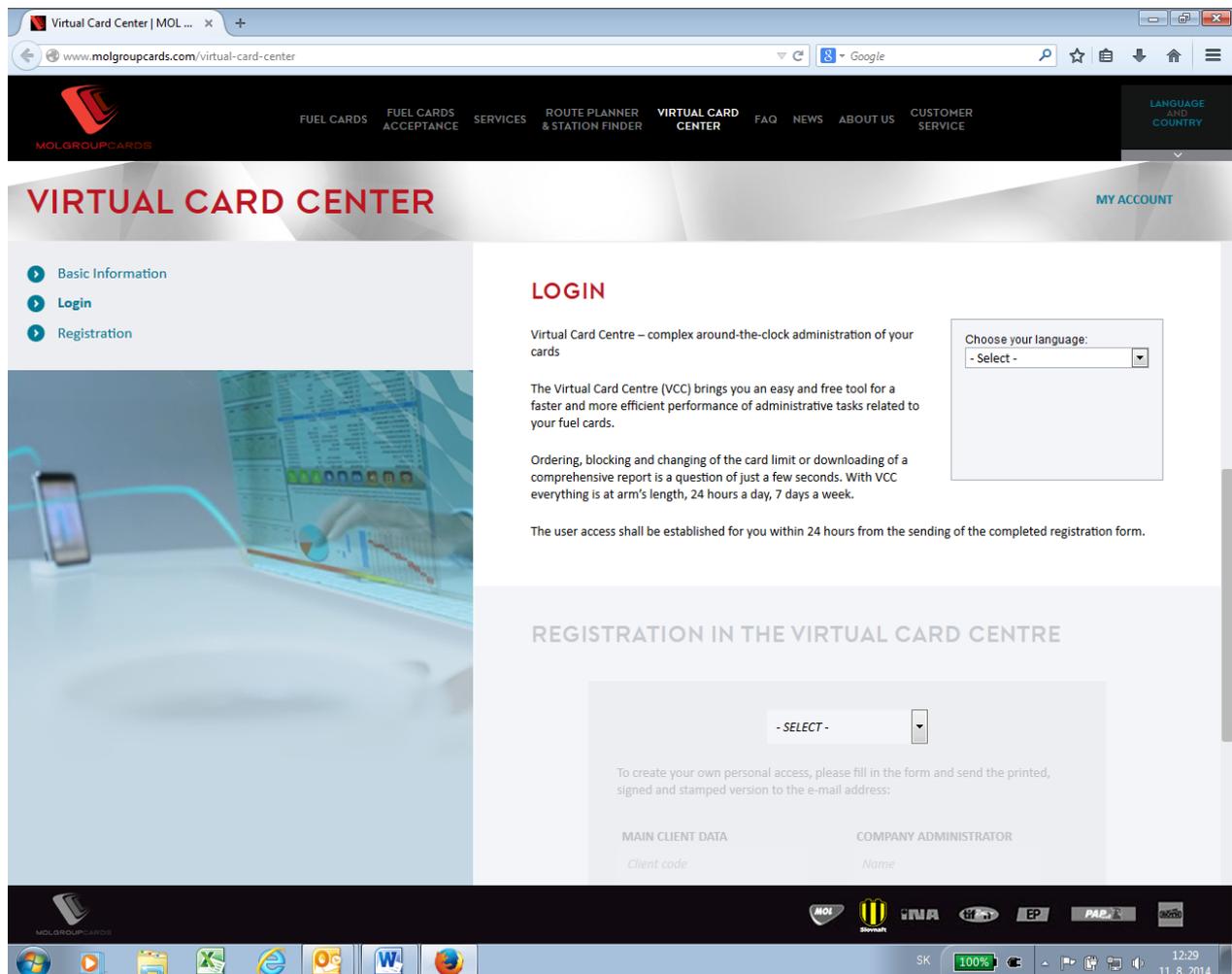


# 1 GENERAL INFORMATION

MOL Plc.'s Virtual Card Centre (hereinafter: VCC) is accessible through the official MOL homepage at the [www.molgroupcards.com](http://www.molgroupcards.com) internet address. The VCC section can be found in the main menu – section Virtual card center / Login. The VCC provides an option for our MOL Gold / Silver and Green Fuel Card holder customers to manage their card-related affairs more rapidly and efficiently.

In addition to card information, VCC users can have 24-hour access to their transactional data and account information, plus they can modify data or order cards on-line.



The screenshot shows the Virtual Card Center (VCC) website interface. The browser address bar displays [www.molgroupcards.com/virtual-card-center](http://www.molgroupcards.com/virtual-card-center). The navigation menu includes: FUEL CARDS, FUEL CARDS ACCEPTANCE, SERVICES, ROUTE PLANNER & STATION FINDER, VIRTUAL CARD CENTER, FAQ, NEWS, ABOUT US, CUSTOMER SERVICE, and LANGUAGE AND COUNTRY. The main heading is "VIRTUAL CARD CENTER" with a "MY ACCOUNT" link. A sidebar menu lists: Basic Information, Login, and Registration. The central content area features a "LOGIN" section with a description: "Virtual Card Centre – complex around-the-clock administration of your cards" and "The Virtual Card Centre (VCC) brings you an easy and free tool for a faster and more efficient performance of administrative tasks related to your fuel cards." Below this, it states: "Ordering, blocking and changing of the card limit or downloading of a comprehensive report is a question of just a few seconds. With VCC everything is at arm's length, 24 hours a day, 7 days a week." A note mentions: "The user access shall be established for you within 24 hours from the sending of the completed registration form." A language selection dropdown is present. The "REGISTRATION IN THE VIRTUAL CARD CENTRE" section includes a dropdown menu and instructions: "To create your own personal access, please fill in the form and send the printed, signed and stamped version to the e-mail address:". Below this, there are fields for "MAIN CLIENT DATA" (Client code) and "COMPANY ADMINISTRATOR" (Name). The Windows taskbar at the bottom shows the date and time as 12:29 on 11.8.2014.

**Should you have questions related to the Virtual Card Centre, please call Customer Service. Please note that phone and e-mail contacts are different for each country. This contact information can be found on [www.molgroupcards.com](http://www.molgroupcards.com) in section Customer service.**



FUEL CARDS FUEL CARDS ACCEPTANCE SERVICES ROUTE PLANNER & STATION FINDER VIRTUAL CARD CENTER FAQ NEWS ABOUT US **CUSTOMER SERVICE** LANGUAGE AND COUNTRY

## CUSTOMER SERVICE

MY ACCOUNT

- Hungary
- Romania
- Slovakia
- Czech Republic
- Croatia - Tifon
- Croatia - INA
- Slovenia
- Bosnia and Herzegovina - Holdina
- Bosnia and Herzegovina - Energopetrol
- Serbia
- Austria

### HUNGARY

**If you would like to be our customer**  
Phone: +36 40 202 202  
E-mail: [kartya.iroda@mol.hu](mailto:kartya.iroda@mol.hu)

**Card ordering and activation**  
E-mail: [kartyagyartas@mol.hu](mailto:kartyagyartas@mol.hu)

**Card blocking**  
Phone: +36 40 202 202

**Claims**  
Phone: +36 40 202 202  
E-mail: [kartya.iroda@mol.hu](mailto:kartya.iroda@mol.hu)

**Other questions**  
Phone: +36 40 202 202  
E-mail: [kartya.iroda@mol.hu](mailto:kartya.iroda@mol.hu)



**MOL Nyrt.**  
H - 1117, Budapest  
Október 23-a utca 18. Hungary

MOL Magyar Olaj- és Gázipari Nyrt.  
Budapest  
+36 1 209 0000  
Recenzió: 2  
Zobrazit v Mapách Google

View MOL GROUP CARDS in a larger map

## 1.1 FUNDAMENTAL TECHNICAL REQUIREMENTS

Please check whether your computer indeed satisfies the technical requirements below:

- 32 bit operation system (Microsoft Windows, Linux)
- Browser capable for Java applications - Internet Explorer from 5.5, Mozilla Firefox till 2.x version, Opera
- Java Virtual Machine: SUN JVM (from 1.1 version) or Microsoft JVM
- Minimum transmission speed: 8 Kbyte/sec.
- Browser settings:
  - Permit Popup windows
  - Permit Cookies
  - Permit file-downloads

### 1.1.1 INTERNET EXPLORER

If neither of the browsers mentioned above runs on your computer, then please install on it the higher versions of the Internet Explorer, which can be downloaded free of charge and legally from the downloads centre pages of Microsoft, e.g.:

<http://support.microsoft.com/gp/DOWNLOADOVER>

If the "Microsoft Java Virtual Machine" or the "Sun(Java)" application is not installed on your computer, then you may encounter problems even prior to logging in. In this case, please install on your computer any of the "Java" applications. As Microsoft stopped the official support of MS JVM, this application can be downloaded only from the not official but absolutely legal pages, like for example:

<http://www.filemirrors.com/search.src?file=msjavx86.exe>

You can download the official SUN JVM application from the following page:

[http://www.java.com/en/download/windows\\_automatic.jsp](http://www.java.com/en/download/windows_automatic.jsp)

Both of these applications can be used free and without any charge.

## 1.2 SECURITY

MOL Plc. guarantees the security of personal data through the use of the two-level security systems.

The first level: standard SSL-channel for the information encrypting and security.

The internationally acknowledged technology provides great safety between your computer and the server of the MOL VCC operator.

Second level: log-in identifiers

MOL orders private identifiers to all users, and the user password has to be changed at the first login.

## 1.3 THE INSTALLED SERVICE PACKAGE – SP2

Microsoft distributes a free-to-download service package (Windows Service Pack version 2.0 – SP2) that you can download onto your computer. The existence of this program on your computer may lead to blocking certain files, so e.g. it may prevent the download of the invoice attachment from the VCC.

If SP2 displays the message *"For your security, Internet Explorer has blocked file download from this website"*, please do the following:

1. Open Internet Explorer.
2. In the *"Tools"* menu, select the *"Internet settings"* option.
3. Among the tabs displayed, select the *"Security"* page, then click on the *"Secure locations"* content zone.
4. Click on the *"Locations"* button. Among the text fields displayed, select the *"Add web location to zone"* option and enter: vkk.mol.hu.
5. Press the *"Add"* button.
6. Exit by clicking on the *"OK"* button.
7. Exit the Internet Explorer application and re-start it again. If the program still blocks downloads, a possible solution can be to install the *"Java"* program from the pages according to the point 1.1.1.

