



Our customer portal - eAdvantage

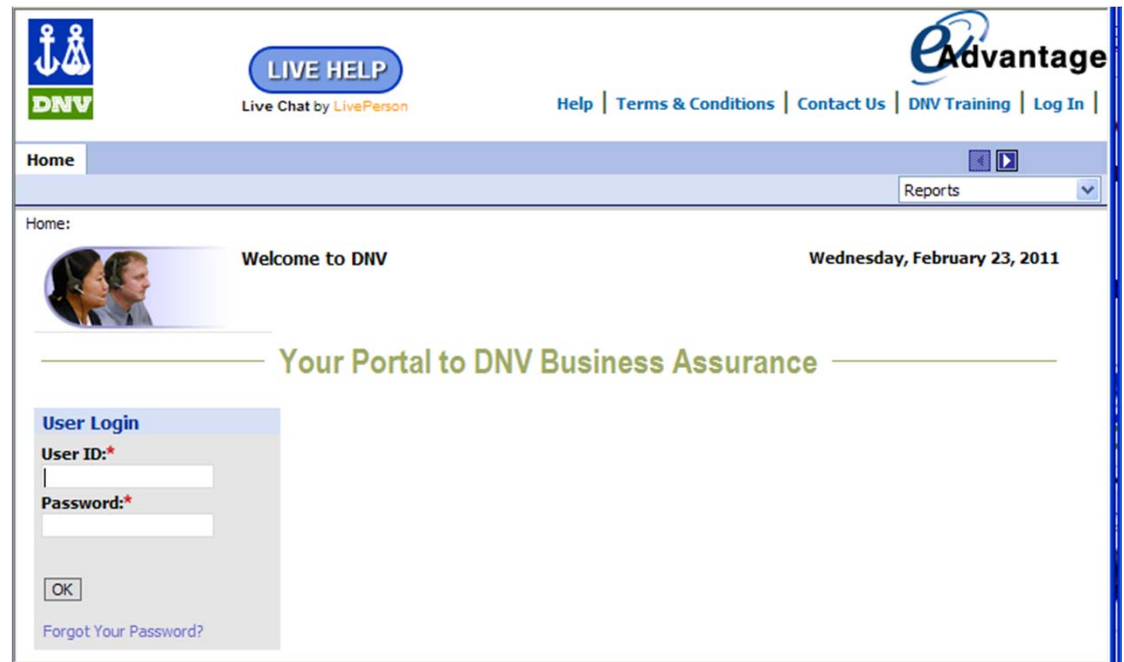


March 2010

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

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

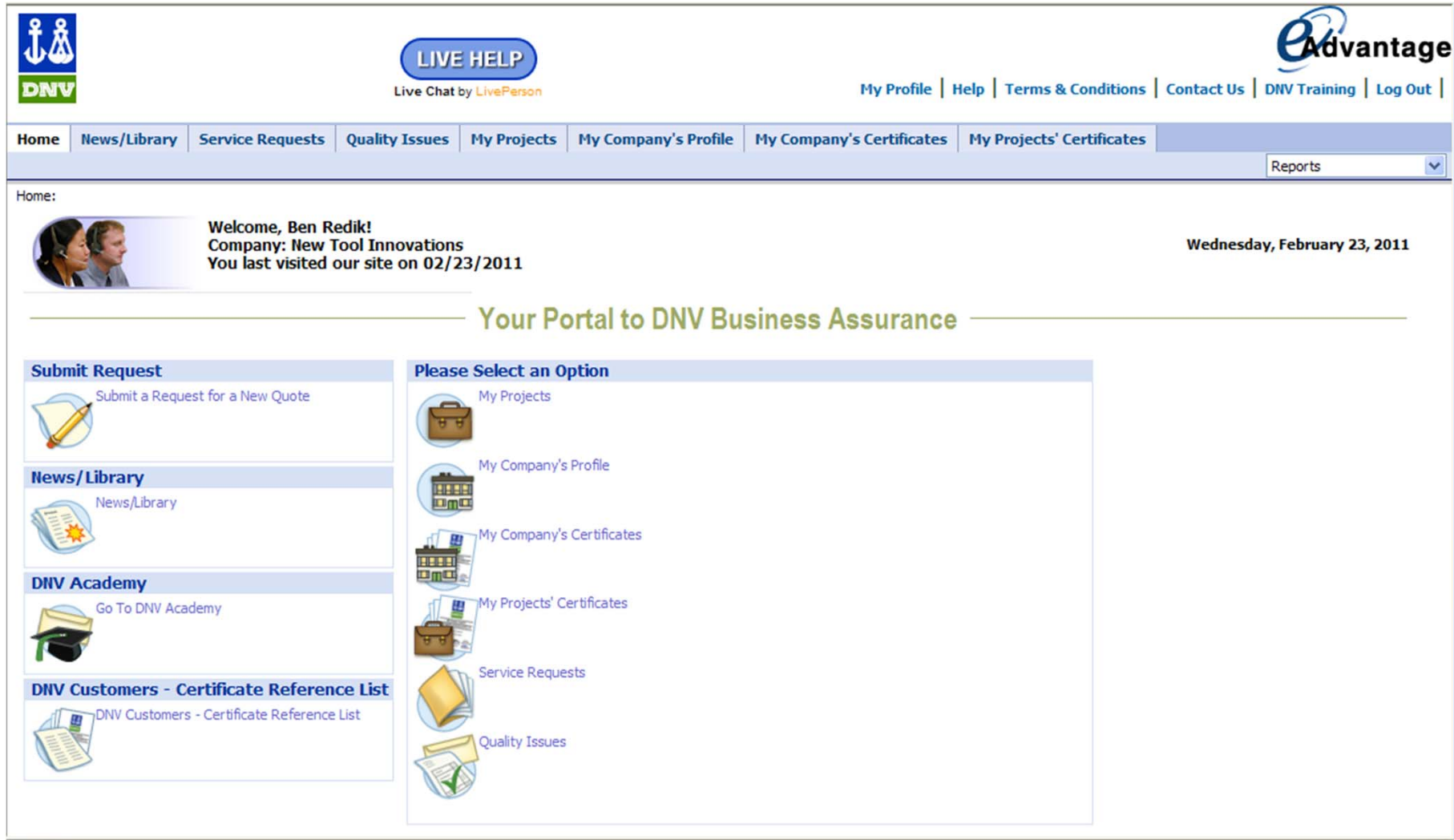


The screenshot displays the DNV Business Assurance eAdvantage customer portal. At the top left is the DNV logo, and at the top right is the eAdvantage logo. A navigation bar includes 'Home', 'Reports', and 'LIVE HELP' (Live Chat by LivePerson). The main content area features a 'Welcome to DNV' message, the date 'Wednesday, February 23, 2011', and the heading 'Your Portal to DNV Business Assurance'. A 'User Login' form is visible, with fields for 'User ID:*' and 'Password:*', an 'OK' button, and a 'Forgot Your Password?' link.

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 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



The screenshot shows the DNV Advantage 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 'e Advantage' logo and a navigation menu with links: 'My Profile', 'Help', 'Terms & Conditions', 'Contact Us', 'DNV Training', and 'Log Out'. Below the navigation is a horizontal menu with tabs: '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 right. The main content area starts with 'Home:' followed by a user profile for 'Ben Redik' from 'New Tool Innovations', with a last visit date of '02/23/2011'. The date 'Wednesday, February 23, 2011' is displayed on the right. A central heading reads 'Your Portal to DNV Business Assurance'. Below this are two columns of service tiles. The left column includes 'Submit Request' (with a pencil icon and text 'Submit a Request for a New Quote'), 'News/Library' (with a document icon), 'DNV Academy' (with a graduation cap icon and text 'Go To DNV Academy'), and 'DNV Customers - Certificate Reference List' (with a document icon). The right column is titled 'Please Select an Option' and lists: 'My Projects' (briefcase icon), 'My Company's Profile' (building icon), 'My Company's Certificates' (calendar icon), 'My Projects' Certificates' (calendar icon), 'Service Requests' (briefcase icon), and 'Quality Issues' (document icon).

