Service Information Mercedes-Benz Trucks Portal
Quick Guide

Quick guide for independent service provider and publisher
V.2.0

Mercedes-Benz
Trucks you can trust

Quick Guide - Service Information Mercedes-Benz Trucks Portal

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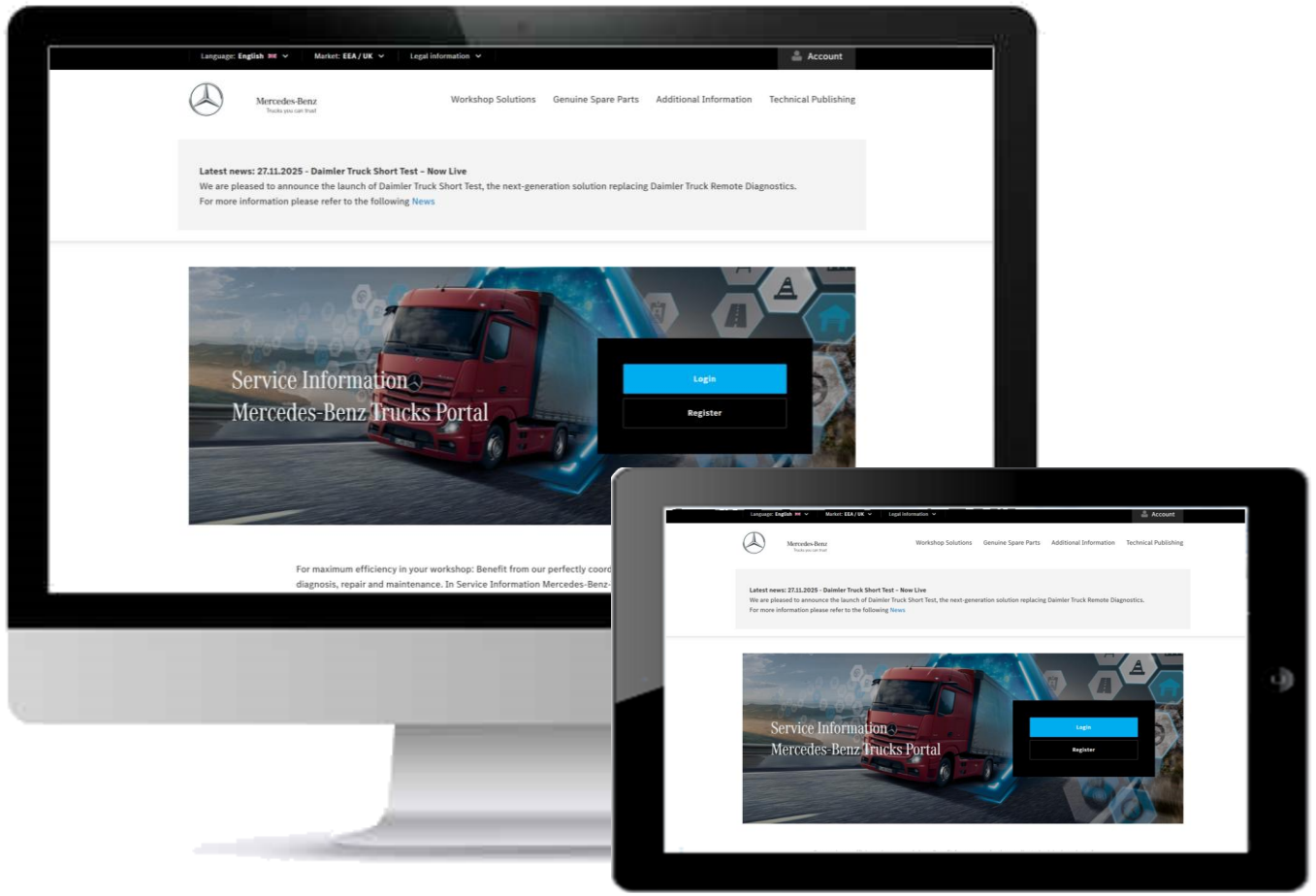
Issue date: 02/2026

Daimler Truck AG
TE/SCT-V
Fasanenweg 10
70771 Leinfelden-Echterdingen
Germany
www.daimler-truck.com

1. The Landing Page
2. Website Header
3. Website Footer
4. Navigation
5. My Account
6. Shopping Cart
7. Parts
8. Workshop Solutions
9. Technical Publishing
10. External Links
11. Customer Support

Quick Guide - Service Information Mercedes-Benz Trucks Portal



This Quick Guide is intended to support you in operating the Service Information Mercedes-Benz Trucks Portal.

service-info.mercedes-benz-trucks.com

For quick and easy understanding of the website, the main screens and functionalities are explained on the following pages.

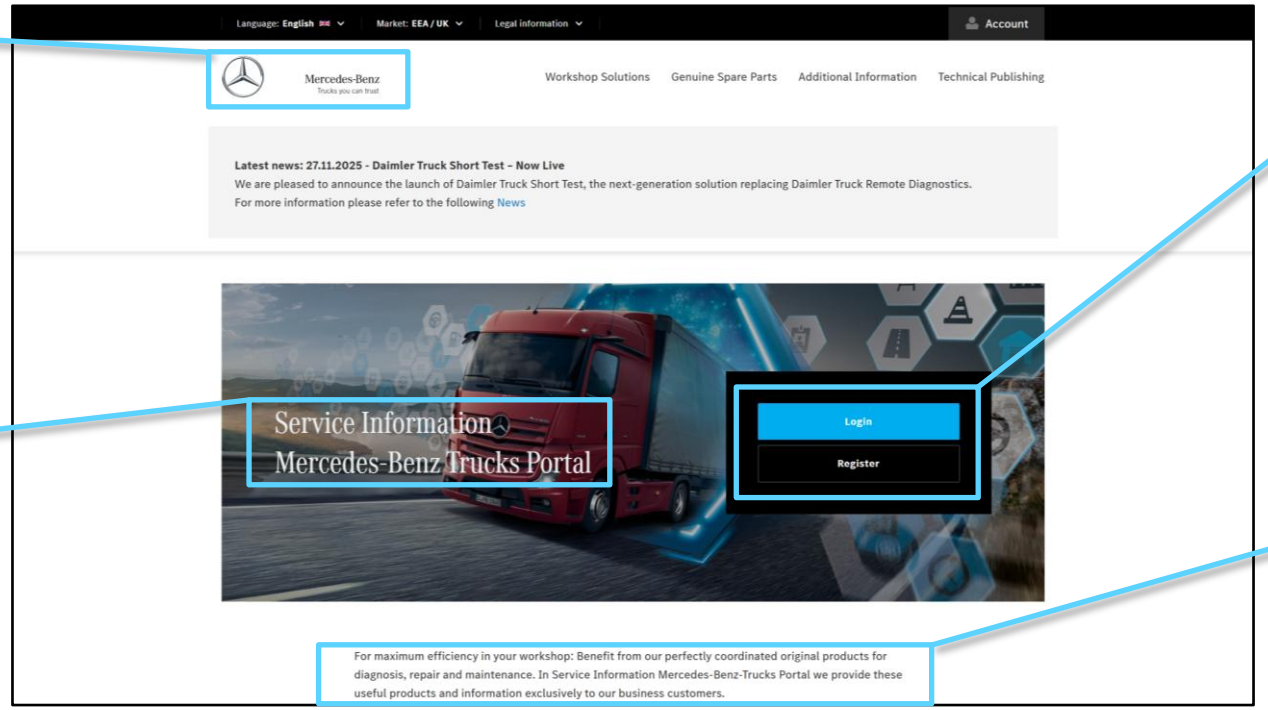
Each function is explained graphically and in writing and visualized on the respective screens using blue boxes (☐).

1. The Landing Page – Public

The landing page is the initial screen that is shown when accessing the Service Information Mercedes-Benz Trucks Portal via service-info.mercedes-benz-trucks.com.

The Mercedes-Benz logo is the **home button** to navigate back to the **landing page** from any subpage

Name of the website



Users can **login or register** via the landing page **to purchase** the RMI and diagnosis **products**

Description of **product scope** and **user groups** of the Service Information Mercedes-Benz Trucks Portal

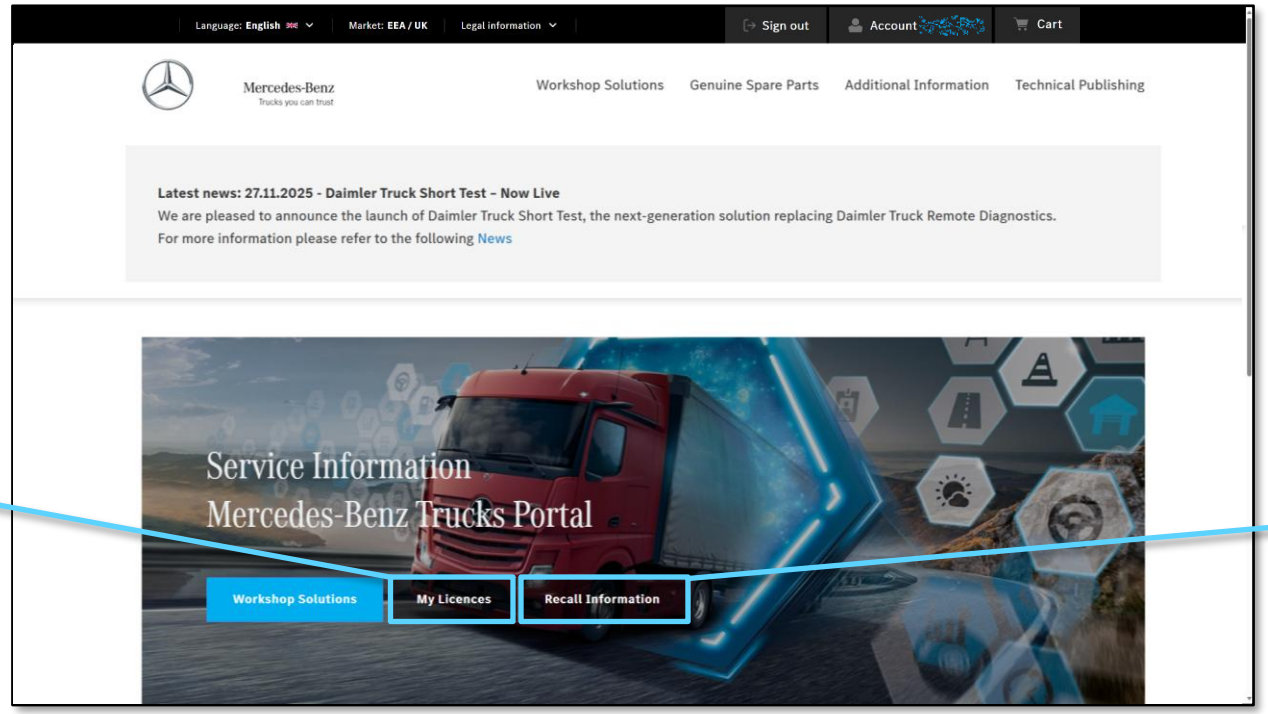
More information on the landing page is available on the next page

1. The Landing Page – Logged-in

The landing page is the initial screen that is shown when accessing the Service Information Mercedes-Benz Trucks Portal via service-info.mercedes-benz-trucks.com.

Logged-in users can access the My Licenses subpage to view all **active and expired licenses**

→ Details



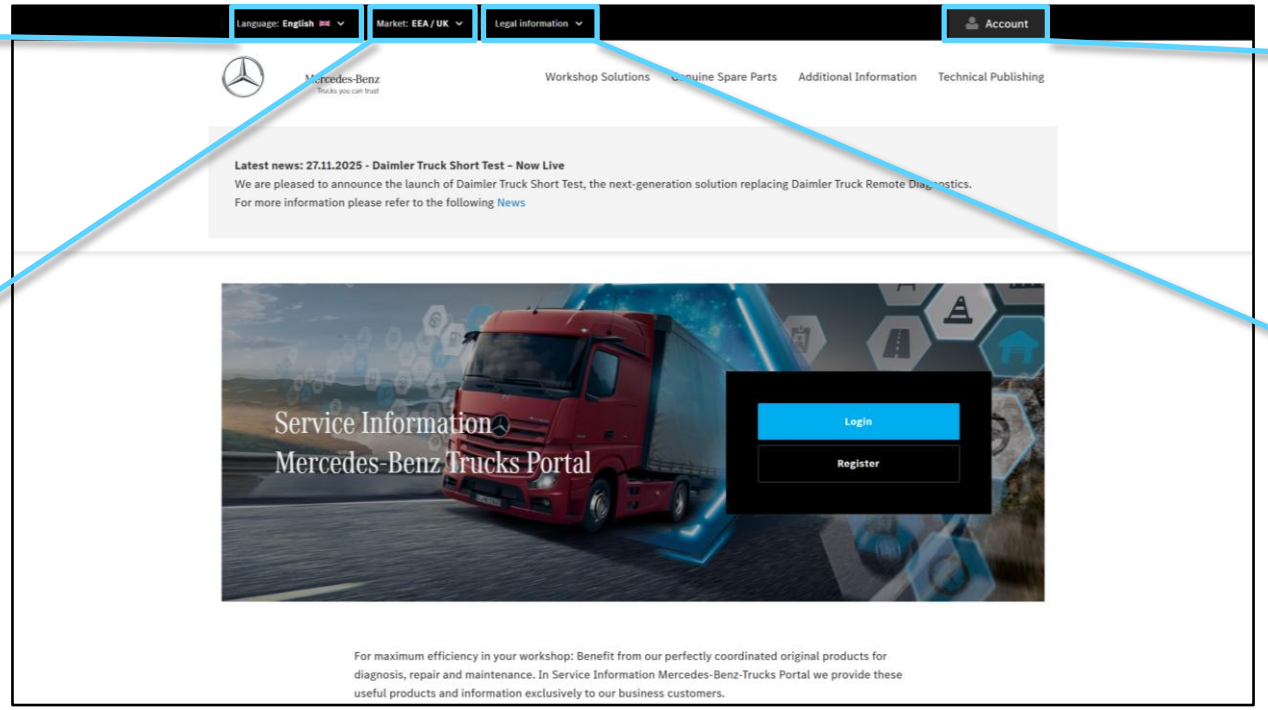
Logged in users can access the area for **information on vehicle recalls** directly via the landing page

2. Header – Public

The website header is visible on every page of the Service Information Mercedes-Benz Trucks Portal and gives the user the possibility to choose a language and market as well as view legal information and account details.

Customize the website by **choosing your preferred language** form the list of available languages

View the **market** which is assigned to your user profile in UMAS



Access your **account information** including an overview of active time slices or credits

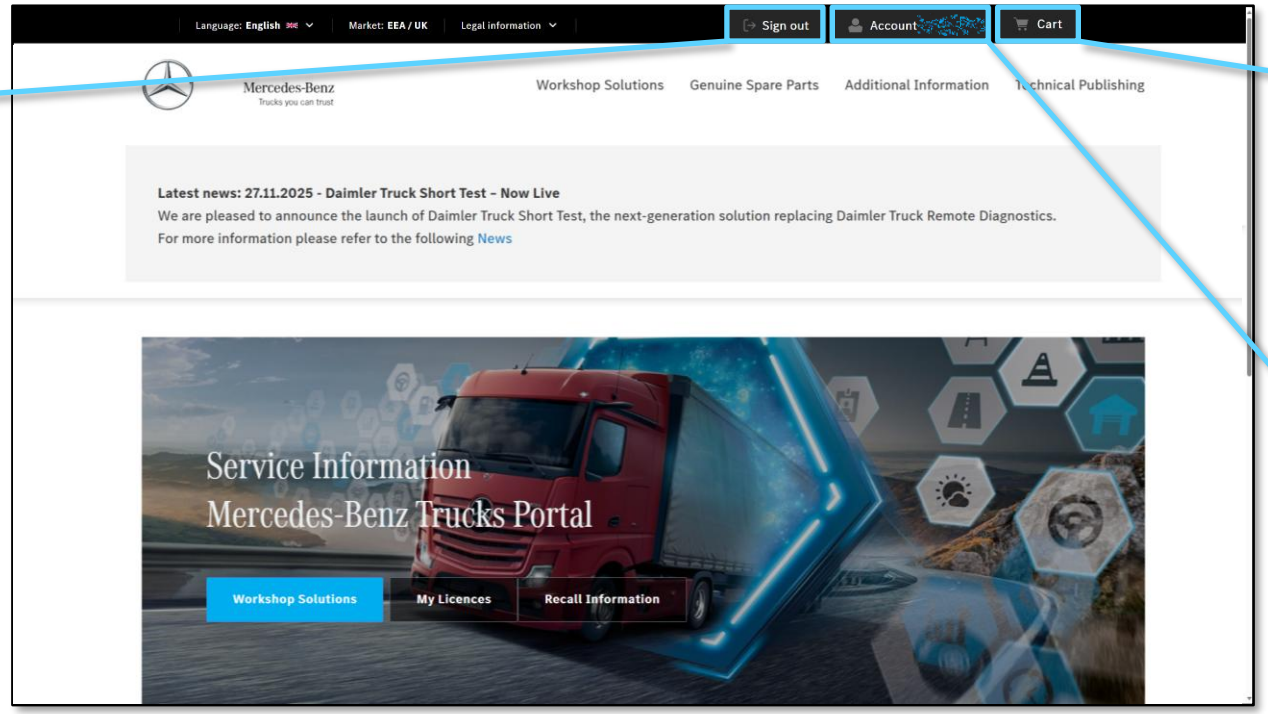
Select any of the provided **legal documents** from the dropdown list

More information on the website header is available on the next page

2. Header – Logged-in

The website header for logged-in users provides the possibility to directly access the shopping cart and see the User-ID.

