

The Amazon logo, featuring the word "amazon" in a lowercase, sans-serif font with a yellow arrow pointing from the letter 'a' to the letter 'z' underneath it.The LeasePlan logo, featuring the word "LeasePlan" in a white, sans-serif font.A large, stylized graphic of the letter 'W' in a gradient of orange and red, positioned in the center of the page. The background is a dark blue, slightly blurred image of a Mercedes-Benz Sprinter van with the Amazon logo on its side.


DSPi

# LeasePlan Deutschland

Service and Support Guide for Delivery Service Partners (DSPs)

Updated - August 2024

What's next?

- 
- Who is **LeasePlan**?
  - Vehicle & Accessories
  - Vehicle Registration Process
  - **LeasePlan** Services
  - Maintenance
  - Accident Management
  - Reporting
  - Invoicing
  - Onboarding
  - Vehicle Assignment and Delivery



Founded:

1963

World leader in the car-as-a-service market

**6.700** employees

In **32** countries

**Key business segments:**

- International corporate
- Mobility Providers
- Small Medium Enterprise

Fleet size

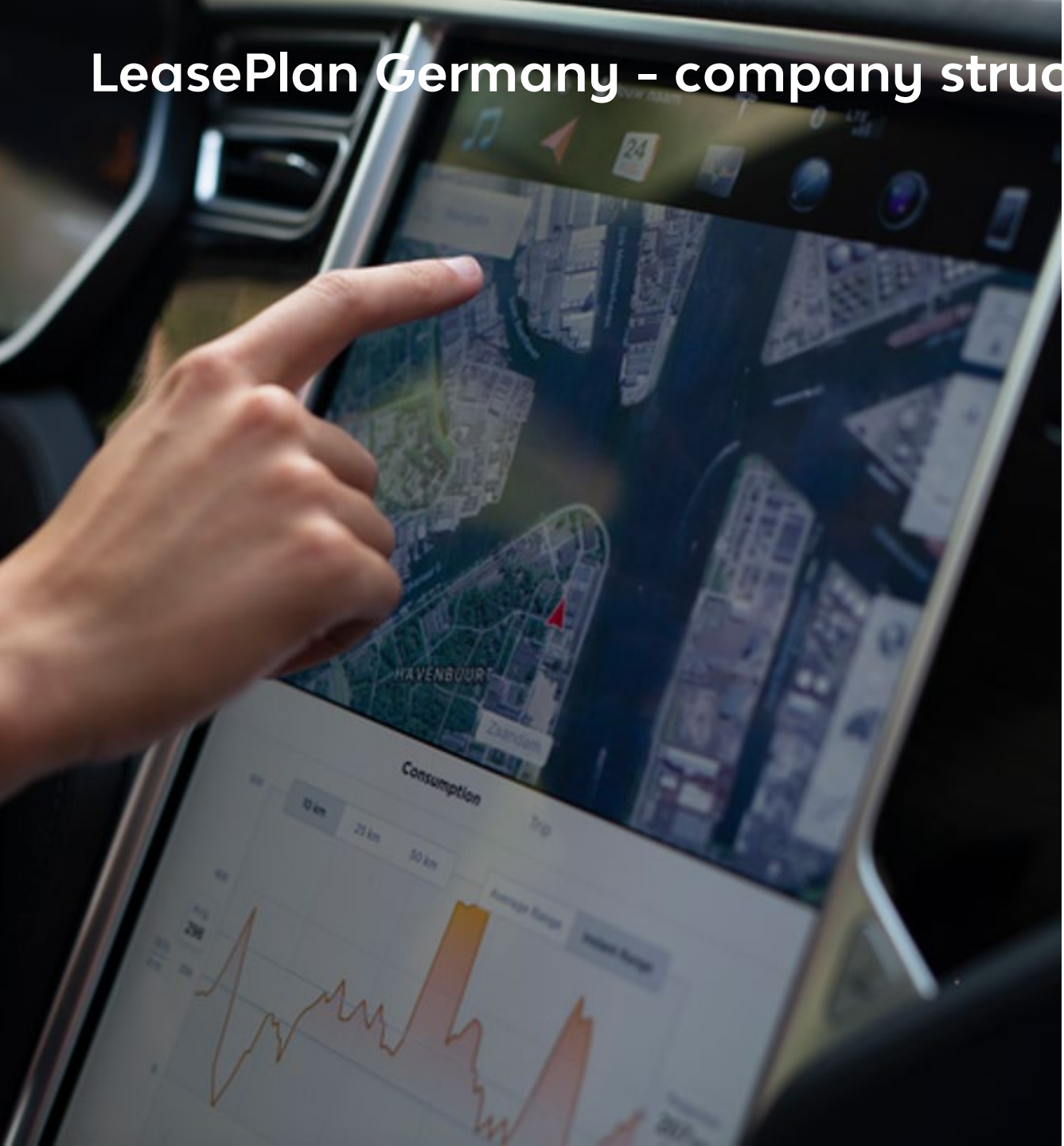
**1.9m** vehicles

(over 125,000 in Germany)

European reseller

**#1**

# LeasePlan Germany - company structure



Hamburg branch office

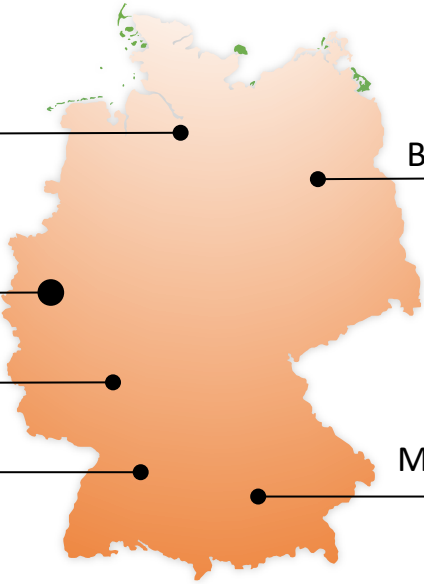
Berlin regional office

**Düsseldorf headquarters and branch office**

Frankfurt branch office

Stuttgart branch office

Munich branch office



**Employees**  
**547**

**10.8**  
**years**  
rentention



