



DRIVER GUIDE **REISE**

Rules for carrying out trips, caring for the coach
and completing the required documentation

1. Driver's private car

From 01.10.2026, new parking rules apply on the company premises. The property owner has assigned specific parking spaces for Mundstock Reisen employees. All employees must follow the rules below.

GREEN AREA - MUNDSTOCK REISEN (MR) EMPLOYEES

These parking spaces are arranged in two rows. Employees may park only in the row next to the fence and only if the car is left there for no more than one day. The second row is reserved exclusively for office staff.

YELLOW AREA - MUNDSTOCK REISEN COMPANY VEHICLES

These spaces are reserved for company vehicles displaying the Mundstock Reisen logo.

KIA VEHICLES AND PARKING FOR MORE THAN ONE DAY

KIA vehicles may be parked only along Kurze Wanne. The same rule applies to drivers leaving their private car for more than one day. When parking on the street, the general parking regulations must be observed.

RED AREA

NO STOPPING. Vehicles left in this area may be towed away. Naturally, we want to avoid this.



Current parking layout on the company premises and along Kurze Wanne.

2. Before departure

Basic technical check of the coach

Before starting the trip, the driver must check the basic technical condition of the coach, in particular:

- engine oil level
- coolant level
- lights
- condition of the tyres

FAULT BEFORE DEPARTURE

If the fault can be rectified on site (for example by topping up engine oil or coolant, or replacing a bulb), it must be dealt with before departure. If the driver cannot rectify it themselves, the dispatch office must be informed. If necessary, the coordinator will help arrange another vehicle.

Documents and coach signage

Before departure, make sure the driver has:

- the Fahrtauftrag (trip order)
- all additional documents relating to the specific job
- a complete set of valid vehicle documents

If the job is being carried out for a particular tour operator or customer (for example ALPE TOUR or CTS Reisen), the appropriate sign must be displayed in a clearly visible position. After completing the job, remove it or replace it with the sign required for the next job.

VERY IMPORTANT

Check the vehicle documents BEFORE departure, not after the coach is already on the road.

3. During the trip

Punctuality and reporting delays

If it is already clear before the trip begins that the coach will not reach the pick-up point or assignment location on time, the driver must inform both the company and the customer of the expected delay.

MOST IMPORTANT RULE

A delay must be reported before the scheduled departure time, not afterwards.
Example: if a delay of around 10 minutes is expected, the customer should know before the scheduled departure time that the coach will arrive approximately 10 minutes late.

Keeping the coach clean and tidy during the trip

The coach must be kept clean and tidy throughout the trip. On multi-day trips, the coach should be prepared for the next day at the end of each day:

- collect rubbish
- empty the toilet
- sweep the floor if necessary
- tidy the waste bins
- keep the passenger compartment clean and tidy

This does not mean carrying out a full clean during every break. The important point is to keep the vehicle clean, tidy and presentable throughout the entire multi-day trip.

4. Fahrauftrag - how to complete it correctly

The Fahrauftrag is the main document for each job. Below is an example of the actual German form issued to the driver.

The most important fields are marked with numbers. The next page explains exactly what must be entered in each field.

Fahrauftrag Nr.: 903 Projekt Nr.: 620		MUNDSTOCK REISEN ... leidenschaftlich auf Tour.	
Fahrzeug: PE-MU 8181 Fahrer: Beispielfahrer Fahrer2:		Ausstellungsdatum: 06.07.2026 10:28:41	
Reiseziel: 75018 Paris, Imp. Marteau 7-9 (FR) Reisetermin: Montag, 29.06.2026 bis zum Freitag, 03.07.2026			
Auftraggeber: BMobility24 GmbH Ansprechpers.: Steffen Below			
Ab Hof: 00:01 Uhr Bereitstellung: 01:30 Uhr Abfahrt Hinreise: 01:30 Uhr Ausstieg Rück.: 07:30 Uhr Rückkehr: 09:00 Uhr Personen: 70		Mindestens 15 Minuten vor Abfahrt. am: 29.06.2026 ab Raststätte Auetal Nord am: 03.07.2026 an Raststätte Auetal Nord Betriebshof	
Vom Fahrer bitte auszufüllen.			
1 Abfahrtszeit Hof: 1:30 Rückkehr Kunde:		Km-Grenze: 7542 Land: 10	
2 Rückkehr Hof: 8:35		Km-Grenze: 7732 BE	
3 Km-Rückkehr: 8682 da 7 km-leer:		Km-Gesamt: 190	
4 Km-Abfahrt: 7234 verspätete Rückkehr verursacht:		Km-Grenze: 7732 Land	
5 Km-Gesamt: 1451 bei 8 Kunde: ☒		Km-Grenze: 8182 FR	
6 Personen: 68 andere Ursachen: ☐		Km-Gesamt: 450	
☐ Fahrzeug Check durchgeführt. ☐ Betriebsgeld im Fach: _____ ☐ Rückgeld im Fach: _____		Km-Grenze: 8182 Land	
9 Bemerkung: _____		Km-Grenze: 8372 BE	
		Km-Gesamt: 190	
		Km-Grenze: _____ Land	
		Km-Grenze: _____	
		Km-Gesamt: _____	

IMPORTANT

Pay particular attention to the «Personen» field. Enter the actual number of passengers carried, not simply the number shown at the top of the order.

