

DSPi (EN) Ayvens Deutschland

10.10.2025

Service and Support Guide for Delivery Service
Partners (DSPs)

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Who is Ayvens?

Table of contents

- Who is Ayvens?
- Vehicle & Accessories
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- Ayvens Services
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- Accident Management
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- Invoicing
- Onboarding
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About Ayvens

- **14.000** employees in **42** countries

Key business segments:

- International corporate
- Mobility Providers
- Small Medium Enterprise

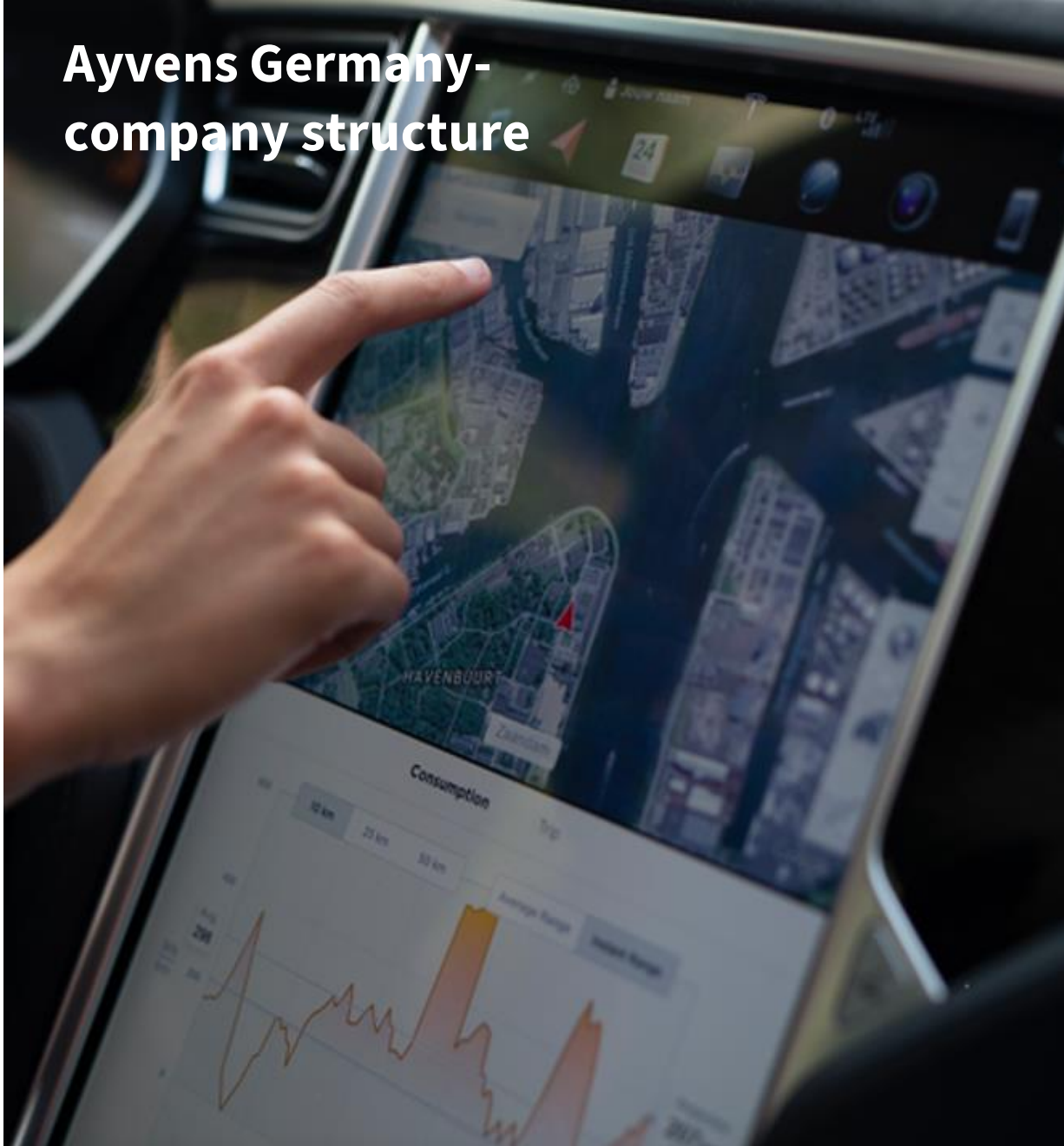
- **Founded: 1963**

One of the world leading providers of leasing and sustainable mobility

- Fleet size: 3.2m vehicles
(over 320,000 in Germany)
- European reseller #1



Ayvens Germany- company structure



Hamburg headquarters and branch office

Berlin regional office

Düsseldorf location
and branch office

Frankfurt branch office

Stuttgart branch office

Munich branch office

Employees
1200

10.8 years

retention



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Vehicles and Accessories

Vehicles and equipment

LWB (Long Wheelbase)

SWB (Short Wheelbase)

ICE

- Ford Transit 350 L3H3 120 PS Trend
- Mercedes Sprinter L2/H2 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:

- **Mainly LWB - ICE/EV (and if there are high restrictions, SWB for example)**
- Depending on the available charging infrastructure, regional conditions, and height restrictions
- **All vehicles are used**

Vehicles and accessories

LWB (Long Wheel Base) Vehicles

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

SWB (Short Wheel Base) Vehicles

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
