# Service Information Mercedes-Benz Trucks Portal
# Quick Guide

Quick guide for independent service provider and publisher
V.1.6

The content of this Quick Guide is currently not up to date. A revised version will be available in Q2 of 2024.

Mercedes-Benz
Trucks you can trust

# Quick Guide - Service Information Mercedes-Benz Trucks Portal

The website is subject to change and may
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1. The Landing Page
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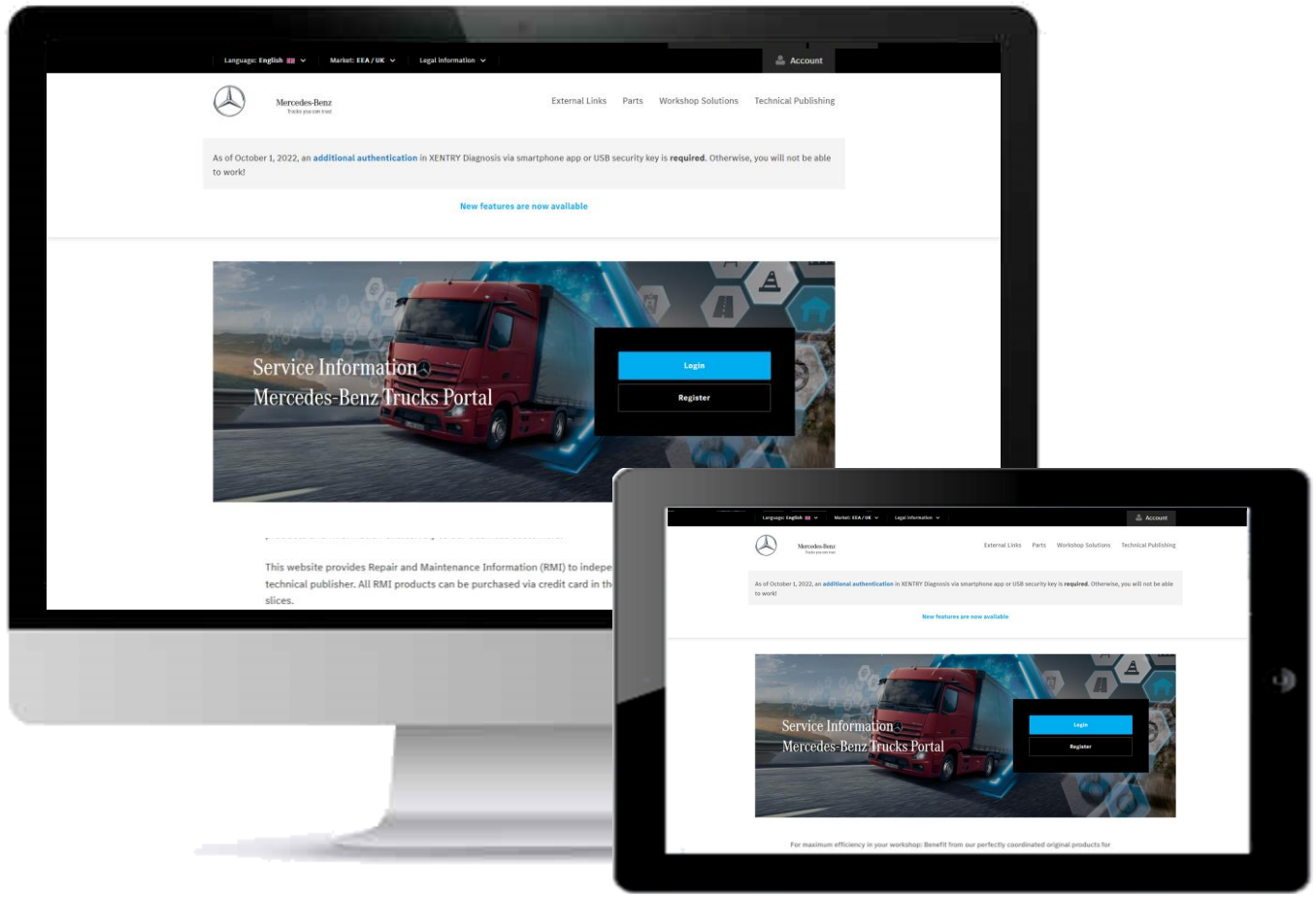
4. Navigation
5. My Account
6. Shopping Cart
7. Parts
8. Workshop Solutions
9. Technical Publishing
10. External Links
11. Customer Support
12. Register in UMAS

