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AS VIRŠI-A Company Self-Service System “Virši for You” User Manual

AS Virši-A

20.01.2025

Table of Contents

Table of Contents.....	2
1. Introduction.....	3
1.1 Purpose of the Document	3
1.2 Description of <i>Virši for You</i>	3
1.3 Terms and Abbreviations Used	3
2. Working with <i>Virši for You</i>	4
2.1 Getting Started	4
2.1.1 Connection	4
2.1.2 User Access Rights	5
2.1.3 User Obligations and Responsibility	6
2.2 Finishing the Work.....	7
3. Functionality and User Interface.....	7
3.1 Basic Data	8
3.2 Purchases	9
3.3 Invoices.....	10
3.4 Customer Cards	12
3.4.1 Card Applications	12
3.4.2 Customer Cards	16
3.4.2.1 Card Activation	17
3.4.2.2 Changing Card Details and Limits	19
3.5 Profile	21
4. Problems and Solutions	22
4.1 Unable to Connect to <i>Virši for You</i>	22
4.2. Resetting Password	23
4.3 Unable to Modify Card Data	24
4.4 Unable to Add a New Additional User	24

1. Introduction

1.1 Purpose of the Document

This document is the AS VIRŠI-A Company Self-Service System “Virši for You” (hereinafter referred to as ‘*Virši for You*’) User Manual (hereinafter referred to as the ‘Manual’). This Manual describes the functionality available to the customer in *Virši for You*, as well as information on how to use the system.

This Manual is intended for AS VIRŠI-A customers who use the company self-service system *Virši for You*.

1.2 Description of *Virši for You*

Virši for You is a self-service system for AS VIRŠI-A customers who have entered into an agreement on the purchase of fuel or other goods and services. Using *Virši for You* is a free service.

Virši for You, like Internet Banking, enables the customer to monitor invoices, receive detailed reports on purchases made at service stations of AS VIRŠI-A and partner networks, as well as perform card transactions and manage users with access to the company account.

Each user of the company self-service system *Virši for You* is assigned their own username and password, ensuring the security of personal data and financial information.

1.3 Terms and Abbreviations Used

Abbreviation	Explanation
Station	Service station
Virši	AS VIRŠI-A
Virši for You	<i>Virši for You</i> self-service system for companies
Customer	A legal or natural person who has entered into an agreement with AS VIRŠI-A on the purchase of fuel or other goods and services
Manual	AS VIRŠI-A Company Self-Service System “Virši for You” User Manual

Card	AS VIRŠI-A fuel card granted to the customer in accordance with a mutually concluded agreement
Mobile app	AS VIRŠI-A mobile application "VIRŠI"

2. Working with *Virši for You*

2.1 Getting Started

2.1.1 Connection

Initially, Virši Customer Service will set up a *Virši for You* connection under an agreement with the customer or on a customer application. A user created based on the agreement or application is the company's main user and can create additional users in the system.

The user's connection details are via e-mail. *Virši for You* is available at <https://www.virsi.lv/en/business#login>.

To start working with *Virši for You*, you need to provide the username and password you received in the e-mail and then click the "Log in" button (see Figure 1). By logging into the system, the user confirms that they have read this User Manual.

Ar lietotāja vārdu vai epastu

Tavs lietotāja vārds vai epasts *

dzeksnovirsiem@virsi.lv

Parole *

.....

Turpinot Jūs apliecināt, ka esat iepazinies ar AS "VIRŠI -A" uzņēmumu pašapkalpošanās sistēmas "VIRŠI Tev" lietošanas instrukciju, kura atrodama [šeit](#), un piekrītat to ievērot.

Pieslēgties

[Aizmirsu paroli](#)

Figure 1. Getting started

2.1.2 User Access Rights

The Customer, as the main user of *Virši for You*, may grant *Virši for You* user rights to third parties — additional users.

The Customer undertakes to familiarise the *Virši for You* additional user with this Manual. The Customer is obliged to monitor additional users of *Virši for You*.

The following user rights are available in the *Virši for You* system:

- Main user with rights to view, modify data and create, delete additional users
- Additional user with the right to modify data
- Additional user with viewing rights

The main user can only be created by Virši Customer Service on the basis of an agreement or customer application. A company may have one or more main users.

The main user not only has the right to view data, download the purchase list and invoices, but also to order, block, activate cards, change card details (PIN code, marking, limit, type), pay invoices from the system, as well as create and delete additional users.

The main user can create additional users in *Virši for You* in the “Profile” section. There are 2 levels of rights for additional users: the right to modify data or the right to view data only. After creating an additional user, the access details, i.e. username and password, are automatically sent to the e-mail address of the additional user.

If an additional user is granted the right to modify data, they can not only view data, download the purchase list and invoices, but also order, block, activate cards, change card details (PIN code, marking, limit, type), pay invoices from the system, as well as create and delete additional users.

