

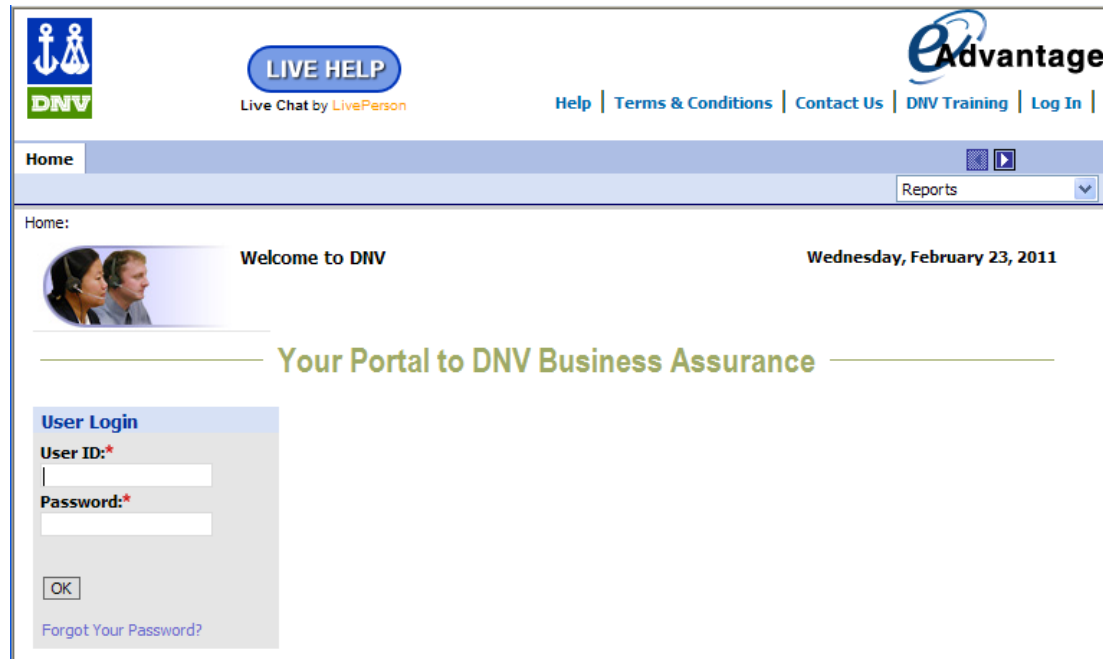



Our customer portal -  Advantage

- What it is
- Benefits to you
- Look and feel
- What you can do and the two user modes
- How to get access
- Supported languages


Advantage is the customer portal for Business Assurance

- Allows existing customers secure access
 - to DNV Business Assurance production system
 - updated project information
 - project documents
 - certificates and associated documents
 - to a communication channel
 - request for new quote
 - service requests
 - quality issues
 - Audit findings
 - Project documents



DNV **LIVE HELP** Live Chat by LivePerson  [Help](#) | [Terms & Conditions](#) | [Contact Us](#) | [DNV Training](#) | [Log In](#)

Home ▶ Reports ▼

Home:  **Welcome to DNV** Wednesday, February 23, 2011

Your Portal to DNV Business Assurance

User Login

User ID:*

Password:*

[Forgot Your Password?](#)

Customer Benefits of using

- Easy access to and always updated **status of certificates**.
- Easy and safe access to and **storage of documents relevant for certification** in one, single place.
- **A single digital window** towards all enterprise-wide activities you have with DNV Business Assurance
- Easy overview of continuously updated **schedule of future audit events**, as well as **certification history**
- Access to information from DNV, **independent** of people and **organizational role changes**
- **Less errors and time spent** on incorrect/out-dated information and information collection

The Home page of Advantage



LIVE HELP

Live Chat by **LivePerson**



[My Profile](#) | [Help](#) | [Terms & Conditions](#) | [Contact Us](#) | [DNV Training](#) | [Log Out](#)