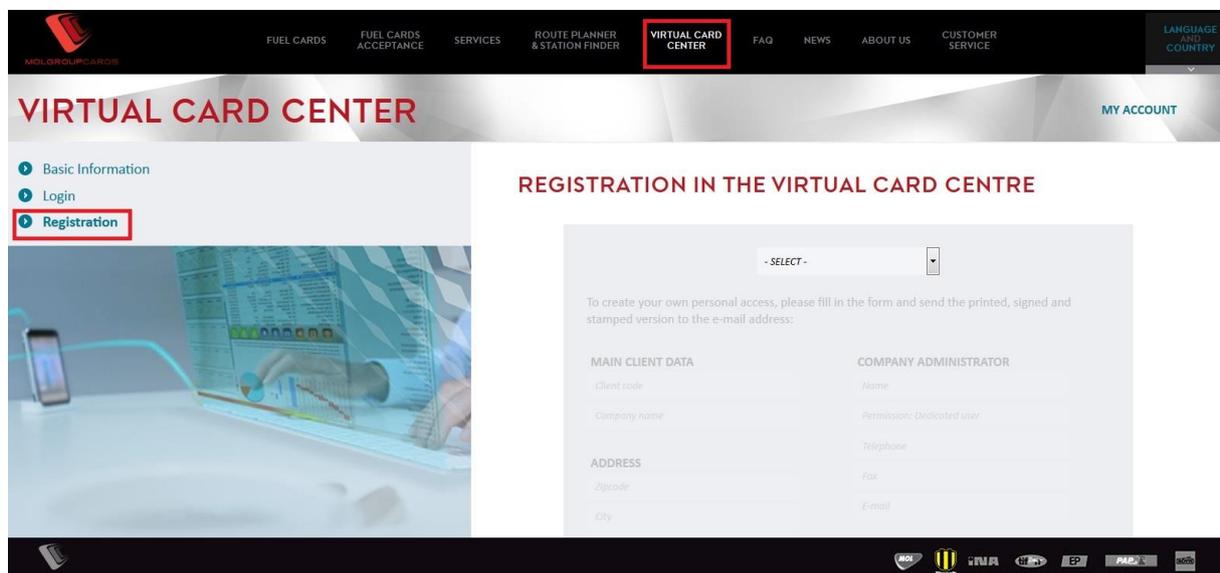
## 2 AUTHORISATION REQUEST, REGISTRATION

Only our customers already in possession of a MOL Gold / Silver or Green Fuel Card can request access to the VCC pages. The authorisation is primarily obtained by the 'Dedicated User' in case of MOL Gold / Silver Cards and by the 'MOL Green User' in case of MOL Green Cards. Registration is completed following the steps below:

### 2.1 REGISTRATION

#### 2.1.1 REGISTRATION VIA INTERNET

Within the "Virtual Card Center" section of the <http://www.molgroupcards.com> (direct address: <http://www.molgroupcards.com/virtual-card-center>), select the Registration on the left side. This requires general customer data.



Please print the completed form, have it signed by the eligible 'Dedicated user/ 'MOL Green User' and authenticated by the company stamp, and send it to the e-mail address. E-mail address differs due to the particular country. Find the relevant e-mail address at the upper part of the registration form after selecting of the country.

Once the data are entered, our staff will send the user ID and the password to the E-mail address you specified. Use this identifier to log in into the VCC.

#### 2.1.2 REGISTRATION WITH DATASHEET

Please complete the registration datasheet that will be given to you by your sales representative. , You need to sign it by the eligible "Dedicated user" or "MOL Green User" and authenticated by the company stamp, and send it to e-mail address. E-mail address differs due to the particular country. Find the relevant e-mail address at the upper part of the registration form after selecting of the country (see part 2.1.2).

Our staff will send the user ID and the password to the E-mail address you specified.

## 2.2 CREATION OF ADDITIONAL USERS

Only 'Dedicated users' are authorised to register additional (super user, financial co-worker and card administrator) users for their company, and to maintain their data and access to the system.

This can be done by using the "User authorities" menu option in the "General functions" menu point, by clicking on the "New user" tab. The system will send the login name and the password of the requested new user to the E-mail address specified by the "Dedicated user".

### 2.2.1 AUTHORISATION SETTINGS

According to section 2, only the "Dedicated user" authorisation can be requested.

The Dedicated user is authorised:

- To create, query, modify and delete Super users, Financial Co-workers and Card Administrators
- Only the Dedicated user can cancel the WEB service!
- To display and modify his/her own data
- To order, block or activate cards, to modify and query data
- To query transactional quicklists or detailed transactional statements
- To download and display invoice summaries and annexes
- To display list prices



In the Virtual Card Centre, the "Dedicated user" can create the following authorisations for its colleagues:

Super user is authorised:

- To query and modify Financial Co-worker and Card Administrator user data and to create, query, modify and block new users
- To display his/her own data
- To order, block or activate cards, to modify and query data
- To query transactional quicklists or detailed transactional statements
- To download and display invoice summaries and annexes
- To display list prices
- Super user is the contact person

Financial Co-worker is authorised:

- To display his/her own data
- To query transactional quicklists or detailed transactional statements
- To download and display invoice summaries and annexes

Card Administrator is authorised:

- To display his-her own data
- To modify and query card data
- To request, block or activate cards

(Note: Card Administrators have no access to the Invoice and Reports functions.)

## **2.2.2 QUERY**

The "Query" tab can be used to display the list of VCC users of your company and their data in a tabulated form.



MOLUSRKAR - User authorities

MOL VIRTUAL CARD CENTRE

Dedicated user: WKNAG003 MOLUSRKAR 2.0.23c

TEST SYSTEM

▶ Card functions ▶ General functions ▶ Information

**General functions**

- Change password
- Settings
- User authorities**

**User authorities**

New user Query

Login	Name	Group	Status	Telephone num
WZZPR001	zproba	Card administrator	Blocked	1112222
WDDEK003	Dániel Dékány	Dedicated user	Active	
WKNAG003	Katalin Nagy	Dedicated user	Active	
WwWSL001	WSLTESZT	Dedicated user	Blocked	

Name: zproba

Login name: WZZPR001

User group: Card administrator

Created: 14/09/2007 17:16:33

Telephone number: 00- - 1112222

E-mail: Statusz: Blocked

Logout Help Password expirir Forgotten passw Delete Modification

Figyelmeztetés: kisalkalmazás ablak

The following user data fields can be modified:

- Telephone number
- E-mail

To accept the changes, press the *"Modification"* button.

Attention! The *"Delete"* button will permanently delete the given user from the system, but the program will ask you to confirm before doing so.

Users can modify their password by clicking on the *"Password expiring"* button. In this case the user has to change the password at the next login. Before password expiring the program will ask for confirmation.

New password can be generated by clicking on the *"Forgotten password"* button which will be sent by the program to the user, who will have to change the sent password at the first login.

## 2.3 E-MAIL RESPONSE

Your successful registration will be confirmed by an E-mail. The message will include all the necessary information for logging in. Please read it carefully.

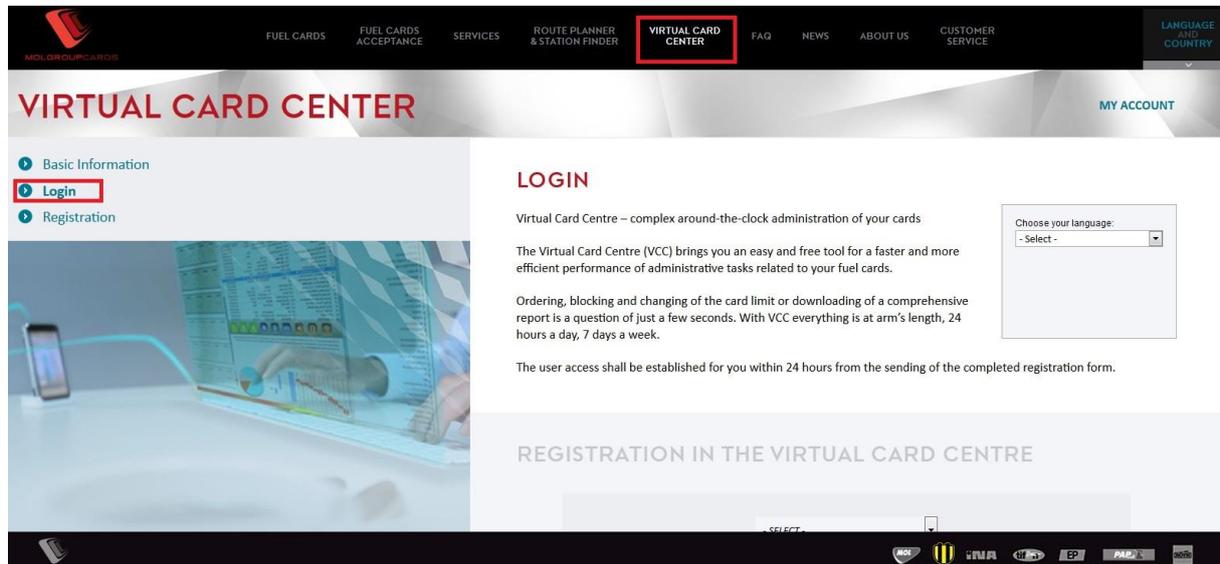


## 2.4 CANCELLING REGISTRATION

Registration can only be cancelled in written form. Please send the cancellation request to the e-mail address. E-mail address differs due to the particular country. Find the relevant e-mail address at the upper part of the registration form after selecting of the country (see part 2.1.2). .

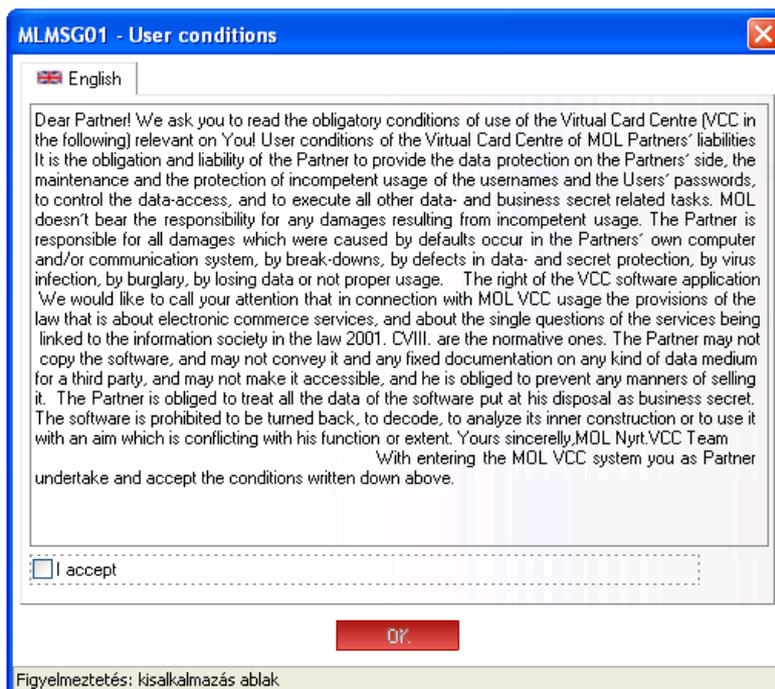
### 3 LOGGING IN

To log in to the VCC pages for the first time, please choose language and then use the user ID and the password provided by the MOL staff.



#### 3.1 CONDITIONS OF USE

Upon your first login, please read the VCC Conditions of Use and accept them to be able to access the VCC functions.