## Vehicles and Accessories



# Vehicles and Accessories



## LWB (Long Wheelbase)

## SWB (Short Wheelbase)

ICE

- Ford Transit 350 L3H3 120 PS Trend
- Mercedes Sprinter L2 FWD 85 KW
- Stellantis Opel Movano / Peugeot Boxer / Citroen Jumper L3H3

- Ford Transit Custom Trend
- Stellantis Opel Vivaro / Citroen Jumpy / Peugeot Expert
- Mercedes Vito 110 / 114 CDI
- Stellantis Citroen Jumper / Peugeot Boxer / Fiat Ducato

EV

- Mercedes Sprinter L2 FWD 55 KWH

- Mercedes eVito 111 FWD 35 KWH

### Vehicle assignment:

- **Predominantly** LWB - ICE/EV (and when e.g. heights restrictions, SWB)
- Depending on the available charging infrastructure, regional conditions and height restrictions
- **All vehicles are used**



# Vehicles and Accessories

## LWB (Long Wheel Base) Vehicles I

Ford  
Transit 350 L3H3 FWD 130ps Trend  
Special Amazon Paint

Options Selected in addition to Standard Features:

- 236 Degree Opening Rear Cargo Doors
- Keys x 2
- **120 KM/h Speed restriction**
- AGM Cyclic Durable Batteries
- All Weather Tyres
- BLIS with Cross Traffic Alert
- Rear view camera with trailer hitch assist, Rear LED Downlighter and front fog lights
- Heavy Duty Starter Motor
- ICE Pack with Intelligent Adaptive Cruise Control
- Load Area Lighting
- Manual Air Conditioning
- Perimeter alarm
- Passenger Air Bag (Includes passenger Airbag Deactivation Switch, see seat packs)
- Steel Spare Wheel
- GEOTAB

Mercedes ICE & Electric  
Electric Sprinter L2 FWD 85KW 55KWH  
Special Amazon Paint

Options Selected in addition to Standard Features:

- Keys x 4 ICE - Keys x 4 EV
- Bluetooth connectivity
- Vehicle Manual
- Emergency Kit & Fire extinguisher
- Electronic handbrake
- Walkthrough bulkhead
- Reversing camera
- Blindspot assist
- Seatbelt warning
- Auto radio mute when reverse selected (N/A Electric)
- Auto Engine off - idling or in neutral (N/A Electric)
- Auto Engine off - on doors open (N/A Electric)
- **Speed restriction - set at 120 KM/h (100 KM/h Electric)**
- All Weather tyres
- Spare wheel (Electric vehicle - inflation kit only)
- GEOTAB



# Vehicles and Accessories

## LWB (Long Wheel Base) Vehicles II



Stellantis:  
Citroen Jumper/ Peugeot Boxer/ Opel  
Movano  
Special Amazon Paint

Options Selected in addition to Standard Features:

- Aircon' air-conditioning system
- Cruise control
- Parking sensor front and rear, rear view camera
- Blind spot monitor
- Lane departure warning system
- Brake assist
- Multifunction steering wheel
- Intelligent headlight assist
- Rain sensor
- Electrically adjustable wing mirrors
- Bluetooth radio
- Roof-height interior trim in the cargo box
- USB charge points
- Spare Wheel or Tyre Repair Set
- **110 KM/h Speed restriction**
- GEOTAB





# Vehicles and Accessories

## SWB (Short Wheel Base) Vehicles I

Ford  
Transit Custom Trend  
Special Amazon Paint

Options Selected in addition to Standard Features:

- 236 Degree Opening Rear Cargo Doors
- Keys x 2
- **120 KM/h Speed restriction**
- AGM Cyclic Durable Batteries
- BLIS with Cross Traffic Alert
- Rear view camera with trailer hitch assist, Rear LED Downlighter and front fog lights
- Heavy Duty Starter Motor
- ICE Pack with Intelligent Adaptive Cruise Control
- Load Area Lighting
- Manual Air Conditioning
- Perimeter alarm
- Passenger Air Bag (Includes passenger Airbag Deactivation Switch, see seat packs)
- Steel Spare Wheel or Tyre Repair Set
- GEOTAB

Stellantis  
Opel Vivaro/Citroen Jumpy/Peugeot Expert  
Special Amazon Paint

Options Selected in addition to Standard Features:

- Keys x 2 plus 1 mechanical
- Bluetooth connectivity
- Vehicle manual
- Emergency Kit & Fire Extinguisher
- Reversing camera
- Blindspot assist
- Seatbelt warning
- Auto radio mute when reverse selected (N/A Electric)
- Auto Engine off - idling or in neutral (N/A Electric)
- Auto Engine off - on doors open (N/A Electric)
- **110 KM/h Speed restriction**
- Spare Wheel or Tyre Repair Set
- GEOTAB



# Vehicles and Accessories

## SWB (Short Wheel Base) Vehicles II

Mercedes-Benz  
Vito 110/114 CDI or Electric 111 35 KWH  
Special Amazon Paint

Options Selected in addition to Standard Features:

- Keys x 2
- **Speed restriction – set at 120 KM/h (100 KM/h Electric)**
- Parking sensor front and rear, rear view camera
- Driver assist package
- Blind spot monitor, lane departure warning system
- Collision prevention assist
- Multifunction steering wheel
- Cruise control
- Intelligent headlight assist
- Rain sensor
- Driver seat plus
- Heated and electrically adjustable wing mirrors
- Radio: Audio 15
- Wood flooring & roof-height interior trim in the cargo box
- ABS, ESP, ASR, EBV, BAS
- Package: BlueEFFICIENCY
- GEOTAB

Stellantis  
Citroen Jumper/Peugeot Boxer/Fiat Ducato  
Special Amazon Paint

Options Selected in addition to Standard Features:









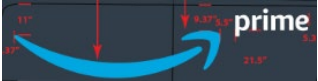
- Aircon' air-conditioning system
- Cruise control
- Parking sensor front and rear, rear view camera
- Blind spot monitor
- Lane departure warning system
- Brake assist
- Multifunction steering wheel
- Intelligent headlight assist
- Rain sensor
- Electrically adjustable wing mirrors
- Bluetooth radio
- Roof-height interior trim in the cargo box
- USB charge points
- **110 KM/h Speed restriction**
- GEOTAB