- 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

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**
- All Weather tyres
- Spare wheel
- 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
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



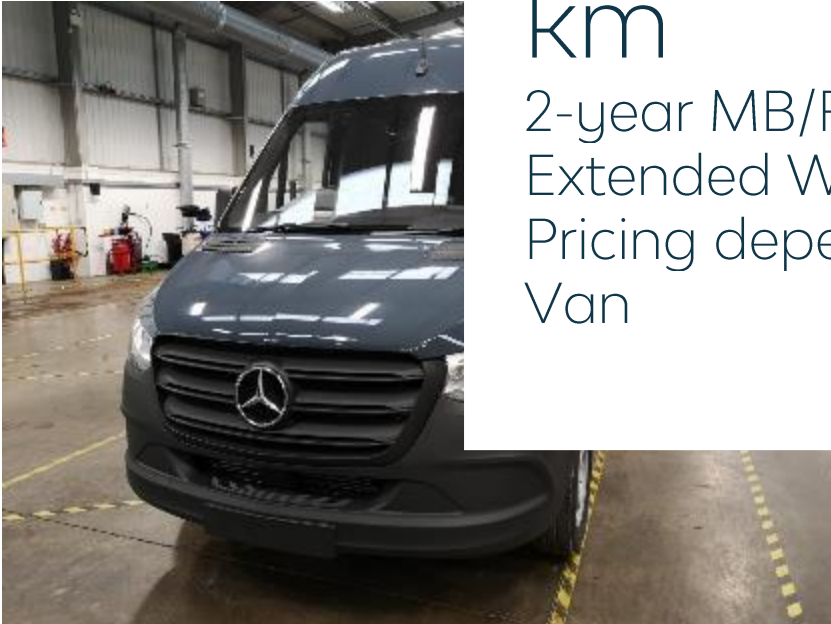
Vehicles and accessories

Accessories

Description	Visual
Reflective red strips to all 5 doors	<p>Door Luggage Part No. 0062 Luggage Size: 100mm x 25mm Material: Micro Porous Reflective Vinyl QTY - 12</p> 
Payload Interior Lights x2 PIR	
Decals - Blind Spot, Cyclist passing	 
Decals - Height & Width	 
Decal - VIN barcode	
Decal - Driver check list	
Prime Livery Kit (includes side and rear)	

Decal -Fuel	Nur Diesel / Diesel only
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



Total-Vehicle Term:
60 Months/200,000
km

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



Your vehicles ...



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Vehicle Registration

Vehicle registration

1-step registration process

- Ayvens 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 Ayvens during the onboarding process
 - **Commercial Register excerpt (current)**
 - **Not** the confirmation of registration
 - **Bussiness registration (current)**
 - **Passport/Identity Card (Collored 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

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

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

Vehicle registration will be kicked-off by Ayvens 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 Ayvens request, can lead to delays to the registration process, the transportation of vehicles and DSP ´s launch.



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Ayvens Services

Ayvens services

What services are included?