If an additional user is granted the right to view data only, they cannot perform any actions with cards, but can view data, download invoices and purchase lists, and pay invoices.

An additional user, regardless of the scope of rights granted, does not have the possibility to create new additional users or delete existing ones. The additional user does not have access to information about other users registered by the Customer in *Virši For You*.

A user can also be linked to multiple customers. In this case, the user can switch the view of the active customer by clicking on the customer name on the right and opening the menu (see Figure 2).

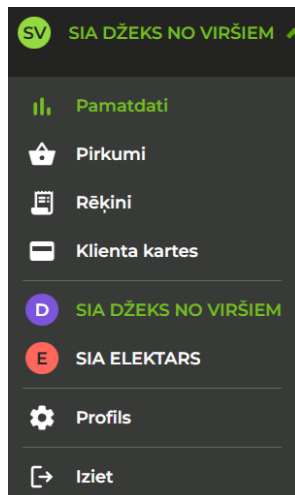


Figure 2. Changing the customer

2.1.3 User Obligations and Responsibility

AS VIRŠI-A, as the controller of personal data in accordance with the provisions of the General Data Protection Regulation 2016/679, informs that its privacy statement, which results from the relationship set out herein, is available on the website: <https://www.virsi.lv/documents/download/as-virsi-a-privacy-statement>. The Customer is obliged to read this Manual before accepting it.

Before providing information about users of the *Virši for You* system, the Customer is obliged to inform these persons about the AS VIRŠI-A Privacy Statement. In the event of changes to the Customer's user data in the *Virši for You* system, the Customer shall remain under such obligation to notify. In the event of objections or claims from the above-mentioned persons (in connection with the fact that they have not received the information specified in the AS VIRŠI-A Privacy Statement), AS VIRŠI-A shall be entitled to apply to the Customer with a claim for compensation for the damages suffered.

In the event that any of the additional users of *Virši for You* terminate their employment with the Customer or are otherwise no longer eligible to use *Virši for You*, the main user or other authorised representative of the Customer shall immediately delete such additional user. Deletion is possible in the "Profile" section of *Virši for You* or by contacting Virši Customer Service.

In the event that the main user terminates employment with the Customer or is otherwise no longer eligible to use *Virši for You*, the Customer shall contact Virši Customer Service and inform of the change.

Until the Customer has taken action to delete the *Virši for You* user, the user shall be deemed to have the right to access the Customer's account and the Customer shall be liable for all actions taken by the user.

If a user does not log in to *Virši for You* for 6 months, the system will not renew the user's password. To reset the password, it is necessary to contact Virši Customer Service. If the user logs in at least once every 6 months, the validity period of the password is extended automatically.

If the Customer does not use the *Virši for You* system for one year, the Customer's profile and all data contained therein are deleted.

2.2 Finishing the Work

To finish working with *Virši for You*, you need to click the “Log out” button (see Figure 3).

For security reasons, it is recommended that you take this action as, depending on the browser you are using and its settings, you may not be able to end the session even if you close the browser.

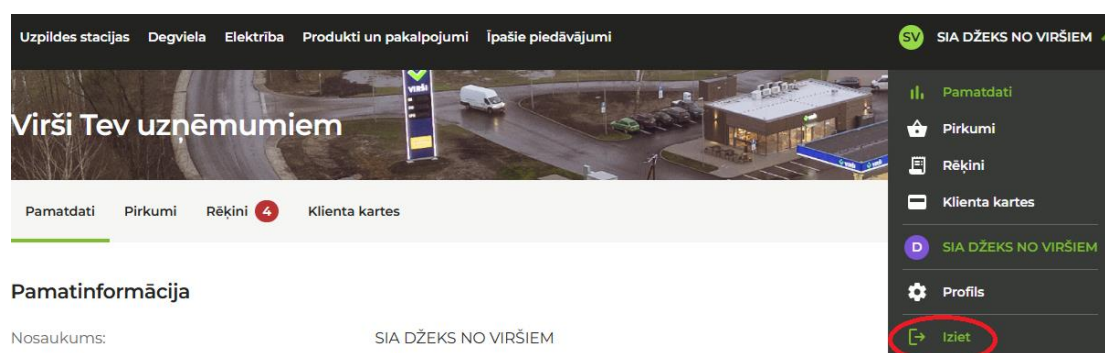


Figure 3. “Log out” button.

3. Functionality and User Interface

The user interface is designed for use with a web browser.

At the top of the page, you will find sub-sections such as “Basic Data”, “Purchases”, “Invoices”, “Customer Cards”.

On the right-hand side you can see the name of the current customer, which you can click to navigate through the above sections, switch to another customer (if the user is linked to multiple customers), open the “Profile” section, as well as the “Log out” button.

