FAQs

-SalaryPlan to My Ayvens India

ayvens
SOCIETE GENERALE GROUP

General transition

1. What is changing?

SalaryPlan is being **discontinued** as a quote-making platform. All users will now create and manage lease quotes through **My Ayvens India**, which becomes the single platform for vehicle discovery and quotation.

---

2. What is My Ayvens India?

My Ayvens India is Ayvens' unified digital platform that enables users to:

- Search and compare vehicles
- Create and personalise lease quotes
- View pricing and cost summaries
- Store documents and preferences

It replaces SalaryPlan for all quotation-related journeys.

---

3. Who will move from SalaryPlan to My Ayvens India?

All users who previously used SalaryPlan for quote creation will now use My Ayvens India. SalaryPlan will no longer be available for quoting.

---

4. Will SalaryPlan still be accessible?

No. SalaryPlan will be fully discontinued. My Ayvens India will be the only platform for creating and managing quotes.

Access, registration and login

5. Do users need to register again?

If users have not already registered on My Ayvens India, they will need to complete a one-time registration.

---

6. What details are required during registration?

Registration has been simplified. Users only need to provide:

- Full name

- Mobile number

- Official email address

Additional fields previously required in SalaryPlan have been removed.

---

7. How is login different from SalaryPlan?

- **SalaryPlan:** Username and password

- **My Ayvens India:** OTP-based login

This improves security and removes password dependency.

Profile management

8. Can users edit their profile details?

In My Ayvens India:

- Name and email address are fixed for accuracy

- Only the mobile number can be updated by the user

This differs from SalaryPlan, where more fields were editable.

Vehicle search and listings

9. How does vehicle search work?

Users can search vehicles using filters. All matching vehicles are displayed with a **"Get quote"** option that takes users directly into the quote journey.

---

10. Is vehicle information different from SalaryPlan?

Yes. My Ayvens India currently shows a focused set of specifications, including:

- Engine capacity

- Seating capacity

- Body type

- Mileage

- Transmission

- Fuel type

- CO_2 emissions

- Global NCAP rating

More specifications will be added in future releases.

Documents and storage

11. Where are documents stored now?

Documents are stored in a dedicated **Glove Box** section on My Ayvens India instead of the "My Car" section used in SalaryPlan.

12. Who can access the Glove Box?

Access depends on the user's role and lease configuration. Drivers and eligible users will see documents relevant to their vehicle or quote.

13. What is the upload limit for documents in the Glove Box?

There is no limit to the number of documents a user can upload to the Glove Box.

However, each document must be up to 1 MB in size, and only JPG and PDF file formats are supported.

Accessories and dealer pricing

14. How are accessories handled?

Users can define an '**accessories budget'** while creating a quote.
Final utilised accessory costs are validated and confirmed by the pricing team.

This replaces manual price entry in SalaryPlan.

---

15. Can users apply dealer discounts?

Yes. During personalisation, users can indicate if they have received a discount from another dealer and upload the supporting proforma invoice.

Dealers and preferences

16. How are dealers displayed?

Dealers are shown as **Ayvens-empanelled dealers** and categorised as:

- Gold

- Silver

- Bronze

This improves clarity and transparency.

Mileage, insurance and budgets

17. Can users select mileage?

Yes. Users can select yearly mileage from a dropdown, based on their company's car policy.

---

18. How is monthly mileage calculated?

Monthly mileage is auto-calculated from the selected yearly mileage and lease tenure. Users may adjust it if required.

---

19. Can users choose their insurance provider?

No. Insurance providers are **pre-mapped at a client level** in My Ayvens India to ensure policy compliance.

---

20. Are insurance add-ons available?

Yes. Insurance add-ons are now integrated directly into the quote flow through dropdown selections.

---

21. How does budgeting work?

Users can enter a **preferred yearly maintenance budget** and recalculate the lease rental instantly. Budget limits are governed by client-specific policies.

Quote calculation and comparison

22. Can users compare lease vs loan?

Yes. My Ayvens India includes an enhanced lease vs loan simulation. Users can enter monthly taxable income to better understand potential tax savings.