Financing

Preventative
und
Non-
Preventative
Maintenance

MOT / exhaust
emission test

Road tax

Broadcasting
license fee

Accident-
Management
(**optional**)

Roadside
assistance

MyFleet Online
Reporting

Telematik
Via GeoTab

24/7
Customer
support

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



Ayvens services

Ayvens contacts

Account management

Customer support & operations team

0211 913 24 771

amazon.de@ayvens.com

**Mon. - Thurs. 9:00 to 17:00
and Fri. 9:00 to 15:00**

Accident management

Accidents and damage

0211 913 58 221

or report damage online at
www.ayvens.de

24/7

Roadside assistance

In the event of a breakdown or technical defect

0211 913 58 221

24/7

Service and maintenance

**Service and
Maintenance
Appointments
Online using Ayvens
Booking Tool at
www.ayvens.de**

Or call

0211 913 58 221

**Mon. - Thur. 8:00 to 18:00
und Fri. 8:00 to 17:00**



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Maintenance

Maintenance

What is Preventative Maintenance?

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

Repair partners and Booking

- Ayvens partner network
 - At least **3** partners within a **12 km** radius of the Amazon Delivery station
 - Ayvens 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

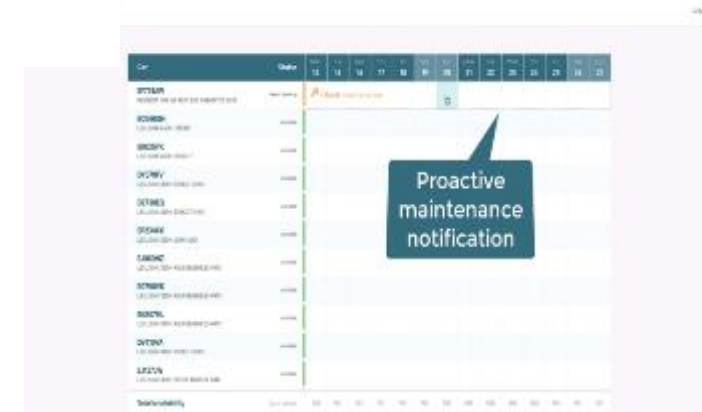
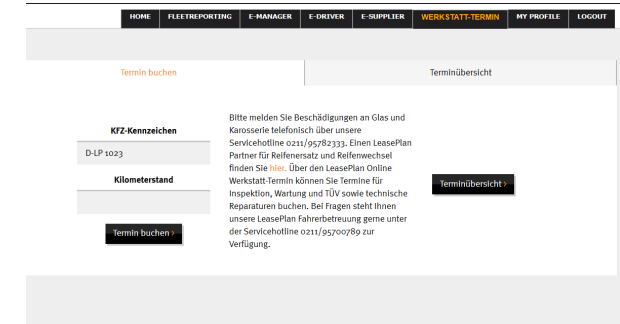
Information to DSP
fleet manager
(via Email)

(3)

Selection of date

4

Appointment confirmation



Maintenance

Non-Preventative Maintenance

- 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.**
- Ayvens 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 Ayvens 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 Ayvens.
- 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.



Ayvens Service and repair order draft

Please use for all Ayvens vehicles the official Ayvens Service and repair order draft, when taking the vehicle to a Ayvens partner workshop.
(Please fill the draft before you hand over the vehicle to the workshop.)

Maintenance

Attention!

- In order to avoid workshop appointments during peak periods, Ayvens 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.



Maintenance

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 report

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) [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](#)

[Zurück](#)