# 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 below.

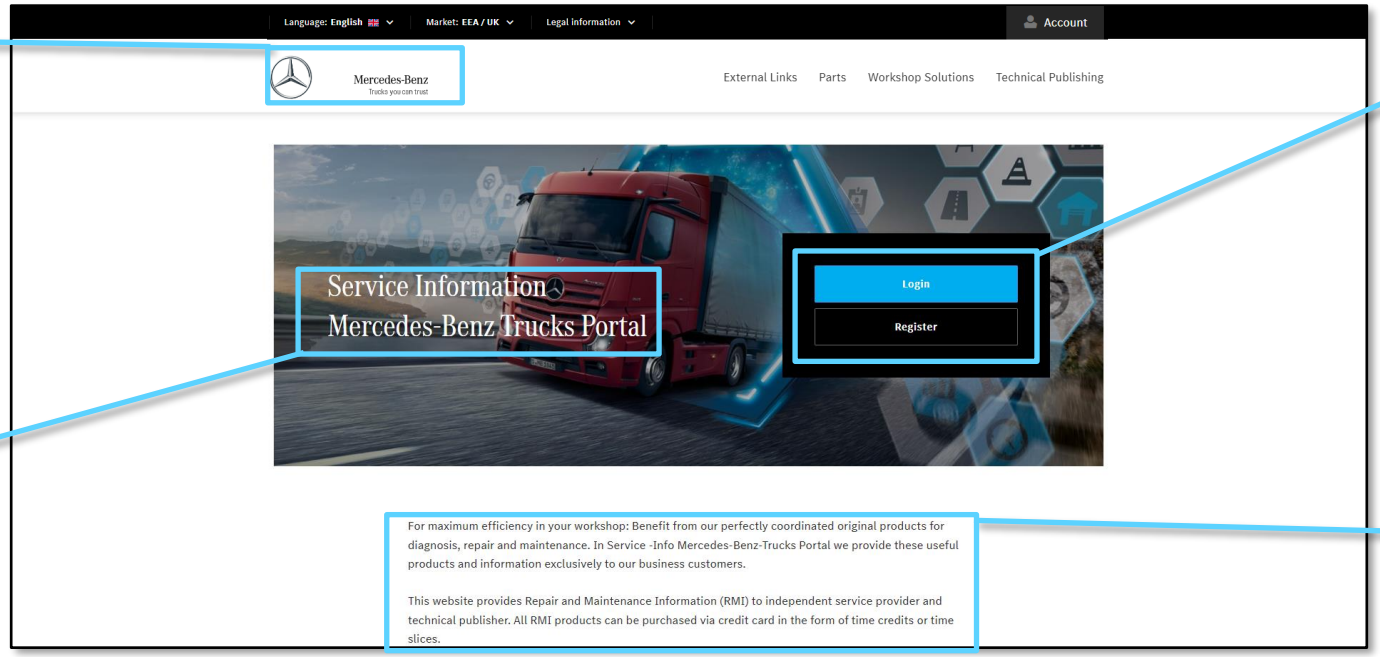
Each function is explained graphically and in writing and visualized on the respective screens using blue boxes ( ☐ ).

# 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**

→ Details (registration process)

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

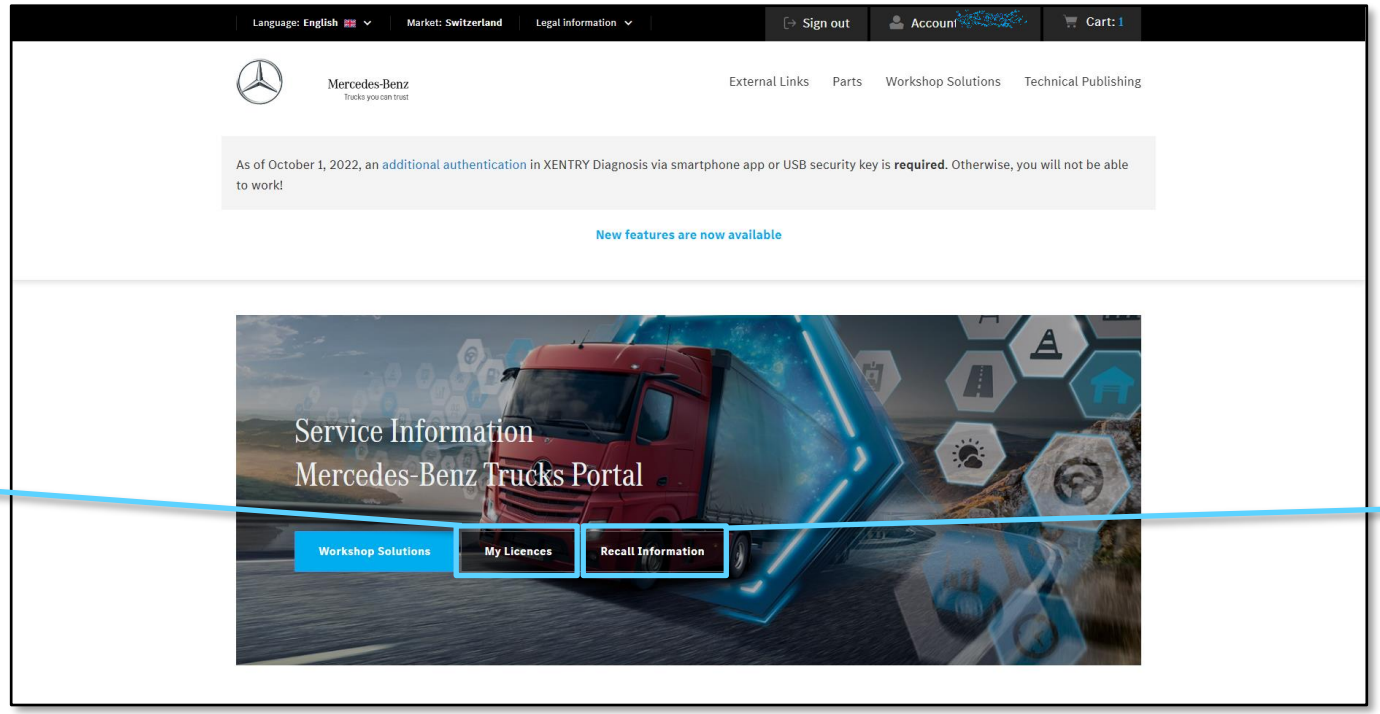
*More information on the landing page is available on the next page*