## 3.2 ADDITIONAL INFORMATION

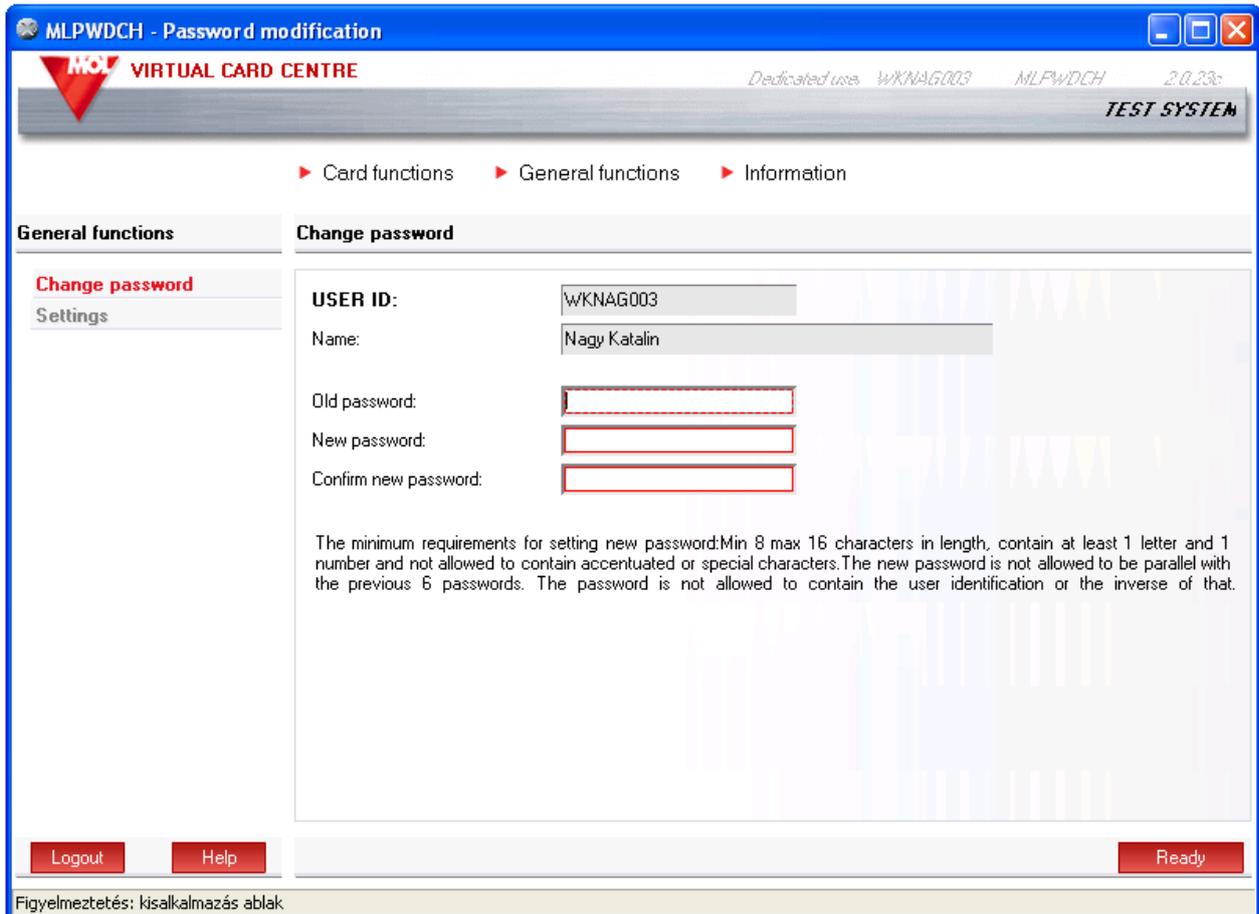
Upon your first login, the system will prompt you to change your password (see section 4). The password provided by the MOL staff has to be changed without delay, the failure to do so will block your login! If you are logged in but you do not use the interface for a prolonged time, the system will automatically log you out. In this case, you have to log in repeatedly to continue your work.

**Attention!** Should your invoices be overdue, your VCC access may be restricted. In this case, you can only view certain functions, but you cannot modify data!

## 4 CHANGE PASSWORD

Once you accept the Conditions of Use, a warning box is displayed that prompts you to change your password for your own security according to the following procedure:

1. In the “Old password” field, type in the password that was sent to you,
2. then in the “New password” and the “Confirm new password” field enter the chosen new password.



**MLPWDCH - Password modification**

**MOL VIRTUAL CARD CENTRE** *Dedicated user: WKNAG003 MLPWDCH 2.0.23c* **TEST SYSTEM**

▶ Card functions ▶ General functions ▶ Information

**General functions** **Change password**

**Change password**  
Settings

**USER ID:** WKNAG003  
**Name:** Nagy Katalin

**Old password:**   
**New password:**   
**Confirm new password:**

The minimum requirements for setting new password: Min 8 max 16 characters in length, contain at least 1 letter and 1 number and not allowed to contain accentuated or special characters. The new password is not allowed to be parallel with the previous 6 passwords. The password is not allowed to contain the user identification or the inverse of that.

Logout Help Ready

Figyelmeztetés: kisalkalmazás ablak

The requirements imposed on the new password are:

- It must begin with a letter;
- It must be min. 8 and max. 16 characters long;
- It should contain min. 1 letter and 1 number;
- It cannot contain accented letters;
- It cannot include subsequently repeated characters;
- It cannot be identical to your user name or the reverse form of your user name;
- It cannot be identical to any of the previous 6 passwords.

Finally press the “Ready” button to save the new password in the system, and activate the VCC pages.

For the sake of data security, change your password every 60 days. The system will automatically prompt you to do so.



**Attention!** The most frequent cause of incorrect password entry is a space inserted into the character string when copying the passwords.

## 4.1 FORGOTTEN OR MISSED PASSWORD

If you have forgotten your password and/or user ID, or entered it incorrectly three times in a row, the system automatically rejects your login. In this case, the "Dedicated user" can generate a new password by clicking on the "*Forgotten password*" button (see section 2.2.2). In other cases please call us – see the contacts in Customer service section on [www.molgroupcards.com](http://www.molgroupcards.com).

You may also request a ban on your password via e-mail. E-mail address differs due to the particular country. Find the relevant e-mail address at the upper part of the registration form after selecting of the country (see part 2.1.2.). Then our colleague will send the new password to the e-mail address given by you, to be changed upon your first login (see section 4).

## 5 CUSTOMER MASTER-RELATED INFORMATION

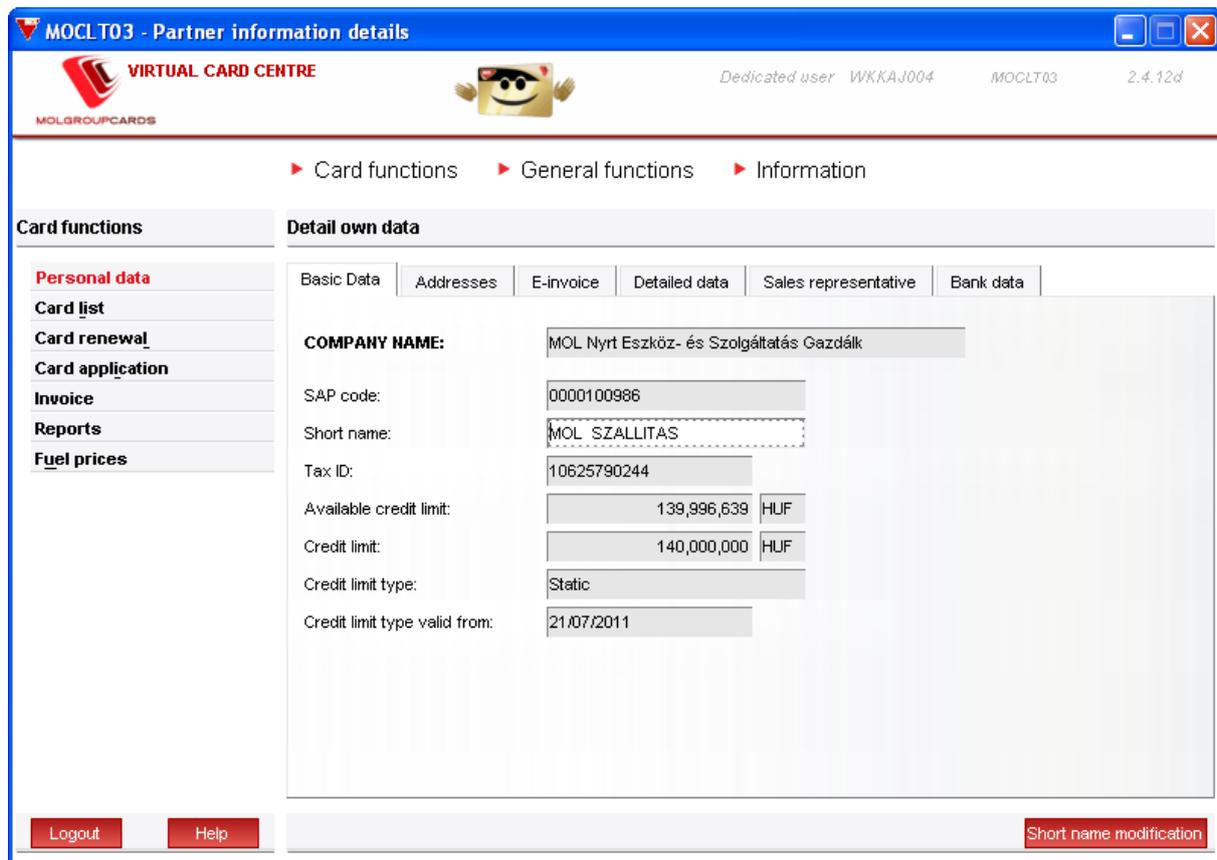
Once you enter the user ID and the password, it is the page corresponding to the "News" that is displayed automatically. Under the "Card functions" menu option you can find the "Personal data" menu point, which we now present in detail below.

### 5.1 DETAILS OF OWN DATA

The data here are for information only. The fields you can modify are highlighted in white.

#### 5.1.1 BASIC DATA

- ERP Code (Customer code)
- Short name (the short name on the card can be modified by the user)
- Tax ID
- Available credit limit (current balance) and Credit limit in case of MOL Gold / Silver cards
- Account balance and Minimal value of balance to warn the customer in case of MOL Green cards



The screenshot shows a web application window titled "MOCLT03 - Partner information details". The interface includes a navigation menu with "Card functions", "General functions", and "Information". Under "Card functions", there is a sub-menu with "Personal data" (highlighted in red), "Card list", "Card renewal", "Card application", "Invoice", "Reports", and "Fuel prices". The main content area is titled "Detail own data" and contains several tabs: "Basic Data", "Addresses", "E-invoice", "Detailed data", "Sales representative", and "Bank data". The "Basic Data" tab is active, displaying the following information:

<b>COMPANY NAME:</b>	MOL Nyrt Eszköz- és Szolgáltatás Gazdák	
SAP code:	0000100986	
Short name:	MOL SZALLITAS	
Tax ID:	10625790244	
Available credit limit:	139,996,639	HUF
Credit limit:	140,000,000	HUF
Credit limit type:	Static	
Credit limit type valid from:	21/07/2011	

At the bottom of the window, there are "Logout" and "Help" buttons on the left, and a "Short name modification" button on the right.



