



Mercedes-Benz WebParts

Guideline & Manual for Professional Online Parts Ordering
Customer Edition

Version 3.2
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Mercedes-Benz

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1 Welcome to Mercedes-Benz WebParts!

We are delighted that you have decided to make use of the opportunities offered by Mercedes-Benz WebParts (Version 3.2). Mercedes-Benz WebParts offers you the opportunity to conveniently and simply order genuine Mercedes-Benz parts online via the Mercedes-Benz dealer of your choice.



If you do not yet have access to Mercedes-Benz WebParts, please contact your Mercedes-Benz dealer.

This manual serves to explain the most important steps involved in ordering genuine Mercedes-Benz parts via Mercedes-Benz WebParts. Furthermore, it should help familiarise you with all the Mercedes-Benz WebParts functions and enable you to work optimally with WebParts. Before you get started, please take a few minutes to obtain an overview of the functions available in Mercedes-Benz WebParts. You will quickly realise that it has never been so easy to order genuine Mercedes-Benz parts!

1.1 Overview of the advantages for you

Genuine Mercedes-Benz parts: Part of your success!

Genuine Mercedes-Benz parts are specially developed, constructed and tested for the respective vehicle. They are characterised, in particular, by their durability, reliability, dimensional accuracy and economic efficiency not to mention their high material and processing quality.

In a nutshell: Genuine Mercedes-Benz parts are high-quality products on which you and your customers can always rely.

Desired parts can be directly selected and easily ordered at any time

Regardless of whether you are looking for genuine Mercedes-Benz parts, genuine remanufactured parts or genuine accessories: You can place your order when you have the time via Mercedes-Benz WebParts. It is also possible to order directly from your workshop or garage - 24 hours a day, 7 days a week. In Mercedes-Benz WebParts, you also have access to the entire electronic parts catalog (EPC) of the manufacturer.

High and transparent parts availability

Your Mercedes-Benz dealer and our distribution network offer you unbeatable parts availability when it comes to what you are looking for.

Mercedes-Benz WebParts also offers you the option to read up, at any time, on the availability and anticipated supply date for each part.

Less effort, a better overview and plannable costs

Mercedes-Benz WebParts offers you an optimal overview vis-à-vis your realised and planned orders and allows you to reuse order templates for regularly recurring part requirements. This is a great time saver and provides you with a better overview when it comes to your order management.

Mercedes-Benz WebParts also displays the individual conditions, which have been agreed on between you and your Mercedes-Benz dealer. Discounts and net prices are always directly displayed in addition to the gross prices. This increases the price transparency as well as order reliability and allows you to better plan for the associated costs. You always have full control when it comes to your part costs thanks to Mercedes-Benz WebParts.

Benefit from Sales Campaigns

Mercedes-Benz WebParts gives you constant access to the latest sales campaigns, i.e. 24 hours a day, 7 days a week. Read up on special purchase prices/discounts and benefit from the top-notch purchase prices as well as advantages of genuine Mercedes-Benz parts.

1.2 From ordering to delivery – How it works

Ordering genuine Mercedes-Benz parts via Mercedes-Benz WebParts is divided into two steps: On the one hand, your order as a Mercedes-Benz WebParts customer and on the other hand the processing and execution of your order by your Mercedes-Benz dealer.

As the customer, you identify the parts that you wish to order, e.g. in the EPC (electronic parts catalog). Once you have identified all the required parts, you can import these, via the click of a button, into Mercedes-Benz WebParts and thus into an order. The order can now be manually edited (add/delete items, adjust quantities etc.).

You can alternatively directly enter the part numbers in the order screen instead of searching for the required parts in the EPC.

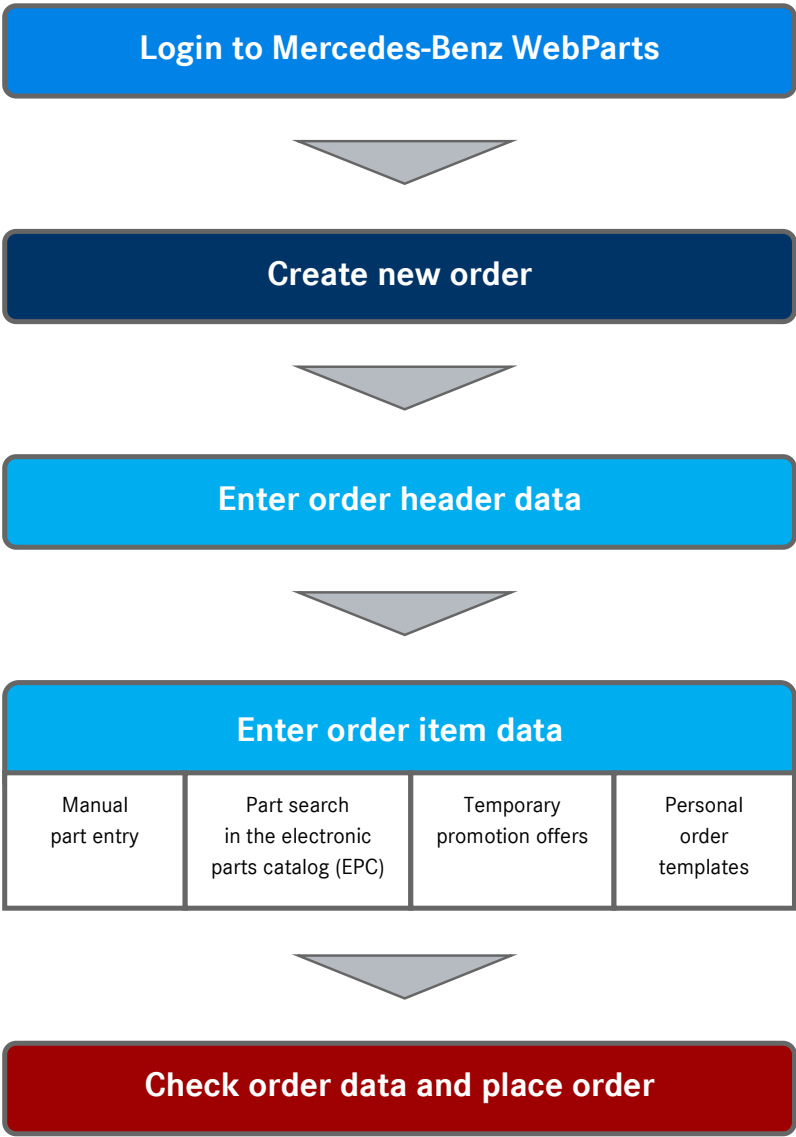
Customer-specific prices are automatically determined and displayed for each order item. The current availability of the parts ordered by you is also displayed.

Once you have completed your order, you can send this to your Mercedes-Benz dealer by clicking on "Send". Your Mercedes-Benz dealer receives a message indicating that a new order has been received once you send your order.

Upon order receipt, your Mercedes-Benz dealer processes the order and the ordered parts are either delivered to you or you can pick them up depending on what has been agreed. You can check the status of your order at any time in the order overview ("Outstanding", "Ordered", "Confirmed", "Completed").

The payment for the parts as well as the receipt of the related invoice remain unaffected by Mercedes-Benz WebParts; i.e. this takes place in accordance with the agreements reached between you and your Mercedes-Benz dealer.

1.3 Five simple steps to your desired genuine Mercedes-Benz part



2 First steps in Mercedes-Benz WebParts

We would initially like to familiarise you with the technical requirements of the system and provide you with a general overview on the structure, layout and settings of the application before we delve into the more advanced topics related to the Mercedes-Benz WebParts system.

2.1 Technical requirements

Mercedes-Benz WebParts is a web-based application, which communicates via secure Internet connections with a central application server.

The following requirements must be fulfilled in order to ensure smooth, i.e. fault-free, operation of the system in your company:

Browser

- Internet Explorer version 8.0 and higher *
- Mozilla Firefox version 3.6 and higher
- Google Chrome version 21 and higher
- JavaScript and Java must be enabled in the browser!

* You can use all the basic Mercedes-Benz WebParts functions with the still commonly used Internet Explorer version 6, restrictions with regard to the display must, however, be accepted in this connection. We recommend that you upgrade to version 8.

Network infrastructure

- Rapid and permanent Internet connection
- Where required: Firewall enabling for communication via port 443 (HTTPS)
- Where required: Firewall enabling for the Mercedes-Benz WebParts domain aftersales.i.daimler.com

Java

Java must be installed on your computer in order to be able to use the electronic parts catalog (EPC).