Mit * markierte Felder sind Pflichtfelder

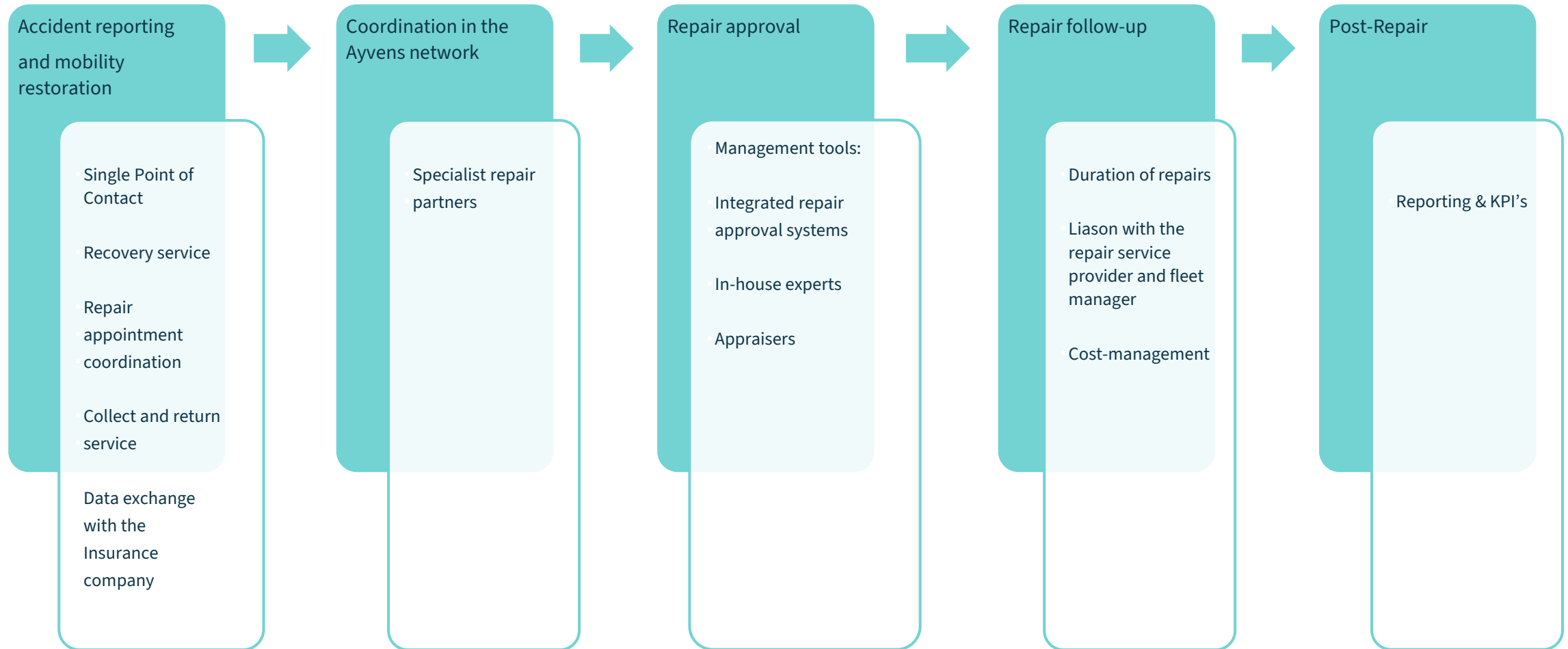
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Accident Management