MOTLT03 - Pre-paid card partner information details

**VIRTUAL CARD CENTRE**  Pre-paid customer WGUSE001 MOTLT03 2.4.12d

MOLGROUPCARDS

▶ Card functions ▶ General functions ▶ Information

**Card functions** **Detail own data**

**Personal data**  
Card list  
Card renewal  
Card application  
Invoice  
Reports

Basic Data | Addresses | E-invoice | Detailed data | Bank data | Discount filling stations

**COMPANY NAME:** Teletank teszt vevő

Customer code: 0090000001

Short name: TELETANK TESZT VEVŐ

Tax ID: 11111111111

Account balance: -1,010 HUF

Minimal value of balance to warn the customer: D: HUF

Logout Help Modification

## 5.1.2 ADDRESSES

- Site (country, postal code, city, street)
- Postal address (country, postal code, city, street) – modifiable
- Invoicing address (mailing name, country, postal code, city, street) – modifiable



MOCLT03 - Partner information details

VIRTUAL CARD CENTRE

Dedicated user WKKAJ004 MOCLT03 2.4.12d

Card functions General functions Information

Card functions

Detail own data

Personal data

Card list

Card renewal

Card application

Invoice

Reports

Fuel prices

Basic Data Addresses E-invoice Detailed data Sales representative Bank data

Site:

Country / postal code / city: Hungary 1117 BUDAPEST

Street, house number: OKTÓBER HUSZONHARMADIKÁ U

Postal address:

Country / postal code / city: Hungary 2443 Százhalombatta Pf.: 859

Street, house number: TOPFinanceKft. Szállítói F

Invoicing address: **ATTENTION! Please, do not fill out this field, just if this is different from your Site**

Mailing name: Top Finance Kft.

Country / postal code / city: Hungary 2443 Százhalombatta Pf.: 859

Street, house number: Szállítói Folyószámla Rész

Logout Help Modification

### 5.1.3 E-INVOICE

- E-invoice service status – modifiable at VCC login or upon paper based request
- E-mail - modifiable
- Date of e-invoice modification
- E-invoice information



MOCLT03 - Partner information details

VIRTUAL CARD CENTRE

Dedicated user WKKAJ004 MOCLT03 2.4.12d

Card functions General functions Information

Card functions

Detail own data

Personal data

Card list

Card renewal

Card application

Invoice

Reports

Fuel prices

Basic Data Addresses E-invoice Detailed data Sales representative Bank data

E-invoice service status:

E-mail:

Date of e-invoice modification:

E-invoice information:

MOL Group is committed to the protection of the environment and sustainable development. By introducing e-invoicing we radically lessen the use of papers and the harmful strain of the environment.

The content of the e-invoice matches with the content of paper based invoices. However it is not printed out, but issued and sent out as an electronic document while fitting all legal conditions regarding the security certificate and time stamp.

Main advantages of the e-invoice for customers:

- environment friendly,
- comfortable,
- enables perspicuous archiving ,
- free of charge.

Logout Help E-mail modification

## 5.1.4 DETAILED DATA

- Web address (own homepage) – modifiable
- Contact person (name, telephone, fax, e-mail, sex) – modifiable
- Finance co-worker (name, telephone) – just in case of MOL Gold / Silver cards – modifiable



MOCLT03 - Partner information details

**VIRTUAL CARD CENTRE**   Dedicated user WKKAJ004 MOCLT03 2.4.12d

▶ Card functions ▶ General functions ▶ Information

**Card functions** **Detail own data**

**Personal data**  
Card list  
Card renewal  
Card application  
Invoice  
Reports  
Fuel prices

Basic Data | Addresses | E-invoice | Detailed data | Sales representative | Bank data

Web address:

**Contact person** **Finance co-worker**

Name:

Telephone: 00-  -  -  00-  -  -

Fax: 00-  -  -

E-mail:

Sex:  Male  Female

## 5.1.5 SALES REP. DATA (IN CASE OF MOL GOLD / SILVER CARDS)

- Name
- Fax
- Mobile
- E-mail



MOCLT03 - Partner information details

VIRTUAL CARD CENTRE

Dedicated user WKKAJ004 MOCLT03 2.4.12d

Card functions    General functions    Information

**Card functions**    **Detail own data**

**Personal data**

Card list

Card renewal

Card application

Invoice

Reports

Fuel prices

Basic Data    Addresses    E-invoice    Detailed data    Sales representative    Bank data

Sales rep. name: Nagy András

Fax: 00- 36 - 1 - 8877

Mobile: 00- 36 - 2 - 9240

E-mail: gtghrt@mol.hu

Logout    Help

## 5.1.6 BANK DATA

- Own bank data - (name of the financial institution, bank account number)
- MOL bank data – name of the main bank of MOL Plc., bank account number where the invoiced amount should be transferred.



MOCLT03 - Partner information details

**VIRTUAL CARD CENTRE**  Dedicated user WKKAJ004 MOCLT03 2.4.12d

MOLGROUPCARDS

▶ Card functions ▶ General functions ▶ Information

**Card functions** **Detail own data**

**Personal data**  
Card list  
Card renewal  
Card application  
Invoice  
Reports  
Fuel prices

Basic Data | Addresses | E-invoice | Detailed data | Sales representative | Bank data

**Own bank data**

Name of Financial Institution:

Bank account number:

**MOL bank data**

MOL bank name:

MOL bank account number:

Logout Help

## 6 CARD-RELATED SERVICES

### 6.1 CARD LIST

The "Card list" menu option can be used to query the number (pcs) and status of the cards issued for you. A given number plate or a card number can be entered as filter condition (here the same number plate / card number should be entered into the FROM- and TO- fields), but a range of number plates / card numbers can also be queried. If you do not specify any filter condition, then all your cards will be listed.

Filtering is also possible by card status:

- All cards
- Cards under production
- Cards under shipping
- Active cards
- Ceased card
- Blocked card

Once the status is selected, the extraction can be triggered by the "Search" button.

MOCDLST - Card list

VIRTUAL CARD CENTRE

Dedicated user WKKAJ004 MOCDLST 2.4.12d

Card functions General functions Information

Card functions

Personal data

Card list

Card renewal

Card application

Invoice

Reports

Fuel prices

Card list

COMPANY NAME: MOL Nyrt Eszköz- és Szolgáltatás Gazdák

Available credit limit: 139,996,639 HUF

Credit limit: 140,000,000 HUF

Search conditions

License plate number: -

Card number -

Status: All cards

Lic. plate nu	Card number	Active cards	Fast Lane	Product code	Name c
---------------	-------------	--------------	-----------	--------------	--------

Logout Help Search Details

After finishing the search, a scrollbar appears below the card list. Moving with it to the right you can view more information about the displayed cards.

If the search produces more than 6 cards, then the results require several worksheets to display. The active window – that you can see currently – shows the



layer between the so-called 'page turning arrows' at the bottom. These small arrows also enable you to navigate between pages.

Lic. plate nu	Card number	Expiry date	Status	Fast Lane	Product code	Name c
	7081677002964957	02/2006	09-Ceased	Yes	31N1NN	TAKÁCS MI
	7081677002974782	03/2006	09-Ceased	Yes	71N1NN	TAKÁCS MI
	7081677005326709	03/2009	09-Ceased	Yes	7NNNNN	MOL LÉTESI
	7081678005177704	10/2011	09-Ceased	Yes	1N2NON	MOL LÉTESI
	7081678005177738	10/2011	09-Ceased	Yes	0N1NON	MOL LÉTESI
	7081677006725891	10/2011	09-Ceased	Yes	0NNNNN	MOL LÉTESI

If necessary, the table can be saved as an Excel file or can be printed.

Attention! It is better to first save the file to your own computer, and then open it from there in Excel.

## 6.1.1 FURTHER DETAILS

You can view more details about cards by clicking on the line, where the card is displayed.

### 6.1.1.1. MASTER DATA

- Company name
- License plate number
- Card number
- Card type
- Name present on card
- Card category (card for name, number plate or bianco)
- Product code
- Issue date
- Expiration date
- Card status



- Cost centre code - (modifiable by client, if the card status is active, or being manufactured)
- With the function button near the „Product code” field can the help page of the product codes displayed.
- Usage of the Fast Lane terminal – you have the possibility to use the pay-at-the-pump system at some filling stations (this service is modifiable for all cards except of ceased or blocked cards).

You can find more details about product code settings by clicking on the ‘Question mark (?)’ button next to the ‘Product code’ field.

MOLMT01 - Card data details

MOL VIRTUAL CARD CENTRE

Dedicated user: WKKAJ1003 MOLMT01 2.4.6

▶ Card functions ▶ General functions ▶ Information

Card functions

Card data details

Basic Data | Limit data | Assistance | Insurance | Legal service

COMPANY NAME: MOL Nyrt Társasági Kommunikáció

License plate number: 9MGF13

Card number: 7081678004816443

Card type: Gold PIN PIN code ?

Name present on card: MOL GOLD FUEL CARD/HORDÓS3

Card category: Barrel

Product code: ONNNNN ?

Issue date: 02/06/2008

Expiration date: 06/2011

Card status: Active

Cost centre code: FGK10700

Usage of the Fast Lane terminal

Logout Help Back to original list New search PIN modification Data modification Blocking

Figyelmeztetés: kisalkalmazás ablak

Below the master data you will find so called “function buttons”, to perform the following operations:

- “PIN Modification” – to confirm the modified PIN code
- “Data Modification” – to confirm the modified cost centre and the usage of the Fast Lane terminal
- “Activating” – can be used in the case where the card status is “Cards under shipping”
- “Blocking” - Attention! By pressing the Blocking button the card will be blocked DEFINITELY!

Additional function buttons are:

- “Back to original list”- to move back to the completed card list screen;
- “New search” – to start a new search.

