MAN Truck & Bus SE

Compliant Service Specifications

General information

Compliant is a service for customers who need to download and monitor tachograph and driver card data.

Compliant enables customers to download, archive and export tachograph and driver card data from their office.

Compliant offers customers the option to remotely download tachograph and driver card data. Tachograph and driver card data are automatically downloaded while the vehicle is running. The downloaded files are archived on the RIO Cloud. Customers can retrieve the archived files and store them on a local computer using the export function.

Service overview

Once the fleet vehicles have been set up in the RIO administration area on the RIO platform and the Compliant service has been procured for the vehicles via the Marketplace, the following Compliant services can be used for the various vehicle categories:

Functionality/data	MAN Truck	MAN Bus	MAN Van	Non-MAN Brand (RIO Box)
Automatic remote download of tachograph and driver card data	X	X	X	X
Storage of downloaded files in the RIO Cloud	X	X	X	X
Export of archived files to a local computer	X	X	X	X

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Technical requirements

To be able to use Compliant, vehicles must be equipped as follows:

	MAN Truck	**MAN Bus**	**MAN Van**	**Non-MAN Brand (RIO Box)**
Use of a RIO Box (provision of RIO Box not covered by the service T&Cs)	X	X	X	X
Use of a tachograph capable of remote downloading (not provided by MAN) with company lock implemented by company card	X	X	X	X

To be able to use Compliant, your workplace must be equipped as follows:
- Use of an Internet-capable device such as a computer (not provided by MAN) running the Windows 7 operating system or later
- Use of a Windows software program (provided by MAN) which must be installed on the Internet-capable device
- Use of (a) company card(s) (not provided by MAN)
- Use of (a) card reader(s) (provision not covered by the Service T&Cs)
- Internet browser (we recommend using the latest version of the following browsers: Google Chrome, Mozilla Firefox, Microsoft Internet Explorer, Microsoft Edge. We cannot guarantee unrestricted functionality if using other browsers.)

Other:

We recommend the following to make optimum use of the Compliant service:
- Always leave your computer on. But we do recommend rebooting it every day.
- Always run the Windows software (remote download application) in the background and don't close it.
- Always leave the card reader connected to the computer, with the company card inserted
- Open the Tachograph Services application on the RIO platform at regular intervals (at least once a week) and check the archived data.
- To reduce the download time if you have a larger fleet, several card readers can be connected to one computer with several company cards. This is the only way to download vehicle data simultaneously.