[Home](#) | [News/Library](#) | [Service Requests](#) | [Quality Issues](#) | [My Projects](#) | [My Company's Profile](#) | [My Company's Certificates](#) | [My Projects' Certificates](#)

Reports

Home:



Welcome, Ben Redik!
Company: **New Tool Innovations**
You last visited our site on **02/23/2011**

Wednesday, February 23, 2011

Your Portal to DNV Business Assurance

Submit Request

Submit a Request for a New Quote



News/Library

News/Library



DNV Academy

Go To DNV Academy



DNV Customers - Certificate Reference List

DNV Customers - Certificate Reference List



Please Select an Option



My Projects



My Company's Profile



My Company's Certificates



My Projects' Certificates



Service Requests



Quality Issues

The Home page menus – where you can go

DNV **Advantage**

LIVE HELP
Live Chat by LivePerson

My Profile | Help | Terms & Conditions | Contact Us | DNV Training | Log Out

Home | News/Library | Service Requests | Quality Issues | My Projects | My Company's Profile | My Company's Certificates | My Projects' Certificates

Reports

Home:

Welcome, Ben Redik!
Company: New Tool Innovations
You last visited our site on 02/23/2011

Wednesday, February 23, 2011

Your Portal to DNV Business Assurance

Submit Request
Submit a Request for a New Quote

News/Library
News/Library

DNV Academy
Go To DNV Academy

DNV Customers - Certificate Reference List
DNV Customers - Certificate Reference List

Please Select an Option

- My Projects
- My Company's Profile
- My Company's Certificates
- My Projects' Certificates
- Service Requests
- Quality Issues

Going from the Home page to see “My Company’s Certificates”

The screenshot shows the DNV Advantage portal home page. At the top left is the DNV logo. In the center is a "LIVE HELP" button with the text "Live Chat by LivePerson". At the top right is the "Advantage" logo and a navigation menu with links: "My Profile", "Help", "Terms & Conditions", "Contact Us", "DNV Training", and "Log Out". Below this is a secondary navigation bar with links: "Home", "News/Library", "Service Requests", "Quality Issues", "My Projects", "My Company's Profile", "My Company's Certificates", and "My Projects' Certificates". The "My Company's Certificates" link in both the top navigation bar and the secondary navigation bar is circled in green. A green line connects this link to a corresponding icon in the "Please Select an Option" menu, which is also circled in green. The "Please Select an Option" menu includes: "My Projects", "My Company's Profile", "My Company's Certificates", "My Projects' Certificates", "Service Requests", and "Quality Issues". On the left side of the page, there are several sections: "Submit Request" (Submit a Request for a New Quote), "News/Library" (News/Library), "DNV Academy" (Go To DNV Academy), and "DNV Customers - Certificate Reference List" (DNV Customers - Certificate Reference List). At the top right of the main content area, the date "Wednesday, February 23, 2011" is displayed. The main heading reads "Your Portal to DNV Business Assurance".

My Company's Certificates

- A user can be associated with (see info for) one or more companies

The screenshot displays the DNV Advantage web application interface. At the top left is the DNV logo. In the center is a 'LIVE HELP' button with the text 'Live Chat by LivePerson'. On the top right is the 'Advantage' logo and a navigation menu with links for 'My Profile', 'Help', 'Terms & Conditions', 'Contact Us', 'DNV Training', and 'Log Out'. Below the navigation is a breadcrumb trail: 'Home | News/Library | Service Requests | Quality Issues | My Projects | My Company's Profile | My Company's Certificates | My Projects' Certificates'. A 'Reports' dropdown menu is visible on the right. The main content area is titled 'My Company's Certificates:' and contains two sections: 'My Companies' and 'Certificates'. The 'My Companies' section has a 'Query' input field and a '1 - 4 of 4' pagination indicator. It contains a table with columns: 'Company Name', 'Location', and 'Main Phone Number'. The 'Certificates' section also has a 'Query' input field and a '1 - 2 of 2' pagination indicator. It contains a table with columns: 'Certificate Number', 'Certificate Name', 'Project #', 'Scheme/Service Name', 'Current Issued Date', 'Validity Start Date', 'Validity End Date', and 'Primary Accreditation'.