## 6.1.1.2 LIMIT DATA

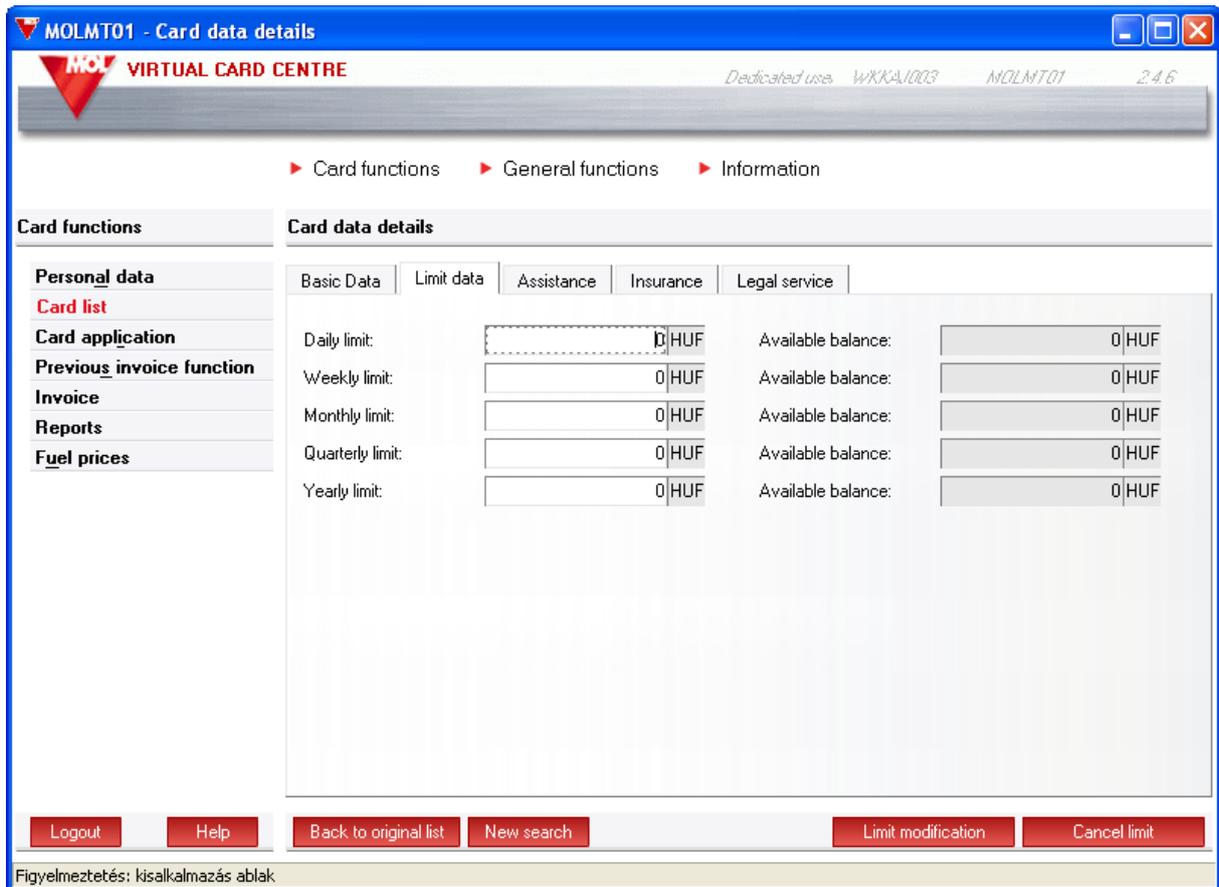
On the "Limit data" tab you can check the limit settings of the given card (daily, weekly, monthly, quarterly or annual limit) with the current balances. The limit settings can also be modified here.

Modifiable by user:

- Daily limit
- Weekly limit
- Monthly limit
- Quarterly limit
- Annual limit

Below the master data the following functions are available with the help of the 'function buttons':

- "Limit modification" – to confirm modified limit settings
- "Cancel limit" – to cancel all limit settings



The screenshot shows a web application window titled "MOLMT01 - Card data details". The interface includes a navigation menu with "Card functions", "General functions", and "Information". The main content area is divided into "Card functions" and "Card data details". Under "Card data details", there are tabs for "Basic Data", "Limit data", "Assistance", "Insurance", and "Legal service". The "Limit data" tab is active, displaying a table of limit settings and available balances for various periods.

Limit Type	Limit Value	Available Balance
Daily limit:	0 HUF	0 HUF
Weekly limit:	0 HUF	0 HUF
Monthly limit:	0 HUF	0 HUF
Quarterly limit:	0 HUF	0 HUF
Yearly limit:	0 HUF	0 HUF

At the bottom of the window, there are several function buttons: "Logout", "Help", "Back to original list", "New search", "Limit modification", and "Cancel limit".

Additional function buttons are:

- "Back to original list" - to move back to the completed card list screen;
- "New search" – to start a new search.

### 6.1.1.3 ASSISTANCE

Only for Hungarian MOL Gold / Silver Card customers!

Modifiable by user:

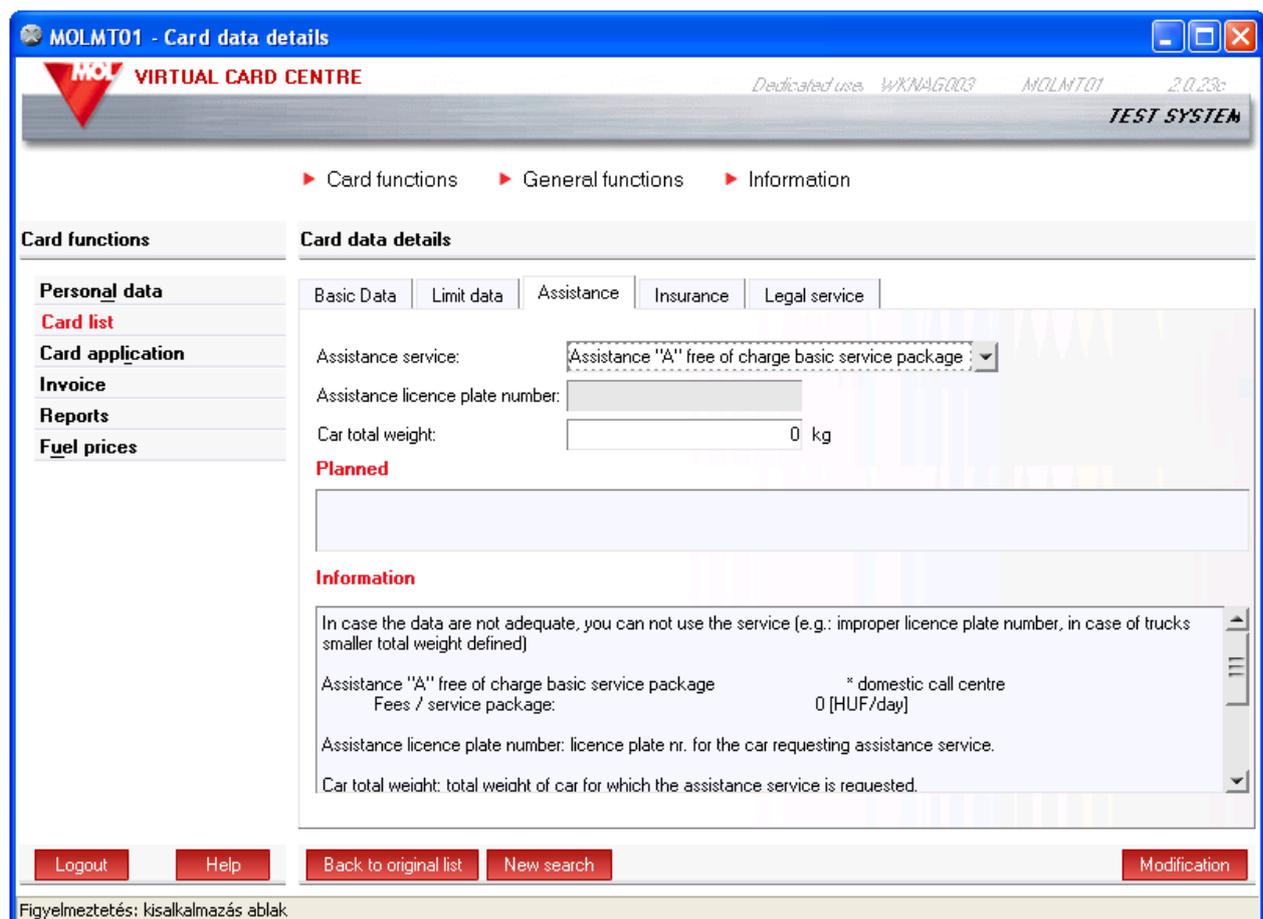
- Assistance service
- Assistance licence plate number
- Car total weight

Under the Assistance data the following unmodifiable information fields are visible:

- Planned – shows the construction of the chosen package. The modification is valid from the next day.
- Information – gives information about the chosen new package

Below the master data the following ‘function button’ is available:

- “*Modification*” – usable to confirm the chosen modifications



Additional function buttons are:

- “*Back to original list*”- to move back to the completed card list screen;
- “*New search*” – to start a new search.

### 6.1.1.4 INSURANCE

Only for Hungarian MOL Gold / Silver Card customers!

Modifiable by user:

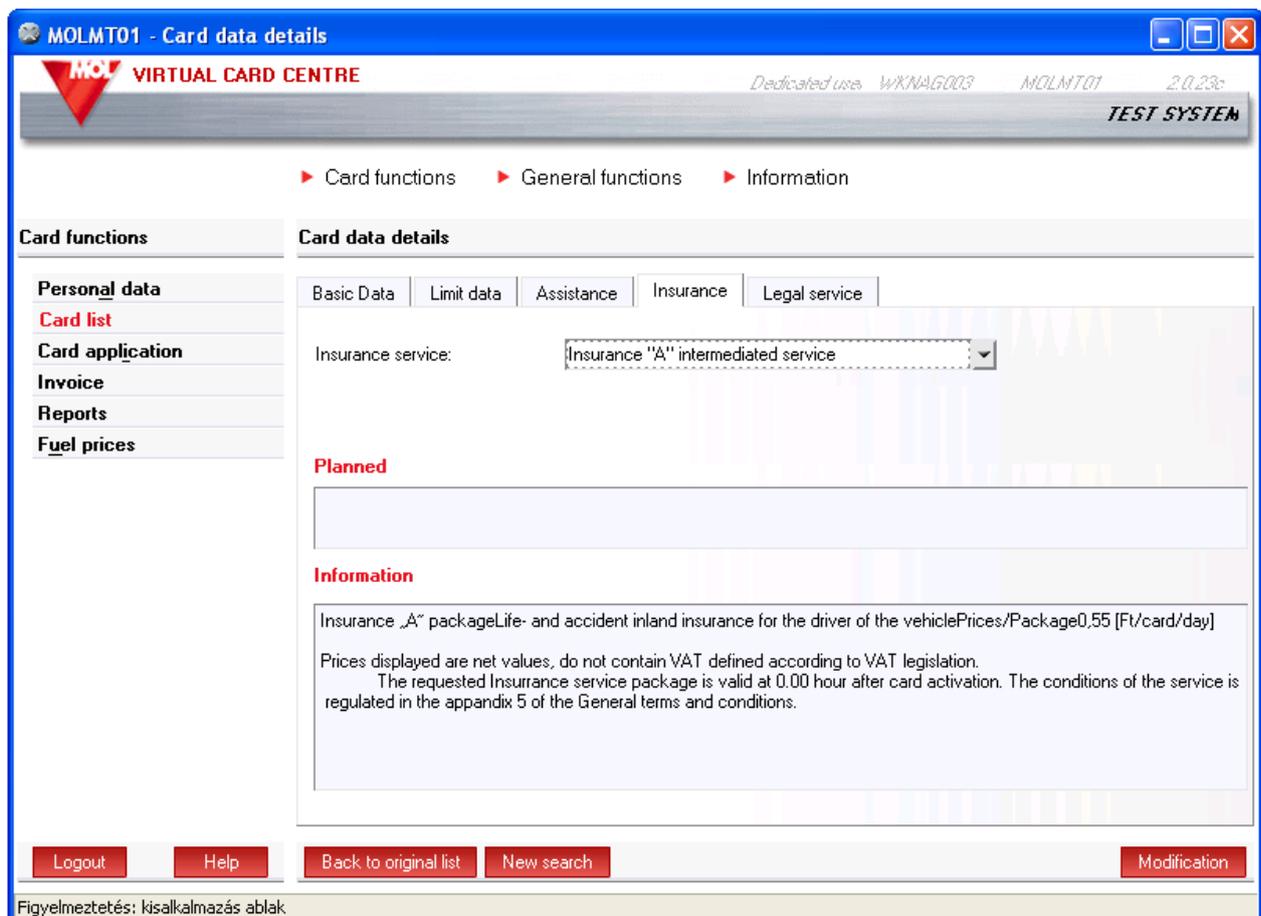
- Insurance service

Under the Insurance data the following unmodifiable information fields are visible:

- Planned – shows the construction of the chosen package The modification is valid from the next day
- Information – gives information about the chosen new package

Below the master data the following ‘function button’ is available:

- “Modification” – usable to confirm the chosen modifications



Additional function buttons are:

- “Back to original list”- to move back to the completed card list screen;
- “New search” – to start a new search.