The “Purchases”, “Invoices” and “Customer Cards” sections allow you to personalise the columns. The personalisation settings for the columns are stored in *cookies* on your web browser. When connecting to the system from another device, they have to be personalised again.

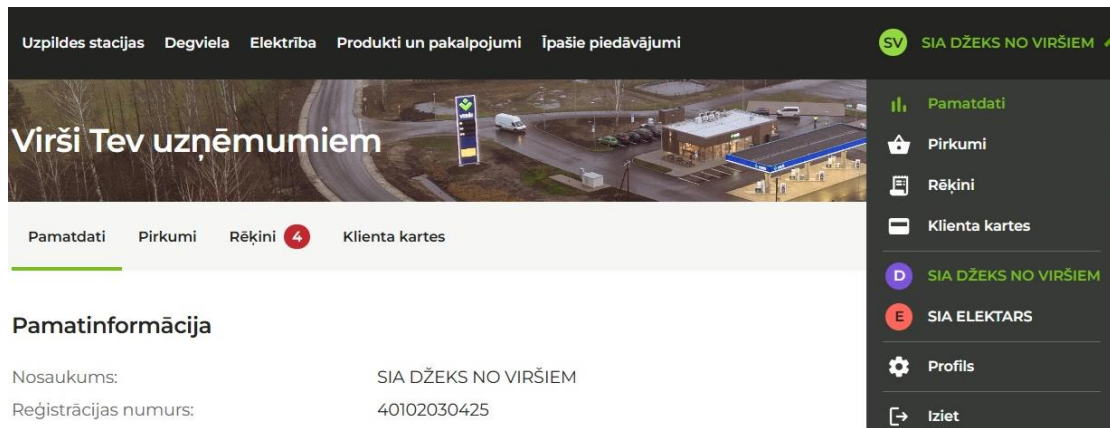


Figure 4. Virši for You main sections

3.1 Basic Data

The “Basic Data” section (see Figure 5) shows basic information about the Customer, as well as financial information.

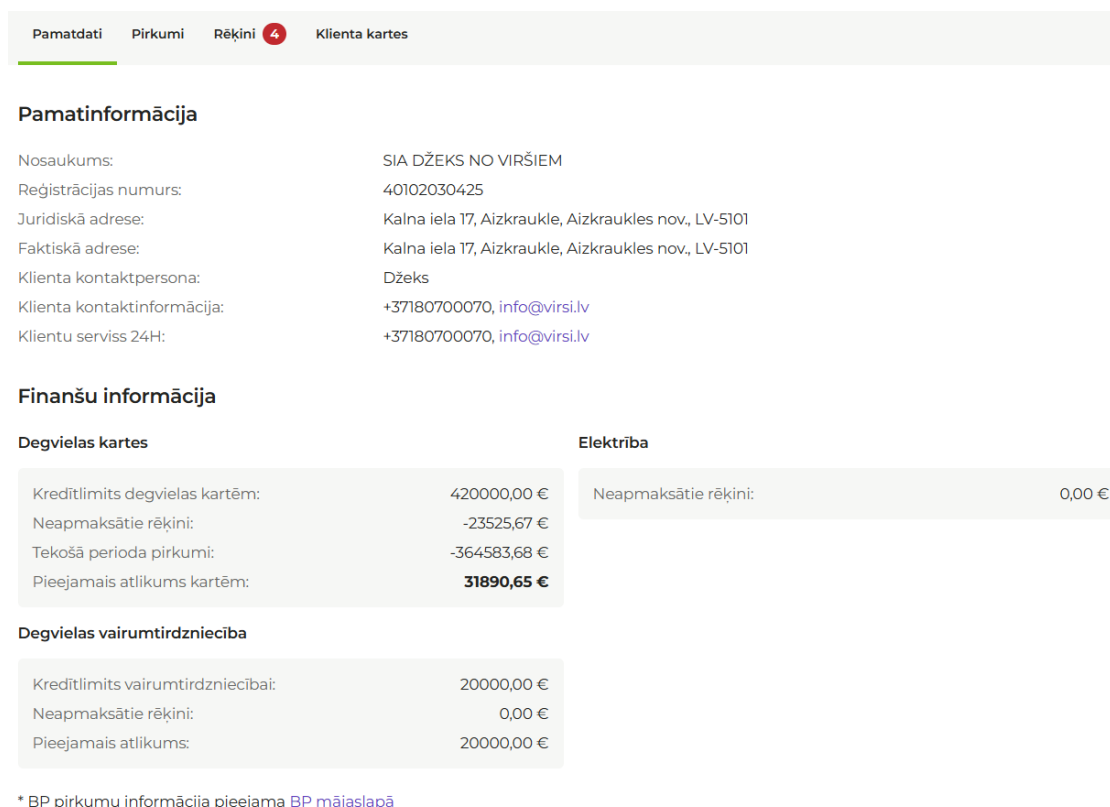


Figure 5. Customer’s basic data

Basic information: Customer’s details, actual address, and contact details for the Customer and Virši Customer Service. The Customer cannot change his/her basic information in *Virši for You*. If you need to make any changes to this data, please contact Virši Customer Service.