# Vehicles and Accessories

## Accessories

Description	Visual
Reflective red strips to all 5 doors	<p>Door Lounger Part No: 002 Lounges Size: 100mm x 25mm Material: Micro Fibre Fabric Reflective Vest QTY - 12</p> 
Payload Interior Lights x2 PIR	
Decals - Blind Spot, Cyclist passing	<p><b>No longer applicable</b></p>  
Decals - Height & Width	 
Decal - VIN barcode	
Decal - Driver check list	
Prime Livery Kit (includes side and rear)	

Decal -Fuel	<b>Nur Diesel / Diesel only</b>
Temelatics unit	
Fire extinguisher	
Emergency Window Hammer with Seat Belt Cutter	
Delivery Trolley/Sack Barrow	
Storage location for Delivery Trolley / Sack Barrow	

## Vehicles and Accessories



Vehicle Term:  
60 months/200,000  
KM

2 year MB/Ford Warranty +3  
Extended warranty  
Pricing depends on Model/Spec of  
Van





# Your Vehicles .....





## 1-step registration process

- LeasePlan will register the vehicles directly on the DSPs company, with the DSPs own insurance solution and eVB
- Documents needed for vehicle registration
  - Collective eVB number
    - electronic insurance verification for the motor vehicle liability insurance.
    - To be sent to LeasePlan during the onboarding process
  - Commercial Register excerpt (current)
    - Not the confirmation of registration
  - Business registration (current)
  - Passport/Identity Card (Colored Copy)
    - Of the managing director who is entered in the commercial register: color copies front and back of the document
  - SEPA direct debit mandate
    - This must be completely filled in and signed by the managing director who is entered in the commercial register.
  - General power of attorney for Kroschke (DAD)
    - Needed in order to register the vehicle. It must be completely filled in and signed by the managing director who is entered in the commercial register

*Please click on the link below and check the FAQs*

[LeasePlan Services für Amazon Delivery Service Partner | LeasePlan Deutschland](#)

*All necessary documents needed for vehicle registration will be requested and collected by LeasePlan during the onboarding process with the DSP, approximately 7-8 weeks prior to launch.*

*Vehicle registration will be kicked-off by LeasePlan 3-4 weeks prior to delivery to DSP to ensure the registration will be finalized in due time and the vehicles can be delivered in the week requested by Amazon.*

*Documents not being sent by DSP as per LeasePlan request, can lead to delays to the registration process, the transportation of vehicles and DSP's launch.*



# LeasePlan Services





### What services are included?

Financing

Preventative  
maintenance

MOT/ exhaust  
emission test

Road tax

Broadcasting  
license fee

Accident  
Management  
(optional)

Roadside  
assistance

MyFleet Online  
Reporting

Telematics  
via GeoTab

24/7  
Customer  
support

A tyre service is **not** included in the scope of services





## LeasePlan contacts

### Account management

Customer support  
& operations team

**0211 913 24 771**

[amazon.de@leaseplan.com](mailto:amazon.de@leaseplan.com)

Mon. - Thurs. 8:00 to 17:00  
and Fri. 8:00 to 15:00

### Accident management

Accidents and  
damage

Telephone

**0211 913 58 221**

or report damage  
online at  
[www.leaseplan.de](http://www.leaseplan.de)

**24/7**

### Roadside assistance

In the event of a  
breakdown or  
technical defect

call

**0211 913 58 221**

**24/7**

### Service and maintenance

Service and  
maintenance

appointments

Online using the LP  
booking tool at  
[www.leaseplan.de](http://www.leaseplan.de)

or call

**0211 913 58 221**

Mon. - Thurs. 8:00 to 17:00  
and Fri. 8:00 to 15:00

# Maintenance





# Maintenance

## Preventative Maintenance

- Maintenance work prescribed by the manufacturer
- Included in the monthly lease instalment
- Pro-actively notified by LeasePlan

## Repair partners

- LeasePlan partner network
  - At least **3** partners within a **12KM** radius of the Amazon delivery station
  - LeasePlan books an appointment with the most suitable repair services provider for the work to be performed
  - A collect and return service is available if required



