# Frequently asked questions TC&O Mobydesk for Cognizant associates

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## Contact

### How can I reach an employee of TC&O Mobydesk?

 TC&O Mobydesk is opened between 08:30 am and 05:00 pm. Between these times you can reach an employee by phone at number 088-233 3002 (normal fare).

TC&O Mobydesk also has an email address and a fax number, respectively mobydesk@tco-mvm.nl and 088-233 3005.

The employees of TC&O Mobydesk will be glad to help you with questions about your OV-chipcard, your prolongation, your cancellation, your replacement (lost/theft), delivery times and which season ticket suits you best.

## OV-chipcard

### Will I be confronted with the OV-chipcard?

The NS Business Card is not a normal OV-chipcard. Some functions differ and some functions are the same. It is very hard for TC&O to answer questions about normal OV-chipcards because the answers differ between carrier, employer and region. The best information is given on [www.ov-chipkaart.nl](http://www.ov-chipkaart.nl)

You can also look on the websites of the carriers, like [www.connexxion.nl](http://www.connexxion.nl), [www.arriva.nl](http://www.arriva.nl) and [www.ret.nl](http://www.ret.nl). Please note that the carrier is used to answer questions from the point of view of a private person and not as an employee of a company with a public transport policy.

## Extension of my NS Business Card

### The final date of my NS Business Card is near, what should I do?

Around 6 weeks prior to the final date you will receive a mail from TC&O Mobydesk which states how you can renew your NS Business Card.

If you did not receive an email, then please contact us immediately. Our phone number is: 088-233 3002 (normal fare).

## Cancellation NS Business Card / end employment

### I will end my employment, what should I do?

You need to send an email to TC&O Mobydesk (mobydesk@tco-mvm.nl). Please state your name, date of birth, your employer and the date that the card needs to be cancelled.

After TC&O Mobydesk has processed your request, you will receive a confirmation email with the address to which the card can be returned to after the expiration date.

### I want to terminate my NS Business Card, what should I do?

You need to send an email to TC&O Mobydesk (mobydesk@tco-mvm.nl). Please state your name, date of birth, your employer and the date that the card needs to be cancelled.

After TC&O Mobydesk has processed your request, you will receive a confirmation email with the address to which the card can be returned to after the expiration date.

Cancellation is only possible in compliance to the NS terms, which are downloadable on the NS site: <https://www.ns.nl/voorwaarden/ns-business-card>

Ending your employment and moving are legible reasons for cancellation.

### I’m moving and what to cancel my NS Business Card, what should I do?

When you will not use your NS Business Card anymore, you must send an email to TC&O Mobydesk (mobydesk@tco-mvm.nl). Please state your name, date of birth, your employer and the date that the card needs to be cancelled.

After TC&O Mobydesk has processed your request, you will receive a confirmation email with the address to which the card can be returned to after the expiration date.

If you want to keep using your NS Business Card after moving, that is possible. Please contact TC&O Mobydesk to see if and what changes to your NS Business Card are necessary (when applicable).

### I’m moving and want to change my NS Business Card, what should I do?

You need a new public transport advice from TC&O Mobydesk. Please log in to the mobility portal and request a new public transport advice.

## Lost / theft NS Business Card

### I’ve lost my NS Business Card, or it is stolen from me, what should I do?

Please send an email to mobydesk@tco-mvm.nl and state that you want an replacement card.

## What is reimbursed and what is for your own account

### I want to know what is being reimbursed by Cognizant according to the public transport policy?

The best and most current information is stated in your transport policy.

## Card advice

### How is the card advice drawn up?

TC&O Mobydesk prepares the most optimal travel product for you based on the rules of Cognizant. This travel product is based on the business deliverable products on the NS Business Card.

TC&O determines the card advice on the basis of the product which is the most cost-efficient. This takes into account the travel distance, route and the number of working days. The advice is based on data provided by you, which can be checked by your employer.

### Can I upgrade to 1st class for commuter traffic?

Yes, that's possible. The costs will be deducted from your salary via monthly terms. You can request an upgrade by indicating this in the card advice.

### Where can I find the departure times?

Because your personal travel situation can vary per day, we refer you to 9292.nl or ns.nl.

## Correction Rate

### What is a correction rate?

Correction rates are amounts that NS charges when you do not travel according to the right conditions. This can have several reasons, but mainly those missed check-in / outs.

A check-in or check-out may be missing because you have forgotten to check in or out, but this can also occur outside your fault due to a malfunction in the software, a faulty pole, etc. The fact is that the trip in question is corrected should be at NS. TC&O will inform you by e-mail when such a correction rate has been established by the carrier.

This e-mail is for information purposes only, you must correct the relevant rates with the carrier.

## RIDE SPECIFICATION

### Why do I have to specify or assign a ride?

If your journeys with the NS Business Card do not comply with the commuting character or you travel outside your normal route, you will receive a request from TC&O to specify these journeys.

This is necessary to comply with the requirements of the tax authorities and to allow the travel behaviour of the employees to take place within the game rules of the employer.