Financial information: credit limit and balance details for fuel cards, fuel wholesale, electricity, TankYou vignettes and BP cards (if the Customer uses these services).

3.2 Purchases

The “Purchases” section contains a list of purchases made by the Customer (see Figure 6).

It is possible to filter purchases by:

- Time period (from/to); the period available is the current and previous year. For older purchases, please contact Virši Customer Service
- Customer cards
- Service stations

After entering the filter criteria, click the “Search” button.

Personalizēt kolonnas

Norēķina veids	Kartes numurs	Čeka numurs	Pirkuma laiks	DUS	Valsts	Preces nosaukums	Daudzums	Cena, EUR	Kopā, EUR
Kredits	9428340096649640	554/791	19.11.2024	DUS ALŪKSNE	LV	Dīzeļdegviela	382.53	1.196	457.506
Kredits	9428340096649640	554/791	19.11.2024	DUS ALŪKSNE	LV	Diz. degv. piedeva AdBlue	21.55	0.41	8.836
Kredits	9428340096685867	402/338	19.11.2024	DUS SKRUNDA	LV	Diz. degv. piedeva AdBlue	50.99	0.29	14.787
Kredits	9428340096685867	402/338	19.11.2024	DUS SKRUNDA	LV	Dīzeļdegviela	254.52	1.259	320.441
Kredits	9428340096685875	302/804	19.11.2024	DUS UGĀLE	LV	Dīzeļdegviela	220	1.196	263.12
Kredits	9428340096702860	300/804	19.11.2024	DUS UGĀLE	LV	Dīzeļdegviela	307.92	1.196	368.272
Kredits	9428340096685859	443/814	19.11.2024	DUS PŪRE	LV	Dīzeļdegviela	51.17	1.196	61.199

Attēloti 1 - 30 no 171 ierakstiem.

Figure 6. Purchase list

By clicking the “Save to file” button, the selected data can be saved in Microsoft Excel format. See Figure 7 — sample purchase report:

SIA DŽEKS NO VIRŠIEM pirkumi laika periodā no 01.10.2024 līdz 16.12.2024														
Datums: 16.12.2024 10:00														
Kartes numurs	Kartes markējums	Kartes lietotājs	DUS nosaukums	Valsts	Pirkuma laiks	Preces nosaukums	Daudzums	Cena	PVN likme	Kopā bez PVN	Kopā	Valūta	Ceka numurs	Norēķina veids
9428340096663013	HR1245	Anna	DUS JŪRKALNE	LV	05.11.2024 18:42:38	Dīzeļdegviela	250.070	1.5440	21.000	319.097	386.108	EUR	195/788	Kredīts
94283400966680207	MB123	Jānis	DUS MARIJAMPOLE	LT	05.11.2024 17:07:00	Dīzeļdegviela	500.130	1.4390	21.000	594.782	719.690	EUR	167/788	Kredīts

Figure 7. Sample purchase report.

In the “Purchases” section, you can personalise the columns to customise the view to your needs.

a) When you open the system for the first time, the following columns appear in the purchase list:

- Payment method (credit — fuel card purchase, bank, cash — discount card purchase)
- Card number (fuel or discount card number)
- Receipt number
- Time of purchase
- Service station
- Country (country where the service station is located)
- Product name
- Quantity
- Price EUR (unit price)
- Total EUR

b) In addition, the following columns can be added:

- Card marking
- Card user
- Card group
- Total excluding VAT EUR

c) It is possible not to show the following columns:

- Payment method
- Country
- Price EUR
- All columns referred to in (b)

3.3 Invoices

This section shows the invoices issued to the Customer for fuel card purchases (MT invoice, brokerage invoice), wholesale supplies (VT invoice) and electricity (see Figure 8). Other types of invoices may also be displayed in the section. You can filter your invoices by type (electricity, fuel, other).

Pamatdati Pirkumi Rēķini 4 Klienta kartes

Atjaunināt Produktu rēķini: Elektriškai Degvielai Citi Personalizēt kolonnas

Saglabāt kā	Statuss *	Tīps	Dokumenta nr.	Datums	Summa bez PVN EUR	PVN summa EUR	Rēķina summa EUR	Apmaksāt līdz	Kavētās dienas
	Nav apmaksāts	MT rēķins	4621100082R	31.10.2024	311890,04	65496,91	377386,95	10.12.2024	7
	Apmaksāts	MT rēķins	4621090083R	30.09.2024	264955,95	55640,75	320596,70	09.11.2024	0
	Nav apmaksāts	VT rēķins	BP-009416	15.10.2024	1905,96		1905,96	30.10.2024	48
	Apmaksāts	MT rēķins	4621080085R	31.08.2024	250781,33	52664,08	303445,41	10.10.2024	0
	Nav apmaksāts	VT rēķins	VA22-04233	27.09.2024	27801,65	5838,35	33640,00	27.09.2024	81
	Apmaksāts	MT rēķins	4621070083R	31.07.2024	266825,84	56033,43	322859,27	09.09.2024	0
	Nav apmaksāts	MT rēķins	4622030082R	31.03.2022	192996,42	40529,25	233525,67	10.05.2022	952