NO. / FIELD	EXPLANATION
1 Abfahrtszeit Hof	Actual time the coach leaves the depot.
2 Rückkehr Hof	Actual time the coach returns to the depot.
3 Km-Rückkehr	Odometer reading after completing the job and returning to the depot.
4 Km-Abfahrt	Odometer reading at the start of the job.
5 Km-Gesamt	Total kilometres: Km-Rückkehr minus Km-Abfahrt.
6 Personen	Actual number of passengers carried. This may differ from the planned number shown at the top of the document.
7 davon km-leer	Total kilometres driven without passengers. Add together every section driven without passengers.
8 verspätete Rückkehr verursacht	If the return is late, mark the cause: «durch Kunde» (caused by the customer) or «andere Ursachen» (other causes).
9 Bemerkung	Space for important notes concerning the job.
10 Km-Grenze / Km-Gesamt / Land	For international trips, record the odometer reading at every border crossing and calculate the kilometres driven in each country.

PERSONEN

The planned passenger count does not always match the actual number. In the example, 70 people are shown at the top of the document, but the driver entered 68 because 68 passengers actually travelled. The actual figure is the one that must be used for accounting.

4a. Fahrtauftrag - international trip

On international trips, the odometer reading must be recorded every time a border is crossed. The same country may therefore appear more than once if the route leaves it and later re-enters it.

Fahrauftrag Nr.: 903 Projekt Nr.: 620		MUNDSTOCK REISEN ... leidenschaftlich auf Tour.	
Fahrzeug:	PE-MU 8181	Ausstellungsdatum: 06.07.2026 10:28:41	
Fahrer:	Beispielfahrer		
Fahrer2:			
Reiseziel:	75018 Paris, Imp. Marteau 7-9 (FR)		
Reisetermin:	Montag, 29.06.2026 bis zum Freitag, 03.07.2026		
Auftraggeber:	BMobility24 GmbH		
Ansprechpers.:	Steffen Below		
Ab Hof:	00:01 Uhr		
Bereitstellung:	01:30 Uhr	Mindestens 15 Minuten vor Abfahrt.	
Abfahrt Hinreise:	01:30 Uhr	am: 29.06.2026 ab Raststätte Auetal Nord	
Ausstieg Rück.:	07:30 Uhr	am: 03.07.2026 an Raststätte Auetal Nord	
Rückkehr:	09:00 Uhr	Betriebshof	
Personen:	70		
Vom Fahrer bitte auszufüllen.			
Abfahrtszeit Hof:	1:30	Km-Grenze:	7542 Land
Rückkehr Kunde:		Km-Grenze:	7732 BE
Rückkehr Hof:	8:35	Km-Gesamt:	190
Km-Rückkehr:	8682	davon km-leer:	
Km-Abfahrt:	7231	verspätete Rückkehr verursacht:	
Km-Gesamt:	1451	durch Kunde:	☐
Personen:	68	andere Ursachen:	☐
☐ Fahrzeug Check durchgeführt.		Km-Grenze:	8192 Land
☐ Betriebsgeld im Fach:		Km-Grenze:	8372 BE
☐ Rückgeld im Fach:		Km-Gesamt:	190
Bemerkung:			
		Km-Grenze:	
		Km-Grenze:	
		Km-Gesamt:	

Example route: Germany → Belgium → France → Belgium → Germany

- record the odometer reading when actually crossing the border
- the same country may be entered more than once during one trip
- calculate the kilometres driven in each country separately
- include any kilometres driven without passengers
- if the coach re-enters the same country, make a new separate entry

WHY IS THIS
IMPORTANT?

The company needs the mileage driven in each country for tax purposes.

Border mileage - example from the Fahrtauftrag

This diagram follows the Fahrtauftrag example directly: DE → BE → FR → BE → DE.