With the “Sign out" button you have the possibility to **log out of your account**



The **shopping cart** can be accessed by logged-in users via the header from any subpage of the Service Information Mercedes-Benz Trucks Portal

→ Details

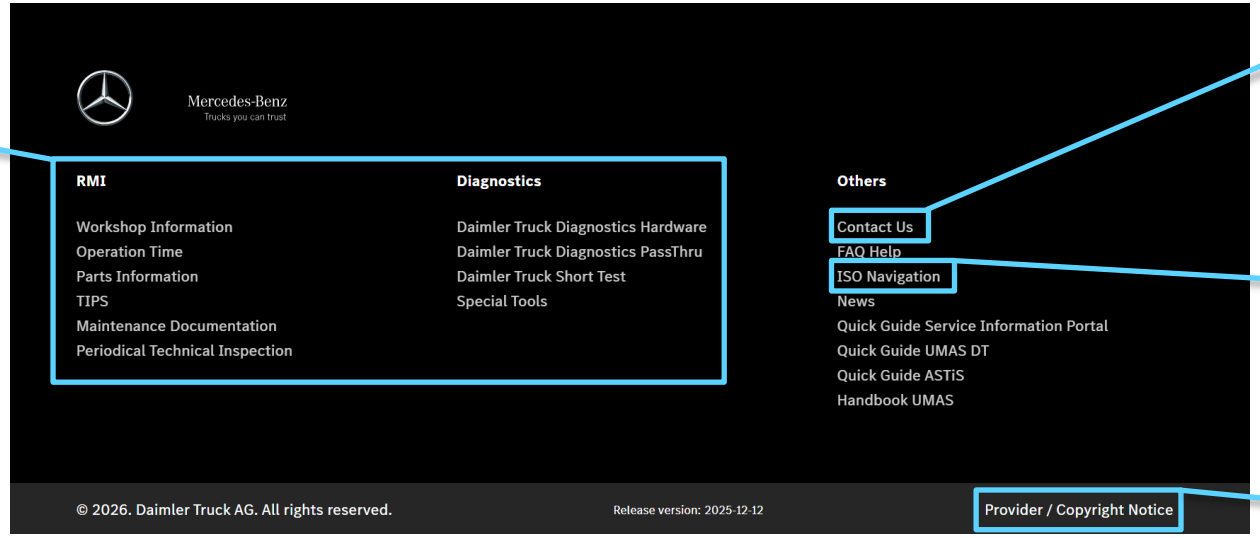
Access your **account information** including an overview of active time slices or credits. When logged-in your User-ID is shown in the header

→ Details

3. Footer – Overview

The website footer is visible on every subpage of the Service Information Mercedes-Benz Trucks Portal and gives the user the possibility to quickly access all subpages as well as set cookie preferences and view the copyright notice.

Quickly **access all subpages** of the Service Information Mercedes-Benz Trucks Portal by choosing from the main categories **Parts, Workshop Solutions and Others**



Contact the Service Information Mercedes-Benz Trucks Portal **customer support**

→ Details

Here you can access the standardized Navigation according to the **DIN EN ISO 18541-1:2021**

→ Details

View **copyright notice**

4. The Navigation – Standard-Navigation

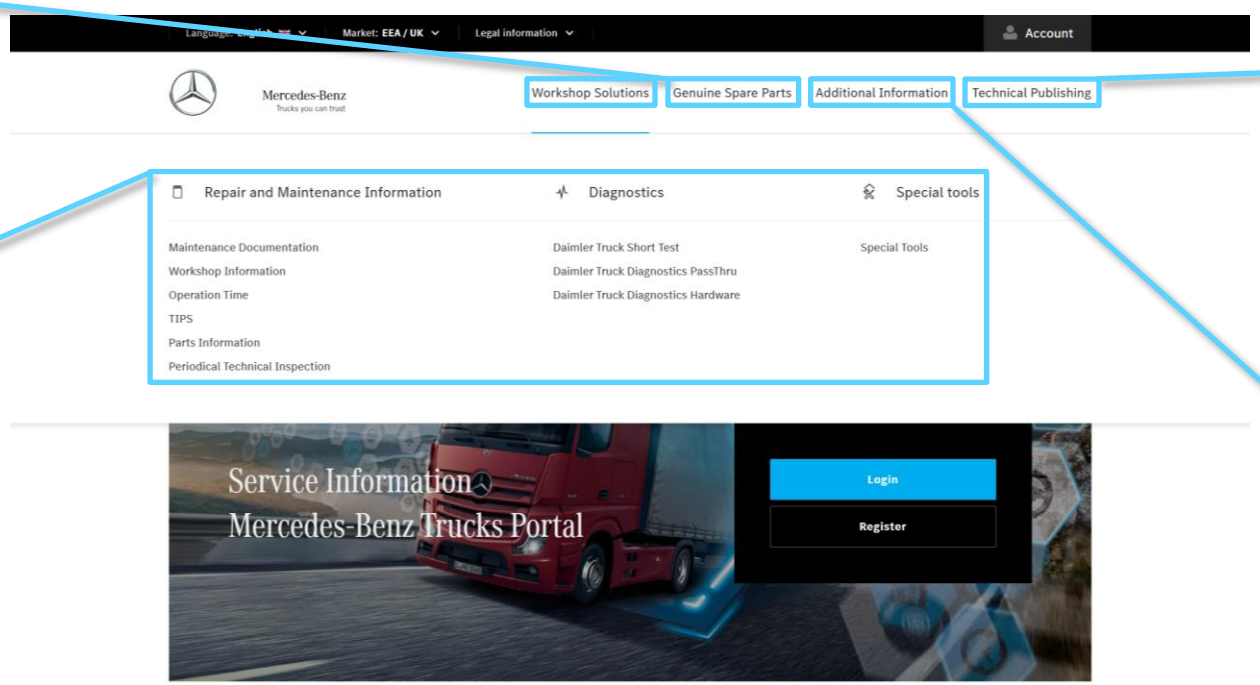
The standard navigation is available throughout the entire Service Information Mercedes-Benz Trucks Portal. It gives an overview of the product scope and enables users to quickly access all available products and information.

Via “Genuine Spare Parts” the **parts overview page** with a link to MyPartsHub can be accessed

→ Details

The **full range of workshop solutions** becomes visible when hovering over the highlighted “Workshop Solutions” button

→ Details



An overview page with all relevant information for **technical publisher** can be accessed here

→ Details

„Additional Information“ include links to external websites like RMI EvoBus, Truck Trainings etc.

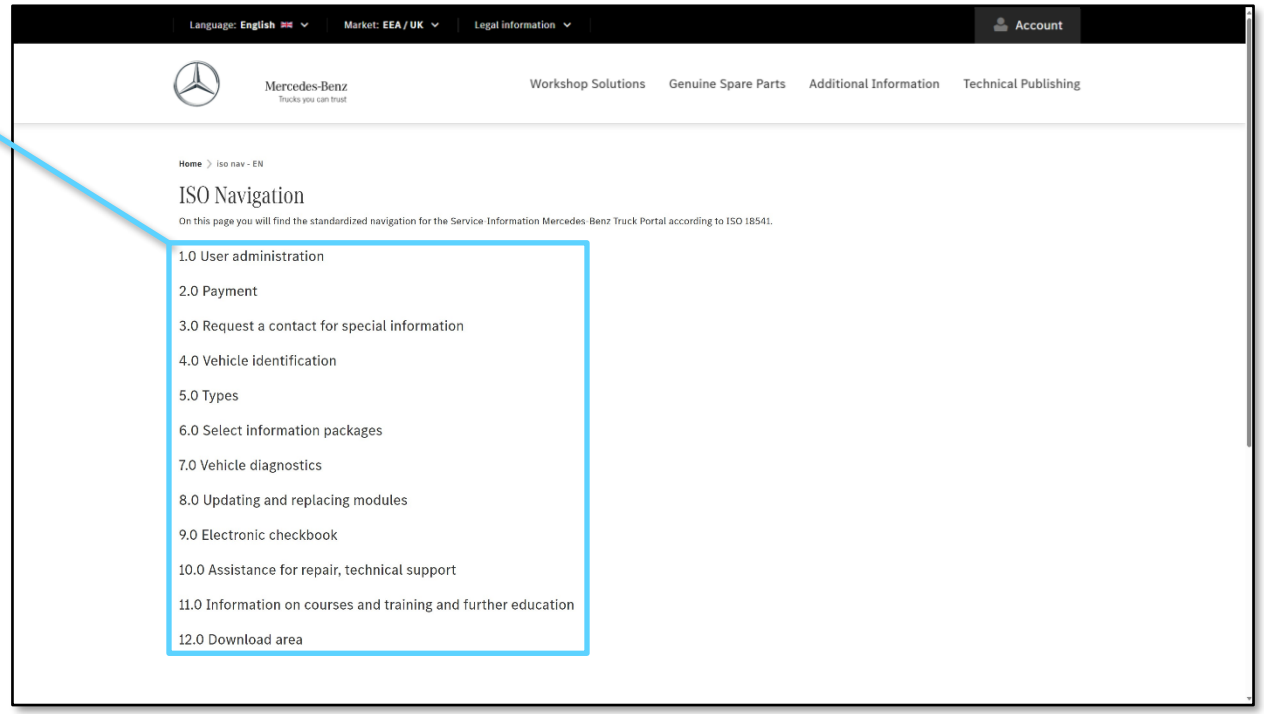
→ Details

More information on the ISO-navigation is available on the next page

4. The Navigation – ISO-Navigation

In accordance with the ISO 18541 standard, the Service Information Mercedes-Benz Trucks portal offers all users a standardized navigation that can be accessed via the website footer.

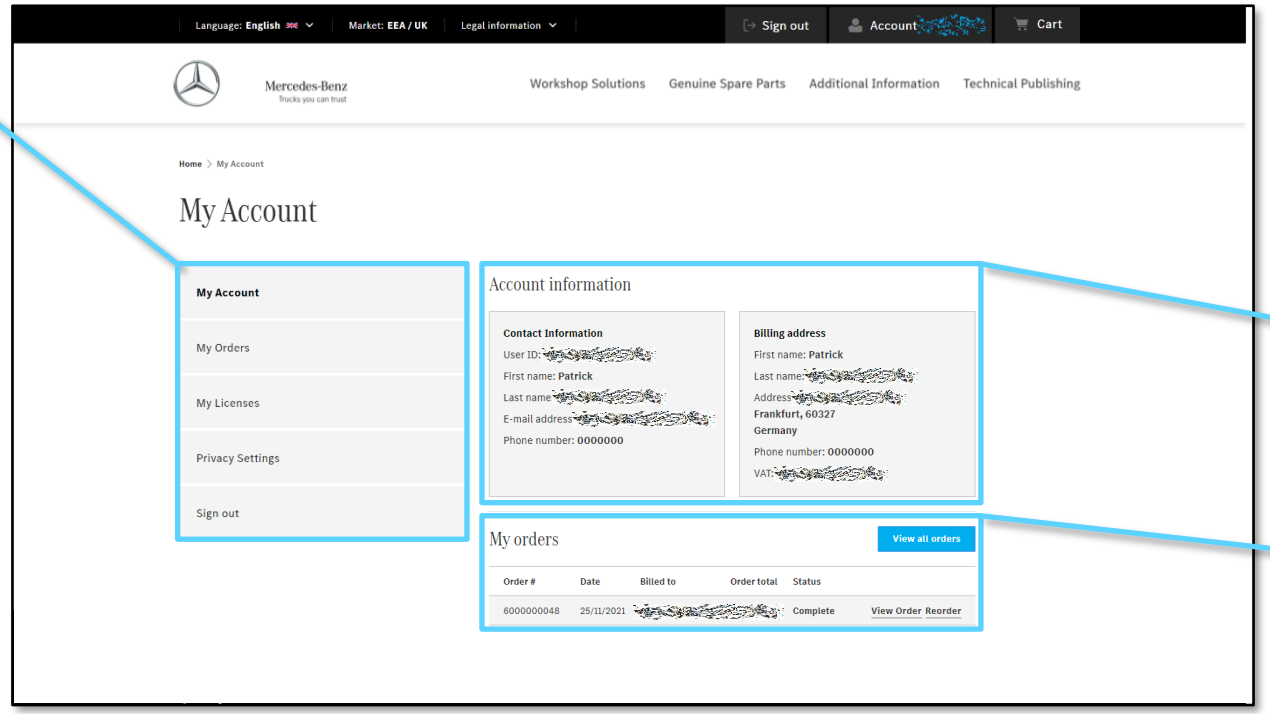
Here you will find all the chapter headings. Each can be **expanded** by simply clicking on it, revealing more **relevant information** and **subheadings**



5. My Account – Overview

Logged-in users can view the stored contact information and billing address as well as orders, licenses and privacy settings with the Service Information Mercedes-Benz Trucks Portal. To edit or delete account information users need to access UMAS via https://xentry.daimlertruck.com/umas/registration/#/.

Quick navigation to access the subpages of My Account



Overview of the users **contact information and billing address** as stored in UMAS

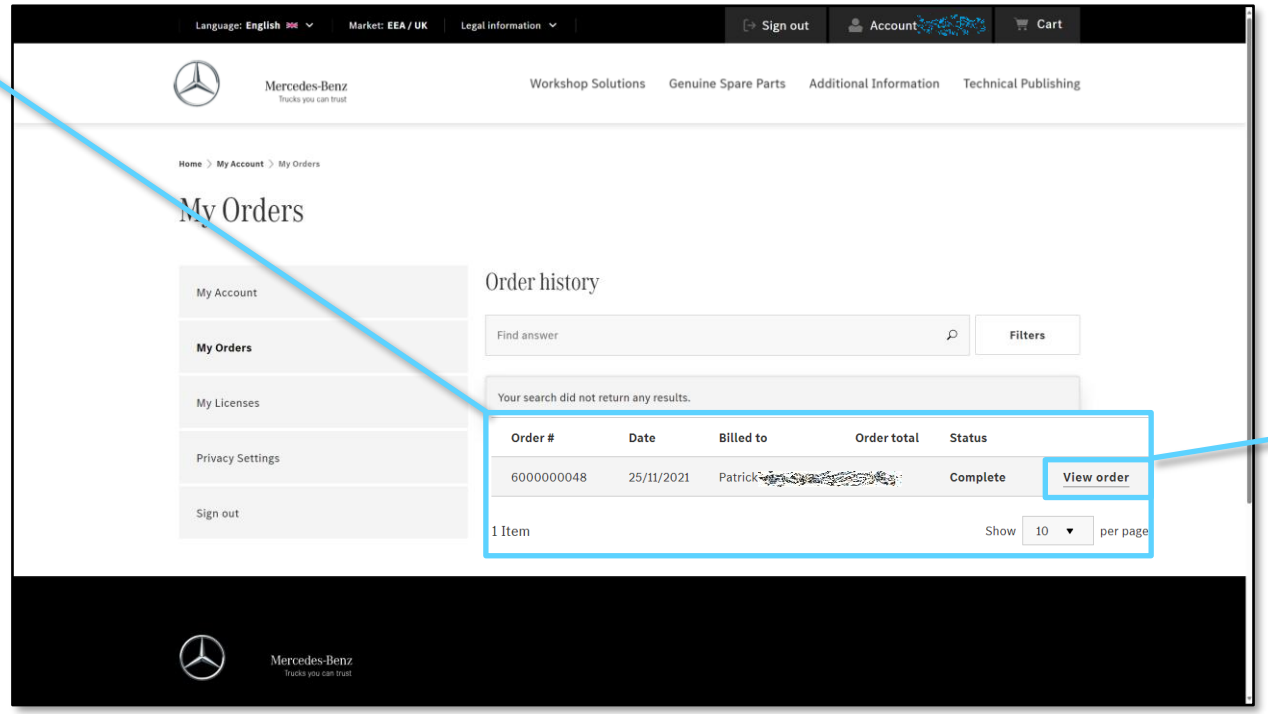
Preview of the **My Orders** subpage

More information on the account overview page is available on the next page

5. My Account – My Orders

Logged-in users can view the stored contact information and billing address as well as orders, licenses and privacy settings with the Service Information Mercedes-Benz Trucks Portal. To edit or delete account information users need to access UMAS via https://xentry.daimlertruck.com/umas/registration/#/.