Accident management



Accident management



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



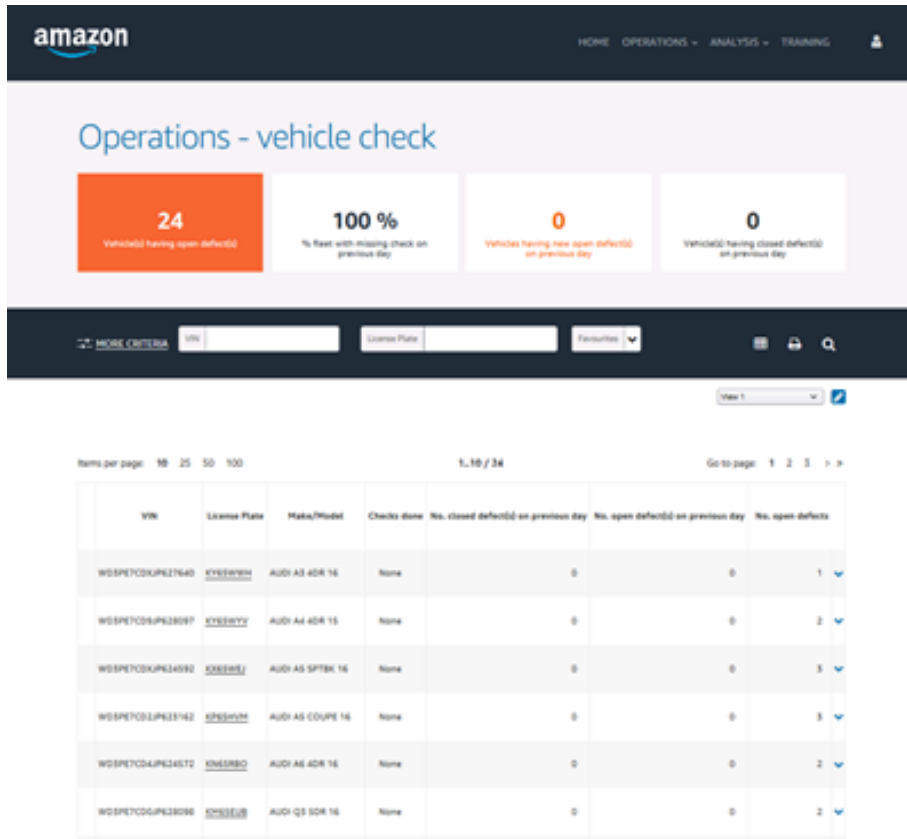
7

Reporting

Reporting

Fleet

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

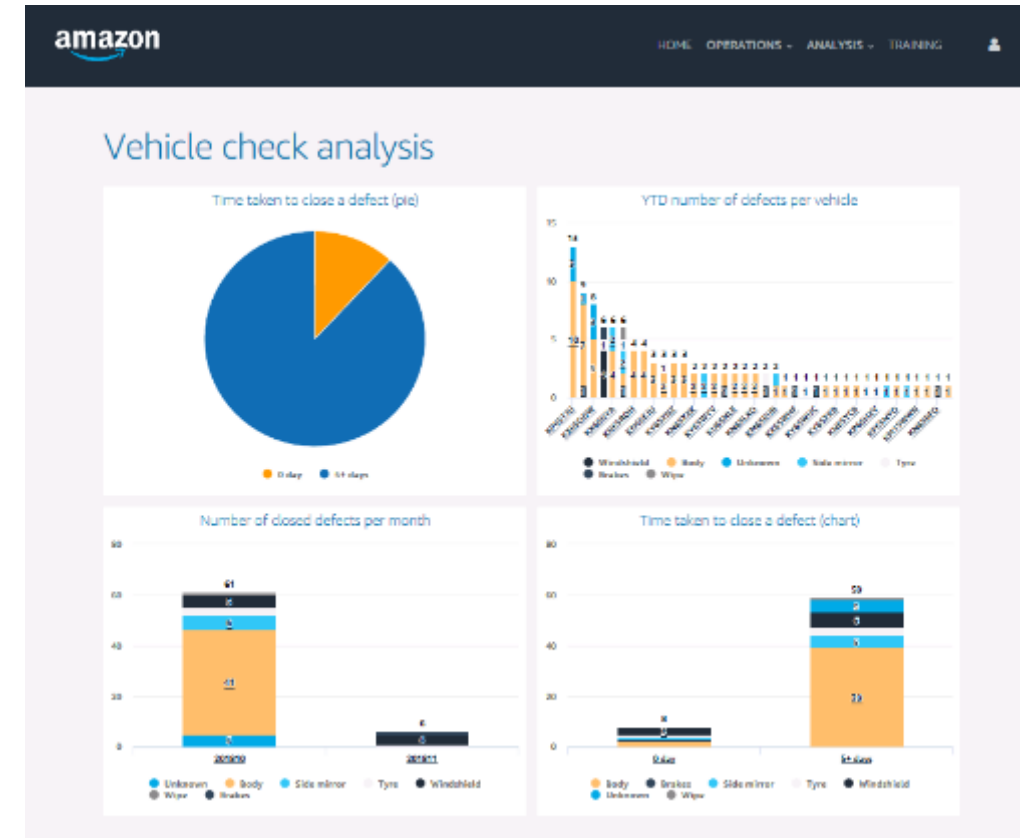


GEOTAB

Access your portal to tracking vehicles
and more through MyFleet

Reports

Download reports in multiple formats



GEOTAB

Tracking

Track your fleet locations
in real time

Check EV Charge

Status of EV Battery

Possible collisions

Review any possible
collision notifications

GEOTAB®

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



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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 you receive 1 month after the delivery of your vehicles?