### 6.1.1.5 LEGAL SERVICE

**Only for Hungarian MOL Gold / Silver Card customers!**

Modifiable by user:

- Type of vehicle – you can choose between two categories for your vehicle, Car or motorcycle and Truck

Under the Legal service data the following unmodifiable information fields are visible:

- Planned – shows the construction of the chosen package. The modification is valid from the next day
- Information – gives information about the chosen new package



Below the master data the following function is available with the help of the function button:

- 'Modification' – to confirm the chosen modifications

MOLMT01 - Card data details

MOL VIRTUAL CARD CENTRE

Dedicated user: WKNAG003 MOLMT01 2.0.23c

TEST SYSTEM

▶ Card functions ▶ General functions ▶ Information

**Card functions**

- Personal data
- Card list**
- Card application
- Invoice
- Reports
- Fuel prices

**Card data details**

Basic Data | Limit data | Assistance | Insurance | Legal service

Type of vehicle:  Car or motorcycle  Truck

Planned service package: Legal "A" intermediated service

Current Legal service: Legal service is not requested

**Planned**

**Information**

Legal service can be requested by customers only with valid compulsory insurance at the Allianz Hungária Biztosító Zrt. and customers with CASCO. Legal service can be ordered only jointly with other Insurance service!

Legal "A" service for car Fees / package: \* complementary damage and legal insurance 3,95 [HUF/card/day]

Type of vehicle: type of vehicle for which the Legal service is requested.

Logout Help Back to original list New search Modification

Figyelmeztetés: kisalkalmazás ablak

Additional function buttons are:

- "Back to original list" - to move back to the completed card list screen;
- "New search" – to start a new search.

## 6.2 CARD RENEWAL

In this menu point you have the possibility to decide about renewal/expiration of the cards, which will expire in the next month.



**MORELST - List of renewable cards**

**VIRTUAL CARD CENTRE** Dedicated user WKKAJ004 MORELST 2.4.12d

▶ Card functions ▶ General functions ▶ Information

**Card functions** | **List of expiring cards**

**Personal data**  
**Card list**  
**Card renewal**  
**Card application**  
**Invoice**  
**Reports**  
**Fuel prices**

**COMPANY NAME:** MOL Nyrt Eszköz- és Szolgáltatás Gazdák **ERP code:** 0000100986

**Search conditions**  
License plate number:  -   
Card number  -

The next list contains your cards which are to be expired and automatically renewed in 06/2012. You have the possibility to modify the cards which are to be renewed or to block the renewal till 31/05/2012. If you do not declare about the renewal of your cards, all cards in the list will be renewed without any modification.

Modify	Not to renew	Card number	Lic. plate nu	Name on card	Expiry date	Produ
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	7081677007392105	KME178	MOL LÉTESÍTMÉNYGAZ	06/2012	71N1N
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	7081677007375563	KRP671	MOL LÉTESÍTMÉNYGAZ	06/2012	71N1N
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	7081677007380043	KSE368	MOL LÉTESÍTMÉNYGAZ	06/2012	71N1N
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	7081677007392014	KXT607	MOL LÉTESÍTMÉNYGAZ	06/2012	71N1N
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	7081677007382718	LNF985	MOL LÉTESÍTMÉNYGAZ	06/2012	000001

Logout Help Search

This menu allows you to list all of your cards which are to be expired and automatically renewed in the next month. The Card renewal function is available for these VCC users: dedicated users, super users, card administrators and Green users. The list of cards can be sorted by the card number and license plate number. There is the possibility to download or save this list.

You can declare which cards are to be renewed and which are not to be renewed. If you want to renew a card, then you can do it by clicking on the "Modify 

button in the line of the given card. A similar screen to the card application screen will appear where you can give the settings of the renewed card. The system requires a confirmation of this modification. If you do not want to renew a card then you have to click on the "Not to renew 

" button in the line of the card. The system requires a confirmation.

## 6.3 CARD APPLICATION

New fuel cards can be requested on the "Card application" page.



MLCDINQ - Card application

VIRTUAL CARD CENTRE

Dedicated user WKKAJ004 MLCDINQ 2.4.12d

Card functions General functions Information

Card functions

Card application

Personal data

Card list

Card renewal

Card application

Invoice

Reports

Fuel prices

Basic Data Limit data Assistance Insurance Legal service Card application

COMPANY NAME: MOL Nyrt Eszköz- és Szolgáltatás Gazdák

Name present on card: MOL SZALLITAS /GARÁZS ?

Card type: Gold PIN PIN code ?  ?

Card category: Garage ?

License plate number:

Cost centre code: ?

Fuel: N - Not permitted ?

Service: N - Not permitted ?

Lubricant: N - Not permitted ?

Car care products: N - Not permitted ?

Shop product: N - Not permitted ?

Usage of the Fast Lane terminal

Logout Help Next

With the exception of the “License plate number” field, a help text is associated with each field. By clicking on the red question marks next to the fields a short description appears to help you with correct filling of the fields.

By pulling down the arrows next to the fields you can select the setting options of the new card.

- The “Name present on card” displayed on the screen is by default the Company short name.
- Card type – offers the opportunity to choose Gold or Silver card. In case of MOL Green Card Contract only the Green card can be selected.
- Card category – offers the opportunity to choose the category of the card (When requesting a garage or a barrel card, on the produced cards the “/BARREL or the “/GARAGE” word will appear after the defined short name. E.g.,: MINTA Kft./GARAGE, MINTA Kft./BARREL, etc.)
- When requesting a card for license plate number, giving the license plate number is mandatory.
- Cost centre code
- Product code - the first field (Fuel) of the product code is mandatory, the rest are optional.

If you enter any data incorrectly or incompletely (for instance you do not select position 1 of the product code, or during ordering a card for license plate number you do not enter the license plate number), an error window pops up and signals the lines that are mandatory. By clicking on the ‘OK’ button in the error window, you can return to your order and enter the missing data.



- Usage of the Fast Lane terminal – you have the possibility to use the pay-at-the-pump system at some filling stations (this service is modifiable).

By choosing the function button „Next” below the basic card data the limit settings can be performed. In case of Gold, Silver and Green Cards this page offers the opportunity to set the daily-, weekly-, biweekly-, quarterly- and yearly limits.

By choosing again the function button „Next”, the following additional services should be selected for Hungarian MOL Gold / Silver cards:

- Assistance
- Insurance
- Legal services

Should you have any questions regarding the Assistance and Insurance services, please call 06-40/202-202, or contact your sales representative.

On the last page all the data of the new card will be summarized. If all the fields were filled up correctly, the order can be finalized with the help of the „Ready” function button. If any of the data is incorrect the field will be available for correction by choosing the „Previous” function button the necessary times.

Prior to finalising the card application, a warning box appears. By pressing the „Cancel” button, you can further modify the settings of the card. If you select the „Yes” button, then the card application is committed and the 16-digit card number appears in a small window.

It is possible to print the card application data. If you skip printing, or the print job is completed the opening page of the Card application function appears and you can start a new order.

When your card application is completed, you can use the Card list menu option to obtain a card list with „Cards under production” status, where the data of your newly ordered cards will be shown too.

## 7 INVOICE-RELATED SERVICES

In the „Invoice” menu of „Card functions” you can display, print and download invoices and appendixes arisen in the specified interval.

MOACC02 - Invoice

VIRTUAL CARD CENTRE

Pre-paid customer WKKAJ003 MOACC02 2.4.11g

Card functions General functions Information

Card functions

Personal data  
Card list  
Card renewal  
Card application  
**Invoice**  
Reports

Invoice summaries

Filter

Issue date: 08/02/2012 - 08/05/2012 Search

ID of invoice summary:  
Invoice number:

Result

Date	Cover page	Amount	Currency	Deadline of pay	Customer code
03/03/2012	2012/3050541167/MOLH	49,480	HUF	05/03/2012	90
03/04/2012	2012/3050588475/MOLH	41,537	HUF	03/04/2012	90
03/05/2012	2012/3050613022/MOLH	55,888	HUF	03/05/2012	90

To view the details of the cover pages displayed in the grid, please click on any field of the grid that contains information. To select the files to be downloaded, or to unselect items click on the proper (Invoice, Attachment, Floppy, XLS) field.

Logout Help Download

In *General functions/Settings* menu you can change the method of invoice download – download file or e-mail sending. If the latter is chosen, you have to add the e-mail address to which the invoices are sent.

The basic value for filter conditions – invoicing period can be set in *General functions/Settings* menu. The interval must be set in *days* in the „Period of query” field.

After filling the filter conditions, press 'Search' button to list the available invoices and appendixes. In the list all items are downloadable, printable.

- On the first screen only the invoice summaries are displayed. You can opt summaries by moving the scrollbar to the right, selecting the appropriate cell and display or send by pressing the 'Download' button. All invoices and appendixes related to that summary are in one document (in a summary pdf, floppy or excel format).
- If you need invoices and appendixes related to one invoice summary separately, click on the appropriate row to get the second screen. In the "Details of the summary" one row shows only one invoice's information. The



invoice's information are downloadable by moving the scrollbar to the right, selecting the appropriate cell and pressing the 'Download' button.

MOACC02 - Invoice

VIRTUAL CARD CENTRE

Pre-paid customer WKKAJ003 MOACC02 2.4.11g

Card functions General functions Information

Card functions

Personal data

Card list

Card renewal

Card application

Invoice

Reports

Details of the summary

Cover page

ERP code: 900 Customer name: K

Serial number: 2012/30505411 Date: 03/03/2012 Payable sum: 49,480 HUF Payment deadline: 05/03/2012

Invoices

Serial number	Card issuer	Invoice issuer	Amount	Currency	Deadline of pay
25900895	MOL Hungary	MOL Hungary	49,480	HUF	05/03/2012

To select the items to be downloaded, or to unselect items click on the proper (Invoice, Appendix, Floppy, Excel) field. To view the details of the invoices displayed in the grid, please click on any field of the grid that contains information.