Via My Orders users can keep track of **all active or completed orders** on the Service Information Mercedes-Benz Trucks Portal



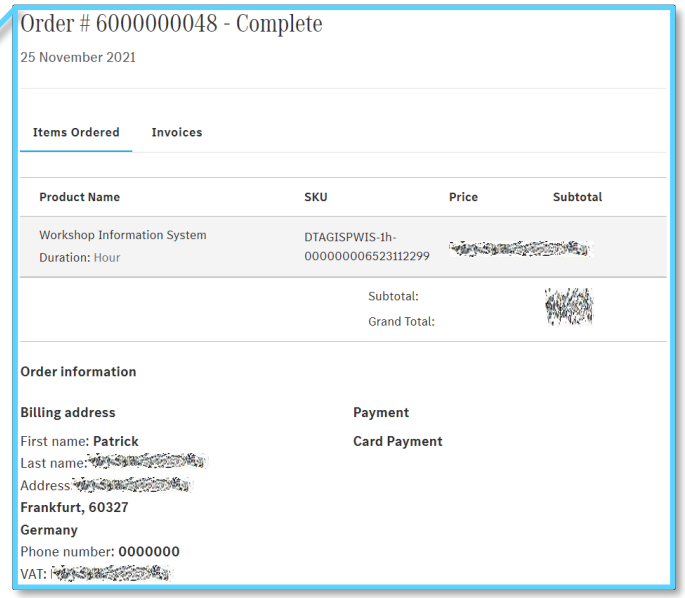
The “View Order” button will redirect the user to find additional **product details and invoices** for the selected order

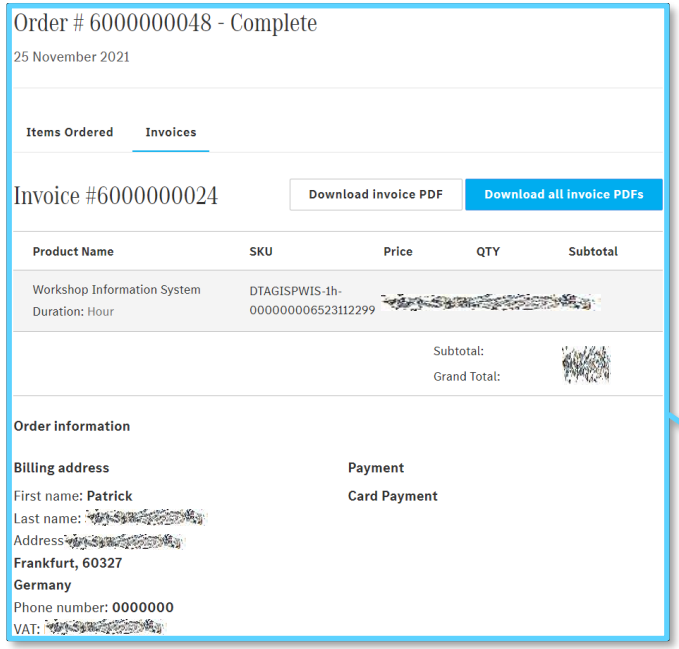
More information on the account overview page is available on the next page

5. My Account – My Orders – View Order

Logged-in users can view the stored contact information and billing address as well as orders, licenses and privacy settings with the Service Information Mercedes-Benz Trucks Portal. To edit or delete account information users need to access UMAS via https://xentry.daimlertruck.com/umas/registration/#/.

The “Items Ordered” tab shows **detailed order** and product **information** as well as details on the billing address and payment type





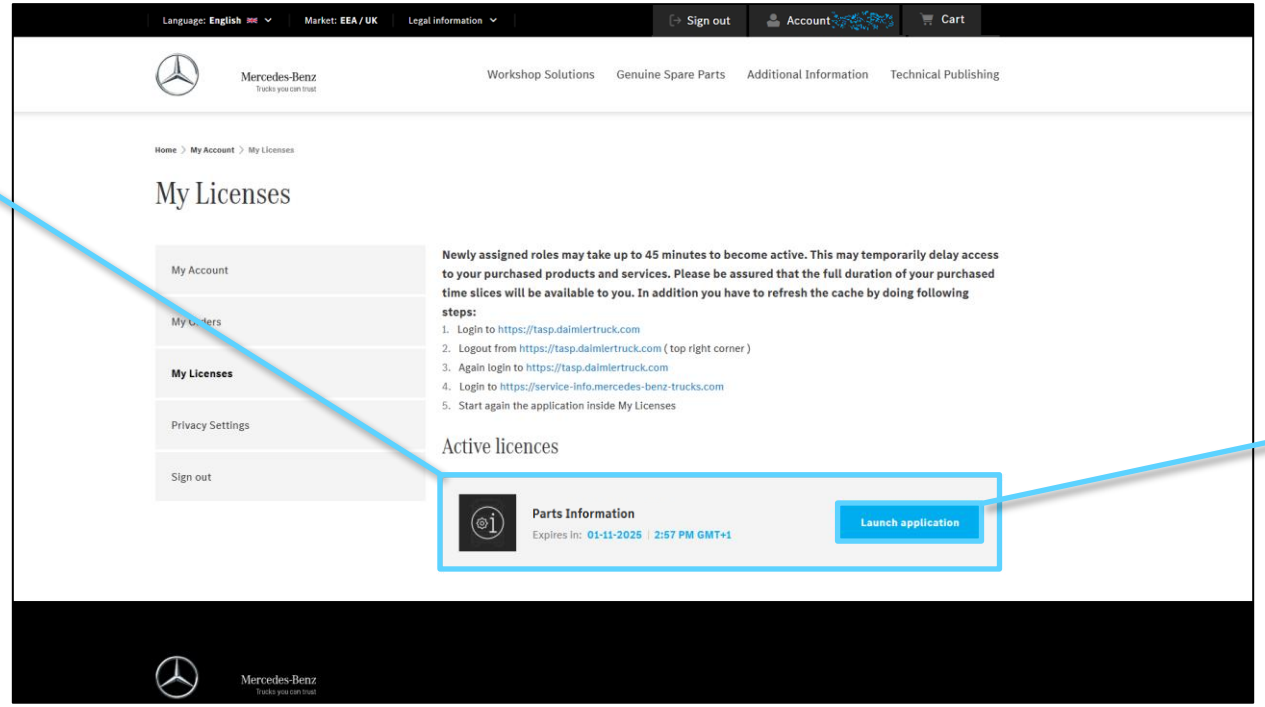
The “Invoices” tab provides **all invoice relevant information** including an option to download one or all invoice via PDF

More information on the account overview page is available on the next page

5. My Account – My Licenses

Logged-in users can view the stored contact information and billing address as well as orders, licenses and privacy settings with the Service Information Mercedes-Benz Trucks Portal. To edit or delete account information users need to access UMAS via https://xentry.daimlertruck.com/umas/registration/#/.

All active licenses (time slices) are visible under “My Account / My Licenses”. The user can see the exact software **expiration time and date of all active licenses**

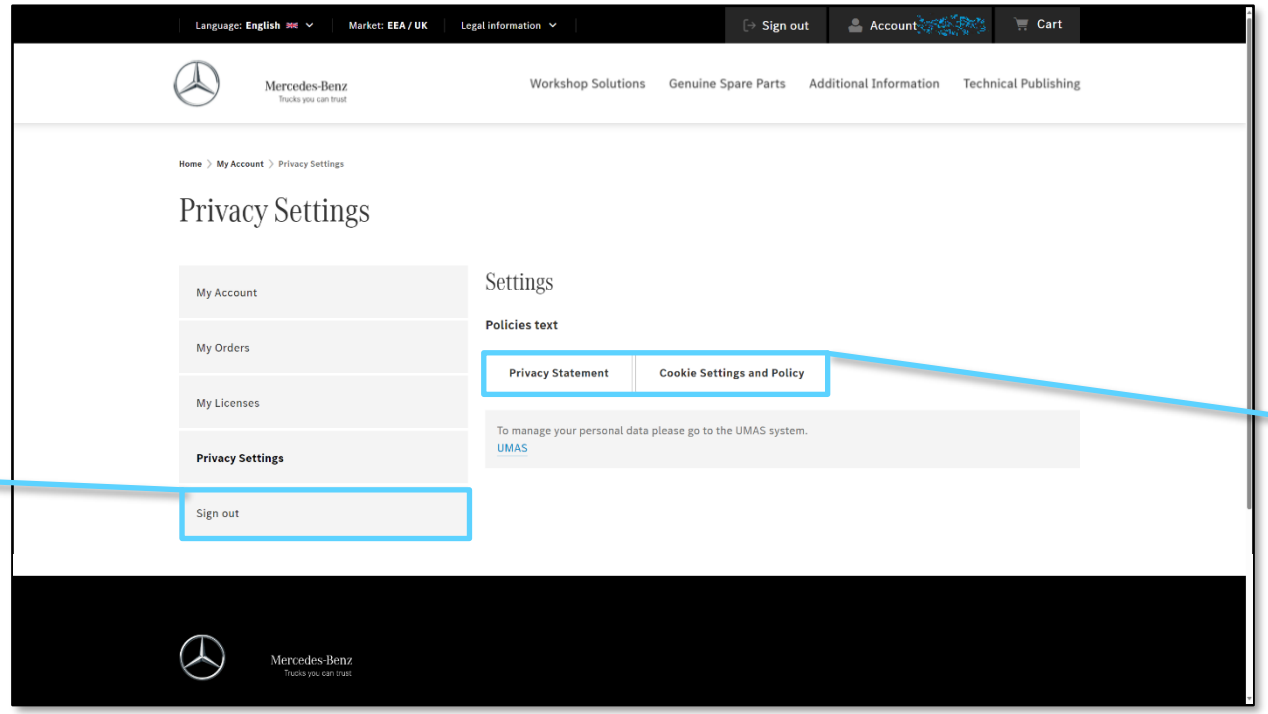


Via “Launch application” the respective **application can directly be opened in a new tab**

More information on the account overview page is available on the next page

5. My Account – Privacy Settings

Logged-in users can view the stored contact information and billing address as well as orders, licenses and privacy settings with the Service Information Mercedes-Benz Trucks Portal. To edit or delete account information users need to access UMAS via https://xentry.daimlertruck.com/umas/registration/#/.



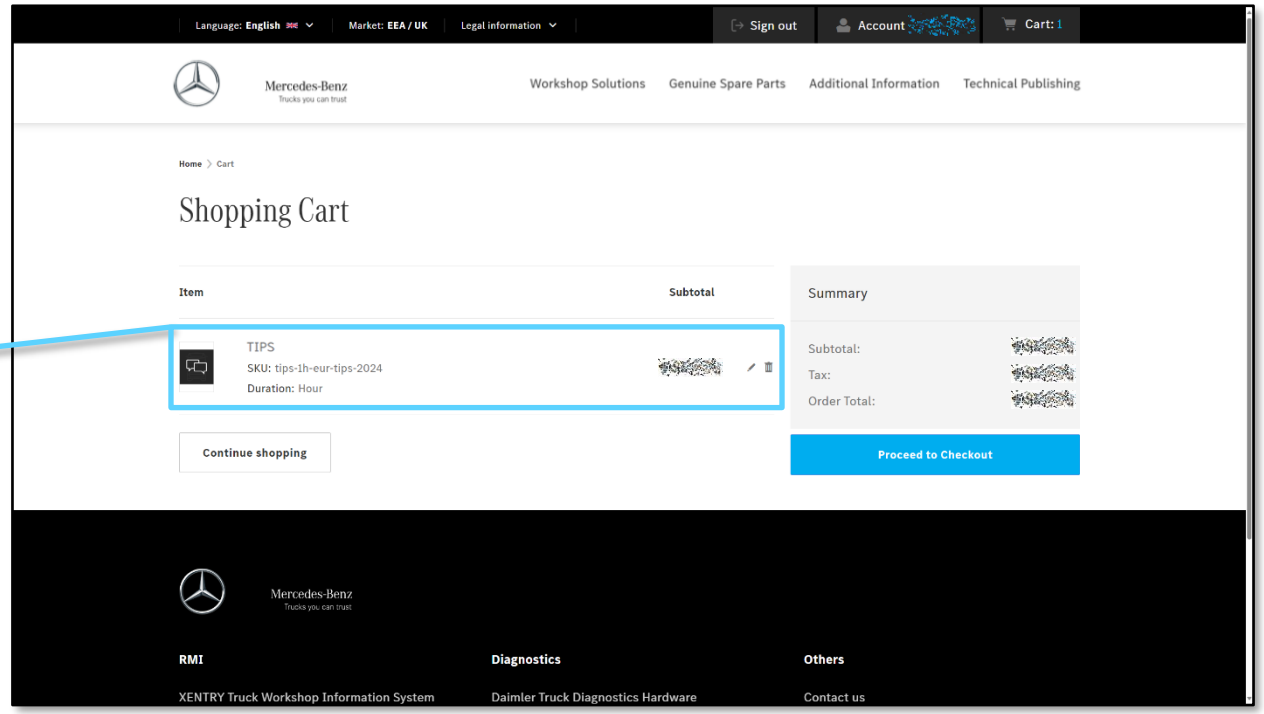
Log-out of the Service Information Mercedes-Benz Trucks Portal by using the “Sign out” button

In the privacy settings users can **customize cookie settings**, read data protection notes and the cookie policy

6. The Shopping Cart – Overview

Logged-in users can access the shopping cart using the website header to see a summary of all pre-selected items and proceed to checkout to place an order via the Service Information Mercedes-Benz Trucks Portal.

Review items in the shopping cart including product name, time slice and prices



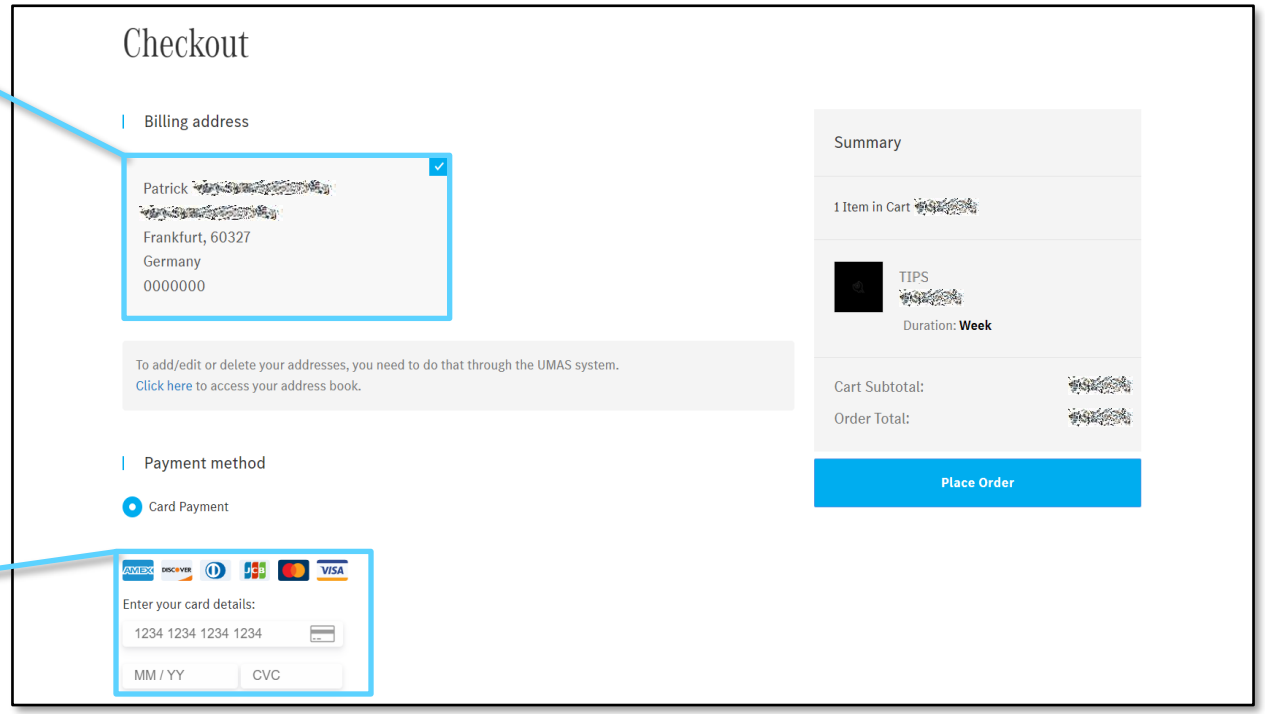
More information on the shopping cart is available on the next page

6. The Shopping Cart – Checkout

Logged-in users can access the shopping cart using the website header to see a summary of all pre-selected items and proceed to checkout to place an order via the Service Information Mercedes-Benz Trucks Portal.