Company Name	Location	Main Phone Number
> New Tool - Dummy - Phase 5 test1	USA	218 567 567
> New Tool - Dummy1 Phase4	Norway	+47 6757 9001
> New Tool Corporation_R 4.1	Norway	
> New Tool Innovations	Norway	+47 6757 9000

Certificate Number	Certificate Name	Project #	Scheme/Service Name	Current Issued Date	Validity Start Date	Validity End Date	Primary Accreditation
> 83232-2010-AE-NOR-ANAB	ISO 14001: with ANAB Accreditation - Additional Certificate	PRJC-254272-2010-MS-C-NOR	ISO 14001:2004	2009-11-30	2009-11-27	2012-11-27	ANAB
> 83232CC1-2010-AE-NOR-ANAB	ISO 14001 with ANAB Accreditation - Additional Certificate	PRJC-254272-2010-MS-C-NOR		2009-11-30	2009-11-27	2012-11-27	

Certificate Detailed Information and documents



My Company's Certificates:83232-2010-AE-NOR-ANAB > Certificates:

Certificate Details 1 of 1+

Certificate Number:* 83232-2010-AE-NOR-ANAB

Current Issued Date: 2009-11-30

Type: Master (MSC)

Validity Start Date: 2009-11-27

Scheme/Service: ISO 14001:2004

Validity End Date: 2012-11-27

Manufacture of Servers and Switch Boxes for general use.

Certificate Scope (Local):

Certificate Scope:

Sites 1 - 5 of 5

Active	Primary	Site Name	Site Address Line 01	Site Address Line 02	Site Postal/Zip Code	Site City	Site State	Site Country
>	✓	✓	New Tool Innovations - HQ (Oslo)	Address 1-Office	Address 2-Office	1322	Oslo	Norway
>	✓		New Tool Innovations - Design Center (New York)	Address 1-New York Site	Address 2-New York Site	23456	New York NY	USA
>	✓		New Tool Innovations - Production Center (Krakow)	Address 1-Krakow Site	Address 2-Krakow Site	85678	Krakow	Poland
>	✓		New Tool Innovations - Customer Support Center (Bergen)	Address 1-Bergen Site	Address 2-Bergen Site	5200	Bergen	Norway
>	✓		New Tool Innovations- Production (Essen)	Address 1-Essen Site	Address 2-Essen Site	45329	Essen	Germany

Certification Documents 1 - 2 of 2

Name	Type	Size	Comments	Modified By	Modified Date
14001 Main Certificate	pdf	206,181	14001 Main Certificate	ANDRE	2010-12-14 20:31:44
NewToolInnovation_14001_English	pdf	43,157	Main Certificate	PADAM	2010-08-16 22:11:39



Going from the Home page to see “My Projects”

The screenshot shows the DNV Advantage portal home page. At the top left is the DNV logo. In the center is a 'LIVE HELP' button with the text 'Live Chat by LivePerson'. At the top right is the 'Advantage' logo and a navigation menu with links: 'My Profile', 'Help', 'Terms & Conditions', 'Contact Us', 'DNV Training', and 'Log Out'. Below this is a secondary navigation bar with links: 'Home', 'News/Library', 'Service Requests', 'Quality Issues', 'My Projects', 'My Company's Profile', 'My Company's Certificates', and 'My Projects' Certificates'. A 'Reports' dropdown menu is on the far right. The main content area starts with a 'Home:' section featuring a user profile picture and the text: 'Welcome, Ben Redik! Company: New Tool Innovations You last visited our site on 02/23/2011'. To the right of this is the date 'Wednesday, February 23, 2011'. Below this is a large heading: 'Your Portal to DNV Business Assurance'. A central panel titled 'Please Select an Option' contains several icons with labels: 'My Projects' (circled in green), 'My Company's Profile', 'My Company's Certificates', 'My Projects' Certificates', 'Service Requests', and 'Quality Issues'. On the left side of the page, there are four main sections: 'Submit Request' (with a pencil icon and text 'Submit a Request for a New Quote'), 'News/Library' (with a newspaper icon and text 'News/Library'), 'DNV Academy' (with a graduation cap icon and text 'Go To DNV Academy'), and 'DNV Customers - Certificate Reference List' (with a document icon and text 'DNV Customers - Certificate Reference List').