1

Notification: vehicle needs maintenance

2

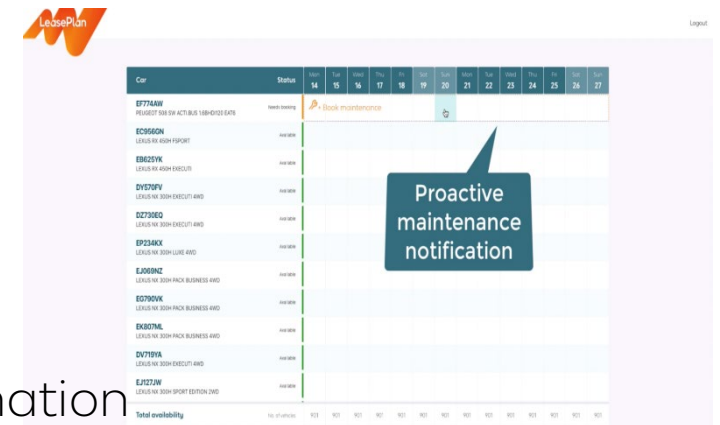
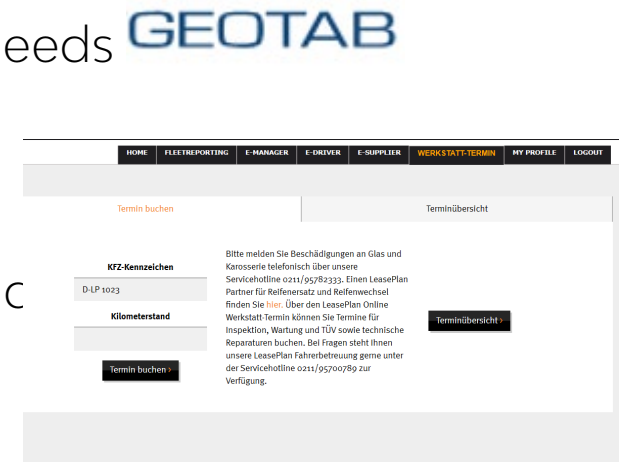
Information to DSP fleet manager (via emc)