DE	BE	FR	BE	DE
start	7542 km	7732 km	8182 km	8372 km
Germany	enter Belgium	enter France	re-enter Belgium	enter Germany

Mileage by section

BELGIUM 1	7542 → 7732	190 km
FRANCE	7732 → 8182	450 km
BELGIUM 2	8182 → 8372	190 km

AS IN THE EXAMPLE Land BE: 7542 → 7732 = 190 km
Land FR: 7732 → 8182 = 450 km
Land BE: 8182 → 8372 = 190 km

IMPORTANT Record the odometer reading at the actual border crossing. If the coach later re-enters the same country, make a new separate entry in the Fahrtauftrag.

5. Costs and expenses during the trip

All costs incurred during the trip must be reported promptly, whether they were paid using the driver's own funds or funds provided by the company.

- keep all receipts, invoices and other supporting documents
- after each completed trip, send the cost information to the company as soon as possible
- when handing in the paper Fahrtauftrag, complete the «Abrechnungsbogen für durchgeführte Fahrten» and attach the original receipts and invoices

If several trips are carried out consecutively without returning to the depot

If the driver does not return to the depot after one job but, after the required rest period, continues with another job, there is no need to wait until the final return to report the costs.

WHAT TO DO

Immediately after completing each trip, send a summary of the costs and photos of the receipts/invoices to the Dispo group. Clearly state which job the costs belong to.

Example: trip to France → 2 days' rest at a hotel → trip to Italy. The costs for the France trip should be sent electronically immediately after that trip is completed. Do not wait until the Italy trip has also finished.

Sending the information electronically does not replace handing in the original paper documents.

COMPLETE DOCUMENT SET

Fahrtauftrag + completed Abrechnungsbogen + original receipts/invoices + any other documents relating to the trip.

5a. Abrechnungsbogen

The original German «Abrechnungsbogen für durchgeführte Fahrten» is used for the final expense settlement. This is the form the driver receives and returns to the company.

MUNDSTOCK Reisen ... das freundliche Busunternehmen.		Abrechnungsbogen für durchgeführte Fahrten	
Name des Fahrers: _____			
Vorgangs-Nr.: _____	Tagesfahrt: ☐ Katalogfahrt: ☐ Anmietung: ☐ Messe: ☐	Ziel: _____ _____ _____	
Abfahrt: _____		Rückankunft: _____	
Kennzeichen: _____			
Anmerkung: Bitte fügen Sie für alle nachstehenden Kosten die entsprechenden Belege/Quittungen bei; nur dann kann eine ordnungsgemäße Abrechnung erfolgen.			
		ausl. Währung	EUR
Personalkosten:	Hostess ja: ☐ nein: ☐		
Wieviel Tage ? : _____		Name: _____	
Adresse: _____			
genehmigt durch: _____		Reisepartner: ☐	
Reisebegleitung/ Fremdenführer		ja: ☐ (bitte aufrühren) nein: ☐	
Transferkosten:	Straßensteuer ☐ Tunnelgebühr ☐ Mautgebühr ☐ Fährgebühr ☐ Autobahngeld ☐ Parkgebühren ☐		
Reisenebenkosten:	Besichtigungsgeld ☐ Eintrittsgeld (bitte aufrühren) ☐		
Übernachtung		Reisebegleitung: ☐ Fahrer: ☐	
Telefongebühren:	dienstlich		
sonstige Kosten	Ersatzteil ☐ Reparatur ☐ Fremdfahrzeug ☐ Abschleppdienst ☐ sonstige (bitte aufrühren)		
Gesamtsumme:			

Original German expense settlement form.

6. Return to the depot - preparing the coach

After the trip, the coach must be prepared for its next assignment. Standard tasks on return include:

- refuel the coach and prepare it for the next trip
- remove rubbish
- clean the front windscreen if necessary
- empty the toilet and refill the water tank
- return the seats to their original positions
- tidy the waste bins
- empty the refrigerator
- if the display language was changed, set it back to German

GERMAN LANGUAGE The requirement to set the language back to German also applies to company cars if their language setting has been changed.

Tachograph - OUT mode

IMMEDIATELY AFTER REMOVING THE CARD At the end of the duty, remove the driver card and immediately set the tachograph to OUT mode. Do not forget this step.

If the coach is parked in the hall

Not every coach has a space in the hall. The following rule applies only when the coach is to be parked inside. The exact parking position must be agreed with the coordinator currently on duty.

Park the coach so that the passenger doors face the gap between the coaches. This keeps access clear, especially for the staff responsible for cleaning.

Depending on the space, it may be necessary to park forwards or reverse into the space. The important point is that the passenger doors of both the parked coach and the neighbouring coach remain easily accessible.



Przykład ustawienia: jeden autobus przodem, drugi tyłem - drzwi pasażerskie skierowane do wspólnej przestrzeni.

Example: one coach is parked forwards and the other in reverse; the passenger doors face the shared space between them.