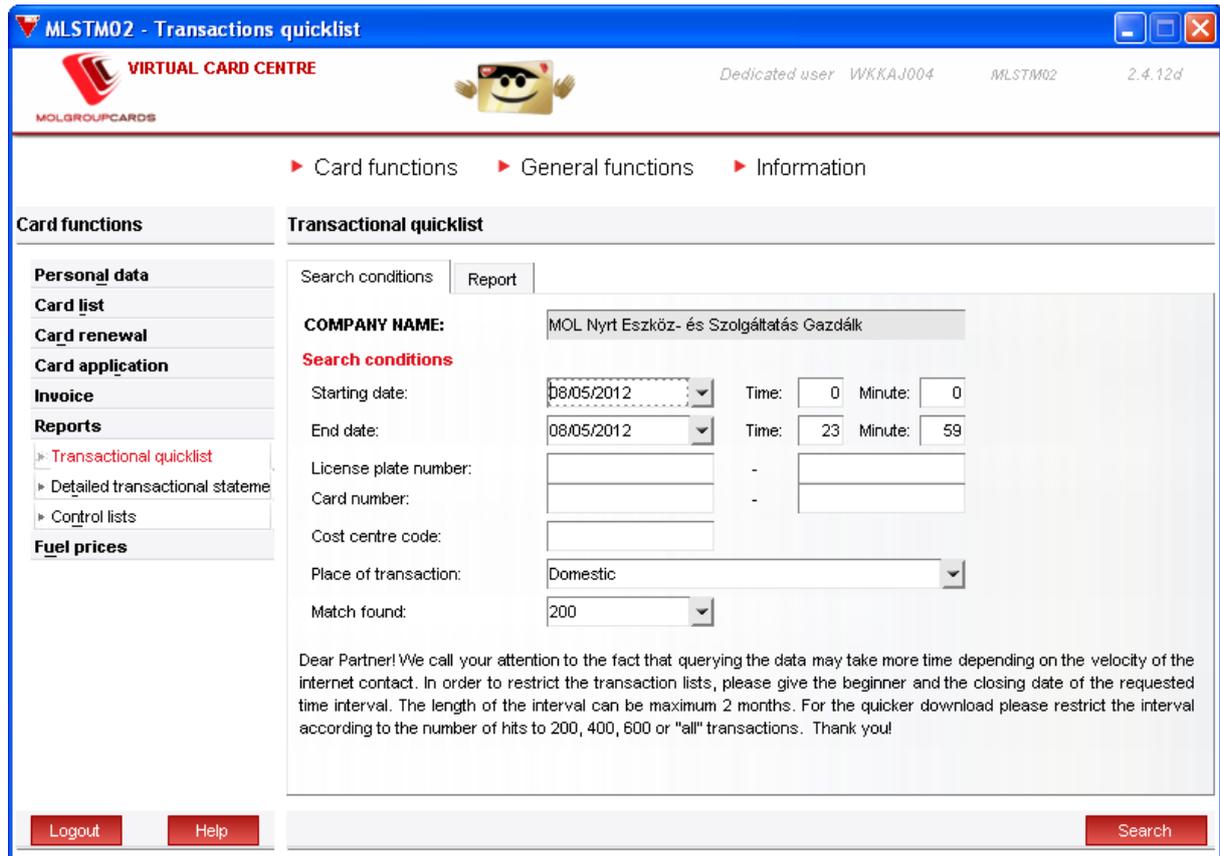
Logout Help Invoice summary list Download

- By clicking on any invoice row you will see details about the status of invoice payment.
- Downloads run in a separate information window to not to disturb the action on main window. The standing of the download can be seen in the information window. The process can be cancelled any time by pressing the 'Cancel' button.
- Numbers of downloads at the same time are limited. You can run max. 20 downloads. If you need more, you can continue the download process by assigning further items and pressing the 'Download' button once again.

## 8 REPORTS, STATISTICS

Other data related to refueling or card usage can be queried under the "Reports" menu option. The query can be proceeded in two ways:

- Transactional quicklist – a list including limited **transactional** data for the past 6 months.



**MLSTM02 - Transactions quicklist**

VIRTUAL CARD CENTRE  
MOLGROUPCARDS

Dedicated user WKKAJ004 MLSTM02 2.4.12d

Card functions General functions Information

**Card functions**

- Personal data
- Card list
- Card renewal
- Card application
- Invoice
- Reports
  - Transactional quicklist
  - Detailed transactional statement
  - Control lists
- Fuel prices

**Transactional quicklist**

Search conditions Report

**COMPANY NAME:** MOL Nyrt Eszköz- és Szolgáltatás Gazdák

**Search conditions**

Starting date: 08/05/2012 Time: 0 Minute: 0

End date: 08/05/2012 Time: 23 Minute: 59

License plate number: -

Card number: -

Cost centre code:

Place of transaction: Domestic

Match found: 200

Dear Partner! We call your attention to the fact that querying the data may take more time depending on the velocity of the internet contact. In order to restrict the transaction lists, please give the beginning and the closing date of the requested time interval. The length of the interval can be maximum 2 months. For the quicker download please restrict the interval according to the number of hits to 200, 400, 600 or "all" transactions. Thank you!

Logout Help Search

- Detailed transactional statement – a list including detailed data, query is possible for the last 2 years.



MLSTM03 - Itemized transaction reports

**VIRTUAL CARD CENTRE**  Dedicated user WKKAJ004 MLSTM03 2.4.12d

▶ Card functions ▶ General functions ▶ Information

**Card functions** **Detailed transactional statement**

**Personal data**  
**Card list**  
**Card renewal**  
**Card application**  
**Invoice**  
**Reports**  
▶ Transactional quicklist  
▶ **Detailed transactional statement**  
▶ Control lists  
**Fuel prices**

Search conditions Report

**COMPANY NAME:** MOL Nyrt Eszköz- és Szolgáltatás Gazdák

**Search conditions**

Starting date: 08/05/2012 Time: 0 Minute: 0  
End date: 08/05/2012 Time: 23 Minute: 59  
License plate number: -  
Card number: -  
Fuel type: Total  
Cost centre code:  
Place of transaction: Domestic  
Match found: 200

Dear Partner! We call your attention to the fact that querying the data may take more time depending on the velocity of the internet contact. In order to restrict the transaction lists, please give the beginning and the closing date of the requested time interval. The length of the interval can be maximum 2 months. For the quicker download please restrict the interval according to the number of hits to 200, 400, 600 or "all" transactions. Thank you!

Logout Help Search

- Control lists – you can query two types of lists. The first one includes summarized data for the set period (total volume, passed kilometres, average consumption), while the second one includes the detailed transactional data of the set period. The lists can be queried for the last one year.



MLSTM05 - Check lists

VIRTUAL CARD CENTRE

Dedicated user WKKAJ004 MLSTM05 2.4.12d

Card functions General functions Information

Card functions Control lists

Personal data  
Card list  
Card renewal  
Card application  
Invoice  
Reports  
Transaction quicklist  
Detailed transactional stateme  
Control lists  
Fuel prices

Search conditions Control lists

COMPANY NAME: MOL Nyrt Eszköz- és Szolgáltatás Gazdák

Search conditions

Starting date: 08/05/2012 Time: 0 Minute: 0  
End date: 08/05/2012 Time: 23 Minute: 59

Fuel purchase Greater or equal 0 L  
 Number of purchase trans Greater or equal 0 Pcs

License plate number: -  
Card number: -  
Cost centre code:

Dear Partner,  
we inform you that the running of the data query might take a long period of time depending on the speed of the Internet connection. To narrow the check lists, please enter date of begin and end of the wanted interval! This interval can be no longer than 2 months.

Attention!

Logout Help Search

**Attention!** The data displayed are shown at current service station prices. The contract discount is credited upon invoicing. The information is for orientation only, and cannot be used for settlement.

The download rate is influenced by the amount of queried data.

In order to accelerate the search, you may select and apply different filter conditions:

- Period (even in hours and minutes) – (the period can be maximum 2 months) – this value is mandatory!
- License plate number range
- Card number range
- Fuel type
- Cost centre code
- Place of transaction: domestic, foreign, all, relevant acceptance networks one by one
- Match found – 200/400/600/all

Attention! The search time is limited to 5 minutes.

The filter conditions can be combined. You can select one or more at a time. The transactions obtained can be printed or saved in Excel format.

Table structures:



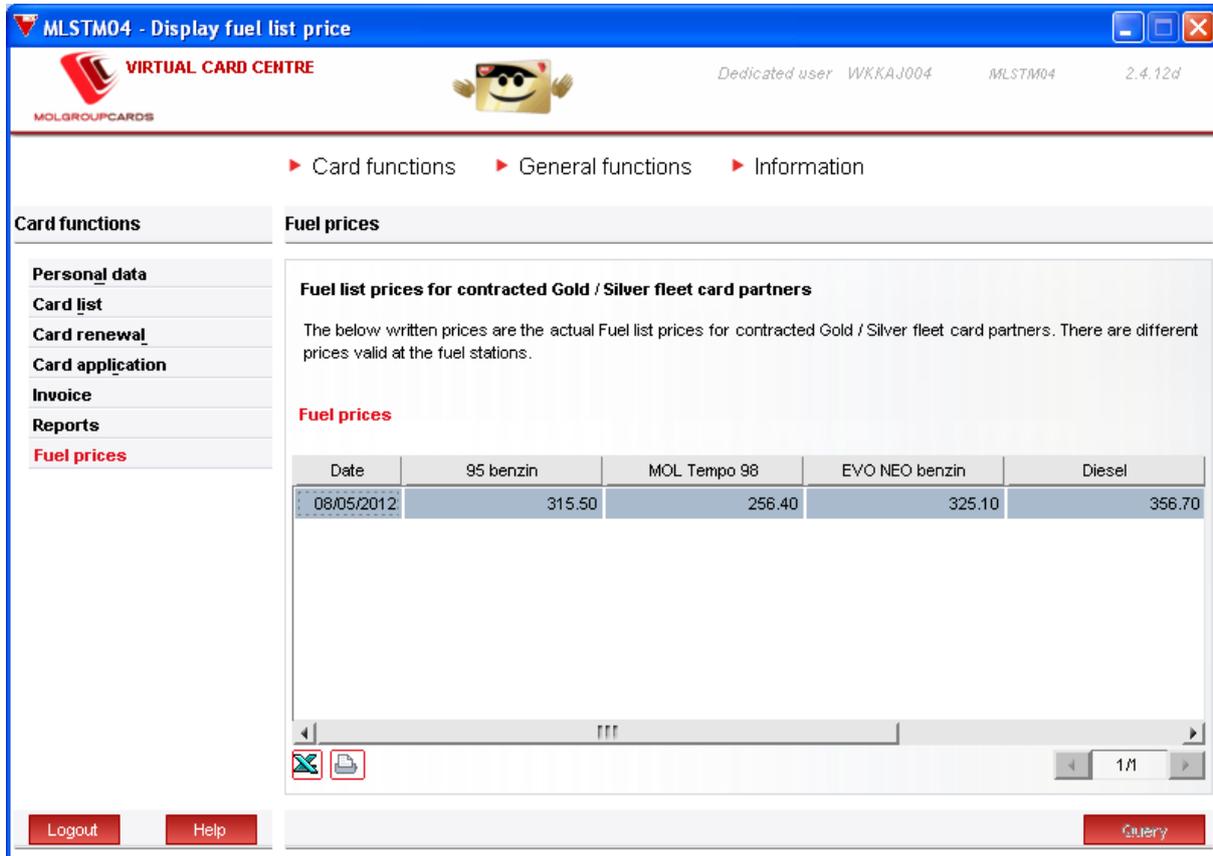
Transactional quicklist	Detailed transactional statement
Date	Date
Time	Time
Licensed plate number	Licensed plate number
Card number Slip number	Card number
Terminal ID	Slip number
Response code	Terminal ID Stationaddress
Response description	Article number
Amount	Description
Currency	Quantity
Transaction description	Unit price Amount
Transaction type	Currency
Mileometer	MilometerMileometer
Station address	

**Attention!**

First save the file to your computer and then open it from there in Excel.