My Projects



My Profile | Help | Terms & Conditions | Contact Us | DNV Training | Log Out

Home | News/Library | Service Requests | Quality Issues | **My Projects** | My Company's Profile | My Company's Certificates | My Projects' Certificates

Reports ▼

Click arrow [>] on left hand to select a Project and show its Sites in table below

My Projects

Query

1 - 2 of 2

Project #	Project Name	Scheme/Service Name	Company	Division	DNV Unit
> PRJC-254272-2010-MSC-NOR	New Tool Innovation_ISO 14001:2004_PRJC-254272	ISO 14001:2004	New Tool Innovations		Norway-LU
> PRJC-254273-2010-MSC-NOR	New Tool Innovation_ISO 9001:2008_PRJC-254273	ISO 9001:2008	New Tool Innovations		Norway-LU

Sites Belonging to Selected Project

Query

Only active addresses/sites are displayed below

1 - 4 of 4

Corporate	Site Name	Address1	Address2	City	Postal/Zip Code	State	Country
> ✓	New Tool Innovations - HQ (Oslo)	Address 1-Office	Address 2-Office	Oslo	1322		Norway
>	New Tool Innovations - Design Center (New York)	Address 1-New York Site	Address 2-New York Site	New York	23456	NY	USA
>	New Tool Innovations - Production Center (Krakow)	Address 1-Krakow Site	Address 2-Krakow Site	Krakow	85678		Poland
>	New Tool Innovations - Customer Support Center (Bergen)	Address 1-Bergen Site	Address 2-Bergen Site	Bergen	5200		Norway

Details of one of my projects....

Home | News/Library | Service Requests | Quality Issues | **My Projects** | My Company's Profile | My Company's Certificates | My Projects' Certificates

Reports

Project:

Project Details

1 of 1+

Project#: PRJC-254272-2010-MSC-NOR **Company:** New Tool Innovations **Project Name:** New Tool Innovation_ISO 14001:2004_PRJC-254272

Certificates

Query

1 - 3 of 3

	Certificate Number	Certificate Name	Project #	Scheme/Service Name	Current Issued Date	Validity Start Date	Validity End Date	Primary Accreditation
>	83232-2010-AE-NOR-ANAB	ISO 14001 with ANAB Accreditation - Additional Certificate	PRJC-254272-2010-MSC-NOR	ISO 14001:2004	2009-11-30	2009-11-27	2012-11-27	ANAB
>	83232CC1-2010-AE-NOR-ANAB	ISO 14001 with ANAB Accreditation - Additional Certificate	PRJC-254272-2010-MSC-NOR		2009-11-30	2009-11-27	2012-11-27	
>	83233-2010-AE-NOR-NA	ISO 14001 with NA Accreditation - Primary Certificate	PRJC-254272-2010-MSC-NOR	ISO 14001:2004	2009-11-30	2009-11-27	2012-11-27	NA

Findings (alternatively registered in attachment to Project or Activity)

Query

1 - 1 of 1

	Finding #	Short Title	Classification Type	Status	Sub Status	Activity Name	Finding Site	Opened Date	Findings Completed/Closed Date
>	FD-DI-2043-2010	Environmental Aspects not updated after process changes	CAT2 (Minor)	Closed	CA effectiveness verified	Document Review & Initial Visit	New Tool Innovations - HQ (Oslo)	2009-10-19	2009-10-26