Review billing address. Any changes of the stored addresses need to be done in UMAS

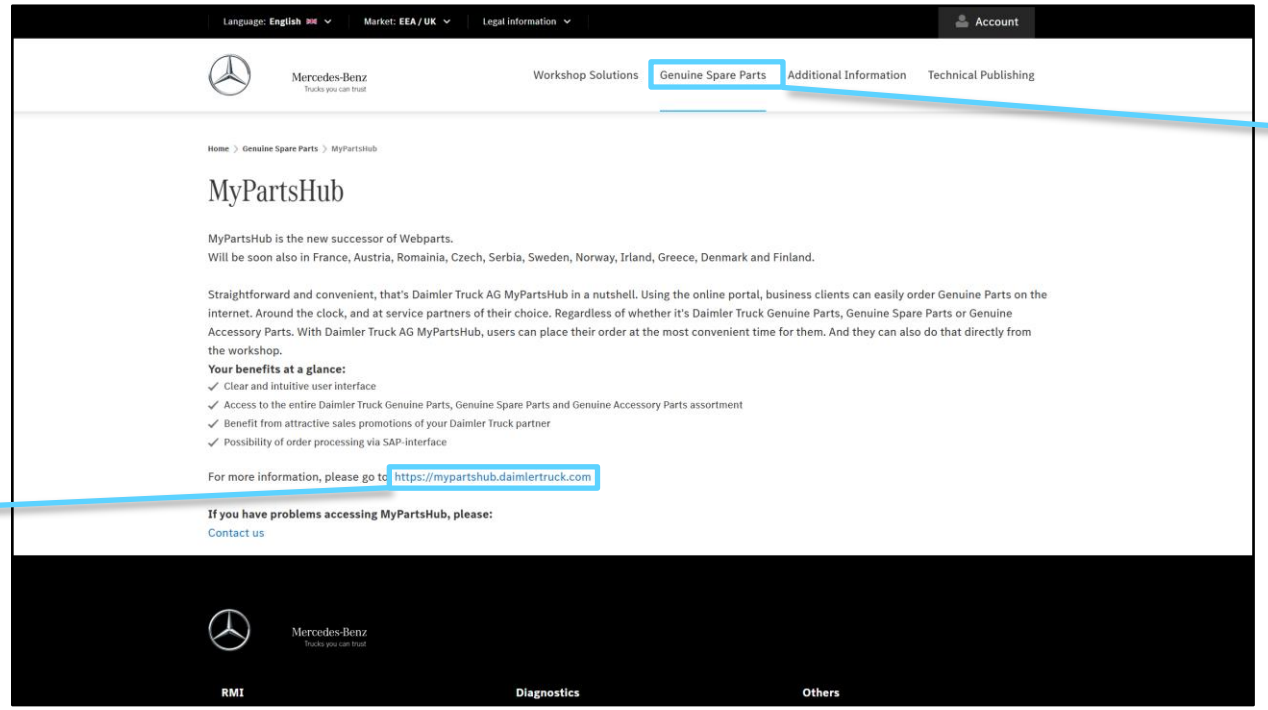
Enter credit card details to complete payment



7. Parts – Overview

Daimler Truck Genuine Parts, Spare Parts and Genuine Accessory can be purchased online around the clock and at the service partner of your choice via MyPartsHub: [MyPartsHub - Genuine Spare Parts]

Access **MyPartsHub** using this link to order Daimler Truck **Genuine Parts, Spare Parts, Genuine Accessory Parts** online

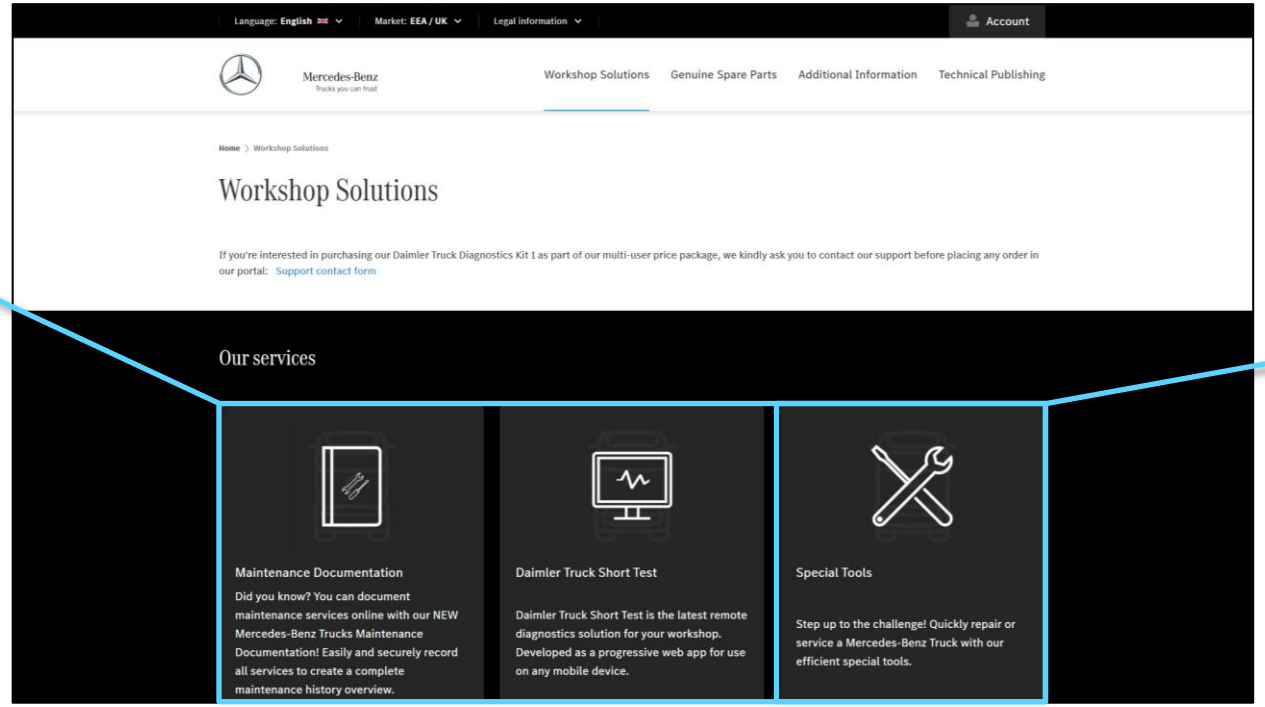


The **MyPartsHub overview page** can be accessed via the standard navigation

8. Workshop Solutions – Overview

The Workshop Solutions landing page is an overview page for all RMI and diagnostics software products available on the Service Information Mercedes-Benz Trucks Portal.

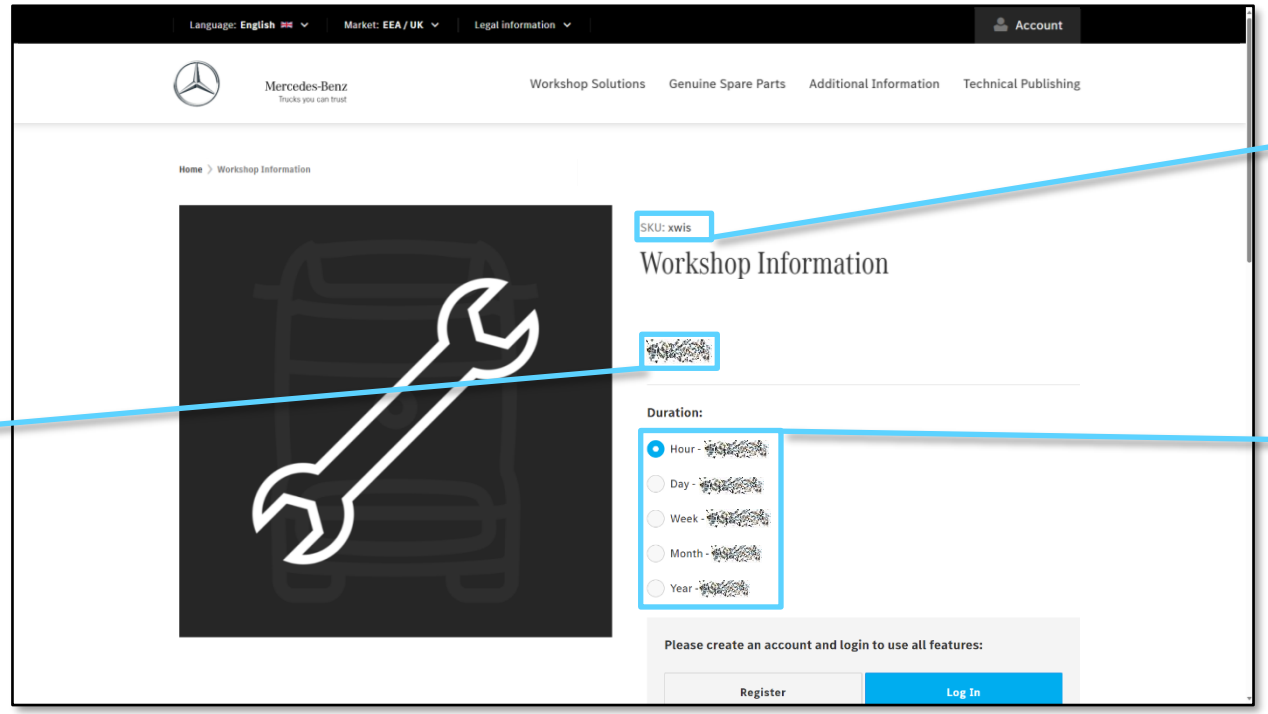
All **workshop solutions** are displayed here, each in a **tile** with a **brief description**



Clicking on a tile takes you to the **product page** for that workshop solution and provides **detailed information** and **purchase options**

8.1. Workshop Solutions –Workshop Information – Overview

The product overview page summarizes all relevant information for the Workshop Information, including available time slices, prices, product information, system requirements, and training documentation.



The highlighted price is per **default** set to the **hourly price** until another time slice is selected

Product ID of the selected Workshop Information time slice

This is an **overview** of the **available time slices** and **prices** in your market. You can **select** your chosen time slice by **clicking the respective radio** button. Logged-in users can add it to their shopping basket

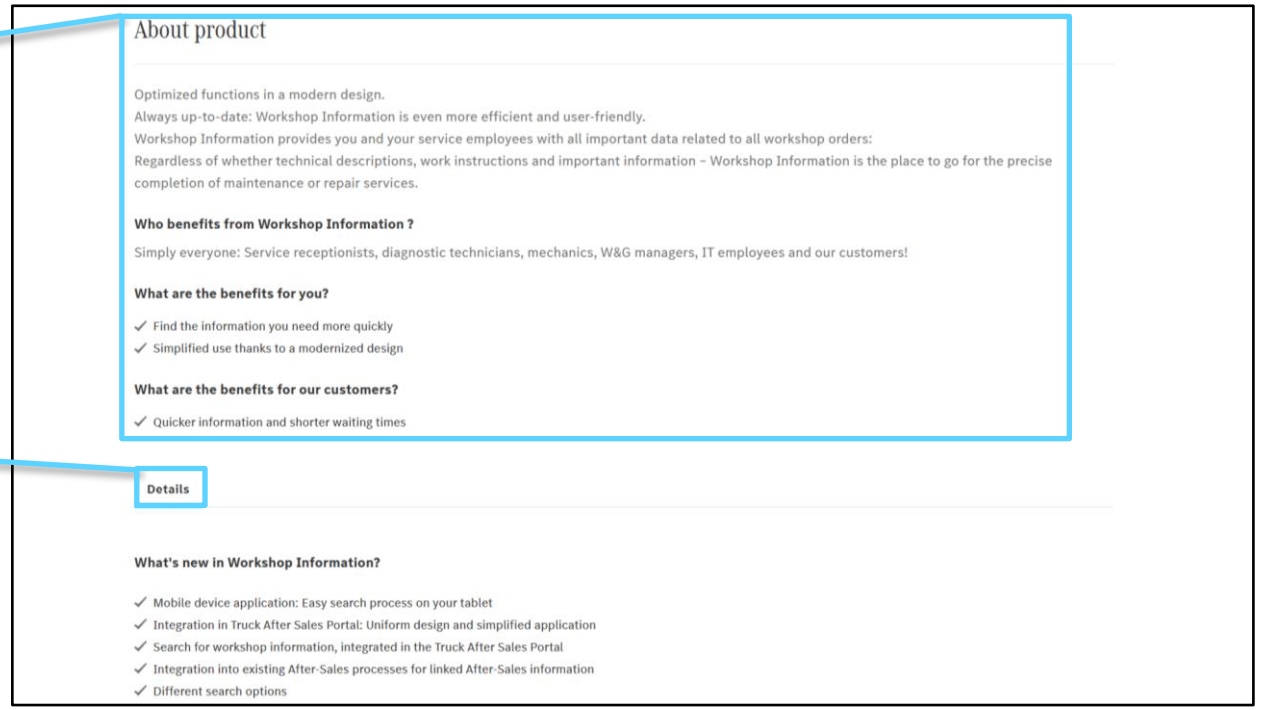
More information on the product overview page is available on the next page

8.1. Workshop Solutions – Workshop Information – Description and Details

The product overview page summarizes all relevant information for the Workshop Information, including available time slices, prices, product information, system requirements, and training documentation.

Short description of Workshop Information including a summary of the key benefits for you and the customers

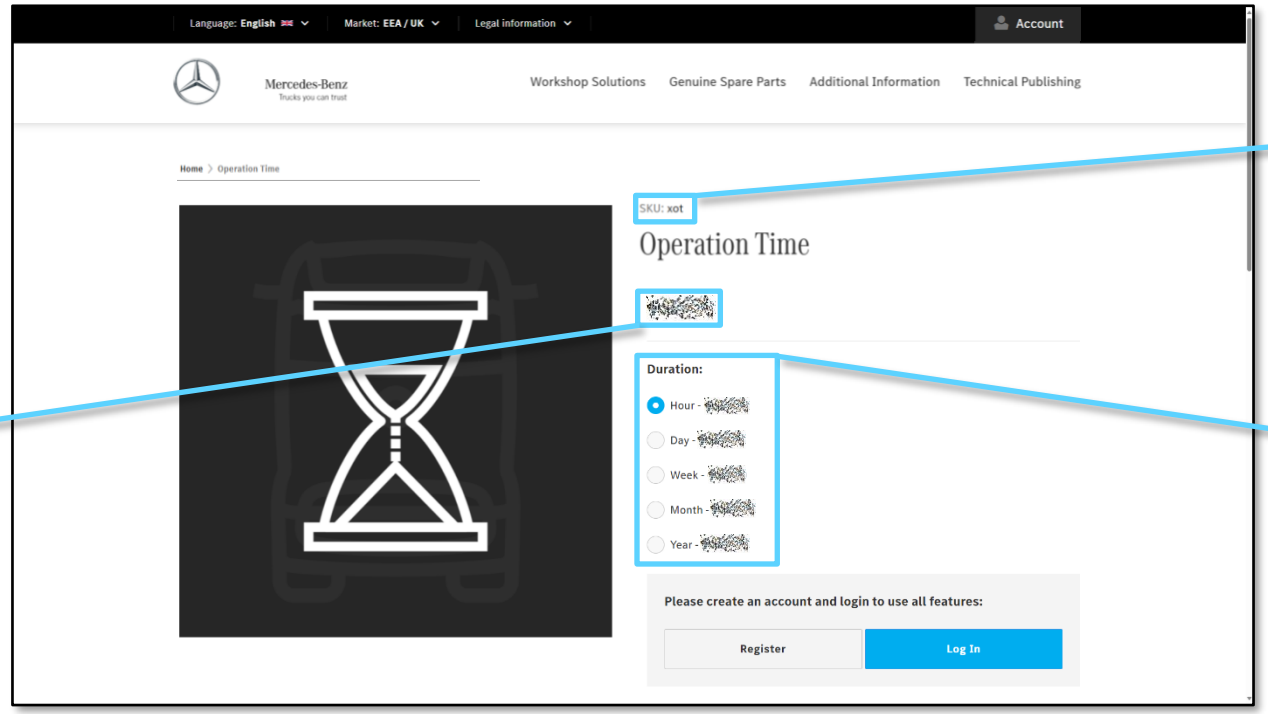
The **Details** tab **information** on what is **new** in Workshop Information



More information on the product overview page is available on the next page

8.2. Workshop Solutions – Operation Time – Overview

The product overview page summarizes all relevant information for the Operation Time, including available time slices, prices, product information, system requirements, and training documentation.



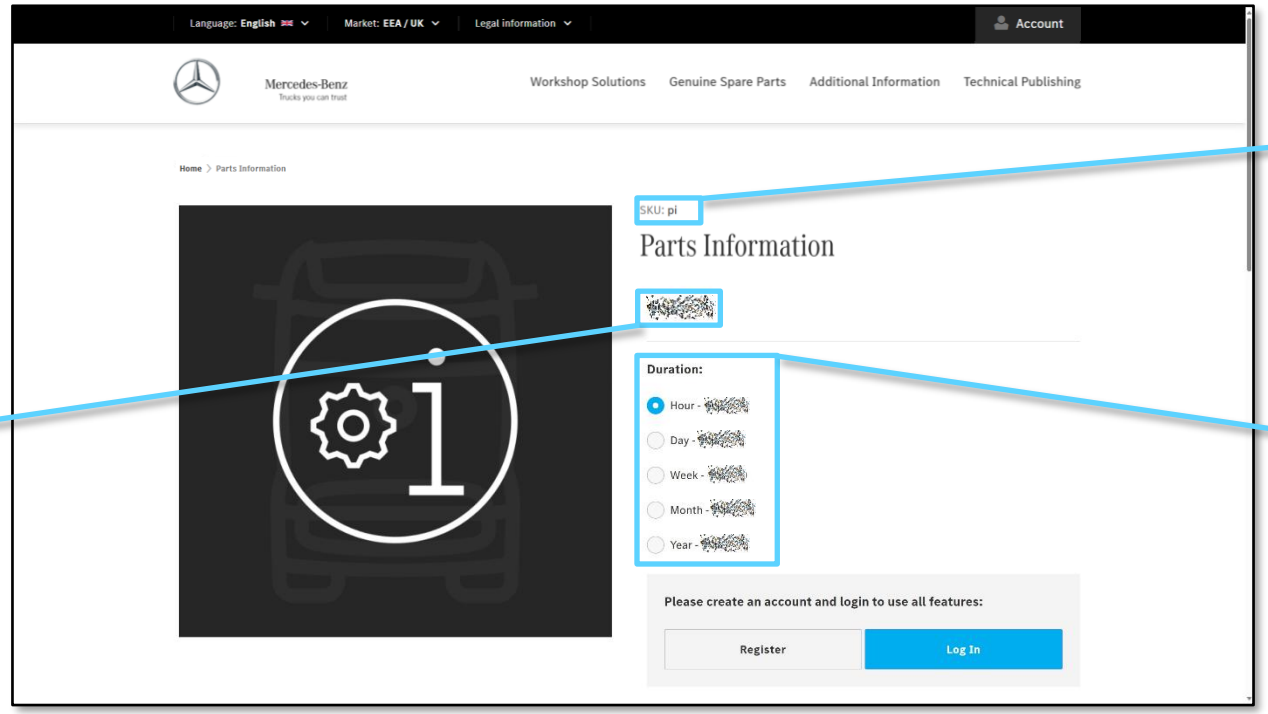
The highlighted price is per **default** set to the **hourly price** until another time slice is selected

Product ID of the selected Operation Time time slice

This is an **overview** of the **available time slices** and **prices** in your market. You can **select** your chosen time slice by **clicking the respective radio** button. Logged-in users can add it to their shopping basket

8.3. Workshop Solutions – Parts Information – Public

The product overview page summarizes all relevant information for the Parts Information, including available time slices, prices, product information, system requirements, and training documentation.



