



## **DKV Fleet Management Software Premium: Service description**

**DKV EURO SERVICE GmbH + Co. KG**

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### **1. Functional scope**

DKV Fleet Management Software Premium is integrated into the DKV Cockpit and provides the following extended functionalities for authorized users in addition to the functionalities of DKV Fleet Management Software that are available free of charge.

#### **1.1. Export of driver and vehicle data**

This function allows the export of displayed driver and vehicle data in different file formats. The export dialog offers the option of downloading the displayed report in XLSX format (Microsoft Excel) or in CSV format (Comma-Separated Values).

Notes:

- Exports only contain the data displayed and available at the time of export.
- The function supports the XLSX format (Microsoft Excel) and the CSV format (Comma-Separated Values) for further processing of the data in spreadsheet applications or for data integration in other systems.
- Beyond the above point, the customer alone is responsible for the compatibility or reusability of the exported data in third-party systems.

#### **1.2. Management of documents, contracts, and service providers**

It is possible to enter and manage documents, contracts and service provider master data related to the respective vehicles and drivers in the customer account.

Notes:

- The following contract types can be managed: Vehicle leasing contract, vehicle insurance contract, vehicle rental contract, vehicle financing contract, vehicle service contract.
- Various document formats (e.g. pdf, jpeg, png) with a maximum file size of 10 MB per file can be stored.

#### **1.3. Management of test dates for drivers (driver's license, driver instruction, etc.)**

This function enables the creation and management of test dates for drivers. In addition, the customer can receive reminder messages for the test dates sent automatically to selected users/e-mail addresses at selected times.

Notes:

- DKV owes the sending of notifications from the DKV system. DKV is not responsible for the successful delivery of notifications in third-party systems (e.g. reminders by e-mail) for which the customer or third parties are responsible.
- The data is entered manually by the customer, so that DKV only owes the automated processing of the data as available and in its existing quality. The customer is responsible for the availability, completeness and accuracy of this data.

#### **1.4. Management of inspection dates for vehicles (HU, UVV, etc.)**

This function enables the creation and management of test dates and inspections for vehicles. In addition, the customer can receive reminder messages for the dates sent automatically to selected users/e-mail addresses at selected times.

Notes:

- DKV owes the sending of notifications from the DKV system. DKV is not responsible for the successful delivery of



notifications in third-party systems (e.g. reminders by e-mail) for which the customer or third parties are responsible.

- The data is entered manually by the customer, so that DKV only owes the automated processing of the data as available and in its existing quality. The customer is responsible for the availability, completeness and accuracy of this data.

### **1.5. Fine management**

Fines for the fleet can be stored in the system and processed according to the process selected by the customer: Notification on the responsible driver to the authority by e-mail or forwarding of the fine to the driver by e-mail.

#### Notes:

- DKV owes the sending of notifications from the DKV system. DKV is not responsible for the successful delivery of notifications in third-party systems (e.g. by e-mail) for which the customer or third parties are responsible.
- The e-mails sent from the DKV system and the documents contained therein are not encrypted by DKV. If the customer requires additional encryption of documents with sensitive data, he must take care of this himself (e.g. by encrypting the individual files).
- The data is entered manually by the customer, so that DKV only owes the automated processing of the data as available and in its existing quality. The customer is responsible for the availability, completeness and accuracy of this data.

## **2. Customer service**

The customer can address usage questions or reports of unplanned downtimes and other usage issues to DKV at any time by e-mail or by calling the DKV service hotline during DKV customer service hours. The DKV customer service hours are Monday to Friday, between 9:00 am and 3:00 pm (local time, except local holidays at the location of the respective customer service). Further information is available [here](#).