3

Selection of date

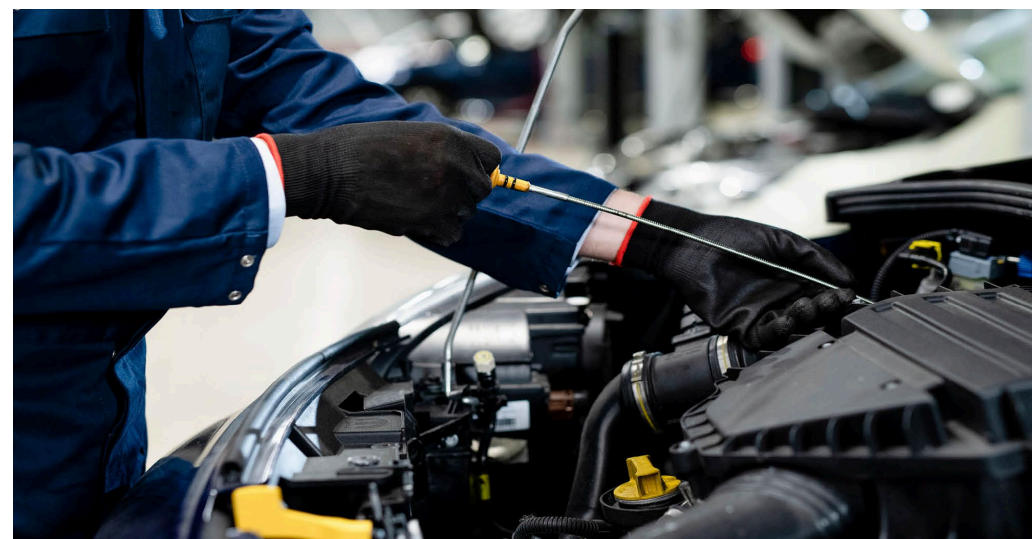
4

Appointment confirmation



## Any other repairs

- The DSP will be responsible for any other repair or maintenance work including, **brakes, oil top-ups, bulbs, wipers and any other parts classed as wear and tear.**
- LeasePlan does not cover the costs for any work and fluids other than routine services and MOTs.
- Our agents can take the details of your requirements other than routine work and arrange a booking for your vehicle within the **LeasePlan** network for a time and date that is convenient for you.
- Upon completion of the works, the vehicle can be collected with the costs recharged to you via your next billing cycle with Leaseplan. (**\*any repair for less than 500€ within the LeasePlan network will be conducted by the workshop without a prior request with the DSP nor with LeasePlan. The costs will be cross charged to the DSP (excluding warranty repairs)**)
- Alternatively, you can use an approved garage of your choice at your cost
- **Warranty** – All warranty related work must be carried out at an OEM dealership – this work cannot be carried out in an independent workshops.



### LeasePlan Wartung und Reparaturauftrag

Whenever you deliver a LeasePlan vehicle in a LeasePlan workshop for Service/MOT or other repairs, **always use** the above form (fill-in the form prior to delivering the vehicle in the workshop)





### Attention!

- In order to avoid workshop appointments during peak periods, LeasePlan could contact you for a maintenance appointment although the vehicle is not yet reporting it
- If the vehicle reports to attend maintenance, you always should make an appointment as soon as possible
- Costs, caused by not attending a maintenance or MOT appointment in time will be cross charged
- Not timely conducting maintenance and/or MOT can lead to grounding of the vehicle by Amazon
- Not timely conducting maintenance can lead to the lost of (extended) warranty. Costs, caused by this, will be cross charged.

## Booking Tool and online Damage Report



Online maintenance appointment bookings

HOME	FLEETREPORTING	E-MANAGER	E-DRIVER	E-SUPPLIER	WERKSTATT-TERMIN	MY PROFILE	LOGOUT
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Termin buchenTerminübersicht

**KFZ-Kennzeichen**

D-LP 1023

**Kilometerstand**

Termin buchen >

Bitte melden Sie Beschädigungen an Glas und Karosserie telefonisch über unsere Servicehotline 0211/95782333. Einen LeasePlan Partner für Reifenersatz und Reifenwechsel finden Sie [hier](#). Über den LeasePlan Online Werkstatt-Termin können Sie Termine für Inspektion, Wartung und TÜV sowie technische Reparaturen buchen. Bei Fragen steht Ihnen unsere LeasePlan Fahrerbetreuung gerne unter der Servicehotline 0211/95700789 zur Verfügung.

Terminübersicht >



Online damage reports

HOME	FLEETREPORTING	E-MANAGER	E-DRIVER	E-SUPPLIER	WERKSTATT-TERMIN	MY PROFILE	LOGOUT
------	----------------	-----------	----------	------------	------------------	------------	--------

Identifikation  
Unfallbeteiligter

Halter/Fahrer  
Polizei

**Schritt 3: Eingabe der allgemeinen Unfallinformationen**

**Schadentag/Schadenort**  
Schadentag (TT.MM.JJJJ) \*  
Uhrzeit (HH:MM) Info Uhr

Wo hat sich der Unfall ereignet? (Ort, Straße, Land)

Örtlichkeit \* Bitte wählen Sie

Straßenzustand \* Bitte wählen Sie

Lichtverhältnisse \* Bitte wählen Sie

Sichtverhältnisse \* Bitte wählen Sie

**Schilderung des Schadenhergangs**  
Schadenhergang \*

**Schadenursache / Schadenart**  
Wer oder Was hat den Schaden Ihrer Meinung nach verursacht? \*  
Bitte wählen Sie Info

Was ist passiert? \*  
Bitte wählen Sie Info

Bitte wählen Sie Info

[Zurück](#)

Mit \* markierte Felder sind Pflichtfelder





# Accident management



# Accident management



## Accident reporting and mobility restoration

- Single point of contact
- Recovery service
- Repair appointment coordination
- Collect and return service
- Data exchange with the insurance company

## Coordination in the LeasePlan network

- Specialist repair partners

## Repair approval

- Management tools
- Integrated repairs approval systems
- In-house experts
- Appraisers

## Repair follow-up

- Duration of repairs
- Liaison with the repair service provider and fleet manager
- Cost management

## Post-repair

- Reporting & KPIs

### Attention:

All costs which are not covered by any insurance, will be cross charged. This includes f.i. towing services, replacement cars etc.







