

The Amazon logo, featuring the word "amazon" in a lowercase, sans-serif font with a curved arrow underneath pointing from the letter 'a' to 'z'.

amazon

The LeasePlan logo, with "LeasePlan" in a white, sans-serif font. The "L" is significantly larger than the other letters.

LeasePlan

Post Launch DSPi LeasePlan Deutschland


Service and Support Guide for Delivery Service
Partners (DSPs)

Updated – September 2024

The Amazon logo, featuring the word "amazon" in a lowercase, sans-serif font with a curved arrow underneath pointing from the letter 'a' to 'z'.

amazon

What's next?

- 
- **Vehicles and Accessories**
 - **LeasePlan Services**
 - **Maintenance**
 - **Accident Management**
 - **Reporting**
 - **Invoicing**



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**



Vehicle Term: 60 months

2 year OEM Warranty +3 Extended Warranty
Pricing depends on Model/Spec of Van





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	Accident management	Roadside assistance	Service and maintenance
Customer support & operations team Amazon	Accidents and damage	In the event of a breakdown or technical defect	Service and maintenance appointments
0211 913 24 771 amazon.de@leaseplan.com	Telephone 0211 913 58 221 or report damage online at www.leaseplan.de	call 0211 913 58 221	Online using the LP booking tool at www.leaseplan.de or call 0211 913 58 221
Mon. - Thurs. 9:00 to 17:00 and Fri. 9:00 to 15:00	24/7	24/7	Mon. - Thurs. 8:00 to 17:00 and Fri. 8:00 to 15:00

Maintenance

Preventative Maintenance

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

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

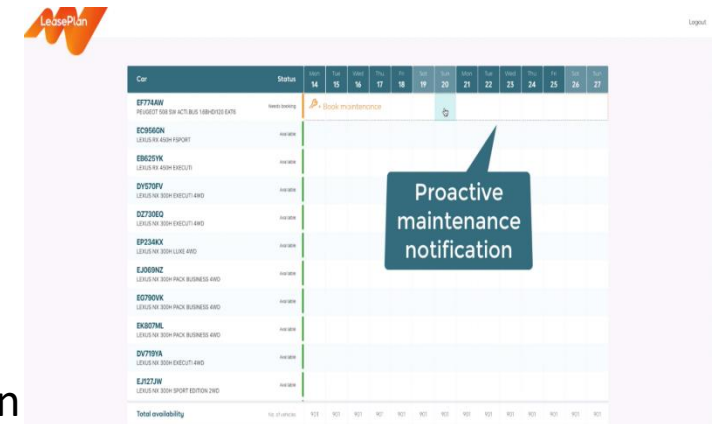
Information to DSP fleet manager (via email)

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 buchen

Terminübersicht

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
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Identifikation Unfallbeteiligter Halter/Fahrer
Polizei

Schritt 3: Eingabe der allgemeinen Unfallinformationen

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

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

Ortlichkeit *

Straßenzustand *

Lichtverhältnisse *

Sichtverhältnisse *

Schilderung des Schadenhergangs
Schadenhergang *

Schadenursache / Schadenart
Wer oder Was hat den Schaden Ihrer Meinung nach verursacht? *