The Home page menus – where you can go

The screenshot displays the DNV Advantage Home page. At the top left is the DNV logo. In the center, there is a 'LIVE HELP' button with the text 'Live Chat by LivePerson'. On the top right, the 'Advantage' logo is present, along with a navigation bar containing links for 'My Profile', 'Help', 'Terms & Conditions', 'Contact Us', 'DNV Training', and 'Log Out'. Below this is a main navigation menu with items: 'Home', 'News/Library', 'Service Requests', 'Quality Issues', 'My Projects', 'My Company's Profile', 'My Company's Certificates', and 'My Projects' Certificates'. The 'Home' link is circled in red. To the right of this menu is a 'Reports' dropdown menu, highlighted with an orange box. Below the navigation is a personalized welcome message: 'Home: Welcome, Ben Redik! Company: New Tool Innovations You last visited our site on 02/23/2011'. The date 'Wednesday, February 23, 2011' is shown on the right. A central banner reads 'Your Portal to DNV Business Assurance'. Below this, a large area is outlined in pink, containing two columns of service tiles. The left column includes 'Submit Request' (with a pencil icon and text 'Submit a Request for a New Quote'), 'News/Library' (with a document 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'). The right column is titled 'Please Select an Option' and lists: 'My Projects' (briefcase icon), 'My Company's Profile' (building icon), 'My Company's Certificates' (calendar icon), 'My Projects' Certificates' (calendar icon), 'Service Requests' (briefcase icon), and 'Quality Issues' (document icon).

Going from the Home page to see "My Company's Certificates"

The screenshot shows the DNV Advantage website interface. At the top left is the DNV logo. In the center, there is a "LIVE HELP" button with the text "Live Chat by LivePerson". On the top right, the "Advantage" logo is displayed, along with navigation links: "My Profile", "Help", "Terms & Conditions", "Contact Us", "DNV Training", and "Log Out". Below this is a horizontal menu with items: "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 is circled in green. To the right of the menu is a "Reports" dropdown menu. Below the menu, a user greeting reads: "Home: Welcome, Ben Redik! Company: New Tool Innovations You last visited our site on 02/23/2011". The date "Wednesday, February 23, 2011" is shown on the right. The main heading is "Your Portal to DNV Business Assurance". Below this, there are two main sections. On the left, "Submit Request" (with a pencil icon and "Submit a Request for a New Quote"), "News/Library" (with a document icon and "News/Library"), "DNV Academy" (with a graduation cap icon and "Go To DNV Academy"), and "DNV Customers - Certificate Reference List" (with a document icon and "DNV Customers - Certificate Reference List"). On the right, "Please Select an Option" contains a list of icons and links: "My Projects", "My Company's Profile", "My Company's Certificates" (circled in green), "My Projects' Certificates", "Service Requests", and "Quality Issues". A green line connects the circled "My Company's Certificates" link in the menu to the circled "My Company's Certificates" option in the "Please Select an Option" section.

My Company's Certificates

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

The screenshot displays the DNV Advantage user interface. At the top, there is a navigation bar with the DNV logo on the left, a 'LIVE HELP' button in the center, and the Advantage logo on the right. Below the navigation bar is a menu with options: Home, News/Library, Service Requests, Quality Issues, My Projects, My Company's Profile, My Company's Certificates (selected), and My Projects' Certificates. A 'Reports' dropdown menu is also visible.

The main content area is titled 'My Company's Certificates:'. It is divided into two sections: 'My Companies' and 'Certificates'.


My Companies


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

Certificates


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	

Certificate Detailed Information and documents





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](#)

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

Certificate Details 1 of 1+

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

Type: Master (MSC)

Scheme/Service: ISO 14001:2004

Manufacture of Servers and Switch Boxes for general use.

Certificate Scope:

Current Issued Date: 2009-11-30

Validity Start Date: 2009-11-27

Validity End Date: 2012-11-27

Certificate Scope (Local):

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 'Live Chat by LivePerson' below it. 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 main navigation bar with tabs: '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 right. The main content area starts with a welcome message: 'Welcome, Ben Redik! Company: New Tool Innovations You last visited our site on 02/23/2011' and the date 'Wednesday, February 23, 2011'. Below this is the heading 'Your Portal to DNV Business Assurance'. A large box contains a 'Please Select an Option' dropdown menu. The 'My Projects' option, represented by a briefcase icon, is circled in green. A green line connects this circle to another green circle around the 'My Projects' tab in the top navigation bar. Other options in the dropdown include 'My Company's Profile', 'My Company's Certificates', 'My Projects' Certificates', 'Service Requests', and 'Quality Issues'. On the left side of the main content area, there are several sections: 'Submit Request' (Submit a Request for a New Quote), 'News/Library', 'DNV Academy' (Go To DNV Academy), and 'DNV Customers - Certificate Reference List'.