- The minimum requirement here is Java version 1.6
(Important: Java version 1.6, update 12 is incompatible)

Please note that you as the user must, as standard, have a 64-bit operating system and a 64-bit Java version. In these cases, you must also install a 32-bit Java version.

You can find more information on the topic of Java in the Java FAQs, which you can peruse at any time via the Mercedes-Benz WebParts online help.

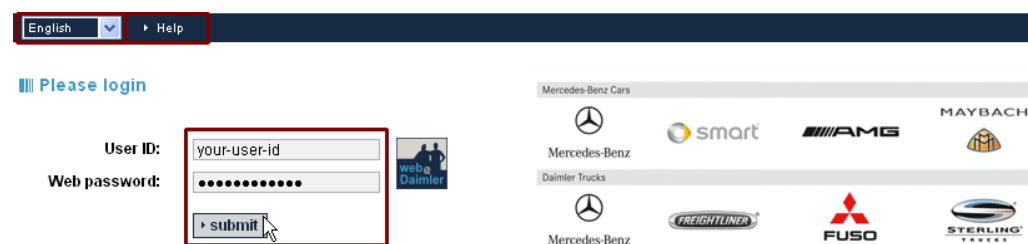
2.2 Login / Logout

Mercedes-Benz WebParts is a closed ordering system and is only available to customers, who have previously registered to use the system.

You can access the Mercedes-Benz WebParts application via the central login of the Daimler aftersales platform. Please enter the following URL www.WebParts.Mercedes-Benz.com into the address bar of your browser and confirm this entry by clicking on the "Enter" key of your keyboard.

Login

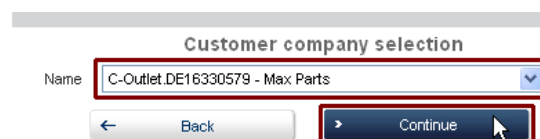
On the login page, please enter your personal access data, which you received from your Mercedes-Benz dealer, in the entry fields "User ID" and "Web password" and click on the [> Login] button. Where applicable, please change the language setting beforehand via the selection menu in the top left of the screen.



Please follow the corresponding instructions on the website if you are prompted to change your password. Should you experience problems during login or when changing your password, you can find detailed information on these topics in the "Help" area of the website. Your Mercedes-Benz dealer is, of course, also available should you have any queries.


Customer company selection

If your company has subsidiaries at different locations, then you must initially select the subsidiary for which you wish to place orders in the current session. This step does not apply if your company has no additional subsidiaries.



A search function is made available to you, in order to facilitate the appropriate selection, if your company has more than 10 subsidiaries. Please enter, for example, the ZIP code or location here and then start the search by clicking on the [**Search customers**] button. Then select the subsidiary for which you wish to place orders in the current session from the result list.

Search and select customer organisation
Search customer organisation for login into WebParts

Customer name: Max*	Postcode: 	City: 	Organisation ID: 								
<table border="1"> <thead> <tr> <th>Customer name</th> <th>Postcode</th> <th>City</th> <th>Organisation ID</th> </tr> </thead> <tbody> <tr> <td>> Max Parts</td> <td>70000</td> <td>Stuttgart</td> <td></td> </tr> </tbody> </table>					Customer name	Postcode	City	Organisation ID	> Max Parts	70000	Stuttgart
Customer name	Postcode	City	Organisation ID								
> Max Parts	70000	Stuttgart									

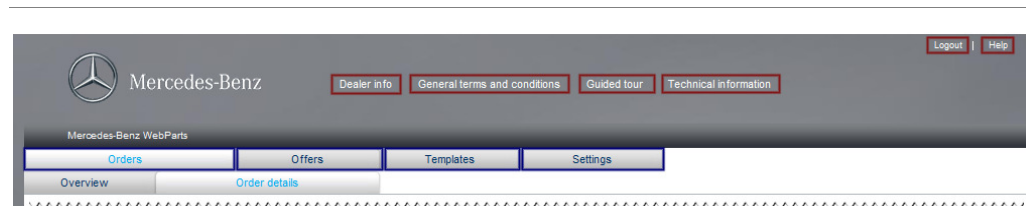
Logout

For security reasons, it is important that you properly log out from the system as soon as you are finished placing the desired orders. Mercedes-Benz WebParts sessions have a maximum duration of 10 hours. An automatic logout subsequently takes place.

2.3 Basic layout of Mercedes-Benz WebParts

In the case of a successful login, the Mercedes-Benz WebParts homepage will display an overview of your orders. You can find additional information, in this connection, in the Chapter "Placing and Managing Orders". If new promotion offers exist from your Mercedes-Benz dealer, then Mercedes-Benz WebParts will automatically start in the "Offers" overview.

Overview of Mercedes-Benz WebParts modules and functions



The elements highlighted in blue are modules, which are available to you in Mercedes-Benz WebParts: **Orders**, **Offers**, **Templates** and **Settings**. On the level below these, you can see the functions, which are available to you in the respective, active module. Active modules and subfunctions are highlighted in colour in order to facilitate orientation.

The red elements are functions, which can be selected at any time, regardless of the currently active module.

Dealer info: Displays the contact information of your Mercedes-Benz dealer.

General terms and conditions: Here you can, at any time, view the general terms and conditions of Mercedes-Benz WebParts.

Guided tour: Interactive training video on how to use Mercedes-Benz WebParts.

Logout: Ends the current WebParts session.

Help: Link to WebParts online help. You are always provided help on the currently open page.

3 Placing and Managing Orders

It has never been so easy to order genuine Mercedes-Benz parts! You can use the external catalogues to search for relevant part information and can subsequently transfer your shopping list to a WebParts order by clicking on the appropriate button. The order process, nevertheless, remains extremely convenient for you thanks to the automatic formatting checks, even if you are one of those Mercedes-Benz WebParts purchasers, who prefer to enter their order items directly in WebParts.

In this chapter, the term „external catalogue“ stands for both the Electronic Parts Catalogue (EPC) and the Bus Parts Catalogue (BPC).

EPC – Electronic Parts Catalogue: Here you can find Genuine Parts for the brands Mercedes-Benz (PC, Van, Truck, Unimog), Maybach and Smart.

BPC: OMNIplus Bus Parts Catalogue: In BPC you can find Genuine Parts for busses of the Mercedes-Benz and Setra brands.



3.1 Maintaining an overview of all your orders

You are immediately redirected to an overview of your outstanding orders in the case of a successful login to Mercedes-Benz WebParts. The WebParts homepage opens with an offer overview if your Mercedes-Benz dealer has saved special promotion offers for you since your last visit. In these cases, you can access your order overview by selecting the **"Orders"** module.



You can find additional information on the WebParts offers in the Chapter "Benefit from Promotion Offers".

You can basically view all current and previous orders in your WebParts order overview until these orders are actively deleted. The order overview has two filters in order to allow you to navigate more purposely within this area. If your Mercedes-Benz dealer has several branches, then you can initially define the branch for which you wish to view the respective orders. The option also exists of displaying the orders according to their current order status.

Filter and sorting options in the order overview

Ordered from: You can use this selection list to change between the order overviews of the respective branches of your Mercedes-Benz dealer.

Ordered for: Display of which of your branches the orders were performed for.

Filter: Reduces the quantity of displayed orders acc. to their status.

You can sort the order overview entries at any time according to the individual columns, regardless of the set filters.

For this purpose, please click on the column name or the respective **arrow icon** (). The entries can be sorted in both ascending () and descending () order. You must click on the corresponding column name a second time for this purpose. The arrow icon indicates the, in each case, applied sort sequence.

Change or discontinuation of a dealership

As a customer, at least one dealership is available for your order. Your Mercedes-Benz dealer can add you as customer for as many of its branches as required. Your dealer has the ability to switch customers to a different branch. This could happen for example if an additional dealer branch is located closer to you physically. If this happens, the orders you have previously made are not lost, they are still processed and delivered by your Mercedes-Benz dealer. However, the following changes occur:

- As soon as you select the affected branch, you are informed of the modified ordering rights.
- You cannot perform any new orders from this branch. For this reason, the [New order] button as well as the modules "Offers", "Templates" and "Settings" are no longer shown.
- Outstanding orders cannot be edited further for this branch.



Mercedes-Benz WebParts

Orders
Overview

Overview

Ordered from: Daimler AG, HB TTCASM D0 (Teststr. 4711, 4711, Test) - 200-XX47001-01 (Default)

Ordered for: Max Parts (Teststraße 70000, 70000, Stuttgart) - C-Outlet.DE16330579

Filter: All

Refresh list

	Your job number	Order date	Order number	Sum [EUR]	Order type	Delivery type	Status	Note
<input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	Max_225	17-Jan-2013	1321	243.97	Stock order	Delivery	Outstanding	Please do not ...
<input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	Offer Brakes	17-Jan-2013	1320	181.06	Immediate requirement	Delivery	Outstanding	Pls phone if n...