Activities

Query

1 - 5 of 5

	Activity	Status	Start Date	End Date	MonthOf	DNV Team
>	Re-certification Audit	Initiated				
>	Document Review & Initial Visit	Done	2009-10-19	2009-10-20		Patrick Adamcik
>	Initial Audit	Certificate Issue	2009-11-02	2009-11-12		Patrick Adamcik
>	Periodic Audit; P1	Confirmed	2010-11-16	2010-11-17		Patrick Adamcik
>	Periodic Audit; P2	Provisional	2011-11-14	2011-11-22		Patrick Adamcik

Project Attachments

New Query

1 - 9 of 9

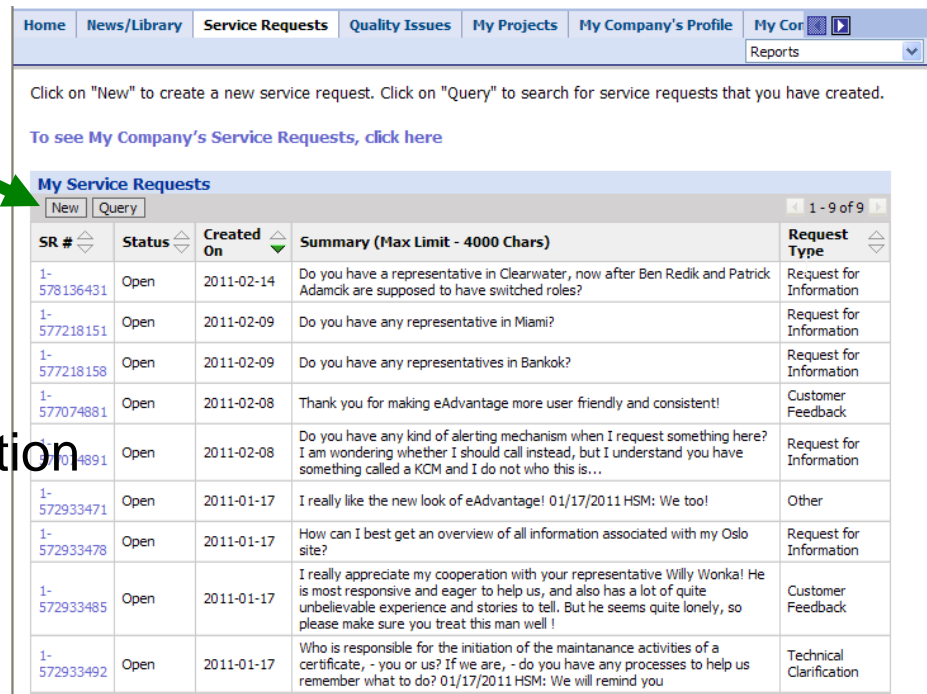
Name	Type	Size	Comments	Modified By	Modified Date
------	------	------	----------	-------------	---------------



Details of one of the projects... (cont.)