Attēloti 1 - 30 no 133 ierakstiem. < 1 2 3 4 5 >

* Informējam, ka šeit varat apmaksāt rēķinus, kuru summa nepārsniedz 10 000 EUR

Figure 8. Invoices.

Fuel card invoices can be downloaded in Adobe PDF, XML and CSV formats. Electricity invoices can be downloaded in Adobe PDF and XML formats. To save a document in PDF, XML or CSV format, you need to click the button in the “Save as” column to select the desired format.

The wholesale invoice cannot be downloaded in the *Virši for You* system. If you need a copy of this invoice, you need contact Virši Customer Service.

In the “Invoices” section, it is possible to personalise the columns. When you open the system for the first time, the following columns appear in the invoice list:

- Save as (option to download invoices)
- Status (invoice payment status. If the invoice has been partially paid, the amount paid is also shown)
- Type (invoice type)
- Document No. (invoice number)
- Date (date of invoice)
- Amount excluding VAT EUR
- VAT amount EUR
- Invoice amount EUR
- Due date (invoice due date)
- Days overdue (number of days since the due date if the invoice was not paid on time)

From the “Invoices” section, you can pay invoices. When you move the mouse over an invoice that has not been paid, the “Pay” button appears in the “Status” column (see Figure 9). By clicking on the button, the user is redirected to the Internet Banking selection and authorisation. The invoice amount and the purpose of the payment are automatically entered and cannot be changed.

It is possible to pay invoices up to EUR 10,000 from *Virši for You*. No payment button is offered for invoices over this amount.

Saglabāt kā	Statuss *	Tīps ^	Dokumenta nr. ^	Datums ^	Summa bez PVN, EUR ^	PVN summa, EUR ^	Rēķina summa, EUR ^
 	 Nav apmaksāts	MT rēķins	4122040005R	25.04.2022	43562,29	9148,08	52710,37
 	 Apmaksāt	Rēķins par starpiecību	4122040001EE	15.04.2022	484,78	96,96	581,74

Figure 9. Payment button.

3.4 Customer Cards

The “Customer Cards” section shows active card applications and a list of issued cards (fuel or payment cards, customer (discount) cards, Vārpa cards (limit card for purchasing agro-diesel). You can manage your cards in this section: order, activate, block, change PIN codes, limits, type, as well as track the status of card orders.

3.4.1 Card Applications

The section displays active card applications: recently submitted, pending and card orders delivered in the last 30 days (see Figure 10). Once 30 days have passed since delivery, the order is no longer displayed on the list, but the order details can be obtained by contacting Virši Customer Service.




Pamatdati Pirkumi Rēķini  Klienta kartes						
Karšu pieteikumi						
 Jauna karte						
Labot	Dok.nr. ^	Iesnieguma datums ^	Karšu piegādes adrese ^	Karšu skaits ^	Statuss ^	
	160514	20.11.2024	Kalna iela 17, Aizkraukle, Aizkraukles nov., LV5101	1	Piegādāts	
	160515	20.11.2024	Kalna iela 17, Aizkraukle, Aizkraukles nov., LV5101	1	Ceļa	
	160516	20.11.2024	Kalna iela 17, Aizkraukle, Aizkraukles nov., LV5101	1	Saņemts. Tiek apstrādāts	

Figure 10. Card applications.

Cards are delivered by courier. To order new fuel or discount cards, click the “New card” button and enter the delivery information and card details (see Figure 11). The Vārpa card cannot be ordered via the *Virši for You* system, it must be ordered by contacting Virši Customer Service or a service station.

- Contact person, phone, e mail are uploaded from the basic data, can be changed if necessary
- Delivery address: the actual address is uploaded from the basic data. A different address can be specified if necessary
- Additional information: optional, notes can be provided
- Add a fuel or loyalty card: the type of card should be selected
 - a) Add a fuel card (see Figure 12):
 - Select a card type from the list
 - Select a card group (only if cards are divided into groups)
 - Card marking: information to be printed on the card in addition to the company name. This information is also provided on invoices. Optional field
 - Monthly, daily, purchase limits in EUR: to be specified if the card requires purchase limits
 - Print credit information on the receipt: tick if you want to print the available balance in EUR on the receipt
 - Print customer details on the receipt: marked in the standard, it is possible to remove the mark, but companies usually need the details on the receipt
 - b) Add a loyalty card (see Figure 13):
 - Card marking: information to be printed on the card in addition to the company name. Optional field
 - Print customer details on the receipt: tick if applicable

Once the card application details are filled in, click the “Create” button. The card application is sent to Virši Customer Service for processing. Fuel cards are usually produced and delivered by courier within 3 business days, while customer cards may take longer to be produced.