Select all - Clear selection

Delete

Order overview functions

Refresh list New order

	Your job number	Order date	Order number	Sum [EUR]	Order type	Delivery type	Status	Note
<input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	Offer Brakes	17-Jan-2013	1320	181.06	Immediate requirement	Delivery	Ordered	Pls phone if n...
<input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	Brake set W168	17-Jan-2013	1319	243.97	Stock order	Collection	Ordered	

Select all - Clear selection

Delete New order

[**New order**]: Opens an empty order screen for the creation of a new order.

[**Refresh list**]: Updates the displayed order overview based on the set filter criteria.

[**Delete**]: Can be used in combination with the selection boxes in front of individual orders to delete several entries.

All order-related functions depend on the respective order status and are described in the following, including the meaning of the respective status.

Orders with the status "Outstanding"

All orders, which you have created but not yet sent are designated as "Outstanding" in WebParts. The "Order date" and "Order number" fields are empty as these are only defined by WebParts when you send an order.

Filter: Outstanding

Refresh list

New order

	<input type="checkbox"/>	Your job number	<input type="checkbox"/>	Order date	<input type="checkbox"/>	Order number	<input type="checkbox"/>	Sum [EUR]	<input type="checkbox"/>	Order type	<input type="checkbox"/>	Delivery type	<input type="checkbox"/>	Status	<input type="checkbox"/>	Note
	<input checked="" type="checkbox"/>							871.70		Stock order		Collection		Outstanding		
	<input checked="" type="checkbox"/>	Test						49.60		Stock order		Collection		Outstanding		

Edit order (): Opens the corresponding order in edit mode.

Delete (): Deletes the selected order.

Orders with the status "Ordered"

All orders, which you have already sent to your Mercedes-Benz dealer but which have not yet been processed there, are designated as "Ordered" in WebParts.

Filter: Ordered

	<input type="checkbox"/>	Your job number	<input type="checkbox"/>	Order date	<input type="checkbox"/>	Order number	<input type="checkbox"/>	Sum [EUR]	<input type="checkbox"/>	Order type	<input type="checkbox"/>	Delivery type	<input type="checkbox"/>	Status	<input type="checkbox"/>	Note
		order og		Mar 2, 2012		▶ 1305		9,075.87		Immediate requirement		Delivery		Ordered		testing
				Mar 2, 2012		▶ 1304		238.57		Stock order		Collection		Ordered		

View order data (): Opens the detailed view of the corresponding order.

Delete (): Deletes the selected order.

Orders with the status "Confirmed"

All orders, which have already been processed by your Mercedes-Benz dealer, are designated as "Confirmed" in WebParts.

Filter: Confirmed																
	<input type="checkbox"/>	Your job number	<input type="checkbox"/>	Order date	<input type="checkbox"/>	Order number	<input type="checkbox"/>	Sum [EUR]	<input type="checkbox"/>	Order type	<input type="checkbox"/>	Delivery type	<input type="checkbox"/>	Status	<input type="checkbox"/>	Note
		Test int og		Mar 2, 2012		▶ 1299		539.59		Stock order		Collection		Confirmed		
				Dec 2, 2011		▶ 1291		8,628.52		Stock order		Collection		Confirmed		Fa Stihl

View order data (): Opens the detailed view of the corresponding order.

Mark as "Completed" (): Archives the selected order.

Delete (): Deletes the selected order.

Orders with the status "Completed"

All previously confirmed orders, which you have actively marked as completed, as designated as "Completed" in WebParts.

Filter: Done

	Your job number	Order date	Order number	Sum [EUR]	Order type	Delivery type	Status	Note
	pse	Dec 9, 2011	▶ 1292	8,626.52	Stock order	Collection	Completed	schnell
	dss	Jul 24, 2011	▶ 1262	391.56	Immediate requirement	Delivery	Completed	das ist eine e...

View order data (): Opens the detailed view of the corresponding order.

Delete (): Deletes the selected order.

Orders with the status "Cancelled"

All orders which have been cancelled by your Mercedes-Benz dealer are designated as "Cancelled" in WebParts.

Filter: Cancelled

Refresh list New order

	Your job number	Order date	Order number	Sum [EUR]	Order type	Delivery type	Status	Note
	Test int og 5	Mar 2, 2012	▶ 1303	370,011.23	Stock order	Collection	cancelled	reman teil
	Test int og 4	Mar 2, 2012	▶ 1302	539.59	Immediate requirement	Collection	cancelled	schnell liefer...

View order data (): Opens the detailed view of the corresponding order.

Delete (): Deletes the selected order.

You have the option to export the part items, contained in the detailed view, for all already placed orders (orders with the status "Ordered", "Confirmed", "Cancelled" or "Completed") as a file in Microsoft Excel format.



3.2 Header- and item-related data for WebParts orders

The creation of new orders and the editing and viewing of existing orders takes place in the one screen in Mercedes-Benz WebParts. Different functions are available to you depending on the respective activity, which you as the orderer are carrying out.

Before we go into these functions in greater detail, it is important that you are initially familiar with the basic layout of a WebParts order and the information displayed in this connection.

The detailed order view shows you all the data available in WebParts for an order and is divided into three main parts.

Order

Ordered from

Daimler AG, HB ITCASM D0 (Teststr. 4711, 4711, Test) - 200-XX47001-01 (Default)

Ordered for

Max Parts (Teststraße 70000, 70000, Stuttgart) - C-Outlet.DE16330579

Your job number:

Order type:

Stock order

Order date:

Created:

17-Jan-2013 13:44:35

Order title/name:

Delivery type:

Delivery

Order number:

Created by:

C2DTESTE

Select Parts Catalogue

Start EPC

Import from EPC

Start BPC

Import from BPC

Customer note:

Dealer note:

Item	Part no.	Designation	DG	List price [EUR]	Base discount [%]	Promotion discount [%]	Net price [EUR]	Quantity	Sum [EUR]	Offer	Return value [EUR]	Note
X 1	A 168 420 24 15	BREMSTRAEGER	20	89.98	0.00	0.00	89.98	2	179.96			
X 2	A 000 420 86 83	REPARATURSATZ	26	25.06	0.00	0.00	25.06	1	25.06			
X 3	A 902 420 30 01	BRAKE PACKAGE	35	179.00	0.00	15.00	152.15	1	152.15	25-Oct-2011 - 31-May-2013		
								1				
									Shopping Cart (NP) [EUR]	357.17		
									Delivery [EUR] *	38.24		
									VAT [EUR]	75.13		
									Total price [EUR]	470.54		

*Delivery cost per order according to our Terms and Conditions or separate agreement

- The general order header data (a)
- Comments and notes on the order (b)
- List of all order item-related data (c)

Order header data (a)

Order

Selected Parts Catalogue

Start EPC Import from EPC

Start BPC Import from BPC

Ordered from: Daimler AG, HB ITCASM D0 (Teststr. 4711, 4711, Test) - 200-XX47001-01 (Default)

Ordered for: Max Parts (Teststraße 70000, 70000, Stuttgart) - C-Outlet.DE16330579

Your job number: Order title/name: Customer note:

Order type: Stock order Delivery type: Delivery Dealer note:

Order date: Order number: a) b)

Created: 17-Jan-2013 13:44:35 Created by: C2DTESTE

Ordered from: Mercedes-Benz dealer (head office/branch) with which you wish to place your order.

Ordered for: Display of which organisation the order is performed for.

Job number: Job ID, which can be freely defined by you. You can, for example, enter your in-house order number here.

Title: Order title, which you wish to assign.

Order type: Order type, e.g. "Immediate requirement" or "Stock replenishment".

Delivery type: Delivery type, e.g. "Collection" or "Delivery" by courier.

Order date / Order number: Point in time of the order receipt at your Mercedes-Benz dealer as well as the order number assigned by WebParts.

Created on/by: Point in time of the order creation as well as the user ID of the ordering employee in your company.

Comments and notes on the order (b)

Customer note: Here you can enter the accompanying comments / information to be communicated to your Mercedes-Benz dealer. Enter, for example, the vehicle identification number (VIN) of the vehicle here, for which you wish to order genuine Mercedes-Benz parts in order to repair this vehicle.

Dealer note: Order comment from your Mercedes-Benz dealer.