---

23. How is the quote summary presented?

Quotes are shown in a simplified monthly summary view covering:

- Lease rental
- Fleet management charges
- Insurance
- Road tax
- Maintenance (where applicable)

---

24. Where are saved quotes stored?

Saved quotes now appear under **Favourites**, replacing the "My Quotes" section in SalaryPlan.

---

25. Will the book value chart be available on My Ayvens for existing SalaryPlan users?

The book value chart for existing SalaryPlan users is currently under development. There is a possibility that it may not be available on My Ayvens on day one of migration.

If the chart is not live at the time of transition, it will be uploaded to the user's glovebox for reference.

User details and lease types

26. Do all users enter the same personal details?

No. Required information varies by lease type:

- **Corporate lease:** Minimal details and GST acknowledgement

- **Novated / individual lease:** Nominee details, address and additional declarations

---

Support and troubleshooting

27. Who should users contact for quote-related issues?

Users should raise requests through My Ayvens India. Queries are routed to the appropriate Ayvens pricing or support teams.

---

28. What if a user cannot see certain options or vehicles?

This may be due to:

- Company car policy restrictions

- User eligibility

- Vehicle availability

Users should contact their internal coordinator or Ayvens support.

---

29. Will old SalaryPlan quotes be available?

Previously saved SalaryPlan quotes will not appear in My Ayvens if not submitted for processing. Users will have to recreate quotes in My Ayvens India if saved and not submitted.

Service, maintenance and repairs

30. What is Smart Care?

Smart Care is Ayvens' integrated module that enables customers to manage **service, maintenance and repair (SMR)** activities for their leased vehicle through the My Ayvens platform.

31. Is Smart Care applicable for SalaryPlan users?

Yes. **Smart Care is applicable for SalaryPlan users**. Once SalaryPlan users are migrated to **My Ayvens India**, they will have access to the Smart Care module **though reimbursement mode will differ as per the policy coverage.**

32. When will SalaryPlan users get access to Smart Care?

SalaryPlan users will automatically gain access to Smart Care **after their migration to the My Ayvens platform is completed**.

33. Will all SalaryPlan users see Smart Care in My Ayvens?

Yes. The service booking functionality in Smart Care is available for all users, including those who do not have service, maintenance and repair included in their lease contract.

For users without SMR coverage, **Smart Care will support the booking process, but the service will follow a manual reimbursement process, as per applicable company policies.**

34. What services can be managed through Smart Care?

If included in the lease contract, Smart Care allows users to manage:

- Periodic servicing as per manufacturer schedule

- Preventive maintenance

- Mechanical and electrical repairs

- Wear and tear items covered under the contract

- Approved service requests and related tracking

Coverage may vary depending on the lease agreement.

---

35. Can SalaryPlan users raise service or repair requests through My Ayvens?

Yes. SalaryPlan users can **raise service, maintenance and repair requests directly through the Smart Care module** in My Ayvens, instead of using email or manual processes.

---

36. Are approvals required for service or repair requests?

Approvals may be required depending on:

- The nature of the service or repair

- Cost thresholds defined in the lease contract

- Employer or policy-specific approval workflows

My Ayvens will guide users through any required approval steps.

---

37. Can users choose any service centre?

Service centres must be **Ayvens-approved or authorised**, as per contract terms.
My Ayvens will display available or preferred service partners where applicable.

---

38. How will users track the status of their service or repair request?

Users can **track the status of their service, maintenance or repair requests in real time** through the Smart Care module in My Ayvens, including approval status and completion updates.

---

39. Will Smart Care cover accidental repairs?

Accidental repairs are handled **as per the insurance and lease terms**.
Smart Care may facilitate the process, but coverage will depend on:

- Insurance policy conditions

- Damage type

- Applicable deductibles or exclusions

---

40. Will Smart Care change existing service entitlements for SalaryPlan users?

No. Smart Care does **not change the scope of entitlements** under the lease contract. It only provides a **digital platform** to manage services.

---

41. Who should SalaryPlan users contact for Smart Care related queries?

For any questions related to service, maintenance and repairs, users can contact us through options mentioned in the Smart Care module.

Summary

42. What is the key benefit of moving to My Ayvens India?

My Ayvens India offers:

- A simpler and faster quote journey

- Improved policy control

- Better transparency

- Reduced manual effort

- A future-ready platform for enhancements