The highlighted price is per **default** set to the **hourly price** until another time slice is selected

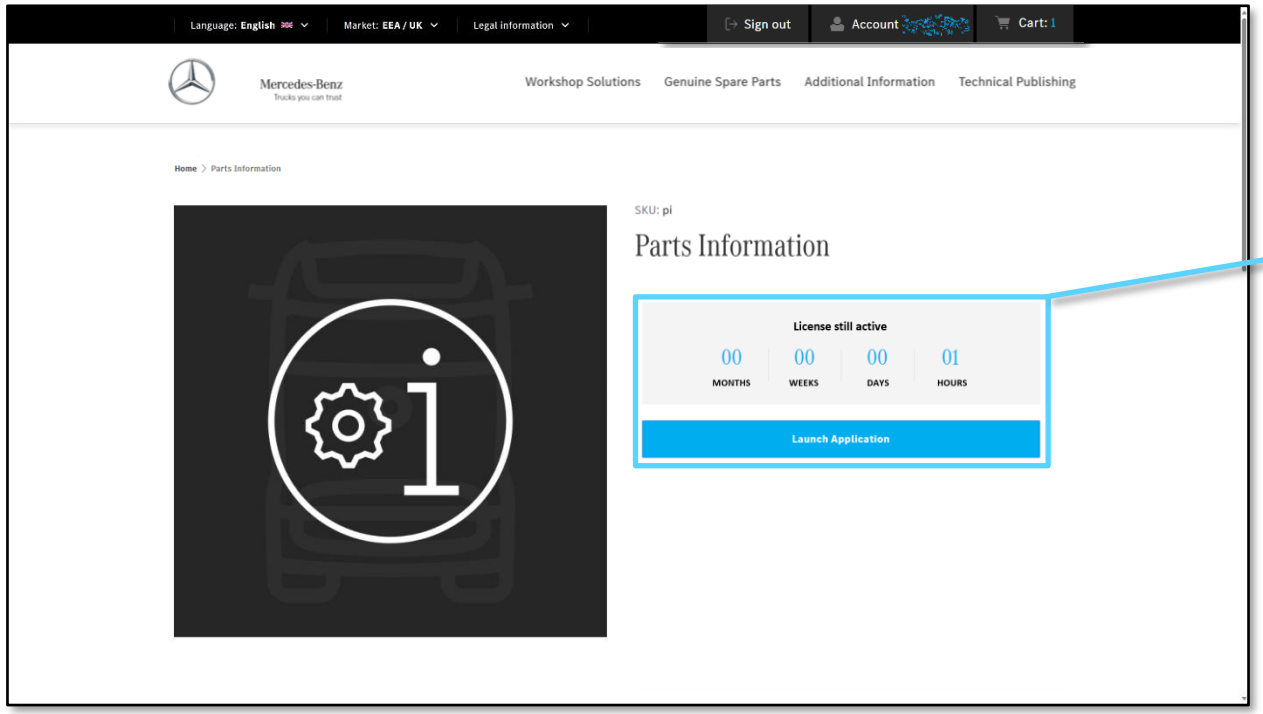
Product ID of the selected Parts Information time slice

This is an **overview** of the **available time slices** and **prices** in your market. You can **select** your chosen time slice by **clicking the respective radio** button. Logged-in users can add it to their shopping basket

More information on the overview page is available on the next page

8.3. Workshop Solutions – Parts Information – Active License

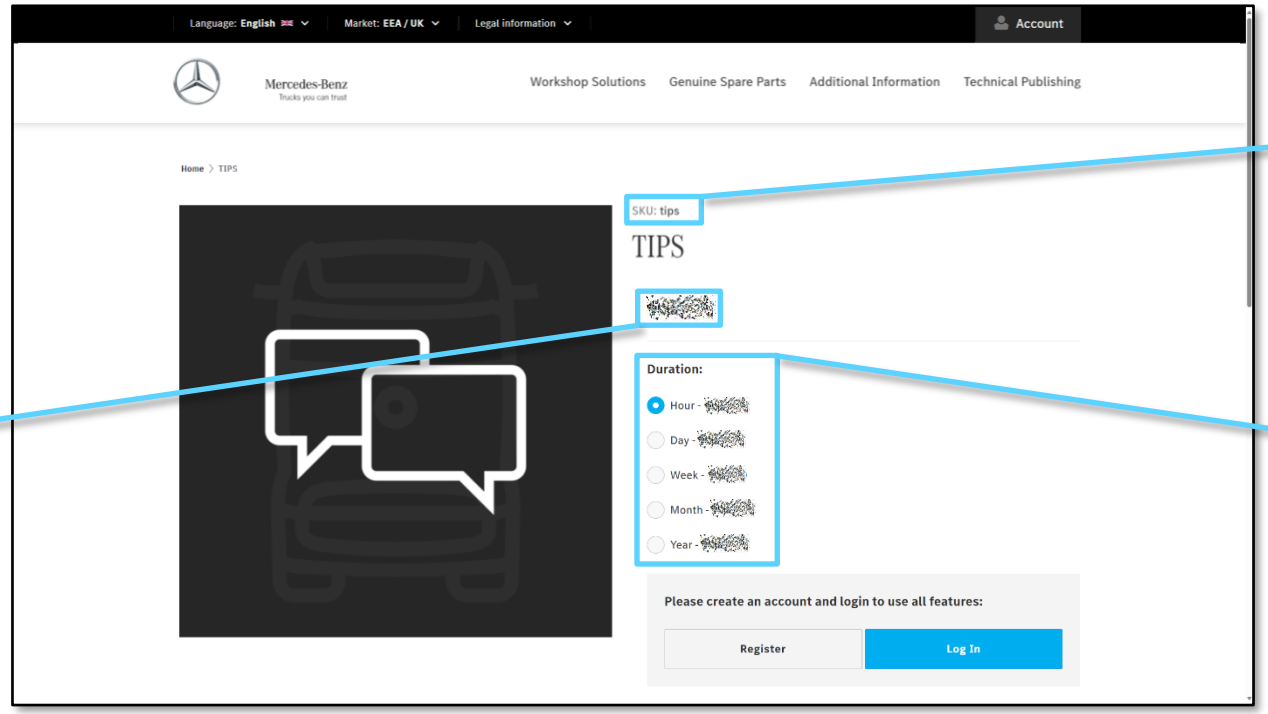
The product overview page summarizes all relevant information for the Parts Information, including available time slices, prices, product information, system requirements, and training documentation.



After purchasing a time slice, logged-in users can see the **remaining time** for which the **license is still active** on the product overview page

8.4. Workshop Solutions – TIPS – Overview

The product overview page summarizes all relevant information for the TIPS, including available time slices, prices, product information, system requirements, and training documentation.



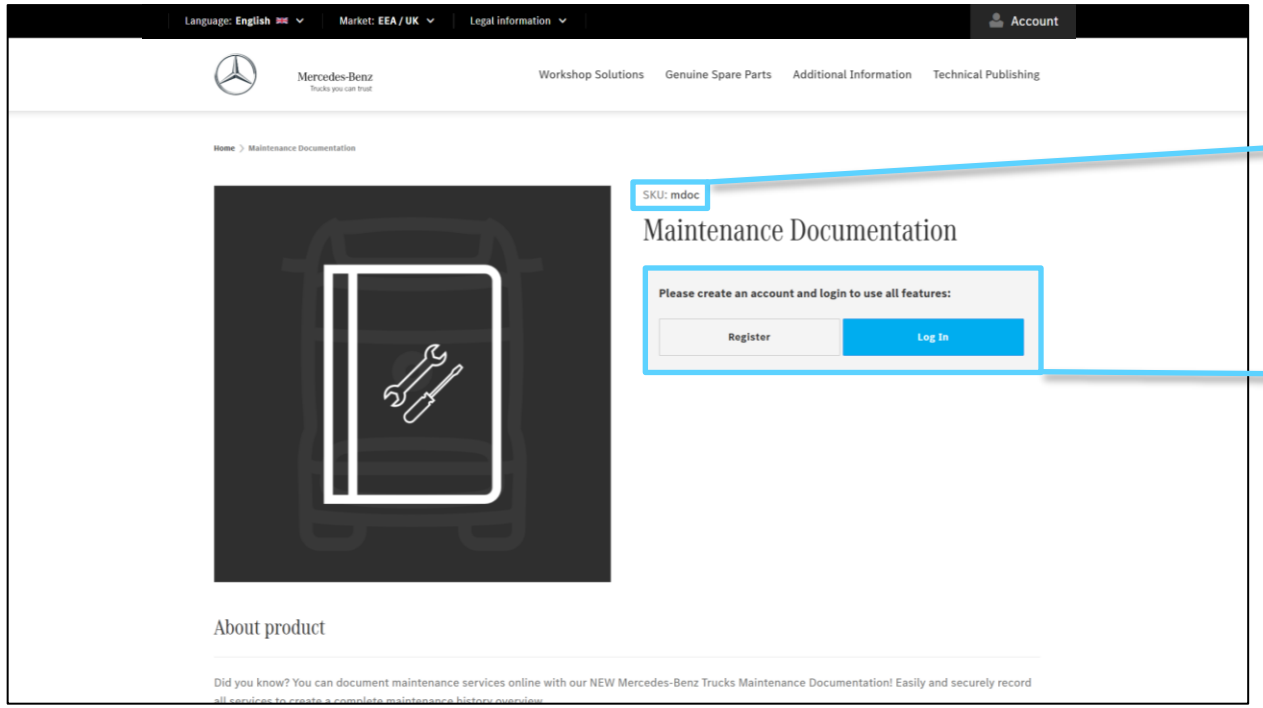
The highlighted price is per **default** set to the **hourly price** until another time slice is selected

Product ID of the selected TIPS time slice

This is an **overview** of the **available time slices** and **prices** in your market. You can **select** your chosen time slice by **clicking the respective radio** button. Logged-in users can add it to their shopping basket

8.5. Workshop Solutions – Maintenance Documentation – Overview

The product overview page summarizes all relevant information for Maintenance Documentation, including available time slices, prices, product information, system requirements, and training documentation.



Product ID of the Maintenance Documentation

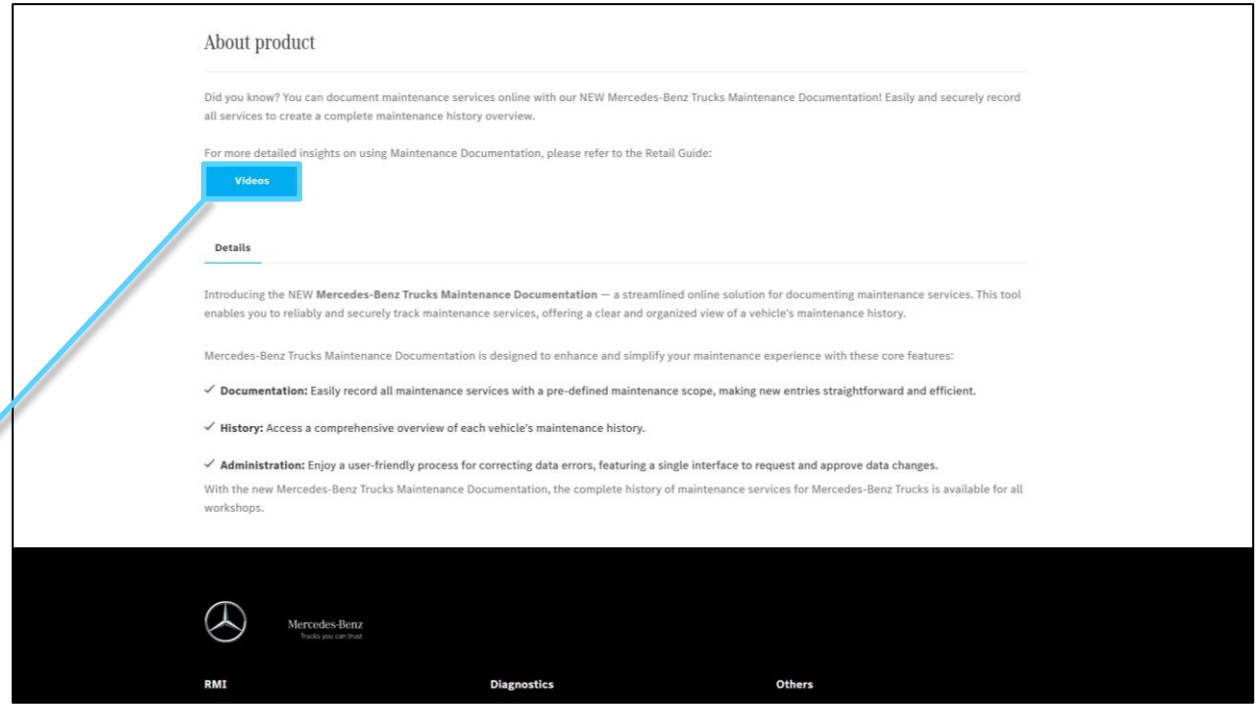
The Maintenance Documentation can be **accessed directly after login/registration** without the need to purchase time credits

More information is available on the next page

8.5. Workshop Solutions – Maintenance Documentation – Overview

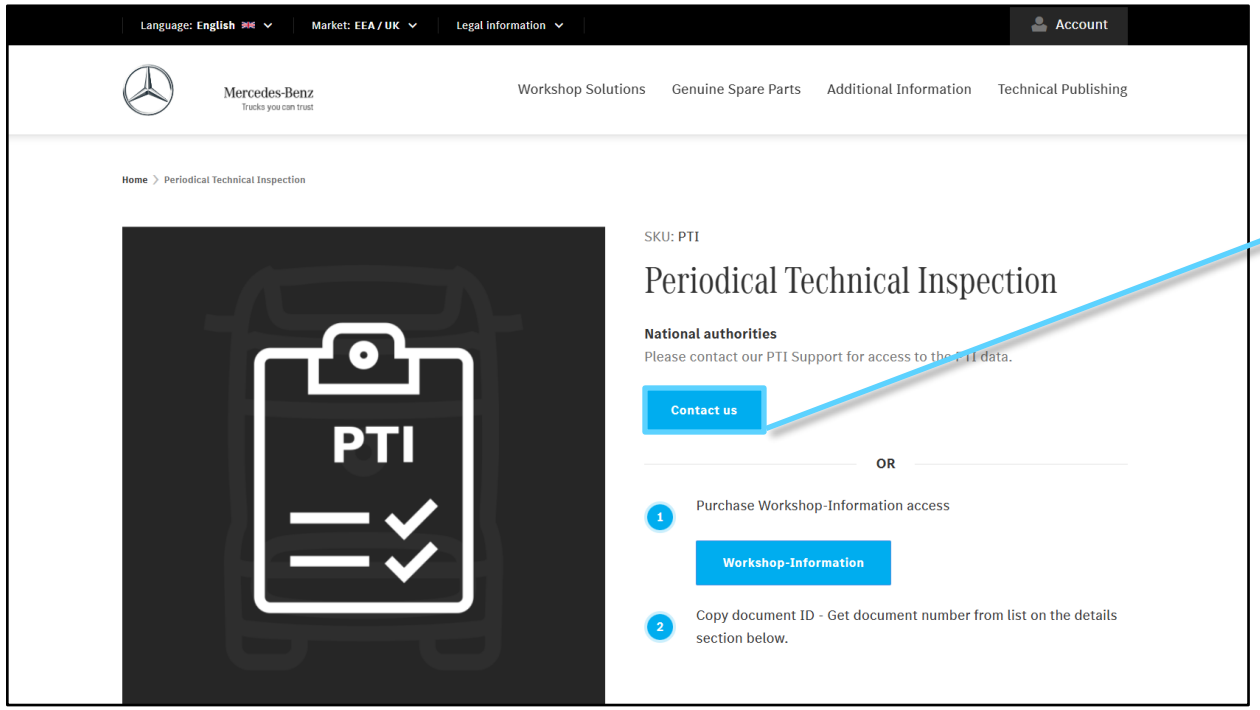
The product overview page summarizes all relevant information for Maintenance Documentation, including available time slices, prices, product information, system requirements, and training documentation.

Videos explaining the product in detail are also available



8.6. Workshop Solutions – Periodic Technical Inspection - Overview

The product overview page provides all necessary details of Periodic Technical Inspection document IDs and the corresponding Mercedes-Benz Trucks model series. Additionally, national authorities can directly contact the support for access to the Periodic Technical Inspection data.