Order item-related data (c)

Item	Part no.	Designation	DG	List price [EUR]	Base discount [%]	Promotion discount [%]	Net price [EUR]	Quantity	Sum [EUR]	Offer	Return value [EUR]	Note
X 1	A 168 420 24 15	BREMSTRAEGER	20	89.98	0.00	0.00	89.98	2	179.96			
X 2	A 000 420 86 83	REPARATURSATZ	26	25.06	0.00	0.00	25.06	1	25.06			
X 3	A 902 420 30 01	BRAKE PACKAGE	35	179.00	0.00	15.00	152.15	1	152.15	25-Oct-2011 - 31-May-2013		
								1				
								Shopping Cart (NP) [EUR]				
								Delivery [EUR] *				
								VAT [EUR]				
								Total price [EUR]				
										470.54		

c)

*Delivery cost per order according to our Terms and Conditions or separate agreement

Item: Consecutive numbering of order items.

Part number: Clear identification number of ordered part.

Designation: Designation of ordered part.

DG: The discount group assigned to the part.

List price: Indication of gross list price.

Base discount [%]: Discount rate based on product discount group.

Promotion discount [%]: Possible additional promotion discount. Clicking on the discount shown, opens the corresponding promotion.

Net price: Net price per part after the deduction of all discounts.

Quantity: Quantity of ordered parts for the respective item.

Sum/item: Total net price for the quantity of ordered parts for the respective item.

Offer: Shows the corresponding promotion period for the items with promotion discount. Clicking on the time period shown, opens the corresponding promotion.

Return value: Shows the set return value for remanufactured parts.

Note: Here you can enter comments / notes on the respective item. The VIN or "Baumuster" (model type) used during the parts search in the external catalog is automatically entered here if you specify this in the personal settings (see Chapter 7). This facilitates the correct part identification in the event that something is unclear.

Availability: Indication of the availability of the corresponding part.

Sum LLP: Total for the gross list prices of all order items.

Shopping cart: Total of the net prices of all order items.


Delivery: Shows the delivery costs for the order. (Only visible if delivery costs are incurred.)



VAT / Total price: Total price of the order based on the net prices of all order items, the delivery costs, where applicable, and the incurred VAT amount.

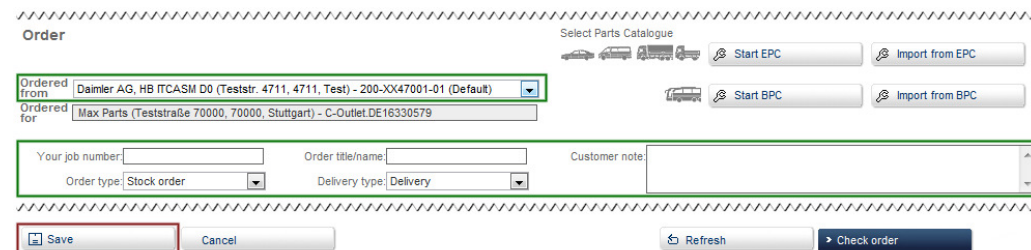
3.3 Entering and Placing Orders

There are four different ways in WebParts for accessing the edit mode in order to enter all the data required there for an order.

- Create a new (empty) order via the [**New order**] button in all order overviews.
- Edit a buffered order via the **Edit order** icon () in the overview of all outstanding orders.
- Generate an order by adding a promotion offer.
- Generate an order based on a WebParts order template.

Entering header data

First enter or complete the header data of your order. The mandatory fields "**Ordered from**", "**Order type**" and "**Delivery type**" are automatically initialised with the standard values selected by you where a new order is created. You can, however, change these – similar to all other entry fields – as desired up to the final dispatch of the order.



The entries in the fields "**Your job number**" and "**Order title/name**" are voluntary and serve mainly to facilitate the management of the orders your realise in Mercedes-Benz WebParts. Enter, for example, your in-house job number here to create a reference between a WebParts order and a concrete process in your company.

The completion of the field "**Customer comments**" is also voluntary. Use this field to communicate additional comments or explanations on your order to your Mercedes-Benz dealer. If your order relates to a concrete material requirement for a specific vehicle, and not a stock replenishment, then we recommend that you enter the vehicle identification number (VIN) here.

You can, at any time, save the current order status in the WebParts database via the [**Save**] button. The "Created" date and your user ID are automatically added the first time you save the order.

Manually entering item-related data

The quickest way to enter an individual part item is to manually enter the corresponding part number. Please enter the associated part number in the entry field at the end of the parts list to add a new part to your order. Then confirm your entry via the "Enter" key on the keyboard to add the part number.

A comparison with the central WebParts database takes place in order to check whether the part numbers entered by you actually exist and to display, where required, the associated price data.

This comparison automatically takes place after each entry if you have activated the selection box "Refresh after each part number" in your personal WebParts settings. If this is not the case, then you can initially enter an optional quantity of part items and subsequently compare the entire entry with the WebParts database via the [**Refresh**] button.

Order

Item	Part no.	Designation	DG	List price [EUR]	Base discount [%]	Promotion discount [%]	Net price [EUR]	Quantity	Sum [EUR]	Offer	Return value [EUR]	Note
X 1	A 221 421 08 12	BRAKE DISC	30	146.44	15.00	0.00	124.47	2	248.94			
X 2	A 220 421 01 71	PAN HEAD FIT BOLT	20	1.40	15.00	0.00	1.19	8	9.52			
				Sum LLP [EUR]		304.08		Sum HP [EUR]		258.46		
								VAT [EUR]		49.11		
								Total price [EUR]		307.57		

Save Cancel Refresh Check order

Enter the desired order quantity per item in the "**Quantity**" field and use, where required, the entry field "**Note**" to communicate item-related comments or explanations to your Mercedes-Benz dealer.

Delete (X): Deletes the selected part item from the order.

[Save]: Saves all realised changes in the WebParts database.

[Cancel]: Rejects all realised changes since the last save process.

Adding item data from external catalogues

It is possible for you to conveniently add all the searched for parts to your WebParts order if you used an external catalogue to identify the genuine Mercedes-Benz parts that you require.

Order

Select Parts Catalogue

Start EPC Import from EPC

Start BPC Import from BPC

Ordered from: Daimler AG, HB ITCASM D0 (Teststr. 4711, 4711, Test) - 200-XX47001-01 (Default)

Ordered for: Max Parts (Teststraße 70000, 70000, Stuttgart) - C-Outlet.DE16330579

Click on the [**Import from EPC**] / [**Import from BPC**] button to automatically add the parts from your shopping list to your order.

If this automated service should temporarily not be available, you still have the option to manually import the shopping list into WebParts.



For this purpose, please click on the [**Import list**] button. Select the shopping list format ".xfr" in the subsequent dialogue and then select the EPC shopping list from the save path on the hard drive of your computer.

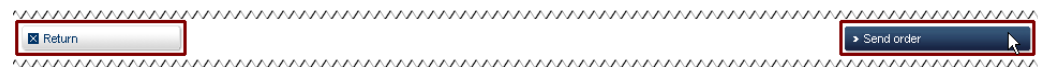
Additional information on the part search with the external catalogues as well as the save path of your shopping list can be found in the Chapters "Part Search in the Electronic Parts Catalog (EPC)" and "Part search in bus parts catalog (BPC)".

Placing orders

You can send the order to your Mercedes-Benz dealer if you have finished entering the header data and order items. For this purpose, click on the [**Check order**] button of an order in edit mode.




All order data is again displayed in the subsequent dialogue for verification purposes. Click on the [**Send order**] button if the data is correct in order to place your order (special terms of use may, in this connection, have to be confirmed beforehand).



If you want to make further changes to your order, then click on the [**Return**] button to return to the edit mode.

3.4 Part-specific information

Via the part master data contained in WebParts, it is ensured that additional information or notes, on the products entered by you, is/are displayed to you where you require such supplementary information. If part-specific notes exist, then this can be recognised - for the affected order item - via a red **exclamation mark icon** (⚠). The corresponding information is displayed to you when you position your cursor over the icon.

X 1	A 000 835 16 26	GLOW PLUG	 Additional information	0.00	0.00	1	0.00	
-----	-----------------	-----------	--	------	------	---	------	--

WebParts differentiates between simple notes, tyre information and those, which accompany the display of alternative part numbers.

Simple notes

Simple notes are displayed in the case of the following:

- The entered part number is technically correct; it is, however, not contained in WebParts.
- The entered part number has been replaced by a successor product, no current price information could, however, be found for the new part.
- The entered part number is a hazardous good.
- The entered part number is a theft-relevant part.