# Reporting

## Fleet

View your Fleet data,  
VIN, Reg, Tax, MOT dates  
+ more

## GEOTAB

Access your portal to tracking  
vehicles and more through  
MyFleet

## Reports

Download reports in multiple  
formats

The screenshot shows the Amazon MyFleet 'Operations - vehicle check' dashboard. At the top, there are four summary cards: 24 vehicles with open defects, 100% fleet with missing checks, 0 vehicles with new open defects, and 0 vehicles with closed defects. Below these are search filters for VIN, License Plate, and Favorites. A table lists vehicle details including VIN, License Plate, Make/Model, Checks done, and defect counts.

VIN	License Plate	Make/Model	Checks done	No. closed defects on previous day	No. open defects on previous day	No. open defects
WSPF7CDJ4P621640	KYX9W9H	Audi A3 4DR 16	None	0	0	1
WSPF7CDJ4P628097	KYX9WY2	Audi A4 4DR 16	None	0	0	2
WSPF7CDJ4P624092	KXK39EJ	Audi A5 SPTM 16	None	0	0	3
WSPF7CDJ4P621142	KN939FM	Audi A5 COUPE 16	None	0	0	3
WSPF7CDJ4P624672	KN658B0	Audi A6 4DR 16	None	0	0	2
WSPF7CDJ4P628096	KXK31J8	Audi Q5 3DR 16	None	0	0	2

The screenshot shows the Amazon MyFleet 'Vehicle check analysis' dashboard. It features four charts: a pie chart for 'Time taken to close a defect', a bar chart for 'YTD number of defects per vehicle', a stacked bar chart for 'Number of closed defects per month', and another stacked bar chart for 'Time taken to close a defect (chart)'. The pie chart shows 90% for 5+ days and 10% for 0 day. The YTD bar chart shows defects per vehicle for various models. The monthly closed defects chart compares 201810 (61 total) and 201811 (6 total). The time to close defect chart compares 0 day (8 total) and 5+ days (59 total).

Month	Unknown	Body	Side mirror	Tyre	Windshield	Wipe	Brakes	Total
201810	5	41	5	0	0	0	0	61
201811	0	0	0	0	0	0	6	6

Category	Unknown	Body	Side mirror	Tyre	Windshield	Wipe	Brakes	Total
0 day	0	0	0	0	0	0	8	8
5+ days	0	39	5	0	0	0	5	59

GEOTAB



## Tracking

Track your fleet locations  
in real time

## Check EV Charge

Status of EV Battery

## Possible collisions

Review any possible  
collision notifications

# GEOTAB<sup>®</sup>

## Economy

Useful tool to train  
drivers on driving safely  
and efficiently

## Inactive devices

Manage and resolve  
inactive devices

## Driving Style Score

Analyse your drivers scores

## Seatbelt events

View drivers seatbelt  
misuse events and



# Invoicing





# Invoicing



## When are your invoices generated?

Your monthly leasing invoices are sent in the middle of each month.

Your monthly additional/recharging costs invoices are sent at the end of each month.

Based on your selected invoicing option during the onboarding, you can receive the invoices via Post or per E-mail (as Pdf.).

The payment of your invoices is always due by the 15th of the following month .

## What invoices will you receive on delivery of your vehicles?

You will receive the first invoice in the middle of the month following your first delivery.

This invoice will include the 'First Month Leasing payment of the vehicles" and the payment information for your 'Security Deposits'.

Please note : you will have to transfer the deposit as requested in the invoice.

All other invoices will be withdrawn from your account via SEPA.

## What invoices will I receive 1 month after the delivery of my vehicles?

The month following your delivery, you will receive your 2nd leasing invoice – again in the middle of the month.