Info
Was ist passiert? *

Info

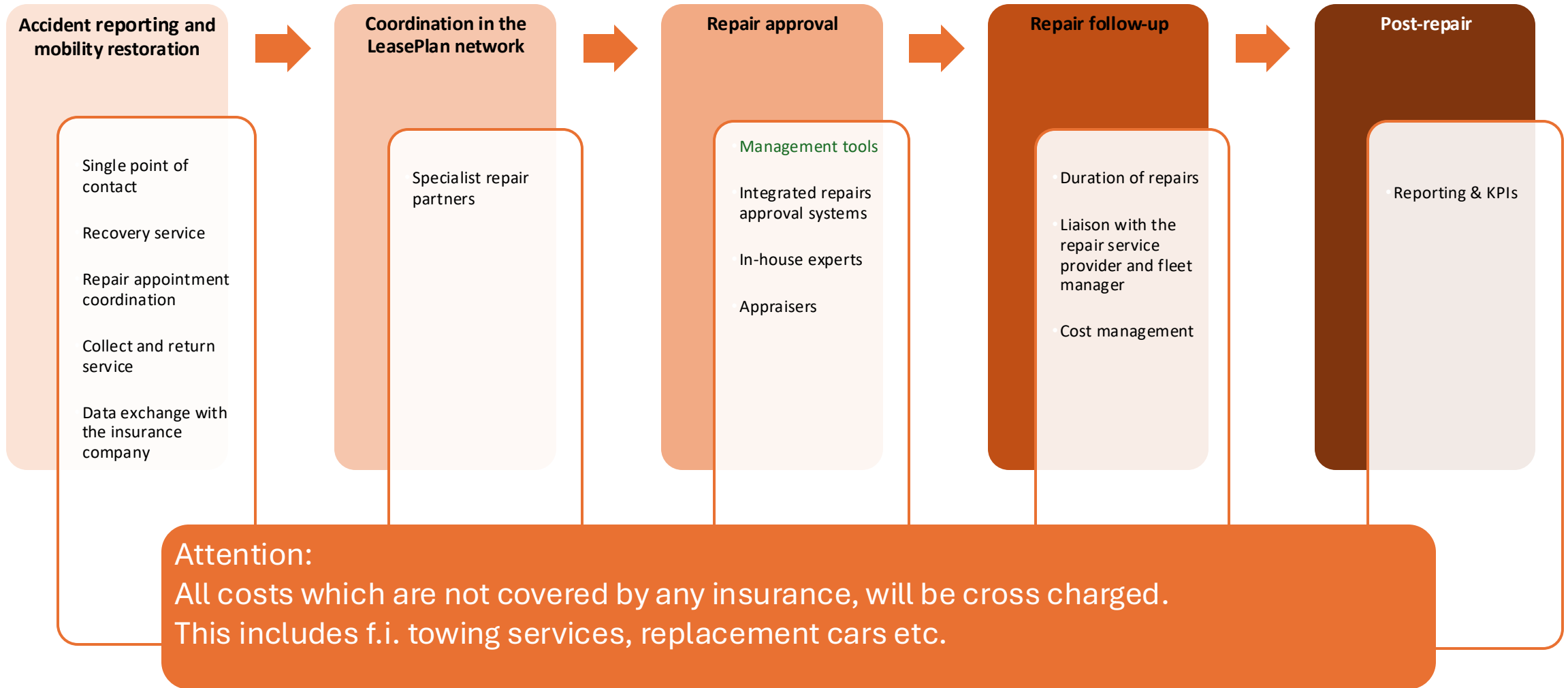
Mit * markierte Felder sind Pflichtfelder



Accident management



Accident management



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

amazon HOME OPERATIONS ANALYSIS TRAINING

Operations - vehicle check

- 24 Vehicles having open defect(s)
- 100 % % fleet with missing check on previous day
- 0 Vehicles having new open defect(s) on previous day
- 0 Vehicles having closed defect(s) on previous day

MORE CRITERIA VIN License Plate Favourites

Items per page: 10 25 50 100 1..10 / 34 Go to page: 1 2 3 >>

VIN	License Plate	Make/Model	Checks done	No. closed defect(s) on previous day	No. open defect(s) on previous day	No. open defects
WSPPE7CDJ4P621640	KY85W99H	AUDI A3 4DR 16	None	0	0	1
WSPPE7CDJ4P628097	KY85W9YV	AUDI A4 4DR 15	None	0	0	2
WSPPE7CDJ4P624592	KX85BEJ	AUDI A5 SPT6K 16	None	0	0	3
WSPPE7CDJ4P623142	6N85WYM	AUDI A5 COUPE 16	None	0	0	3
WSPPE7CDJ4P624572	KN85R80	AUDI A6 4DR 16	None	0	0	2
WSPPE7CDJ4P628096	CH85JL8	AUDI Q5 5DR 16	None	0	0	2

amazon HOME OPERATIONS ANALYSIS TRAINING

Vehicle check analysis

- Time taken to close a defect (pie)**: 0 day (orange), 5+ days (blue)
- YTD number of defects per vehicle**: Bar chart showing defects per vehicle across various VINs.
- Number of closed defects per month**: Stacked bar chart for 201810 and 201811. Legend: Unknown, Body, Side mirror, Tyre, Windshield, Wipe, Brakes.
- Time taken to close a defect (chart)**: Stacked bar chart for 0 day and 5+ days. Legend: Body, Unknown, Side mirror, Tyre, Windshield, Wipe, Brakes.



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

Sept.			Oct.						Nov.						Dec.						Jan.					
20	25	30	1	5	10	15	20	25	30	1	5	10	15	20	25	30	1	5	10	15	20	25	30	15		
Delivery date			Invoice						Payment Invoice						Payment Invoice						Payment Invoice					
			Sept.		€167								€1417		December		€500								€500	
			October		€500										Deposit		€250								€500	
			November		€500																					
			Deposit		€250																					



Additional Repair costs

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

!!! Besuchen Sie unsere Webseite !!!

**LeasePlan Services für Amazon Delivery Service
Partner | LeasePlan Deutschland**

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What's next?