Home	News/Library	Service Requests	Quality Issues	My Projects	My Company's Profile	My Company's Certificates	My Projects' Certificates	Reports
>	Periodic Audit; P1	Confirmed	2010-11-16	2010-11-17	Nov-10	Patrick Adamcik		
>	Periodic Audit; P2	Provisional	2011-11-14	2011-11-22	Nov-11	Patrick Adamcik		
Project Attachments								
New Query 1 - 1 of 1								
	Name	Type	Size	Comments	Modified By	Modified Date		
>	14001 Contract	pdf	321,879	New Tool Innovations Signed Contract	BUE	2010-08-23 12:42:16		
Sites								
Query Only active addresses/sites are displayed below 1 - 5 of 5								
	Corporate	Site Name	Address1	Address2	City	Postal/Zip Code	State	Country
>	✓	New Tool Innovations - HQ (Oslo)	Address 1-Office	Address 2-Office	Oslo	1322		Norway
>		New Tool Innovations - Design Center (New York)	Address 1-New York Site	Address 2-New York Site	New York	23456	NY	USA
>		New Tool Innovations - Production Center (Krakow)	Address 1-Krakow Site	Address 2-Krakow Site	Krakow	85678		Poland
>		New Tool Innovations - Customer Support Center (Bergen)	Address 1-Bergen Site	Address 2-Bergen Site	Bergen	5200		Norway
>		New Tool Innovations - Production (Essen)	Address 1-Essen Site	Address 2-Essen Site	Essen	45329		Germany
Contacts								
Query 1 - 8 of 8								
	Person Title	First Name	Last Name	Role	Site Name	Email	Work Phone #	eAdvantage Enabled
>	Dr.	Eric	Adamcik	Other		pat.adamcik@dnv.com	+4767579705	✓
>	Mr.	Woody	Allen	Technical Manager/Responsible		woody.allen@newtool.com	(222) 454-1234	
>	Mr.	Lech	Slopek	Quality Manager/Responsible		lech.slopek@newtool.com	+ 48 5851 15000	
>	Ms.	Susan	Adamcik	Corporate Contact		susan.adamcik@newtool.com	+47 6757 9000	
>	Mr.	Buddy	Jensen	Sales Manager/Responsible		buddy.jensen@newtool.com	+47 5542 9000	
>	Mr.	Fred	Watson	General Manager		fred.watson@newtool.com	+47 6757 9000	
>	Mr.	Petter	Smart	Other		henriksm@gmail.com	+99 987654322	✓
>	Mr.	Reodor	Felgen	Other		henriksm@gmail.com	+99 123456789	✓

What the DNV customer can do in Advantage

- See the current projects, certificates, audit activities, audit team, schedules, audit reports and other documents
- Upload project attachments
- Respond to audit findings with Root Cause and Corrective Action information
- Submit a service request
- Submit a request for a new quote
- Raise quality issues
- Access documents in the Library section
- See News and Promotions
- Give Feedback (SR or QI)







Home News/Library **Service Requests** Quality Issues My Projects My Company's Profile My Cor 
Reports 

Click on "New" to create a new service request. Click on "Query" to search for service requests that you have created.

To see My Company's Service Requests, [click here](#)

My Service Requests

New Query 1 - 9 of 9



SR # 	Status 	Created On 	Summary (Max Limit - 4000 Chars)	Request Type 
1-578136431	Open	2011-02-14	Do you have a representative in Clearwater, now after Ben Redik and Patrick Adamcik are supposed to have switched roles?	Request for Information
1-577218151	Open	2011-02-09	Do you have any representative in Miami?	Request for Information
1-577218158	Open	2011-02-09	Do you have any representatives in Bankok?	Request for Information
1-577074881	Open	2011-02-08	Thank you for making eAdvantage more user friendly and consistent!	Customer Feedback
1-577074891	Open	2011-02-08	Do you have any kind of alerting mechanism when I request something here? I am wondering whether I should call instead, but I understand you have something called a KCM and I do not who this is...	Request for Information
1-572933471	Open	2011-01-17	I really like the new look of eAdvantage! 01/17/2011 HSM: We too!	Other
1-572933478	Open	2011-01-17	How can I best get an overview of all information associated with my Oslo site?	Request for Information
1-572933485	Open	2011-01-17	I really appreciate my cooperation with your representative Willy Wonka! He is most responsive and eager to help us, and also has a lot of quite unbelievable experience and stories to tell. But he seems quite lonely, so please make sure you treat this man well!	Customer Feedback
1-572933492	Open	2011-01-17	Who is responsible for the initiation of the maintenance activities of a certificate, - you or us? If we are, - do you have any processes to help us remember what to do? 01/17/2011 HSM: We will remind you	Technical Clarification