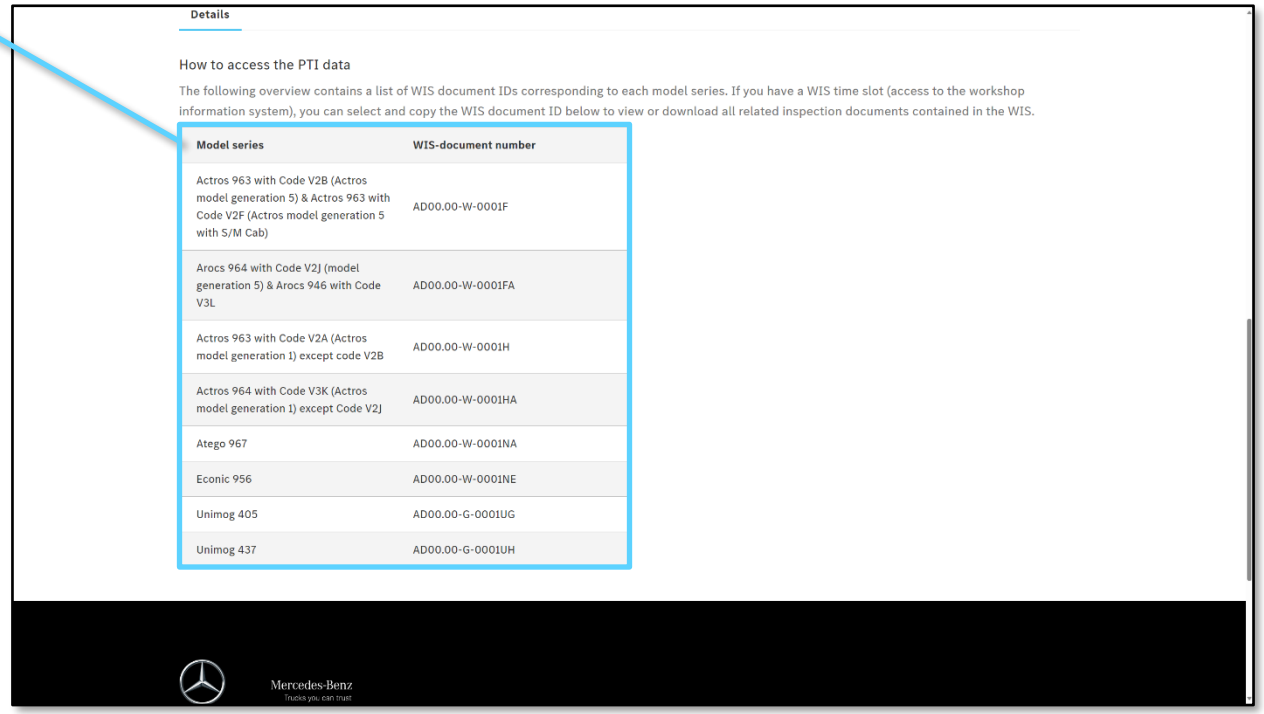
Contact mailbox for national authorities to be granted access to Periodic Technical Inspection data

More information on the product overview page is available on the next page

8.6. Workshop Solutions – Periodic Technical Inspection - Details

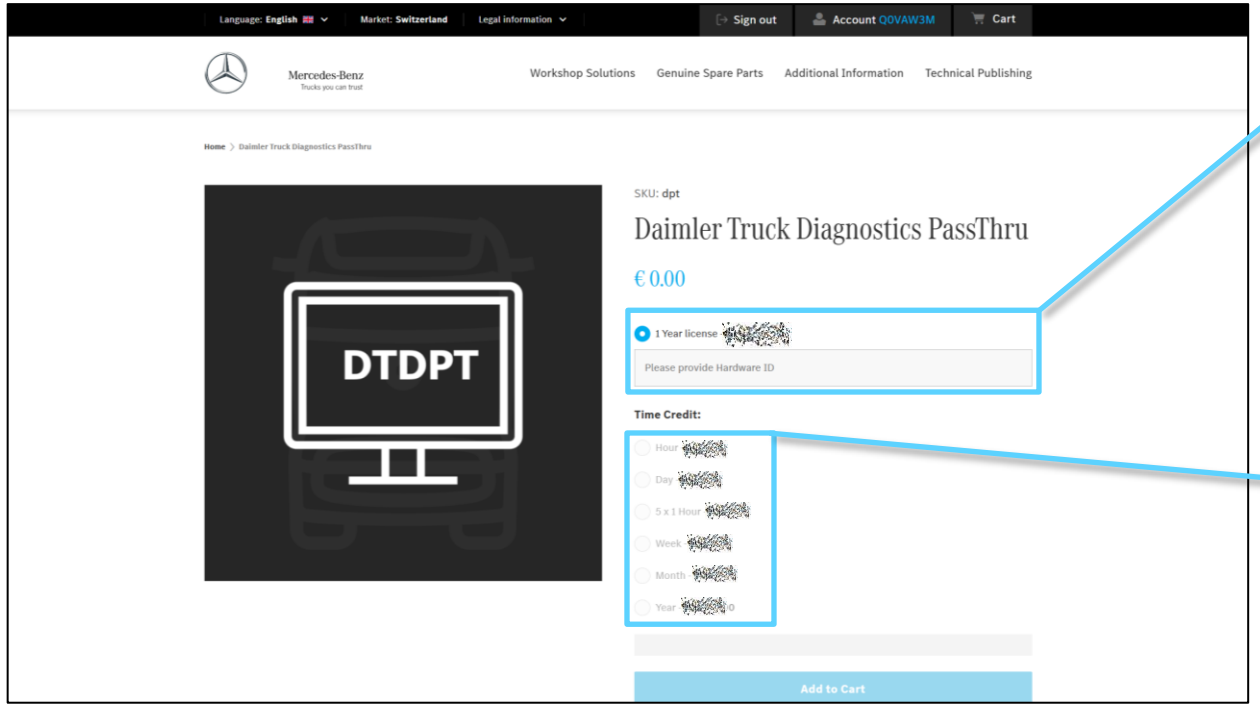
The product overview page provides all necessary details of Periodic Technical Inspection document IDs and the corresponding Mercedes-Benz Trucks model series. Additionally, national authorities can directly contact the support for access to the Periodic Technical Inspection data.

List of Periodic Technical Inspection document IDs corresponding to each Mercedes-Benz Trucks model series



8.7. Workshop Solutions – Daimler Truck Diagnostics PassThru - Overview

The product overview page summarizes all relevant information for the Daimler Truck Diagnostics PassThru, including available time credits, prices, product information, system requirements, and training documentation.



Daimler Truck Diagnostics PassThru user must apply for the **Daimler Truck Standard Diagnostics Role** or the **Daimler Truck Diagnostics Flash Role** via UMAS, download and install the **basic setup** file and purchase the **one-year license** before purchasing time credits

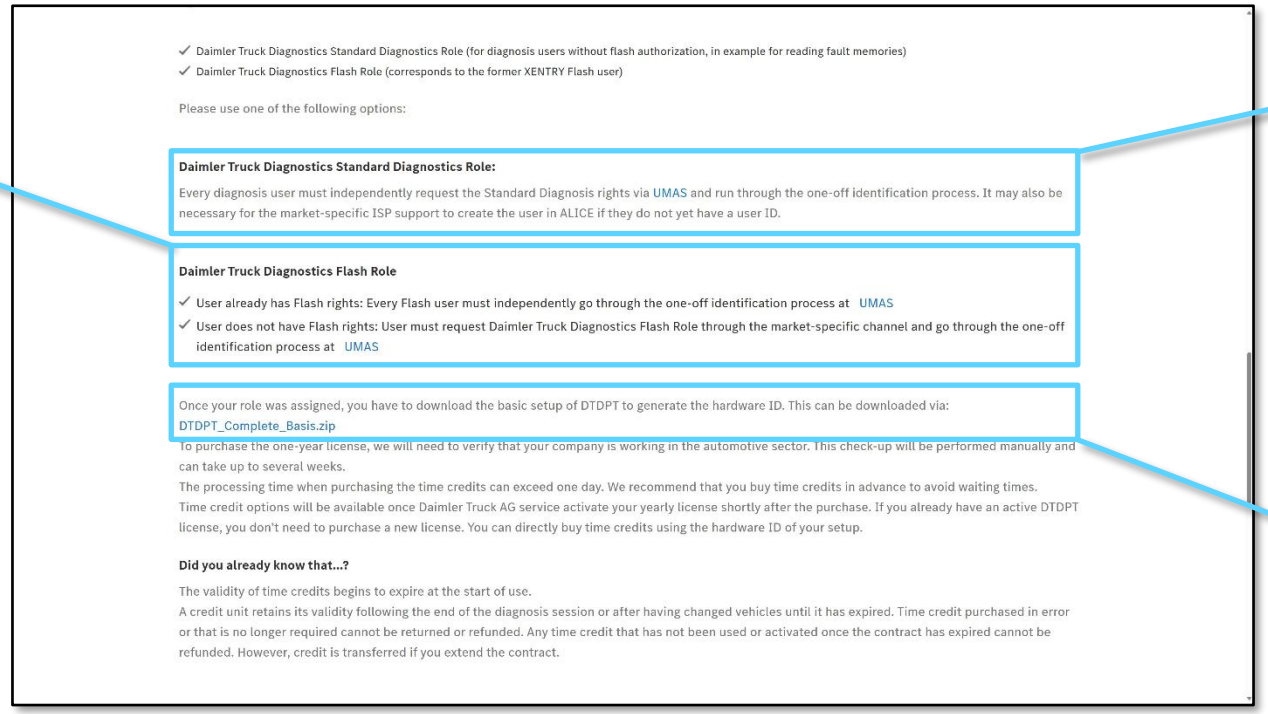
This is an **overview** of the **available time slices** and **prices** in your market. You can **select** your chosen time slice by **clicking the respective radio** button. Logged-in users can add it to their shopping basket

More information on the product overview page is available on the next page

8.7. Workshop Solutions – Daimler Truck Diagnostics PassThru - Details

The product overview page summarizes all relevant information for the Daimler Truck Diagnostics PassThru, including available time credits, prices, product information, system requirements, and training documentation.

If you want to use the **former XENTRY Flash user,** you can request for the **Flash Role** via **UMAS**

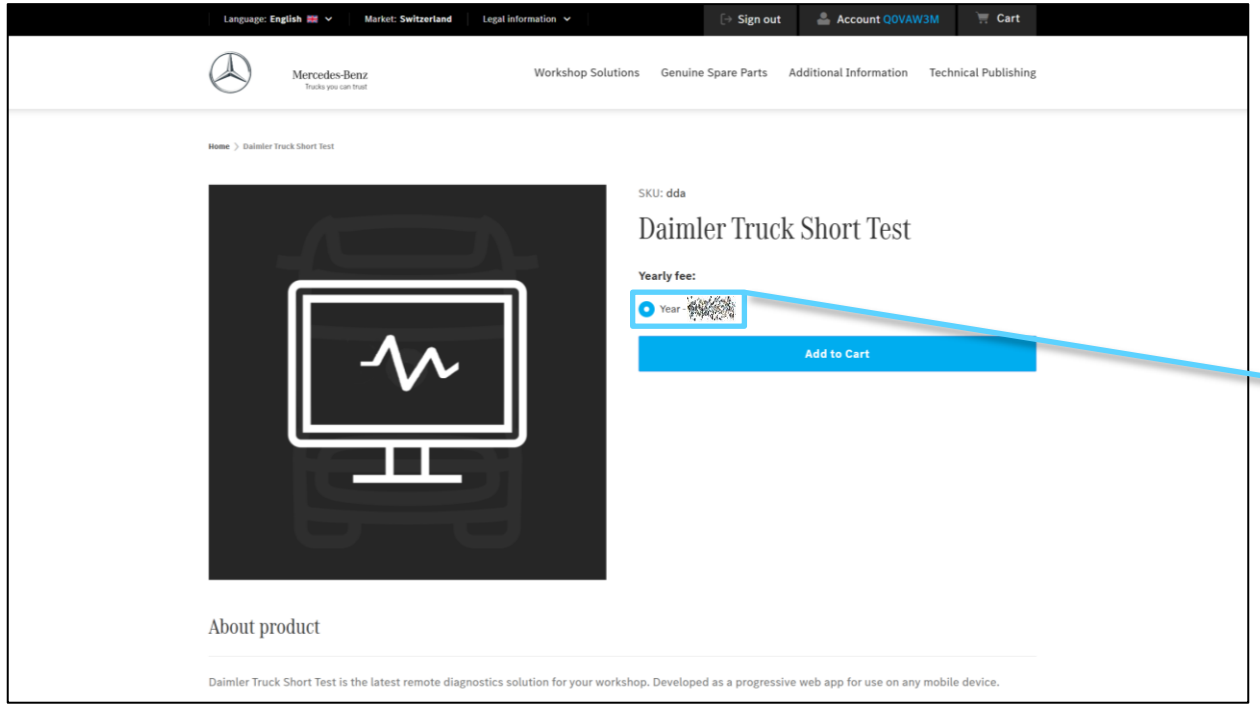


If you **don't have flash authorization**, please use the **standard** diagnostic role that you will need to request permissions via **UMAS**

Download link for **Daimler Truck Diagnostics PassThru basic setup** (necessary to generate the hardware ID)

8.8. Workshop Solutions – Daimler Truck Short Test - Overview

The product overview page summarizes all relevant information for the Daimler Truck Short Test, including prices, product information, system requirements, and training documentation.



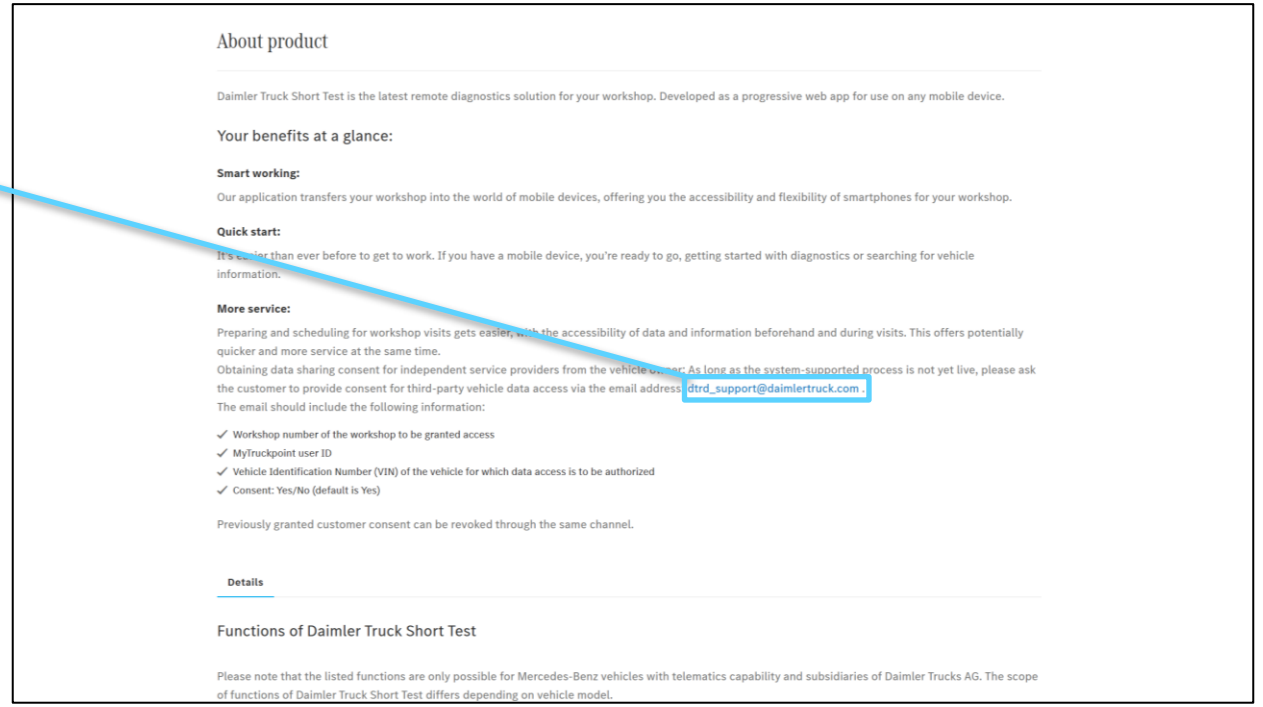
Daimler Truck Short Test is available for a **yearly fee.** Logged-in users can add it to their shopping basket

More information on the product overview page is available on the next page

8.8. Workshop Solutions – Daimler Truck Short Test - Details

The product overview page summarizes all relevant information for the Daimler Truck Short Test, including available time slices, prices, product information, system requirements, and training documentation.

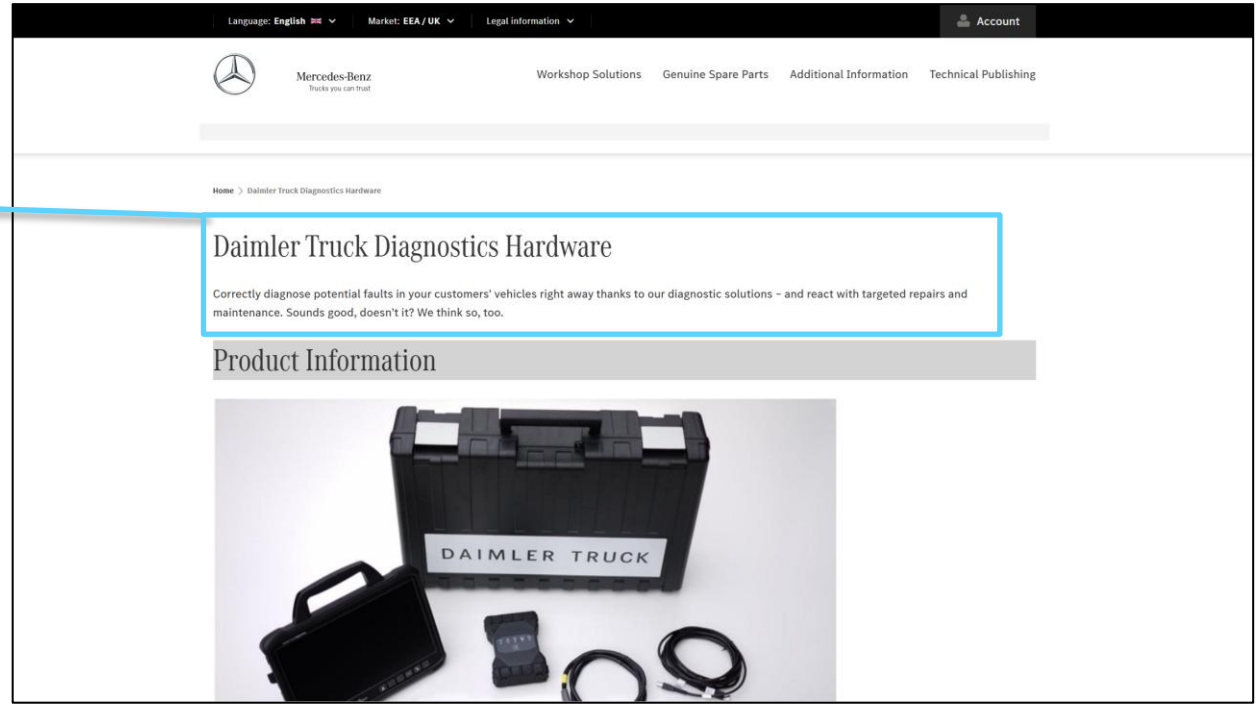
Mail address to contact to request consent for data access from the customer



8.9. Workshop Solutions – Daimler Truck Diagnostics Hardware - Overview

The Daimler Truck Diagnostics Hardware overview page provides the user with product and purchasing details. Daimler Truck Diagnostics Hardware can be ordered via different purchasing channels depending on the market.