## 9 FUEL PRICES

You can use the "Fuel prices" menu option to view the card list prices of the past 3 months. The price list can be printed or saved in Excel. The list price may differ from the prices applicable at the service stations. The basis of invoicing is always the price set in the contract between the customer and the member of MOL Group.



**MLSTM04 - Display fuel list price**

**VIRTUAL CARD CENTRE**   *Dedicated user WKKAJ004 MLSTM04 2.4.12d*

▶ Card functions ▶ General functions ▶ Information

**Card functions**

- Personal data
- Card list
- Card renewal
- Card application
- Invoice
- Reports
- Fuel prices**

**Fuel prices**

**Fuel list prices for contracted Gold / Silver fleet card partners**

The below written prices are the actual Fuel list prices for contracted Gold / Silver fleet card partners. There are different prices valid at the fuel stations.

**Fuel prices**

Date	95 benzin	MOL Tempo 98	EVO NEO benzin	Diesel
08/05/2012	315.50	256.40	325.10	356.70

Logout Help Query

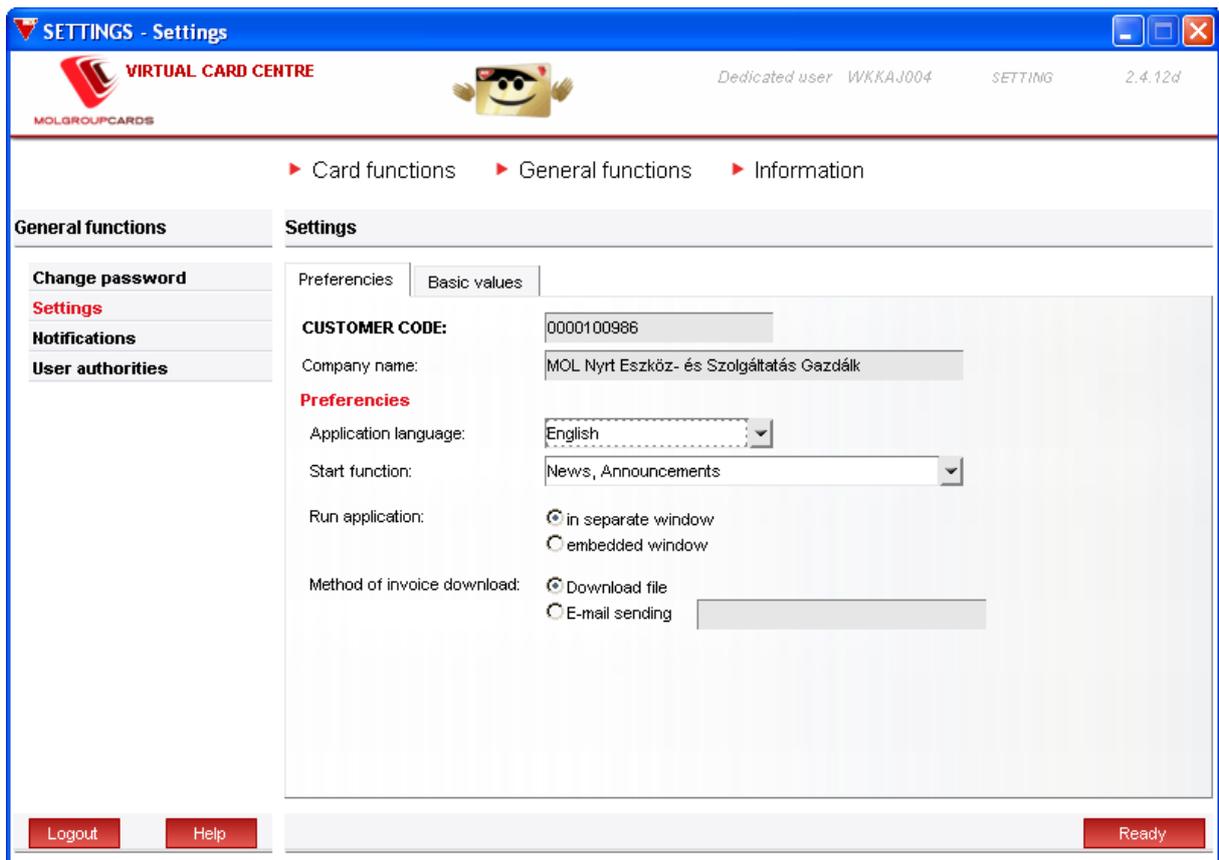
## 10 GENERAL FUNCTIONS

### 10.1 CHANGE PASSWORD

This function enables you to change your password. For further information, please go back to chapter 4 *Change Password*

### 10.2. SETTINGS

In this menu point you can customise the application.



Fields available for all user groups:

- 'Application language': Here you can change the language of the application.
- 'Start function': The user may set the default function the application shall launch after login. Please note that the opening screen is always the *News and announcements* however from that screen you can launch the desired function.
- 'Run application': The application has several windows that are auxiliary windows for a function. These small windows are pop-ups by default. On many web browsers the pop-ups are blocked. Here you can turn off the small windows so they will be displayed within the original pages.

Settings available for users whom the *Invoice* menu point is available:



- 'Method of invoice download': You can download the selected invoice to your computer or the system can send the documentation to your e-mail address. As default the 'Download file' is set.

Settings available for users whom the *Reports* and *Card list* functions are available:

- 'Basic values': You can choose a default license plate number, card number or cost centre code. When launching Reports or Card list functions, these settings will be displayed as a default, thus facilitating the usage of the application.

SETTINGS - Settings

VIRTUAL CARD CENTRE

Dedicated user WKKAJ004 SETTING 2.4.12d

Card functions General functions Information

General functions Settings

Change password

Settings

Notifications

User authorities

Preferences Basic values

CUSTOMER CODE: 0000100986

Company name: MOL Nyrt Eszköz- és Szolgáltatás Gazdák

Basic values

Card number:

License plate number:

Cost centre code:

Period of query: 90

Logout Help Ready

## 10.3. NOTIFICATIONS

Use this menu point if you want to receive notifications about different card related actions, like:

- Overdraft of credit limit
- Card order
- Summary of card orders
- Renewable cards
- Data of the renewed card

Notifications can be sent by two channels: e-mail and/or SMS (only in case of Hungarian customers). The SMS notification is not a free of charge service. Only customers, who are not blocked can use this type of notification. You can set the language of the notification as well.



CMADDR - Notifications

VIRTUAL CARD CENTRE

Dedicated user WKKAJ004 CMADDR 2.4.12d

Card functions General functions Information

General functions

Change password

Settings

Notifications

User authorities

Notifications Maintenance of notification

ERP code: 0000100986

Company name: MOL Nyrt Eszköz- és Szolgáltatás Gazdák

Type of notification	Language	Type of addre	Address/Channel
Card order	Magyar	E-mail	isdro@mol.hu
Card order	Magyar	E-mail	isdro@mol.hu
Card order	Magyar	E-mail	isdro@mol.hu

Logout Help

1/1

## 10.4 USER AUTHORISATIONS

Merely Dedicated users are authorised to manage user authorisations. They can create, modify and delete other VCC users working for their company.

### 10.4.1 NEW USER

By clicking on the "New user" tab under the „User authorities” menu the Dedicated user can create new VCC authorisations.



MOLUSRKAR - User authorities

VIRTUAL CARD CENTRE

Dedicated user WKKAJ004 MOLUSRKAR 2.4.12d

Card functions General functions Information

General functions

User authorities

New user Query

COMPANY NAME: MOL Nyrt Eszköz- és Szolgáltatás Gazdálk

User data

Family name:

First name:

Telephone number: 00-  -  -

E-mail:

User groups

Super user

Card administrator

Finance co-worker

Modify the correspondence-, contact- and finance Co-workers data. Create, query, modify or Delete users. Order, activate or Block card. Modify or query card data. View Transactions quick list or itemized transaction report. Download or view Invoice files, Enclosures, Download Floppy and XLS files.

Logout Help Create

The Dedicated user can create authorisations according to the chapters 2.2. and 2.3.

The registration of the Dedicated user has to be requested in writing (see section 2.1.).

The Dedicated user has to add, which type of the 'User groups' should be created:

- Key user
- Card Administrator
- Finance co-worker

Once the data are entered and the authorisations are defined, the application checks whether the phone number and E-mail address formats were entered correctly.

By clicking on the "Create" button the application creates the login name and the password of the user which are automatically sent by the system to the defined E-mail address.



## **11 INFORMATION**

### **11.1 NEWS**

This function allows you to read the news and announcements stored in VCC. The system can store 9 news and 3 announcements. The news can be found on the right hand side of the screen in brief, and the announcements in longer text on the left side of the screen.

Each article can be read in details by clicking on its title or the 'Next' button. The 'News' function is the default opening screen. You have to press the 'Next' button to view the Start function set in *General functions/Settings*.

### **11.2 CONTACT US**

By entering this menu point your pre-set mailing system automatically opens an E-mail window with the address of MOL Help Desk in the "Send to" field. Thus you can contact the our Help Desk by pressing a single button. Attention! The function works only if you have Microsoft Outlook, Lotus Notes etc. or any other mailing system installed and running on your computer.

### **11.3 USER GUIDE**

By clicking on the "User Manual" line you can download this Manual in pdf format.

### **11.4 FREQUENTLY ASKED QUESTIONS**

The Frequently Asked Questions (FAQ) menu helps you to handle login, invoice download problems and you will find useful information about the technical requirements for running the application as well.

### **11.5 INSURANCE**

In the „Insurance" menu point you can download the 5th Appendix of MOL Gold and Silver fuel cards' standard contract in pdf format (Terms and conditions of recourse of accident insurance related to fuel cards).

### **11.6 NAME TICKET**

The card of Polygon Kft. - the program developer, and the version of the program.

## 12 EXIT THE PROGRAM

If you click on the „Exit” function button the application closes.

Should you have any questions related to the Virtual Card Centre, please call your sales representative, contact Customer service on [www.molgroupcards.com](http://www.molgroupcards.com) – see the section Customer service on [www.molgroupcards.com](http://www.molgroupcards.com) or send us e-mail. E-mail address differs due to the particular country. Find the relevant e-mail address at the upper part of the registration form after selecting of the country (see part 2.1.2). !