7. Closing the job and returning the documents

Before handing in the documents, check that the job documentation is complete:

- the Fahrtauftrag matches the actual details of the trip
- actual times, odometer readings and the actual passenger count have been entered
- all kilometres driven without passengers (km-leer) have been added together, if applicable
- for international trips, all required border crossings and country-by-country mileage have been entered
- if costs were incurred, the Abrechnungsbogen and all original supporting documents are attached
- all other documents relating to the job are included

Why is it important to return the documents promptly?

For the driver, the trip may already be finished, but for the company the job can only be closed once the accounting has been completed. The documentation and cost information are needed so the company can invoice the customer correctly.

Therefore, cost information must be sent immediately after the relevant trip is completed, and the complete paper documentation must be handed in promptly after returning to the depot.



Thank you for carrying out the trip carefully and completing the documentation correctly.

8. Language support - Fahrtauftrag

The English table below explains the fields on the German Fahrtauftrag. The original German form must still be completed when carrying out the job.

TRIP ORDER / FAHRTAUFTRAG

GERMAN FIELD	ENGLISH MEANING
Fahrauftrag Nr.	Trip order number
Projekt Nr.	Project number
Fahrzeug	Vehicle
Fahrer	Driver
Fahrer2	Second driver
Ausstellungsdatum	Date of issue
Reiseziel	Destination
Reisetermin	Trip dates / period
Auftraggeber	Customer / contracting party
Ansprechpers.	Contact person
Ab Hof	Scheduled departure from depot
Bereitstellung	Coach ready / positioning time
Abfahrt Hinreise	Outbound departure
Ausstieg Rückk.	Return-journey drop-off
Rückkehr	Scheduled return
Personen	Planned number of passengers
Abfahrtszeit Hof	Actual departure time from depot
Rückkehr Kunde	Return / finish time at customer
Rückkehr Hof	Actual return time to depot
Km-Rückkehr	Odometer reading on return
davon km-leer	Of which: kilometres driven without passengers
Km-Abfahrt	Odometer reading at departure
verspätete Rückkehr verursacht	Cause of late return
Km-Gesamt	Total kilometres
durch Kunde	Caused by customer
Personen	Actual number of passengers
andere Ursachen	Other causes
Fahrzeug Check durchgeführt	Vehicle check completed
Betriebsgeld im Fach	Company cash in compartment
Rückgeld im Fach	Change in compartment
Bemerkung	Remarks / notes
Km-Grenze	Odometer reading at border
Km-Gesamt	Kilometres driven in that country
Land	Country

NOTE

This page is for language support only. The official job documentation must be completed on the original German form.

8a. Language support - Abrechnungsbogen

The English table below explains the German expense settlement form. The original German form must be completed and submitted for company accounting.

EXPENSE SETTLEMENT FORM FOR COMPLETED TRIPS

GERMAN FIELD	ENGLISH MEANING
Name des Fahrers	Driver's name
Vorgangs-Nr.	Reference number
Tagesfahrt	Day trip
Katalogfahrt	Catalogue tour
Anmietung	Private hire / charter
Messe	Trade fair
Ziel	Destination
Abfahrt	Departure
Rückankunft	Return / arrival back
Kennzeichen	Vehicle registration number
ausl. Währung	Foreign currency
EUR	EUR
Personalkosten	Personnel costs
Hostess - ja / nein	Hostess - yes / no
Wieviel Tage?	Number of days
Name	Name
Adresse	Address
genehmigt durch	Approved by
Reisepartner	Travel partner
Reisebegleitung / Fremdenführer	Tour escort / guide
ja (bitte aufführen) / nein	Yes (please specify) / no
Transferkosten	Transfer costs
Straßensteuer	Road tax
Tunnelgebühr	Tunnel fee
Mautgebühr	Toll
Fährgebühr	Ferry fee
Autobahngebühr	Motorway fee
Parkgebühren	Parking fees
Reisenebenkosten	Incidental travel expenses
Besichtigungsgeld	Sightseeing fee
Eintrittsgeld (bitte aufführen)	Admission fee (please specify)
Übernachtung	Overnight accommodation
Reisebegleitung / Fahrer	Tour escort / driver
Telefongebühren - dienstlich	Business telephone charges
sonstige Kosten	Other costs
Ersatzteil	Spare part
Reparatur	Repair
Fremdfahrzeug	Third-party vehicle
Abschleppdienst	Towing service
sonstige (bitte aufführen)	Other (please specify)
Gesamtsumme	Grand total

Attach the appropriate receipt or invoice for every cost listed on the form; only then can the expenses be settled correctly. This English page is only a language aid.

IMPORTANT

This English language aid does not replace the original «Abrechnungsbogen für durchgeführte Fahrten».