Affected parts can basically be listed as WebParts order items. Please always take into account the notes displayed in each case and contact, where necessary, your Mercedes-Benz dealer. Deliveries of hazardous goods can, for example, entail higher delivery costs or the ordering of theft-relevant parts may require separate proof of authorisation.

Tyre information

If the entered part number is for tyres, the designations of the tyres as per the EU Tyre Labelling Regulation 1222/2009 is shown to you in the Note. The following information is stated:

- Fuel efficiency class
- Wet grip class
- Rolling noise class
- Noise measurement
- Tyre classification



Replacement by successor products

Technical innovations, material improvements or standardisation can, with regard to the lifecycle of a genuine Mercedes-Benz part, lead to the replacement of a part number by a successor product. If a suitable successor part exists for a part number entered by you, then this is displayed to you as an additional order item if the originally entered part is no longer available.

X	1	A 001 835 16 98	SEAL RING	⚠				0.00		0		
X	2	A 140 997 07 45	SEAL RING	⚠	40	3.70	20.00	0.00	2.96	1	2.96	

If the entered part number is still available, the order is performed in the usual manner. Otherwise WebParts automatically performs the search for an available successor.

The quantity for the predecessor part is automatically set to "0" (zero). The entry in the item list serves solely for information purposes. You can, where required, delete the entry at any time from the list via the **Delete icon (X)**. The successor part is listed, directly under the predecessor part, with the standard quantity "1".



Genuine Mercedes-Benz remanufactured parts

Genuine Mercedes-Benz remanufactured parts are reconditioned parts, which satisfy the same quality requirements as a new genuine Mercedes-Benz part and have the same warranty. If remanufactured parts exist for the part numbers entered by you, then these are displayed as an additional order item.

Item	Part no.	Designation	DG	List price [EUR]	Base discount [%]	Promotion discount [%]	Net price [EUR]	Quantity	Sum [EUR]	Offer	Return value [EUR]	Note
X	1	A 026 545 86 32	SWITCH	⚠	16	805.96	15.00	0.00	685.07	1	685.07	
X	2	A 026 545 86 32 86	SWITCH	⚠	16	956.59	15.00	0.00	813.10	0	0.00	263.90

The quantity of remanufactured items is set to "0" (zero) so that the new genuine part can initially be ordered. If you want to order a remanufactured part instead of a new genuine part, then you must accordingly change the **"Quantity" fields**. The quantity "0" (zero) should then be entered for the genuine part and the corresponding quantity, e.g. "1", should be entered in the case of the relevant remanufactured part. You can alternatively fully delete the respective items from the list via the **Delete icon (X)**.

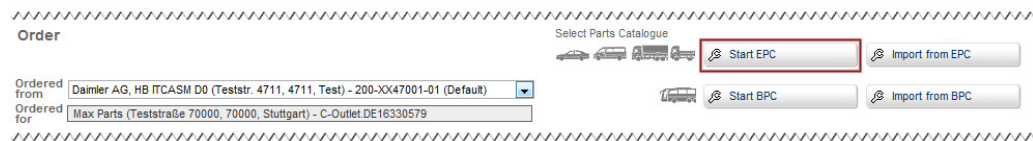
The corresponding old part amount, which is reimbursed for you for a return delivery, is displayed in the "Return value" column in the case of remanufactured parts. This amount is not taken into account when calculating the total price and is settled separately.

4 Part Search in Electronic Parts Catalog (EPC)

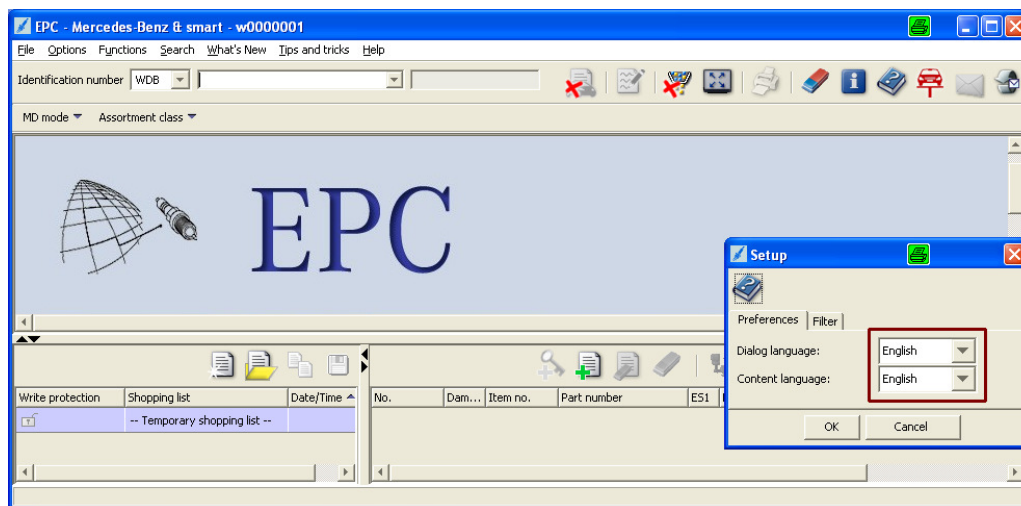
In addition to the direct entry of part numbers or the import of parts lists in Excel format, you also have the option of searching for parts in the electronic parts catalog (EPC) in WebParts.

Parts identified using the EPC can be conveniently added to WebParts orders. You can find more detailed information, in this connection, in the Chapter "Placing and Managing Orders".

The EPC search can be started via the [**Start EPC**] button.



The EPC is a Java application, which is executed outside your browser. A corresponding warning message is displayed to you the first time you call this application. Confirm in the message box that you want to execute the process and activate the option "Always trust content from this author" in order to prevent further queries.



You can access the EPC setting options via the F2 key of your keyboard. You can, where required, change the language settings of the EPC user interface as well as the catalog data here.

The precise save path for saving EPC shopping lists (e.g. "C:\WebParts\Shopping list.xfr") on the hard drive of your computer can also be found in the setting options. The path is only entered here for information purposes and can not be independently changed by you. Please contact your Mercedes-Benz dealer if changes to the save path are necessary.



Overview of the most important EPC areas and elements

Vehicle/component identification (a)

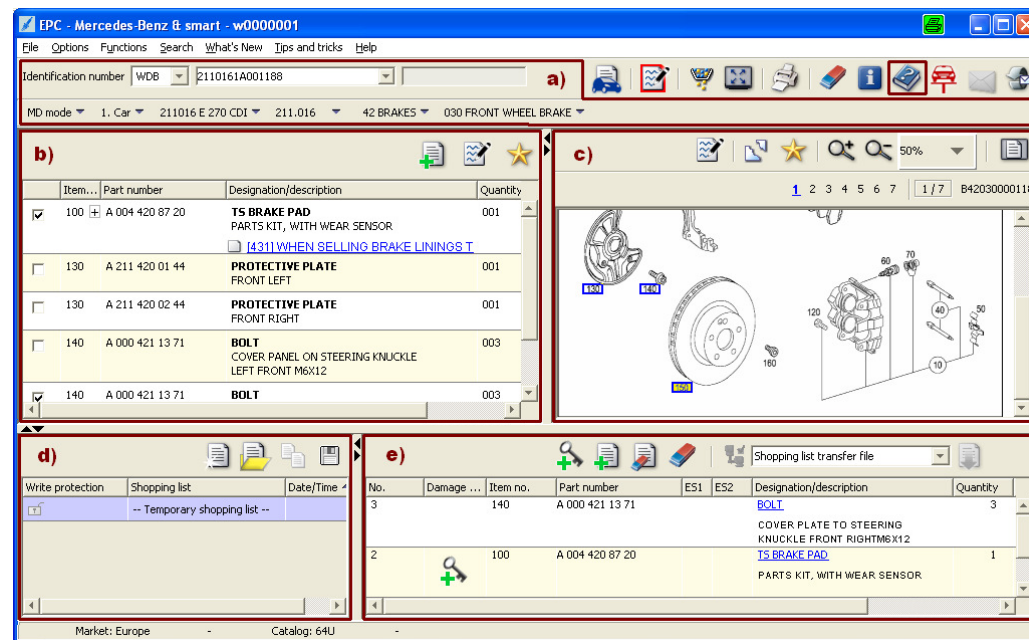
Parts list (b)

Shopping list overview (d)

EPC online help (top right)

Exploded view / figure (c)