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

This will contain the full monthly rental together with the second 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 you receive thereafter for your 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

***Every repair with cost below 500,00 € within the Ayvens network will be automatically released and invoiced to the DSP. (Warranty repairs excluded)**



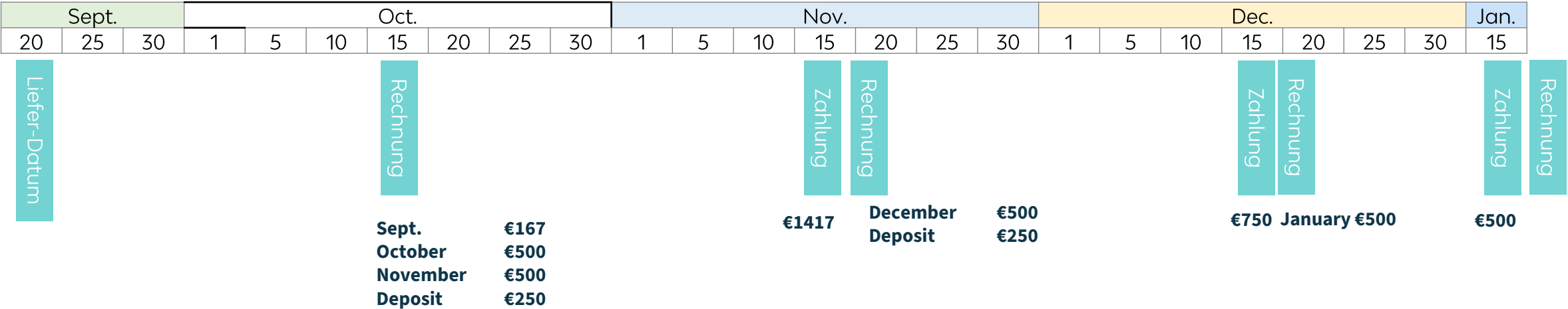
Invoicing

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 cost

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



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Onboarding

Onboarding

DSP Onboarding process

Amazon

Ayvens

DSP

- DSP applies to Amazon
- Confirms to Ayvens that they have a new DSP to onboard
- Ayvens 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
- Ayvens issues the DSP Master Hire Agreement
- Ayvens completes registration process for vehicles
- Ayvens orders MyFleet and Geotab access
- Ayvens will request the transport companies to arrange delivery of the vehicles upon received order from Amazon
- Receives agreements from Ayvens
- Signs and returns agreements to Ayvens
- Receives Deployment pack from Ayvens
- DSP takes delivery of van(s)



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Vehicle Assignment

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

- Ayvens assigns the vehicles based on Amazon order
- Ayvens starts the registration Process
- Ayvens starts planning the transport
- Once the transport plan is completed, the DSP will receive the transport plan and the Ayvens pre-delivery package
- The vehicles and original ZB1 will be delivered to the Delivery Station
- The DSP takes over the vehicles and starts operations



Amazon landing page



<https://www.ayvens.com/de-de/amazon/>

Hier finden Sie als Amazon Delivery Service Partner alle Informationen rund um unsere Services für Ihre Fahrzeuge:

- > Onboarding
- > Panne, Unfall und Schaden
- > Wartung/TÜV und Reparatur
- > Fahrzeugübergabe
- > Fahrzeugrückgabe
- > Weitere Tipps und Informationen
- > Kontakt

Login zu My Fleet

Melden Sie sich mit Ihren Zugangsdaten (Benutzernamen/E-Mailadresse und Passwort) an.

Zum Login

Kontakt zu Ayvens

Schreiben Sie uns eine Nachricht

Wir melden uns so schnell wie möglich bei Ihnen.

Nochricht schreiben

Amazon-Hotline +49 211 91324771

Rufen Sie unsere Amazon-Hotline an (Mo.-Do. von 09:00-17:00 Uhr und Fr. von 09:00-15:00 Uhr)

Jetzt anrufen