Here you will find a brief description of and **information about Daimler Truck Diagnostics Hardware**



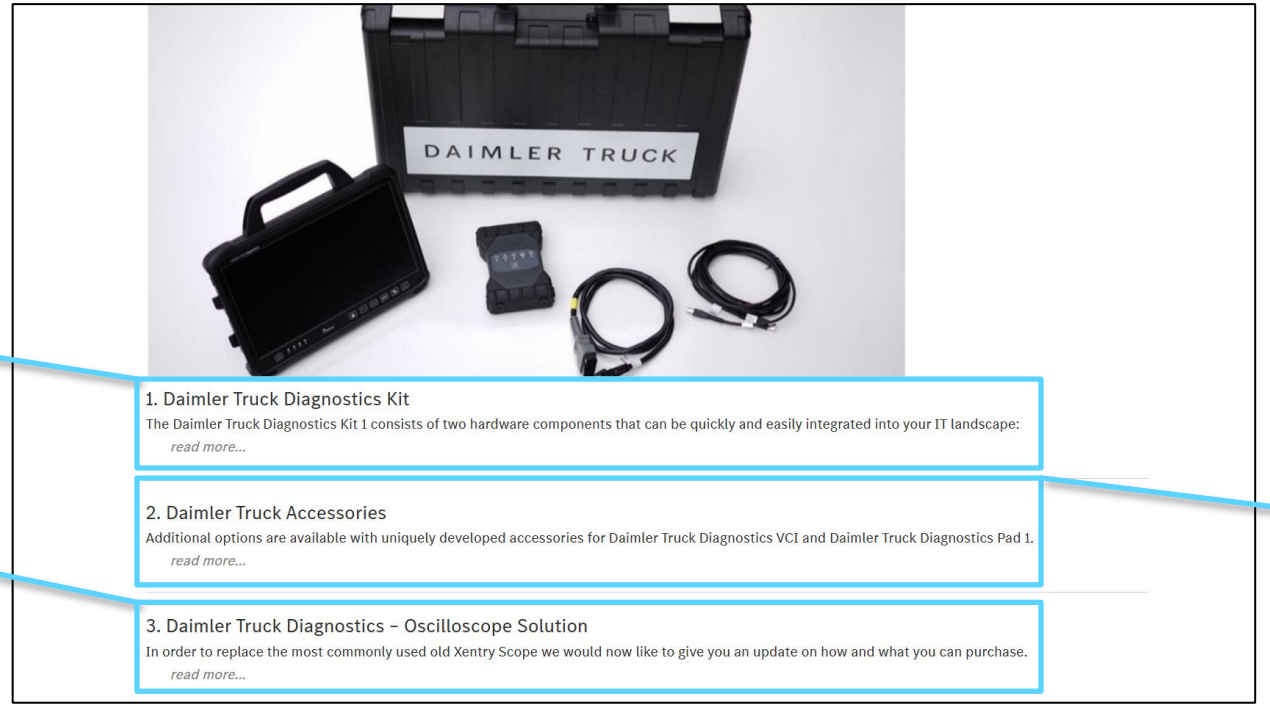
More information on the Diagnostics Hardware product overview page is available on the next page

8.9. Workshop Solutions – Daimler Truck Diagnostics Hardware – Product Details

The Daimler Truck Diagnostics Hardware overview page provides the user with product and purchasing details. Daimler Truck Diagnostics Hardware can be ordered via different purchasing channels depending on the market.

Here you can find a **description** about the **Daimler Truck Diagnostics Kit** by clicking on “**read more…**”

Here you can find a **description** about the **Daimler Truck Diagnostics – Oscilloscope Solution** by clicking on “**read more…**”



Here you can find a **description** about the **Daimler Truck Accessories** by clicking on “**read more…**”

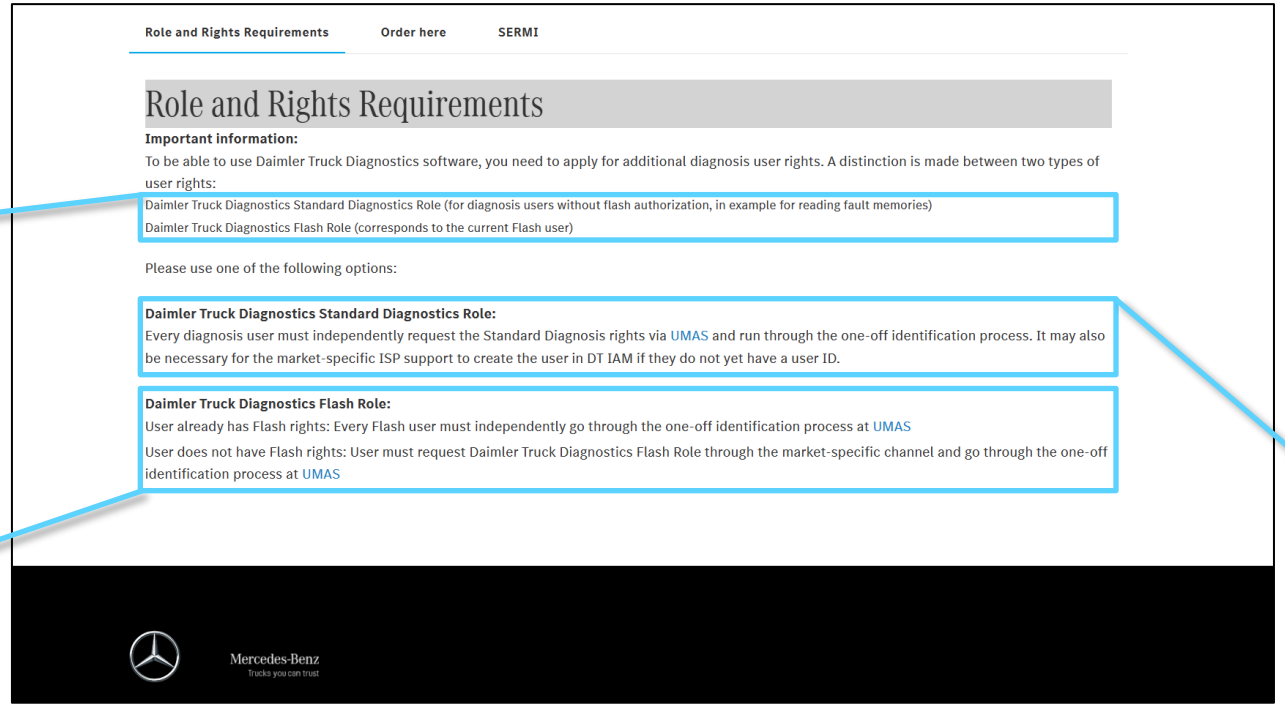
More information on the Diagnostics Hardware product overview page is available on the next page

8.9. Workshop Solutions – Daimler Truck Diagnostics Hardware – User Roles and Rights

The Daimler Truck Diagnostics Hardware overview page provides the user with product and purchasing details. Daimler Truck Diagnostics Hardware can be ordered via different purchasing channels depending on the market.

To use the Daimler Truck Diagnostics software, you must apply for **additional diagnostic user rights**. There are **two types** of roles

If you want to use the **former XENTRY Flash user,** you can request for the **Flash Role** via **UMAS**



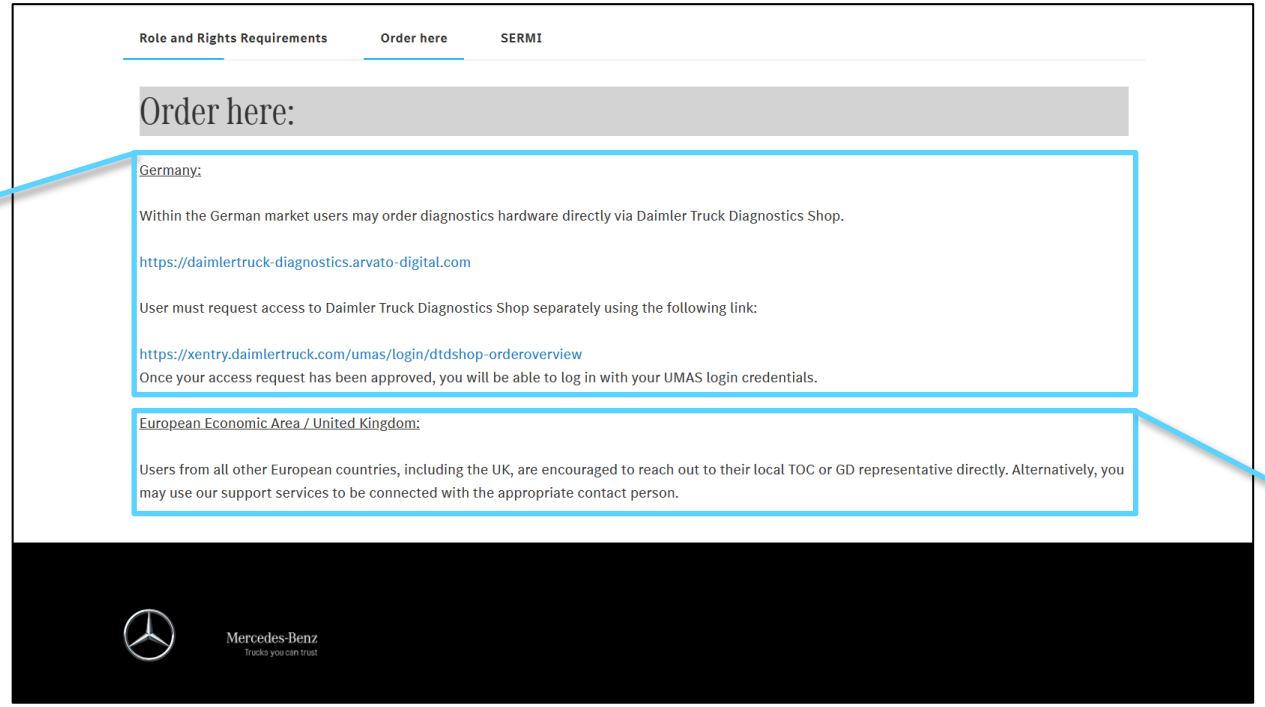
If you **don't have flash authorization**, please use the **standard** diagnostic role that you will need to request permissions via **UMAS**

More information on the Diagnostics Hardware product overview page is available on the next page

8.9. Workshop Solutions – Daimler Truck Diagnostics Hardware – Ordering

The Daimler Truck Diagnostics Hardware overview page provides the user with product and purchasing details. Daimler Truck Diagnostics Hardware can be ordered via different purchasing channels depending on the market.

For the **German Market**, please follow those instruction to order your Daimler Truck Diagnostics Hardware via the **Daimler Truck Diagnostics Shop**



All other **EU Markets** and **UK** can order it through their **local TOC or GD** representative

8.9. Workshop Solutions – Daimler Truck Diagnostics Hardware – SERMI

The Daimler Truck Diagnostics Hardware overview page provides the user with product and purchasing details. Daimler Truck Diagnostics Hardware can be ordered via different purchasing channels depending on the market.

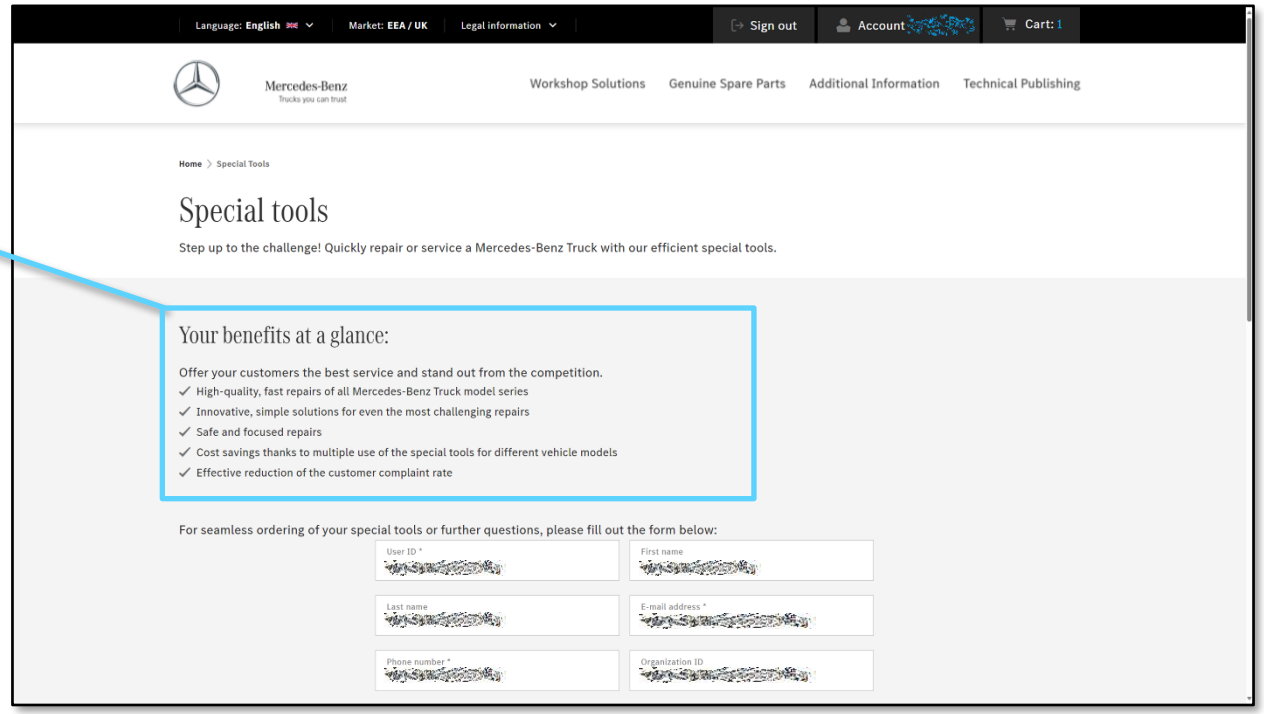
The SERMI section provides **information and current access restrictions for security related information.**

The **process and necessary steps** for **receiving a Daimler Trucks SERMI role** are **described in detail.**

8.10. Workshop Solutions – Special Tools – Overview

The Special Tools overview page includes basic product information and user benefits as well as an order form to contact our service partner for special tools order handling.

Get an **overview** about your benefits



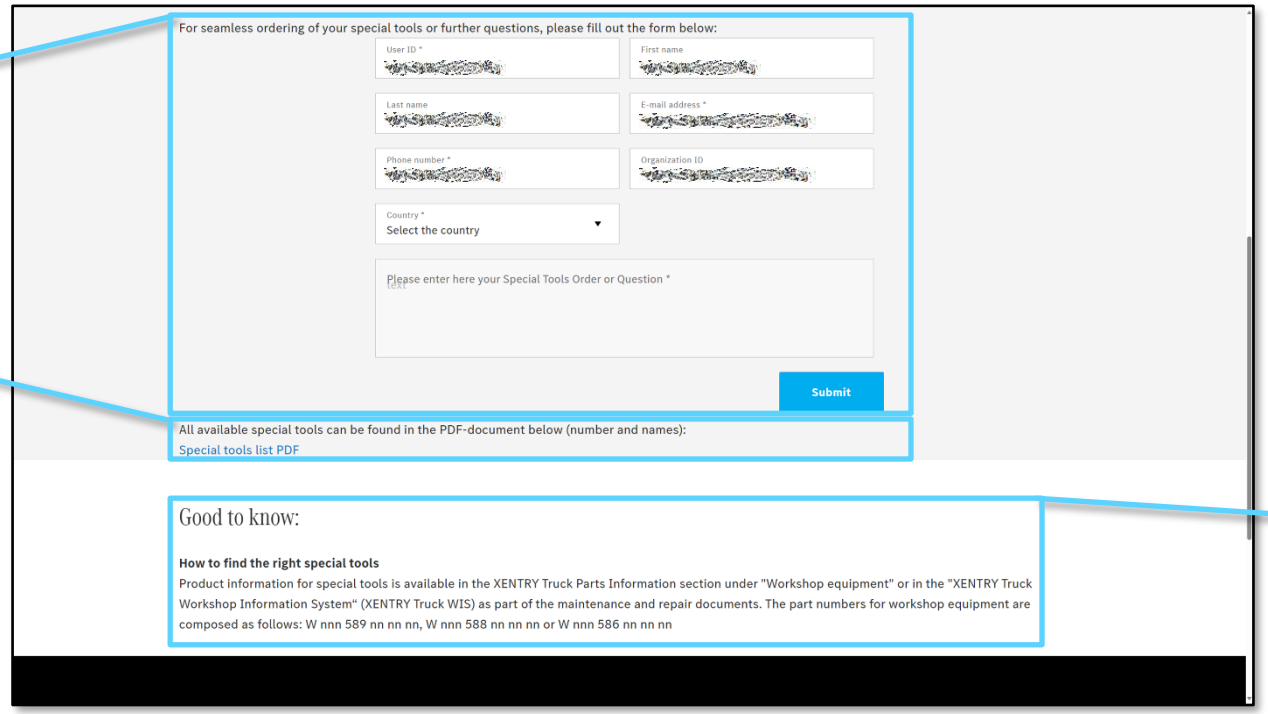
More information on the Special Tools overview page is available on the next page

8.10. Workshop Solutions – Special Tools – Ordering

The Special Tools overview page includes basic product information and user benefits as well as an order form to contact our service partner for special tools order handling.