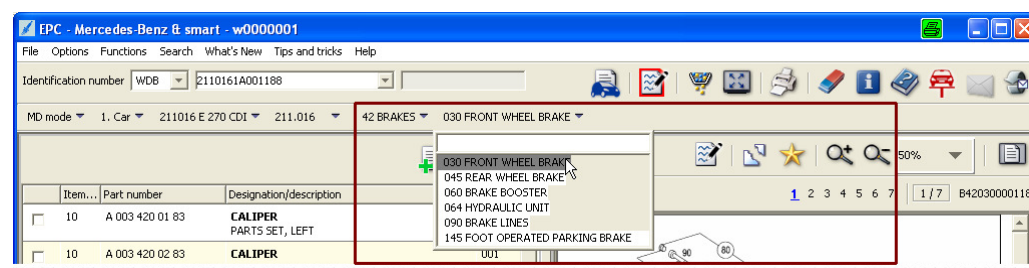
Shopping list items (e)



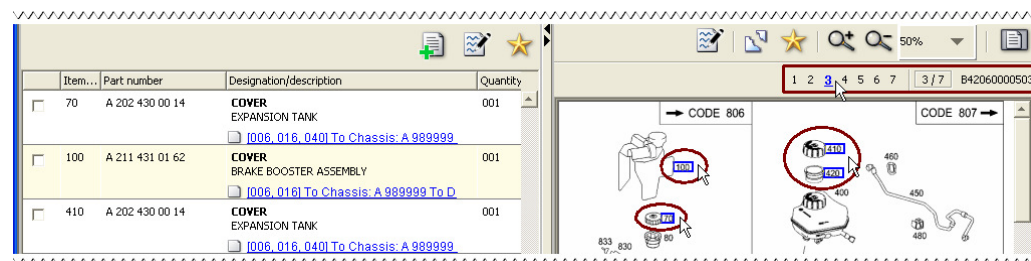
The best results for part identification in the EPC can be achieved by carrying out a search based on the vehicle identification number (VIN) of the vehicle to be repaired. You can alternatively work with the "Product Class" and "Model Designation" and selection lists.

By entering the VIN, it is ensured that the precise as-built configuration of the vehicle is taken into account when the parts are displayed. "Product class" and "Model Designation" and are already initialised with default values.

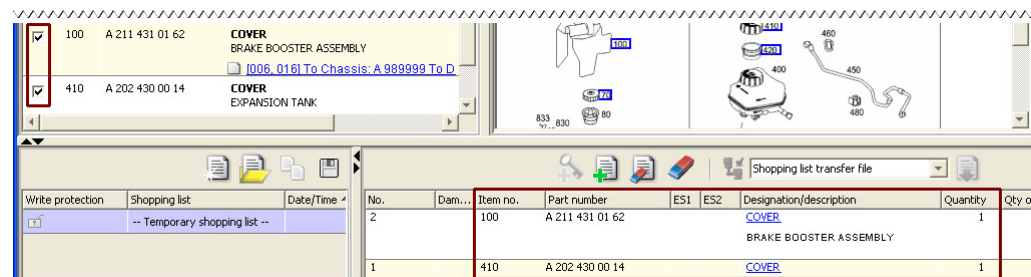
Use the now visible selection lists of "Parts Groups" and "Subgroup" (where required, several subgroups depending on the complexity) to find the desired genuine Mercedes-Benz parts.



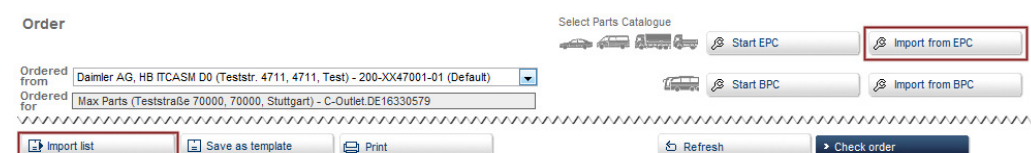
The complete parts list (on the left) as well as the corresponding exploded views (on the right) of the parts subgroup are displayed in the centre area on the lowest group level. We recommend the use of illustrations in order to simplify part identification. For this purpose, scroll through the different illustrations and reduce the quantity of parts shown on the left by clicking on individual item numbers in the figure.



Then activate the corresponding selection boxes in the parts list for the parts, which you wish to order. The parts selected in this manner are automatically added to the temporary EPC shopping list (bottom right).



When you have finished your parts search and all required parts are located in the shopping list, then you can change back to WebParts and add the identified parts there to your order. See Chapter "Placing and Managing Orders".



You can find additional information on working with the EPC in the online help and the EPC FAQs, which can be accessed via the **book icon** (📖 top right).

5 Part search in Bus Parts catalog (BPC)

Analog to the part search in the electronic parts catalog (EPC) you can use the bus parts catalog (BPC) for busses.

Parts identified using the BPC can be conveniently added to WebParts orders. You can find more detailed information about this in the chapter "Placing and managing orders".

The BPC search can be started via the [**Open BPC**] button.

Order

Select Parts Catalogue

Start EPC Import from EPC

Ordered from: Daimler AG, HB ITCASM D0 (Teststr. 4711, 4711, Test) - 200-XX47001-01 (Default)

Ordered for: Max Parts (Teststraße 70000, 70000, Stuttgart) - C-Outlet.DE16330579

Start BPC Import from BPC

Entry

OMNIplus

Main selection Part search Search SAA / EB Setup Help

Entry by FIN, VIN, Vehicle model designation

FIN / VIN

Aggregate No.

Vehicle model designation

Catalogue

Manual entry

Product family

Series

Vehicle model designation

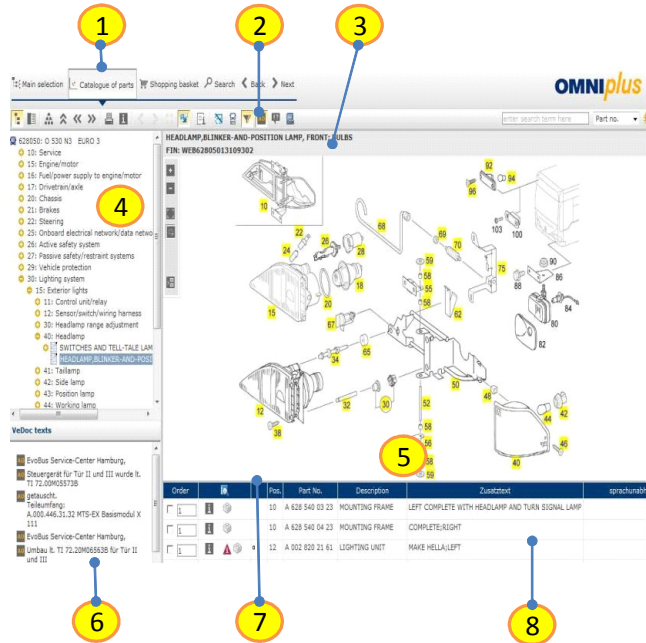
Aggregate

Bus

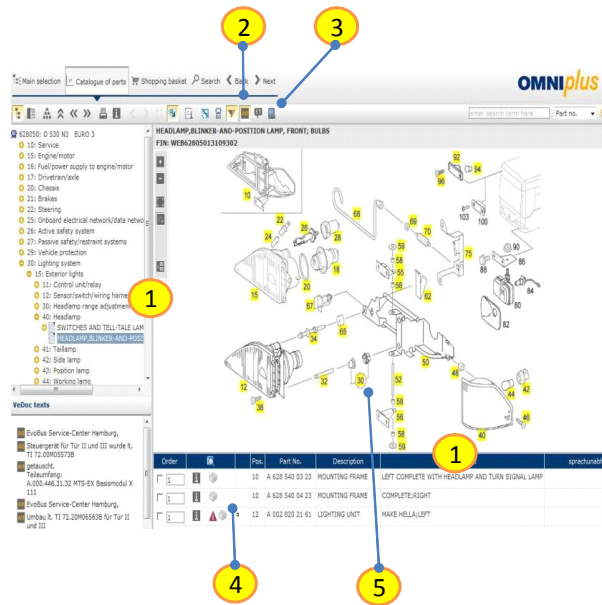
C100 S200 C200

- 1) Input field for vehicle number
- 2) Input field for assembly numbers
- 3) Input field for vehicle - model designation
- 4) Calling all assemblies
- 5) Calling all buses
- 6) Calling Et-Online, BR 300
- 7) Calling catalogue of the BR 200
- 8) Calling catalogue of the airfield buses

Overview in BPC



- 1) Navigation bar
- 2) Menu bar
- 3) Display of vehicle number
- 4) Product structure
- 5) Illustration
- 6) Display of VeDoc - texts
- 7) Spare parts list
- 8) Display spare parts list



- 1) Moving spare parts list
- 2) Hide/show the VeDoc-texts
- 3) Call of the functions by clicking on icons
- 4) All Symbols have tool tips. If you point the mouse over an icon, the tooltip with a brief description of the icon's function is opened.
- 5) Yellow highlighted item numbers are valid


Identification of spare parts


Learn about the basic features of BPC, here an example:

Your customer would like to order a head lamp left:


- 1) Calling up the catalogue
 - 2) Enter in vehicle identification number (VIN or FIN is valid)
By entering the FIN/VIN the part search is qualified for your vehicle by using the vehicle-datacard.
 - 3) By clicking „Catalogue“ or enter key you will enter the catalogue
 - 4) Next step is to determine the right technical scope.
 - a. Choosing the main group
 - b. Choosing the group
 - c. Choosing the technical scope
 - 5) Now the picture and the parts list comes up
 - 6) The parts list shows all spare parts on the picture:
 - a. Click the position number on the picture
 - b. The selected part is now highlighted red on the picture
 - c. In the parts list the selected part is highlighted blue
 - 7) Choosing the part
 - 8) Click to add part to the shopping basket
- ➔ Part number for the head lamp left was selected and added to the shopping basket.