This will contain the full monthly rental together with the 2nd deposit instalment. Any 'Recharges' repair works, self deductible or additional services will also be in a second invoice at the end of the month

## What invoices will I receive thereafter for my vehicles

Moving forward you will receive invoices for your leasing vehicles monthly in the middle of the month and, if any 'Recharges' , as specified previously will be invoiced in a separate additional/recharging costs invoice at the end of the month

**\*any repair for less than 500€ within the LeasePlan network, will be conducted by the workshop without a prior request with the DSP nor with LeasePlan. The costs will be cross charged to the DSP (excluding warranty repairs)**

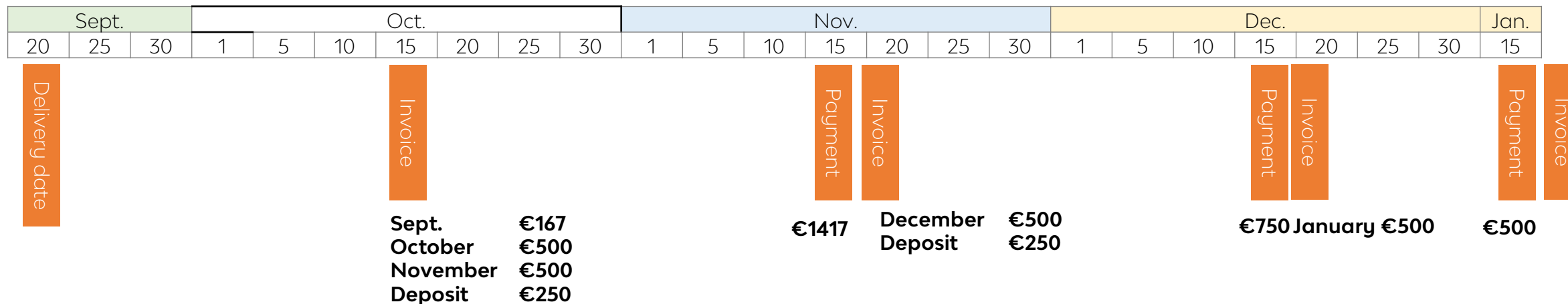
# Invoicing



## Monthly instalments

Deposit of €500 (2 payments of €250) due with the first two lease instalments. The deposit is retained as payment guarantee until the end of the lease. **Please Note:** The deposits won't be issued by direct debit payment

Payment method: **direct debit payments** on the 15th of each month



## Additional Repair costs

Included in the end-of-month recharged items invoice, due on the 15th of the next month

# What's next....Onboarding





## DSP Onboarding process

### Amazon

- DSP applies to Amazon
- Confirms to LeasePlan that they have a new DSP to onboard

### LeasePlan

- LeasePlan performs the credit check. The following is mandatory:
  - Unregistered companies**
    - ✓ Business registration
    - ✓ Consent to a Schufa credit rating
    - ✓ Copy of ID card or passport
  - Public/private limited companies**
    - ✓ Commercial register excerpt
    - ✓ Beneficial owner form
    - ✓ Annual financial statements, if the company has them
- LeasePlan issues the DSP Master Hire Agreement
- LeasePlan completes registration process for vehicles
- LeasePlan orders MyFleet and Geotab access
- LeasePlan will request the transport companies to arrange delivery of the vehicles upon received order from Amazon

### DSP

- Receives agreements from LeasePlan
- Signs and returns agreements to LeasePlan
- Receives Deployment pack from LeasePlan
- DSP takes delivery of van (s)

# Vehicle Assignment and Delivery



## 1. Ordering

- Amazon orders a needed number of vehicles for the DSP at the relevant Delivery Station
- The vehicle size depends on the route planning
- The vehicle engine depends on Delivery Station and route planning
- Only refurbished/used vehicles will be assigned

## 2. Delivery

- LeasePlan assigns the vehicles based on Amazon order (WK-4 pre-launch)
- LeasePlan starts the registration Process
- LeasePlan starts planning the transport
- Once the registration\* and transport plan are complete, the DSP will receive the transport plan and the LeasePlan pre-delivery package
- The vehicles and original ZB1 will be delivered to the Delivery Station
- The DSP takes over the vehicles and starts operations



\*  
*The vehicle/s will be registered directly on the DSPs company using the insurance provider of the DSP.  
The insurance premiums will be invoiced by the insurance provider to the DSP starting with the 1st day of registration.  
The insurance costs will be covered by the DSP.*

# LeasePlan

What's next?

