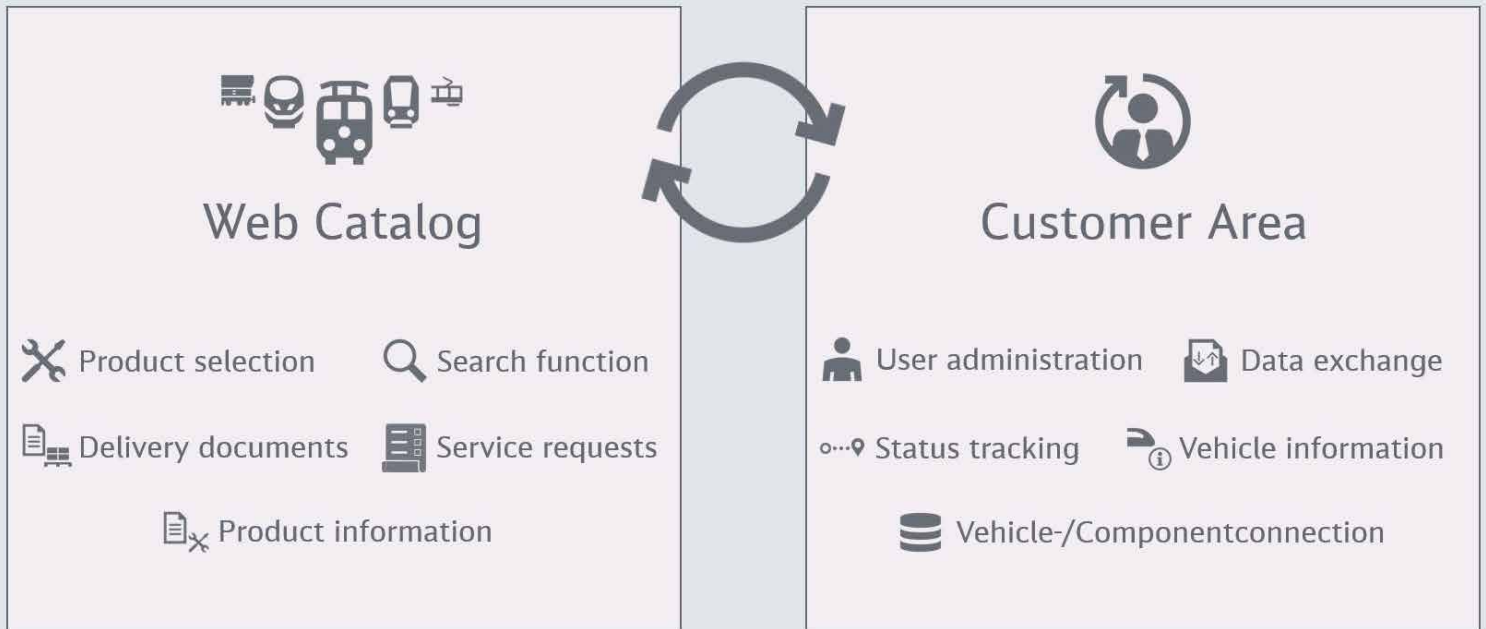




# eService – targeted enquiries, fast processing and data provisioning

The eService is the new online platform for DB Fahrzeuginstandhaltung customers. On the basis of the product selection from the online catalogue customers can now make targeted enquiries. Optimised search functions and detailed information help select the products. The new customer area also provides status information on the enquiries and data relating to their vehicles.

# eService – DB Fahrzeuginstandhaltung



## What eService offers at present

- New online catalogue with customer area
- Specific product range in the online offering
- Selection of product-related services
- Optimised search functions
- Detailed product information
- Generate enquiries and track their status
- Delivery note per enquiry
- Customer-related vehicle and component information

## Upcoming releases will include

- Larger product selection
- Contracting process via the eService
- Complaint processing
- Contract processing
- Data sharing

## Benefits

- Rapid processing of enquiries
- Secure and reliable communication
- Current information on the enquiry or on the order
- Bundled information at a glance
- Data provisioning in common formats for the simple export to ERP systems

- Delivery note (enquiry-related delivery notes facilitate fast, reliable processing of your enquiries)
- Vehicle information (rapid master data provisioning at the push of a button for your ERP systems)
- Status tracking (reliable, timely information on the enquiry for your better planning)
- File sharing (data and document sharing for better communication and coordination with regard to enquiries)

## Contact

DB Fahrzeuginstandhaltung GmbH  
Weilburger Strasse 22  
60326 Frankfurt am Main  
GERMANY

[www.db-fzi.com](http://www.db-fzi.com)  
[sales-fzi@deutschebahn.com](mailto:sales-fzi@deutschebahn.com)

Direct inquiry:  
[www.db-fzi.com/eService](http://www.db-fzi.com/eService)

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