### When should I specify or assign a trip?

The allocation of journeys can only take place when the carrier has delivered the invoice. This happens three weeks after the month of travel. Then you will receive the request from TC&O to specify trips within 2 weeks. Do you not receive e-mail? Then your travel behaviour falls within your route and your employer's rules and no effort is required from you.

### What happens if I do not specify trips on time?

The costs involved will then be deducted from your salary.

Then you must declare these costs at your employer yourself.

### Do Door-to-Door services also have to be specified?

Yes, Door-to-Door services must also be specified.

### How can I specify the rides?

For this you will receive an invitation from TC&O by e-mail. It describes how you can specify the rides. Short the steps:

1. You go to www.tco-mvm.nl/cognizant and log in with your personal codes.
2. Press the 'manage rides' button.
3. Select the relevant business trips in the first block 'Private Rides'.
4. Press the downward arrow between the "Private Rides" and "Business trips " blocks.
5. Add the reason for the business trip.
6. You can now log out. You are done.

### A ride is commuting but is placed in the private box, what now?

If a trip is commuting, you can indicate this by clicking on the house icon behind the relevant trip. This trip is stored after review by TC&O. The next time a ride with the same feature will no longer be offered to you for specification.

### **I have a subscription on the NS Business Card, do I now also have to specify rides / services that are** outside the subscription?

Yes, all journeys or door-to-door services that fall outside the subscription and do not comply with the home-work character must be assigned.

### I often travel between the offices of the employer?

The NS Business Card can be used for all journeys by public transport: commuting and business travel. A trip between the offices is a business travel, so each time this must be specified.

## THE NS BUSINESS CARD

### How can I travel with the NS Business Card?

The NS Business Card works according to the travel principle of the OV-chipkaart. With each trip you check in and out per carrier in the entire public transport (train, bus, tram and metro). The principle is that all trips made are invoiced to your employer by the carrier afterwards.

No balance needs to be loaded on the card. If you do load balance on the card, this balance can not be used and cannot be refunded.

### I receive a notification from NS for activating my NS account?

NS needs your permission beforehand to share your data from your NS Business Card with its partners. This is a consequence of the extensive Privacy Act. For more information we refer to www.ns.nl/deur-tot-deur/zakelijk

The approval is required once. The account you create at NS must be used to correct missed check-in / outs. In addition, you can use this account for recovering money-back-at-delay.

## WHICH DOOR TO DOOR SERVICES ARE AVAILABLE

### I receive a notification from NS for activating my account?

NS needs your permission beforehand to share your data from your NS Business Card with its partners. This is a consequence of the extensive Privacy Act. For more information we refer to www.ns.nl/deur-tot-deur/zakelijk

The approval is required once. The account you create at NS must be used to correct missed check-in / outs. You can also use this account for reclaiming

### Which door-to-door services are at my disposal?

See your employers policy.

## Other

### My train was delayed. Can I ask my money back?

Yes, this is possible but not via TC&O Mobydesk. For this you must use your account at Mijn NS Zakelijk at [www.ns.nl/mijnnszakelijk](http://www.ns.nl/mijnnszakelijk).

### Can I use the NS discount for traveling together?

Yes, but only if you have a subscription on your NS Business Card, like Traject Vrij, Trein Vrij or OV Vrij. For details, see the NS website: <https://www.ns.nl/reisinformatie/reizen-met-ov-chipkaart/samenreiskorting.html>

### Can I use 40% discount on routes outside my subscription?

Yes, only if you have a subscription to your NS Business Card, so only with a Traject Vrij, Trein Vrij or OV Vrij, you are entitled to the discount on all train journeys that are outside your route and are made during off-peak hours. When you take such a trip, you must check in and the costs will be charged to you by your employer via the salary.

### What do I have to do if I have already taken out a public transport pass?

You can simply go through the application process for applying for an NS Business Card via the employer. You can cancel your private subscription without extra costs.

Cancel subscription:

Call NS Customer Service on 030-7515155 (local rate, available Monday to Friday between 8 am and 10 pm and Saturday from 9 am to 5 pm). State explicitly that you are transferring to the NS Business Card and for that reason you want to terminate your consumer subscription. Your subscription is then terminated in the most advantageous way, per the first possible end date.

What is the first possible end date? The end date of your subscription must always be the same as the original starting date of your subscription. Did you enter subscription on the 10th of the month? Then you can terminate your subscription on the 10th of every following month.

Note: in order to finalize your termination, you must remove a subscription from your OV chip card after cancellation at an OV chip card collection point (such as the NS ticket machine). This is also explained in the telephone conversation with NS Customer Service and in the e-mail you will receive next.

### I have a private Voordeeluren Card, do I have to cancel it if I apply for an NS Business Card via Cognizant?

If you have a subscription to your NS Business Card, so only with a Traject Vrij, Trein Vrij or OV Vrij, you are entitled to a co-travel discount of 40% on all train journeys that fall outside your plan and are made during off-peak hours. Depending on the card advice or the cancellation of your discount subscription, it is advisable.

If you are still using a Voordeeluren card, you can leave it on your current personal OV chip card.