My Projects





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

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

My Projects

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

Sites Belonging to Selected Project

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: 1 of 1+

Project Details

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

Certificates 1 - 3 of 3

Query	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	
>	83233-2010-AE-NOR-NA	ISO 14001 with NA Accreditation - Primary Certificate	PRJC-254272-2010-MS-C-NOR	ISO 14001:2004	2009-11-30	2009-11-27	2012-11-27	NA

Findings (alternatively registered in attachment to Project or Activity) 1 - 1 of 1

Query	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 1 - 5 of 5

Query	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 1 - 9 of 9

New	Query	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

- 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 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 Bangkok?	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

- 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 project. (Needs to be set up by DNV)

User input/change	Editor	Reader
Edit My Profile	✓	✓
Answer Findings	✓	
Upload Project Attachments	✓	
Upload Project Activity Attachments	✓	
Upload Certification Attachments		
Upload Service Request Attachments	✓	✓
Upload Quality Issue Attachments	✓	✓
Issue New Service Request	✓	✓
Update Service Request	✓	✓
Issue New Quality Issue	✓	✓
Update Quality Issue	✓	✓
Submit a request for new quote	✓	✓

Example: Submit a service request

The screenshot shows a web application interface with a navigation menu at the top. The menu items are: Home, News/Library, Service Requests (highlighted), Quality Issues, My Projects, My Company's Profile, My Company's Certificates, and My I. A 'Reports' dropdown menu is visible on the right side of the navigation bar.

The main content area is titled 'My Service Requests'. It contains the following text:
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

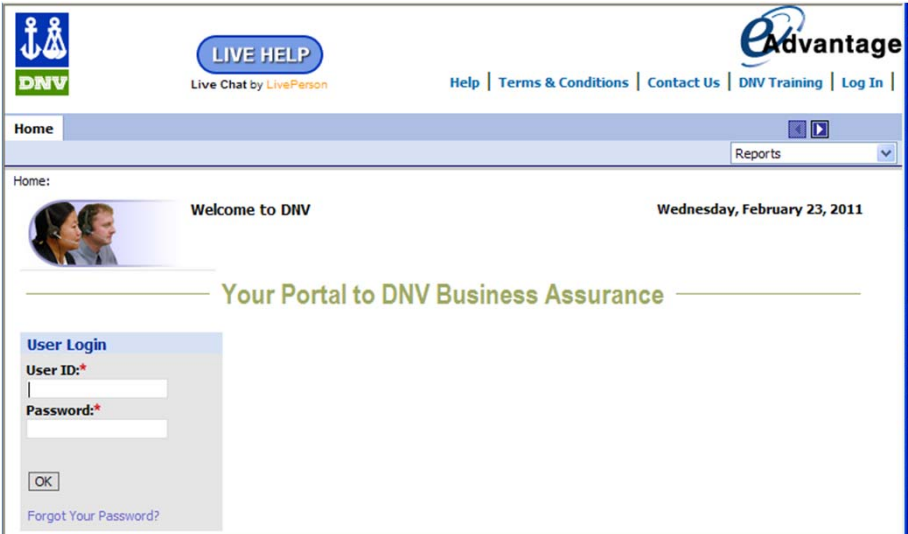
The 'Request Type' field is a dropdown menu with the following options:
Customer Feedback
Request for Information
Technical Clarification
Other

The 'Summary' field is a large text area with the label: *Summary (Max Limit - 4000 Chars):

At the bottom of the form, there are two buttons: 'Submit' and 'Cancel'.

How to obtain access to

- Request access
 - by request to your DNV contact, or
 - As described in <http://www.dnv.com/services/certification/eadvantage/>
 - 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 portal 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: 'Help | Terms & Conditions | Contact Us | DNV Training | Log In |'. Below this is a 'Home' tab and a 'Reports' dropdown menu. The main content area starts with 'Home:' followed by 'Welcome to DNV' and the date 'Wednesday, February 23, 2011'. A central heading reads 'Your Portal to DNV Business Assurance'. Below this is a 'User Login' section with a form containing 'User ID:*' and 'Password:*' input fields, an 'OK' button, and a 'Forgot Your Password?' link.

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/

Safeguarding life, property and the environment

www.dnv.com



MANAGING RISK

DNV