Jauns pieteikums

Pamatinformācija

Pieteikuma datums: 17.12.2024

Statuss: Saņemts. Tiek apstrādāts

Kontaktinformācija

Kontaktpersona

Dzēks No Viršiem

Tālrunis

+37180700070

Epasts

dzeksnovirsiem@virsi.lv

Piegādes adrese

Kalna iela 17

Pilsēta

Aizkraukle

Novads

Aizkraukles nov.

Pasta indekss

LV5101

Papildu informācija

Piezīmes

Kartes

Labot	Kartes veidne	Kartes veids	Markējums uz kartes	Dzēst
	Degvielas karte	9 Visi degvielas veidi, elektrouzlāde, visas preces	TEST 1	
	Degvielas karte	7 Visi degvielas veidi, elektrouzlāde	TEST 2	

Pievienot degvielas karti

Pievienot lojalitātes karti

Atcelt

Izveidot

Figure 11. Entering a card application.

Kartes dati

Kartes veidne: Degvielas karte

Kartes tips

Kartes grupa

Marķējums uz kartes

Maksimālais simbolu skaits ir 27

Mēneša limits

 EUR

Dienas limits

 EUR

Pirkuma limits

 EUR

Drukāt kredītinformāciju uz čeka

Drukāt klienta rekvizītus uz čeka

Labi

[X Aizvērt](#)

Figure 12. Ordering a fuel card.

Kartes dati

Kartes veidne: Lojalitātes karte

Marķējums uz kartes

Maksimālais simbolu skaits ir 27

Drukāt klienta rekvizītus uz čeka

Labi

[X Aizvērt](#)

Figure 13. Ordering a loyalty card.

3.4.2 Customer Cards

The “Customer Cards” section shows a list of cards issued to the Customer (see Figure 14).

Klienta kartes

Kartes numurs, marķējums vai lietotājs:

Sarakstā rādīt: Aktīvās Neaktīvās

Labot	Kartes nr.	Marķējums	Tips	Statuss	Derīga līdz	Kartes lietotājs	Mēneša limits	Mobilie maksājumi
	9428340036104466		10 Elektrozlāde	Nav aktivizēta	11.2029			
	9428340096709014	Nr.46	9 Visi degvielas veidi, elektrozlāde, visas preces	Aktīva	11.2026	Jānis		<input checked="" type="checkbox"/>
	9428340096708990	Nr.44	9 Visi degvielas veidi, elektrozlāde, visas preces	Aktīva	11.2026	Anna		<input checked="" type="checkbox"/>
	9428340096709006	Nr.45	9 Visi degvielas veidi, elektrozlāde, visas preces	Aktīva ar limitu	11.2026		500,00	
	9428340096709022	Nr.47	9 Visi degvielas veidi, elektrozlāde, visas preces	Aktīva ar limitu	11.2026		800,00	
	9428340096680249	Nr.39	9 Visi degvielas veidi, elektrozlāde, visas preces	Aktīva	03.2026			

Attēloti 1 - 30 no 53 ierakstiem. < 1 2 >

Figure 14. Cards.

In the “Customer Cards” section, you can also select inactive/blocked cards, search for a card by number (you can also enter part of the number), marking or user, and personalise the columns to customise the view to your needs.

Personalizēt tabulas kolonnas:

<input type="checkbox"/> Marķējums	<input type="checkbox"/> Kartes lietotājs	<input type="checkbox"/> Kartes grupa
<input checked="" type="checkbox"/> Mēneša bilance, EUR	<input checked="" type="checkbox"/> Dienas limits, EUR	<input checked="" type="checkbox"/> Mēneša limits, EUR
<input type="checkbox"/> Pirkumu limits, EUR	<input type="checkbox"/> Drukāt bilanci	<input checked="" type="checkbox"/> Mobilie maksājumi

Figure 15. Personalisation of the card list.

a) When you open the system for the first time, the following columns appear in the card list:

- Edit (option to edit card data)
- Card number (fuel or discount card number)
- Type (type of card and information about the items that can be purchased with the card)
- Status (active, not activated, blocked, expired)

- Valid until (expiry date)
- Daily limit (daily limit of purchases in EUR, if set. The limit is valid 24 hours a day (00:00 - 24:00))
- Monthly limit (monthly limit of purchases in EUR, if set. The limit is valid within one calendar month)

b) In addition, the following columns can be added:

- Card marking (information printed on the card and displayed on invoices)
- Card user (information for the customer's internal use, does not appear on invoices)
- Card group (card groups can be created if you need to split purchases into several invoices, e.g. for separate departments. To create card groups, please contact Virši Customer Service)
- Monthly balance (the amount of purchases made with the card in the current month in EUR)
- Purchase limit (single purchase limit in EUR, if set)
- Print balance (a note to print the available balance on the receipt, if set)
- Mobile payments (a note that the card has been added to the Virši mobile app)

c) It is possible not to show the following columns:

- Daily limit
- Monthly limit
- All columns referred to in (b)

3.4.2.1 Card Activation

For security reasons, fuel cards are sent to customers inactive and without PIN codes. Cards need to be activated in the *Virši for You* system. Cards that have not been activated appear at the top of the card list with the status "Not activated".

The cards can be activated by clicking the "Activate cards" button (see Figure 16). All cards with the status "Not activated" are activated in this way. After the cards are activated, the PIN codes of the cards are downloaded.

Cards can also be activated one at a time by opening the card data with "Edit" and pressing the "Activate" button (see Figure 17). After activation, the PIN code of the card is displayed and a printout of the PIN code can be downloaded.

Klienta kartes

Kartes numurs, marķējums vai lietotājs:

Sarakstā rādīt: Aktīvās Neaktīvās

Labot	Kartes nr.	Tips	Statuss	Derīga līdz	Dienas limits	Mēneša limits
<input type="button" value="✎"/>	9428340036104524	3 Dizeldegviela	Nav aktivizēta	12.2029		
<input type="button" value="✎"/>	9428340036104466	10 Elektrozlāde	Nav aktivizēta	11.2029		

Figure 16. Card activation button.

Kartes dati

Nav aktivizēta
Derīga līdz: 01.2030

Kartes tips

Kartes numurs

Marķējums uz kartes

Marķējuma izmaiņas
Maksimālais simbolu skaits ir 50

Kartes lietotājs

Kartes grupa

Pirkumu mēneša limits

Pirkumu dienas limits

Pirkuma limits

Drukāt kredītinformāciju uz čeka

Drukāt klienta rekvizītus uz čeka

Pievienota mobilajiem maksājumiem

Aizvērt

Figure 17. Activation button in the card data.

! PIN codes are only displayed once after the cards have been activated. Please make a note of them or keep them in a safe place.

! The PIN code is confidential information which the Customer may not disclose to third parties. It is the Customer's responsibility to ensure that *Virši for You* is not accessed and PIN codes are not obtained by unauthorised persons. If a *Virši for You* user has terminated his/her employment with the Customer or are otherwise

no longer eligible to use *Virši for You*, the main user or other authorised representative of the Customer shall immediately delete such additional user. If the user has activated the cards and obtained a PIN code, they shall be deemed to have been authorised to access the Customer's account with *Virši for You*.

3.4.2.2 Changing Card Details and Limits

By selecting a card from the list of cards and pressing the “Edit” button, the card data sheet (see Figure 18) can be opened and, if the user has the appropriate rights, modified:

- Card type (possible to change the conditions of which items you are allowed to purchase. See Figure 19 for available card types. For detailed information on card types and product restrictions, please contact Virši Customer Service)
- Marking (by filling in the “Marking changes” field)
- Card user information
- Card limits (monthly, daily, purchase)
- Tick whether to print credit information (available balance) on the receipt
- Tick whether to print details on the receipt


Most of these data can only be changed for fuel cards. For the Customer's discount cards and Vārpa cards, it is only possible to add the card user's details and tick whether it is necessary to print the details on the receipt.

The note “Added for mobile payments” is for fuel cards that users have added to the Virši mobile app. The card can be added to the mobile app by a card user who has access to the card number and PIN code. **If the card user is not entitled to make purchases with the card, the Customer is obliged to immediately block the card or change its PIN code.** If you block your plastic card, it will also be blocked in the mobile app, but if you change your PIN code, you will no longer be able to use the previously added card in the mobile app. The card can also be deleted from the mobile app by the user, however, if the card is not blocked or the PIN code is not changed, the user can re-add the card.


By pressing the “Change PIN” button, you can change your PIN code. PIN code change is only available for fuel cards. To change your PIN code, you need to enter your existing PIN code and your new PIN code. The PIN code consists of 4 digits. In case the current PIN code is not known, you need to contact Virši Customer Service or go to a Virši service station.

By pressing the “Block” button, you can block the card. If you need to unblock the card, press the “Unblock” button.