For some part numbers additional information is stored in the system:

Show vehicle datacard (): Datacard information (Vedoc); Code-information (especially Minibus)

Installation number (SAA/EB) (): SAA- and installation number

Footnotes (): Footnotes

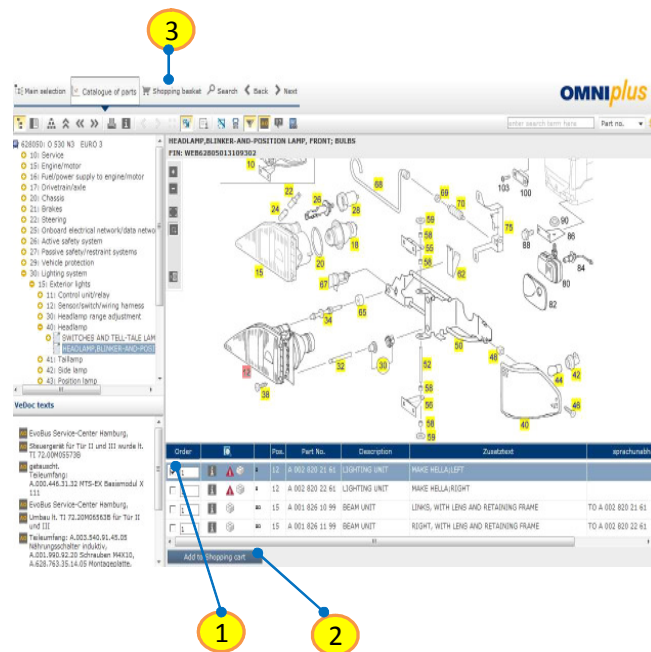
Replaced by (): Replaces by -/optional information

Data card filter (): Data card filter

Printing (): Printing

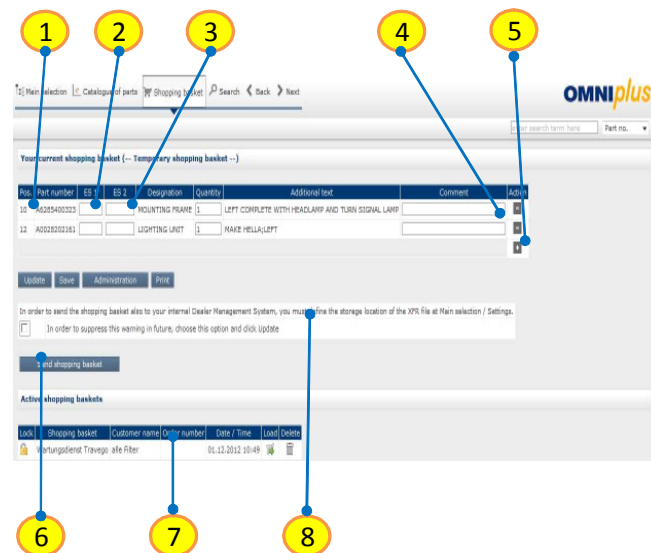
Shopping basket

Adding the parts to the shopping basket



- 1) Choose parts by clicking the check box
- 2) Adding parts number to shopping basket
- 3) Call up the shopping basket

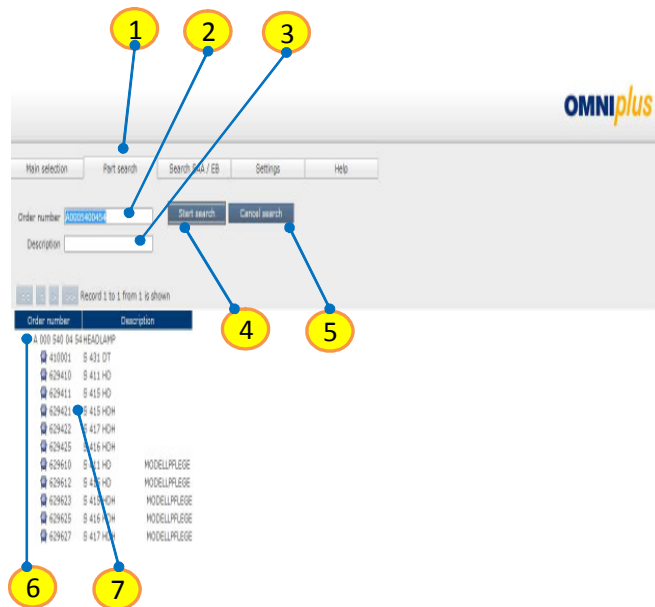
Features within the shopping basket:



- 1) Display of chosen part numbers
- 2) Input box for ES1 (spare-key), necessary for adding length/quantity
- 3) Input box for ES2 (spare-key), necessary for adding color foot notes
- 4) Delete parts from the basket
- 5) Add parts manually to basket
- 6) Sending the shopping basket to BusDoc or your inhouse DMS
- 7) Stored shopping baskets
- 8) Note for adding the shopping list transfer file path for your Dealer Management System

Search features

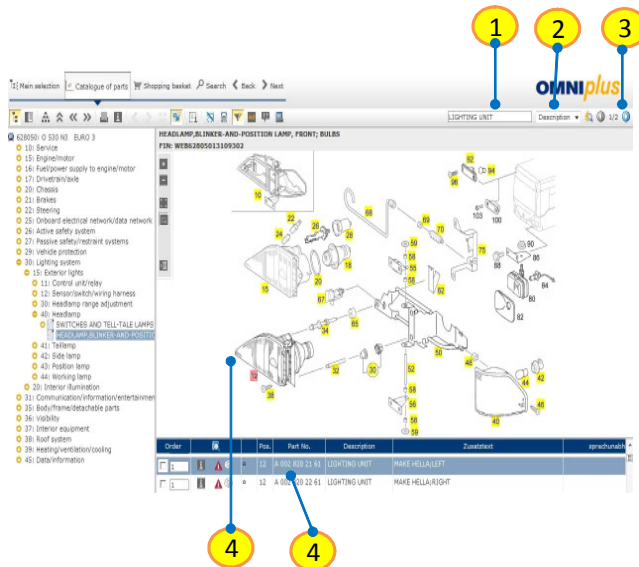
Search on the main page with part number and part name / Search for installation / Search for SAA



- 1) Open search for spare parts number or part name / for installation number or SAA /
- 2) Input box part number / installation number / SAA number (using /)
- 3) Input box part name
- 4) Start search
- 5) Stop search
- 6) Display of search hits
- 7) Information about part usage

Open catalogue by choosing the model

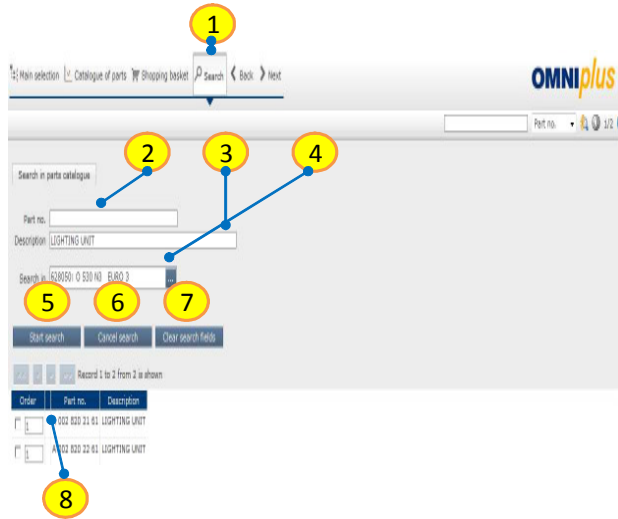
Search with part number and part name within catalog