Modes deciding what the DNV-customer can **edit** in Advantage

- Two modes specified per project:
 - **Project Editor** – this is the default mode given unless otherwise instructed
 - **Project Reader** – staying informed, without the right to edit project information
- Customer lead person can decide/request mode for each colleague, per

<i>User input/change</i>	<i>Reference</i>	<i>Editor</i>	<i>Reader</i>
Edit My Profile	Edit	✓	✓
Edit Company Addresses	Edit	✓	✓
Edit Project Site Information	Edit	✓	
Answer (respond to) Findings	How-to...	✓	
Upload Project Attachments	How-to...	✓	
Upload Project Activity Attachments	How-to...	✓	
Upload Certification Attachments			
Upload Service Request Attachments	How-to...	✓	✓
Upload Quality Issue Attachments	How-to...	✓	✓
Issue New Service Request	new	✓	✓
Update Service Request	update	✓	✓
Issue New Quality Issue	new	✓	✓
Update Quality Issue	update	✓	✓
Submit a request for new quote		✓	✓

Example: Submit a service request

Home | News/Library | **Service Requests** | Quality Issues | My Projects | My Company's Profile | My Company's Certificates | My I  

Reports 

My Service Requests

Please select the appropriate Service Request Type and enter comments in the Summary field. Submit the request and a DNV representative will be in contact with you.
When submitted, you can immediately add attachments by opening it from the list

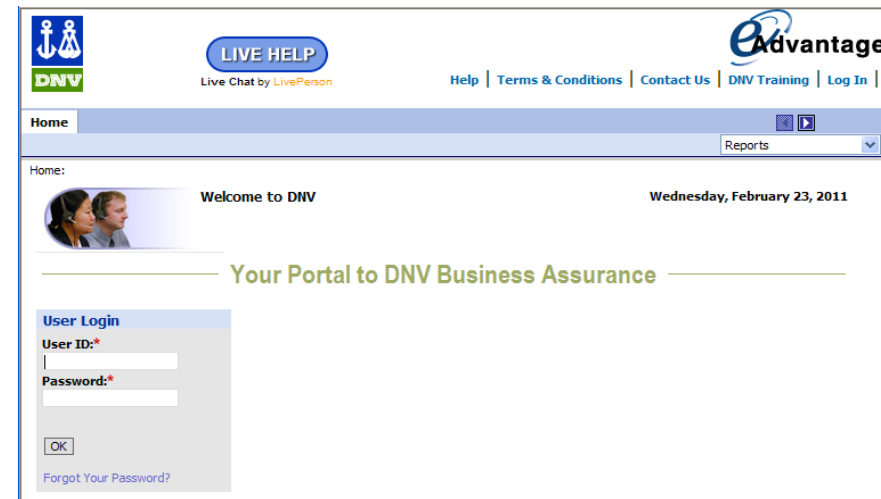
Request Type:

- Customer Feedback
- Request for Information
- Technical Clarification
- Other

***Summary (Max Limit - 4000 Chars):**

How to obtain access to Advantage

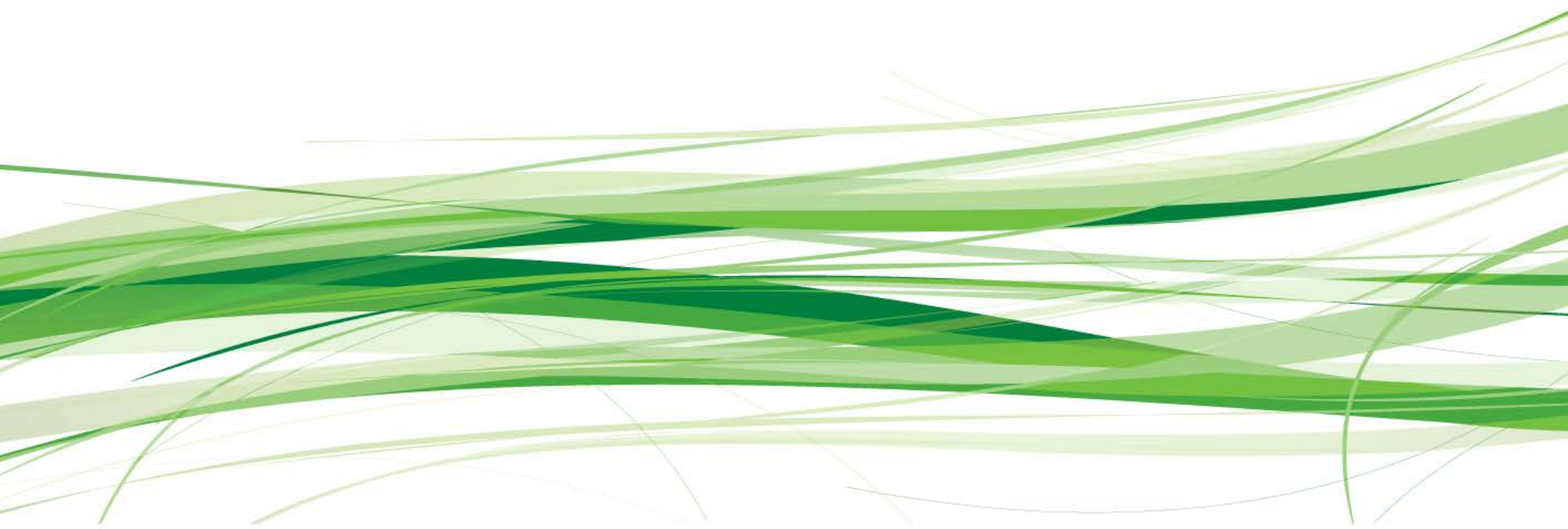
- Request access
 - by request to your DNV contact, or
 - As described in <http://www.dnvba.com/global/login/>
 - By email to eAdvantage.Registration@dnv.com in general
 - Or for US customers: directly to local representative at hqPortal.Feedback@dnv.com
- Use one of the following browsers
 - **Verified** with Internet Explorer (up to version 8)
 - **Verified** with Mozilla Firefox (up to version 4)
 - **Should** also work with other browsers
- Registration/User Identification
 - Authorize users
 - Get login ID and Password from DNV



The screenshot shows the DNV eAdvantage user interface. At the top left is the DNV logo. To its right is a 'LIVE HELP' button with the text 'Live Chat by LivePerson'. Further right are navigation links: 'Home', 'Reports', 'Help', 'Terms & Conditions', 'Contact Us', 'DNV Training', and 'Log In'. The main content area features a 'User Login' section with two input fields labeled 'User ID:' and 'Password:', an 'OK' button, and a link for 'Forgot Your Password?'. Above the login form, there is a 'Welcome to DNV' message and the date 'Wednesday, February 23, 2011'. The page is titled 'Your Portal to DNV Business Assurance'.

Languages supported 2011

Language	Help	Start eAdvantage
English ("base"):	English Help (new updated) (Base: most updated and complete)	https://portal.dnv.com/eService_enu/
Chinese Simple:	Local help	https://portal.dnv.com/eService_chs/
Chinese Traditional:	Local Help	https://portal.dnv.com/eService_cht/
French:	See English help	https://portal.dnv.com/eService_fra/
German:	Local Help	https://portal.dnv.com/eService_deu/
Italian:	Local Help	https://portal.dnv.com/eService_ita/
Japanese:	Local Help	https://portal.dnv.com/eService_jpn/
Korean:	Local Help	https://portal.dnv.com/eService_kor/
Portuguese:	Local Help	https://portal.dnv.com/eService_ptb/
Spanish:	Local Help	https://portal.dnv.com/eService_esn/



www.dnvcert.com