Kartes dati

 **Aktīva**
Derīga līdz: 01.2030

Kartes tips

4 Dīzeļdegviela, autopiederumi, automazgāšana 

Kartes numurs

9428340036104532

Marķējums uz kartes

Marķējuma izmaiņas

Maksimālais simbolu skaits ir 50

Kartes lietotājs

Kartes grupa

Pirkumu mēneša limits

 EUR

Pirkumu dienas limits

 EUR

Pirkuma limits

 EUR

- Drukāt kredītinformāciju uz čeka
- Drukāt klienta rekvizītus uz čeka
- Pievienota mobilajiem maksājumiem

 Aizvērt

Figure 18. Card data

Lūdzu, norādiet jauno kartes tipu

- 10 Elektrozlāde
- 11 Automazgāšana
- 2 CNG autogāze
- 3 Dizeldegviela
- 4 Dizeldegviela, autopiederumi, automazgāšana
- 5 Benzīns, autogāze
- 6 Benzīns, autopiederumi, automazgāšana
- 7 Visi degvielas veidi, elektrozlāde
- 8 Visi degvielas veidi, elektrozlāde, autopreces
- 9 Visi degvielas veidi, elektrozlāde, visas preces

Apstiprināt

X Aizvērt

Figure 19. Available card types.

3.5 Profile

The “Profile” section contains the current user’s contact details, role and the option to change the password. The user with the role “Main user” can also add new additional users (see Figure 20).

Profils

Administrators

Vārds, uzvārds: Džeks No Viršiem

Epasts: dzeksnovirsiem@virsi.lv

Tālrunis

+37180700070

Saglabāt

[Mainīt paroli](#)

Papildlietotāji

Šobrīd nav neviena papildlietotāja.

+ Pievienot lietotāju

Var pievienot 15 lietotājus

Figure 20. User profile

To add an additional user, press the “Add user” button. It is possible to add up to 15 additional users. You need to specify the additional user’s name, surname, phone number, e-mail address and the scope of the right (to view information only or to view and edit data). Once added, a username and password are sent to the additional user’s e-mail.

Jauns papildlietotājs

Vārds Uzvārds

Tālrunis

Epasts

Iespēja apskatīt informāciju

Iespēja apskatīt un rediģēt informāciju

Figure 21. Adding an additional user.

The main user can also edit and delete data of additional users. The main user sees a list of all the company's users, while additional users see only their own data.

4. Problems and Solutions

4.1 Unable to Connect to *Virši for You*

If the message “Unable to connect” appears (see Figure 22), then:

1. check that the username you entered is correct
2. re-enter your password, making sure that the Caps Lock function on your keyboard is not switched on and that you have not added a space to your password

If you still cannot log in, please reset your password using the “Forgot password” menu.

If you are unable to log in and the system has not been used for more than 6 months, your password may have expired and you will not be able to reset it using “Forgot password”. In this case, please contact Virši Customer Service.

Ar lietotāja vārdu vai epastu

Tavs lietotāja vārds vai epasts*

Autentifikācija neizdevās

Parole*

Turpinot Jūs apliecināt, ka esat iepazinies ar AS "VIRŠI -A" uzņēmumu pašapkalpošanās sistēmas "VIRŠI Tev" lietošanas instrukciju, kura atrodama [šeit](#), un piekriņat to ievērot.

[Aizmirsu paroli](#)

Figure 22. Unable to connect.

4.2. Resetting Password

If you forget your password, you can reset it by clicking "Forgot password". A window opens, where you have to enter your system username or e-mail address (the username can be the same as the e-mail address or 4 digits) and click the "Send password to e-mail" button (see Figure 23). If the username or e-mail address is entered correctly, a new password will be sent to the user's e-mail. If the data is not in the correct format, an error message is displayed (see Figure24).

Atjaunot paroli

Tavs lietotāja vārds vai epasts

[Pieslēgties](#)

Figure 23. Resetting Password

Atjaunot paroli

Tavs lietotāja vārds vai epasts

test.test.lv

Šāds lietotājs nav reģistrēts Viršu sistēmā. Lūdzu, precizējiet datus vai sazinieties ar klientu servisu (80700070, info@virsi.lv).

Sūtīt paroli uz e-pastu

[Pieslēgties](#)

Figure 24. Incorrect username or e-mail address.

If you receive a message that the password has been sent to your e-mail address, but you do not receive an e-mail, the password of the specified user may have expired or the user is not registered in the *Virši for You* system. Please contact Virši Customer Service.

4.3 Unable to Modify Card Data

The user is not granted the right to modify customer and card data. The main user must change the scope of the additional user's rights by changing the scope of the user's rights in the "Profile" section.

4.4 Unable to Add a New Additional User

If an error message (see Figure 25) appears after entering the data of an additional user, please contact Virši Customer Service, as this error means that the user with such data is already registered in the *Virši for You* system for another customer. Customer Service will help you resolve the situation.

Neizdevās saglabāt papildlietotāju

Lūdzu, sazinieties ar Viršu klientu servisu
(+37180700070, info@virsi.lv)

Sapratu

Figure 25. Unable to save an additional user