- 1) Input box part number/name
- 2) Choose whether to search for part number /name
- 3) Display of possible hits
- 4) Display of search hits with picture and parts list

By using this search the first hit will be displayed with picture and parts list

Search with part number and part name within catalog



- 1) Open search on the navigation bar
- 2) Input box part number
- 3) Input box part name
- 4) Display of vehicle type
- 5) Start search
- 6) Stop search
- 7) Delete input boxes
- 8) Display of search hits

Click the part number to open the picture

BPC functions overview

Symbols on the navigation bar

Main selection (): Back to the main selection

Catalogue of parts (): Parts catalogue

Shopping basket (): Shows shopping basket

Search (): Search in drawing- and part selection

Back (): One step back

Next (): One step ahead

Symbols in the menu bar

	Parts list right		Print		XSFeedback
	Parts list below		Information on module		Toggle between higher image quality
	Overview		Display page, next - back		Data card filter
	Jumps to the next, higher level		Drawing sheets overview		VeDoc-texts on - off
	Show module, next-back		Show parts of current drawing		Fast search
	Jump to BusDoc		Show data card		Browse the search function of picture /parts list
	Additional information on image		Notes to the part		

Symbols in the parts list



Search in parts list



Additional information



Construction kit (SAA/I.No)



Construction kit (R-SAA)



Foot notes



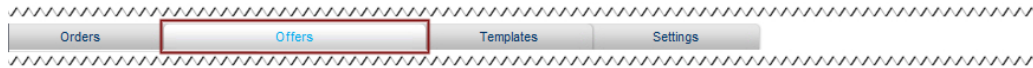
Replacement parts, Available with



Theft - relevant data

6 Benefit from Promotion Offers


You can view the currently ongoing sales campaigns of your Mercedes-Benz dealer at any time in the WebParts offer module.




WebParts offers are a good opportunity to combine the advantages of genuine Mercedes-Benz parts with particularly favourable conditions. The offers are normally seasonal and always for a limited period.

If new offers exist from your Mercedes-Benz dealer, then this is accordingly indicated to you once you log into the system, and the application will start directly in the offer overview. It is thus ensured that you always have an overview of the current offers and can realise purchasing benefits for your company.

Information and function overview


You can view all currently ongoing sales campaigns in the offer overview. New offers, which you have not yet viewed, are identified as such via a blue **exclamation mark icon** ().


The displayed offers are, in general, valid in all branches of your Mercedes-Benz dealer. You can already find additional promotion details here in the – where available – accompanying **flyer** () in addition to the brief description and validity period of the respective offer.



Current promotions
Here you will find promotions of your Mercedes-Benz partner.

Promotion	Promotion text	Promotion flyer	Valid to
 Promo Workshop 3.0	Promotext	 WP Sprinter.pdf	Mar 31, 2011
 Test Promotion	Test		Mar 25, 2011

Display offer details (): Opens the detailed view for the selected offer.

View promotion flyer (): If an accompanying flyer exists for an offer, then you can view this by clicking on the PDF icon. Please note that Adobe Reader must be installed on your computer in order to be able to view PDF documents.

You can view the detailed offer description as well as the products included in the sales campaign and their prices in the detailed view.

Ordered from: Use this selection list if you want to already preselect a specific delivery company in the case of adding offers to a new order.

[Return to order]: You can return to the order, which is currently being edited, via this button. The order overview is displayed to you if you are currently not editing an order.

7 Working with order templates










You can create order templates in WebParts for genuine Mercedes-Benz parts, which you require on a regular basis. Recurring orders for replenishing your stock can thus be realised much more quickly and simply.





Information and function overview


After selecting the **"Templates"** module, you will initially see an overview of all the order templates, which have been created for your company. You will see, amongst other things, the name of the user, who created the template, in addition to a brief description and the creation date.

Overview
Organise and edit your templates for frequently recurring orders.

	Order number	Created	Created by	Order type	Delivery type	Note
  	Oilchange 202	Jul 9, 2007	c2vtestu	Stock order	Collection	
  	Job 9th July 07	Jul 9, 2007	c2rwthart	Immediate requirement	Collection	
  	ES-070124	Aug 15, 2007	c2ctestu	Immediate requirement	Collection	TEST

Add to order (): Click on the shopping cart icon to add all the items, which are contained in the order template, to your current order. WebParts will create a new order for you if no order is currently being edited. The quantity of parts to be ordered per item is, in this connection, also added from the order template.

View/edit template (): Opens the detailed view of the selected template. Select this option if you want to edit the template or only want to add certain items from it to an order.

Delete (): Deletes the selected order template.

Detailed view of order templates

Edit template

Ordered from: Daimler AG, HB ITCASM D0 (Teststr. 4711, 4711, Test) - 200-J0K47001-01 (Default)

Your job number: ES-070124

Order title/name:

Note:

Order type: Stock order

Delivery type: Collection

Save changes

Print

Add to order

	Item	Part no.	Designation	DG	List price [EUR]	Base discount [%]	Promotion discount [%]	Net price [EUR]	Quantity	Sum [EUR]	Promotion	Return value [EUR]	Note
X	1	A 004 420 16 20	TS BRAKE PAD	38	36.67	15.00	0.00	31.17	1	31.17			
X	2	A 000 421 02 96	SHIM	20	2.48	15.00	0.00	2.11	4	8.44			
									0				

Select all - Clear selection

Save changes

Cancel

Add to order

You can edit an existing order template, e.g. add new part items or change quantities, in the detailed view.

Tip: Enter a brief description of your template in the "Job number" field. This will make it easier for you to identify the template in the overview list. You can subsequently enter your in-house job number in the field when you add the template to an order.



Please enter the associated part number in the entry field at the end of the parts list to add a new part to an order template. Then confirm your entry via the "Enter" key on the keyboard to add the part number. The updated parts list now contains the new part as well as the designation and price information stored in WebParts.

Delete (X): Deletes the selected part item from the template.

[Print]: Creates a complete overview of the order template in PDF format.

[Save]: Saves all realised changes in the WebParts database.

[Cancel]: Rejects all realised changes since the last save process.

Furthermore, the detailed view serves for the selective addition of individual items to an order. Select the products, which you want to order, by activating the corresponding **selection boxes**, and change the order quantity - where required - in the **"Quantity"** field.

Then click on the **[Add to order]** button in order to add the selected items to your current order. WebParts will create a new order for you if no order is currently being edited.

Creating new order templates

WebParts offers you two different methods for creating new order templates.

The classic way to create an order template is via the [**New template**] button in the "**Templates**" module. You then subsequently enter your item data as described in the previous section.



You can alternatively create templates directly from the order screen. Please proceed as for creating a new order and then click on the [**Save as template**] button in order to also create an order template from the already entered data.



8 Personal settings

You can manage your personal WebParts configuration in the "Settings" module.



You can select your personal default setting for the **order and delivery types** and specify your preferred formats for the **exporting or importing** of parts lists here.

By activating the **"Refresh after each part number"** selection box, you ensure that an automatic comparison is realised with the central WebParts database during the entry of the individual order items (part numbers). You should only select this function if you have a (sufficiently) high-speed Internet connection in your company.

With the **"Send VIN / model type and display in Note field"** selection box, you ensure that the VIN that you used during the parts search in the EPC is transferred to the Note field. You hereby facilitate the correct part identification for your dealer, where applicable.

Settings:

Organisation data and personal settings

Organisation data

Orderer:

Street:

Postcode: City:

E-mail address of customer organisation:

Personal settings

User-ID:

E-mail address:

Path and file name of the shopping list:

Default order type:

Default delivery type:

Default import format:

Default export format:

Update (price and availability) per part number: ☒

Transmit VIN / model and show in notes: ☒

[**Save**]: Saves all realised changes in the WebParts database.

[**Reset**]: Rejects all realised changes since the last save process.


The user information displayed in the upper area is greyed out and can not be changed by you. Please contact your Mercedes-Benz dealer if changes to this data are necessary.



Professional online parts ordering via Mercedes-Benz WebParts is available to approved trade customers of Mercedes-Benz Australia/Pacific authorised dealerships. If you are unsure that a particular part's design, features and technical specifications are appropriate for your needs, please contact your preferred Mercedes-Benz authorised dealer. To the extent permitted by law, Mercedes-Benz Australia/Pacific and its authorised Dealer network will not be liable for any damage, loss or expense incurred as a result of your reliance on this brochure.

For more information please visit www.mercedes-benz.com.au/webparts

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