Order form for special tools (only available for logged-in users)

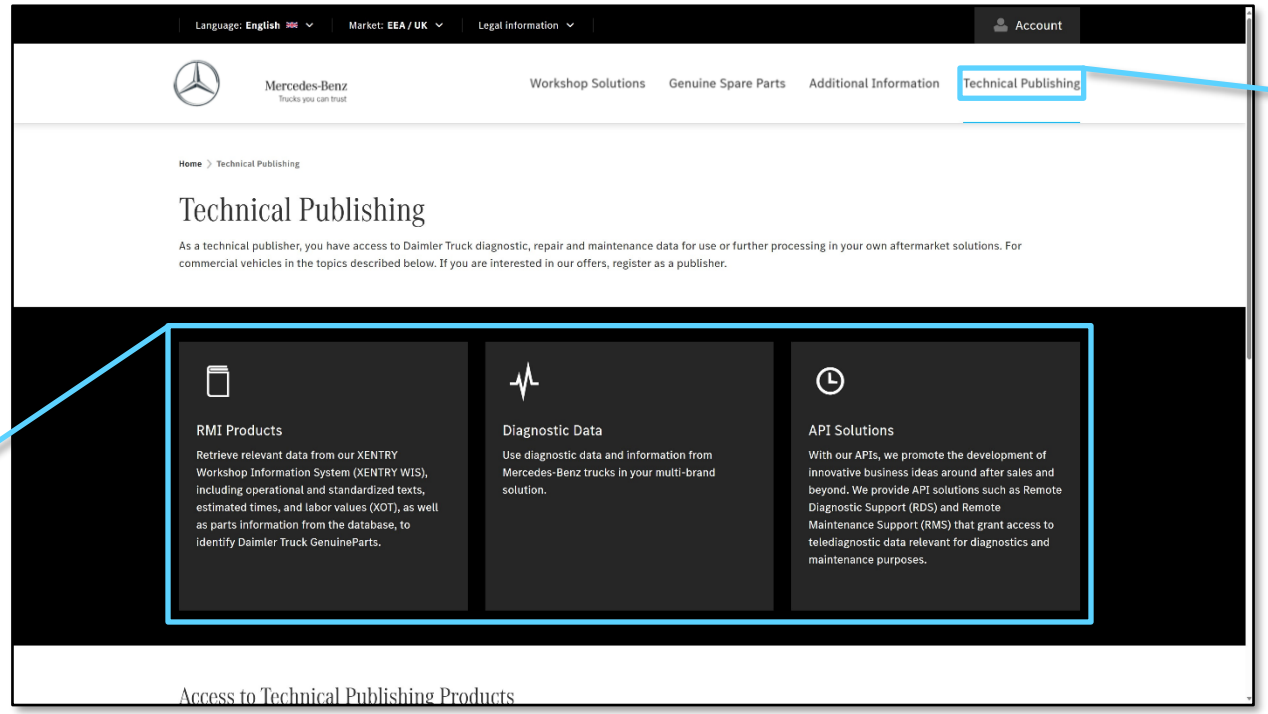
Basic information **overview of all available special tools** via our service partner



Additional product information on special tools is available via Parts Information or Workshop Information

9. Technical Publishing – Overview

All relevant information for technical publisher is available on the Technical Publishing landing page including access to diagnostic as well as repair and maintenance data via the described access channels.



The **Technical Publishing overview page** can be accessed via the standard navigation

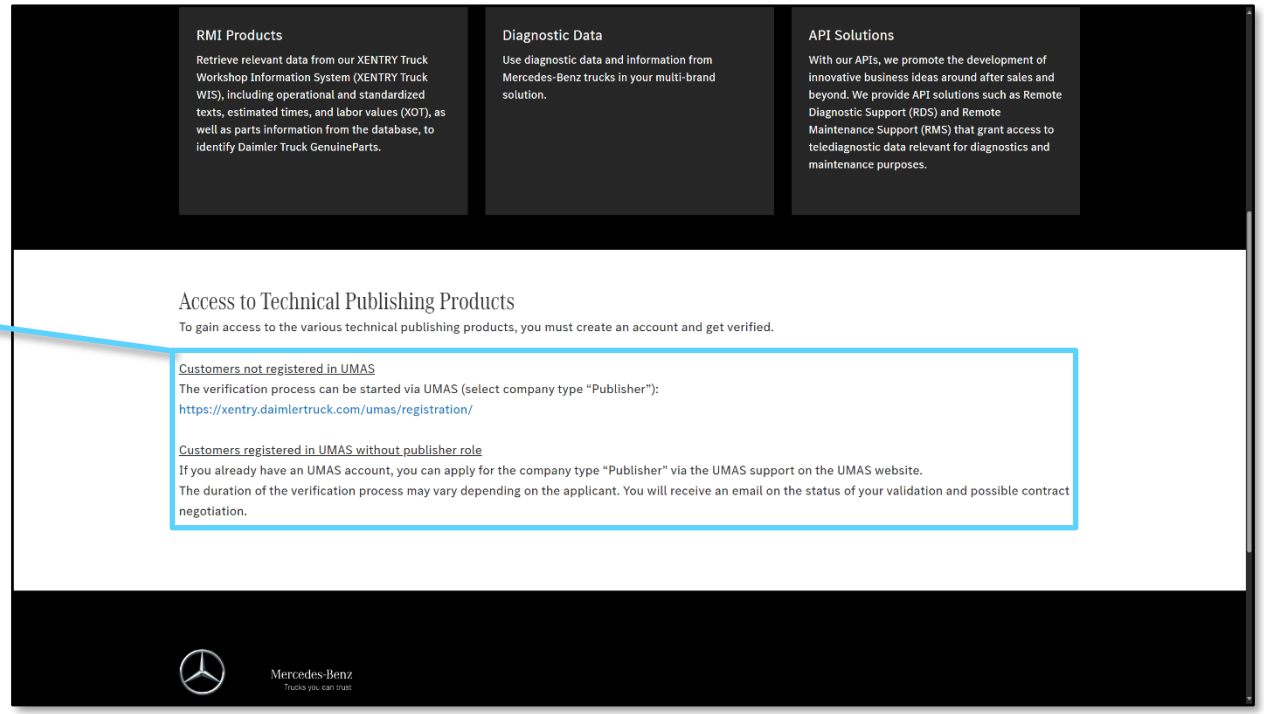
These **tiles** provide an **overview** of the **scope** of Technical Publishing

More information on the Technical Publishing overview page is available on the next page

9. Technical Publishing – Access

All relevant information for technical publisher is available on the Technical Publishing landing page including access to diagnostic as well as repair and maintenance data via the described access channels.

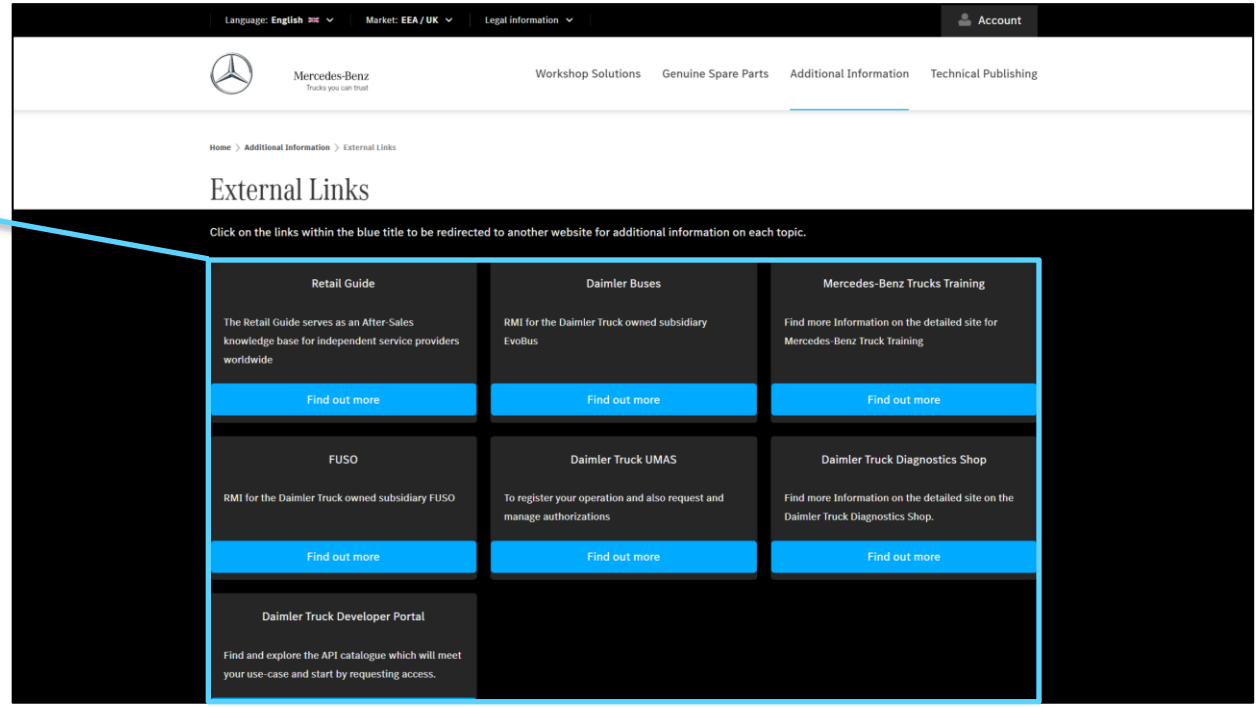
To gain **access to technical publisher products**, users must register via UMAS and select the company type “Publisher”



10. External Links – Overview

Further links to external websites are collected on the overview page External Links.

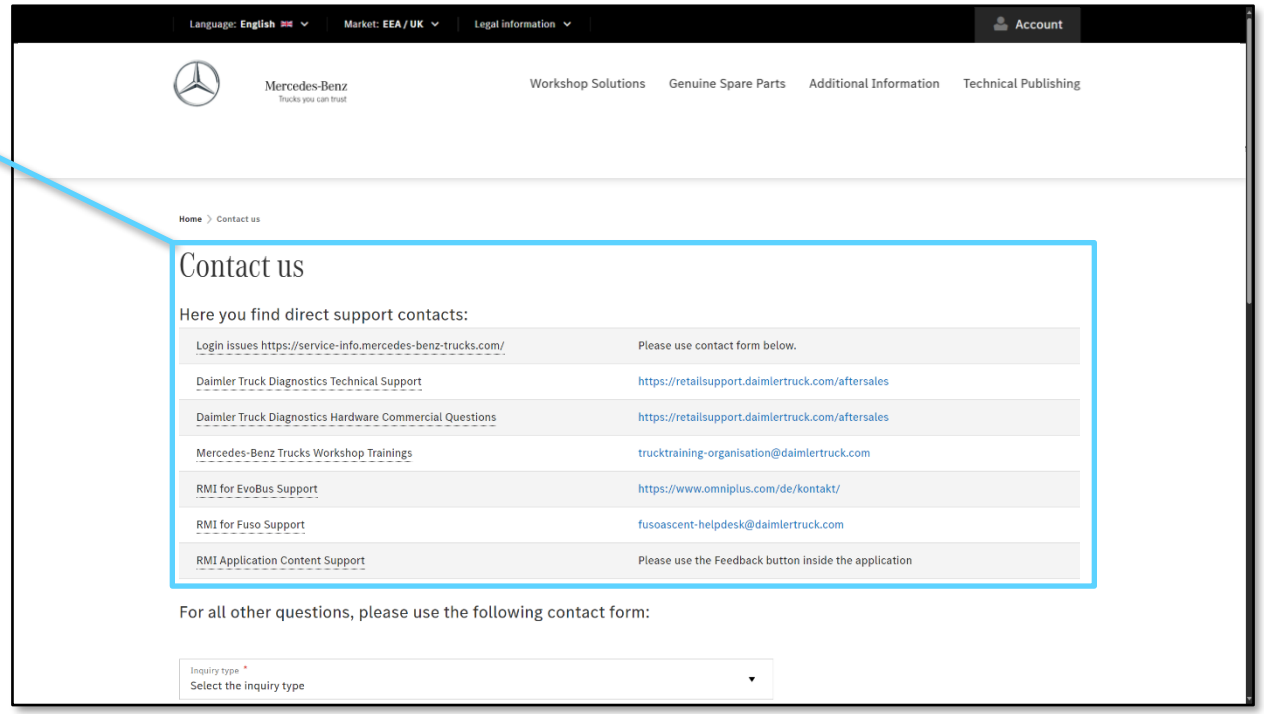
Title, short description and link to **relevant external websites** such as EvoBus, DT UMAS, Trainings and more



11. Customer Support – Overview

The Contact Us subpage can be accessed via the footer of the Service Information Mercedes-Benz Trucks Portal and gives users the possibility to contact the first-level customer support. Questions regarding the software products need to be addressed to the respective product support teams.

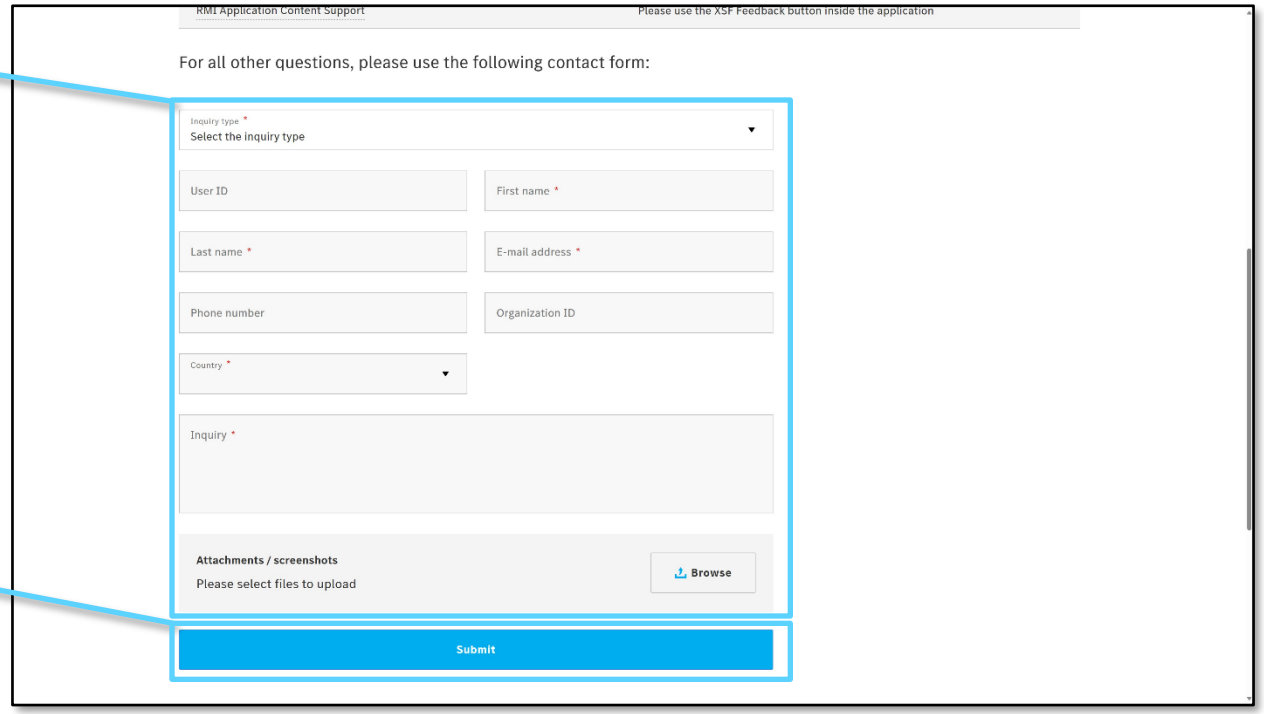
Here are the **contact details** for each **category or system**. Please contact the specific case directly via the link or email displayed here



More information on Customer Support overview page is available on the next page

11. Customer Support – Other Questions Form

The Contact Us subpage can be accessed via the footer of the Service Information Mercedes-Benz Trucks Portal and gives users the possibility to contact the first-level customer support. Questions regarding the software products need to be addressed to the respective product support teams.

Only if you **can not assign your request to the given categories, use this Online support form.** For all other questions contact first-level customer support

Click “**Submit**” to send your support request