# 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



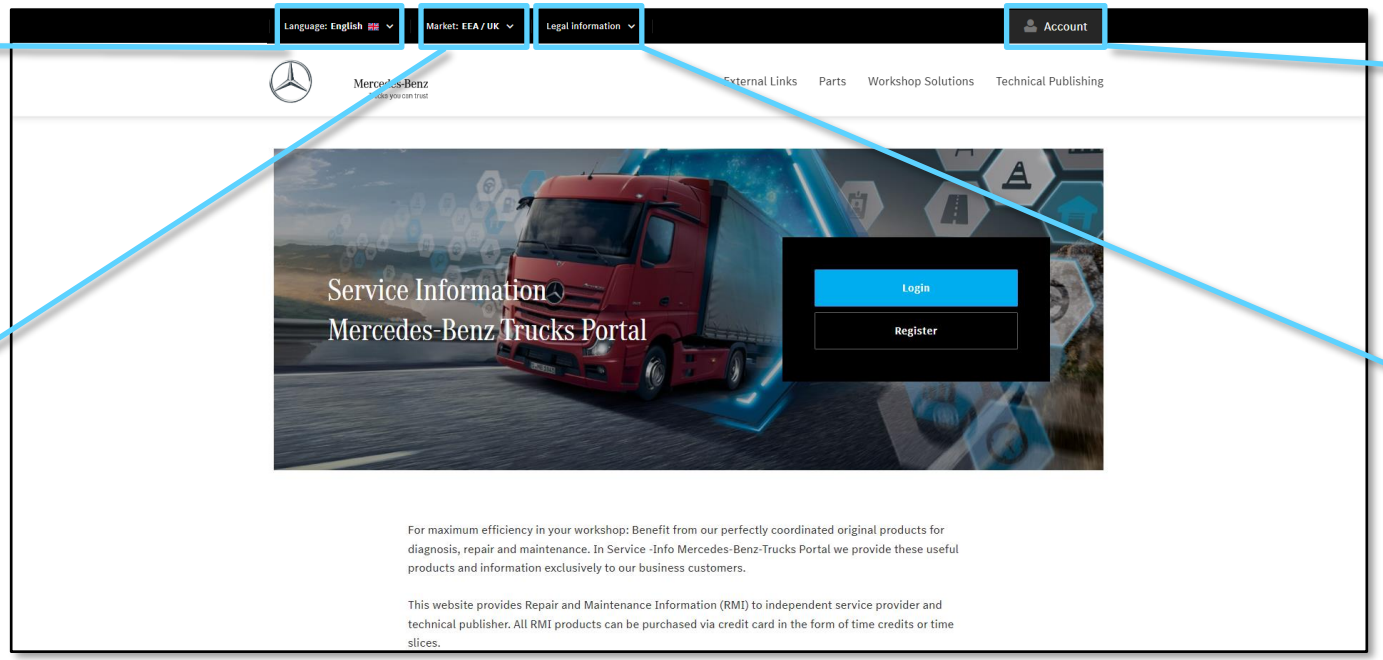

**For all markets** external websites that provide Daimler Truck relevant **vehicle recall information** can be accessed via the landing page.

# 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

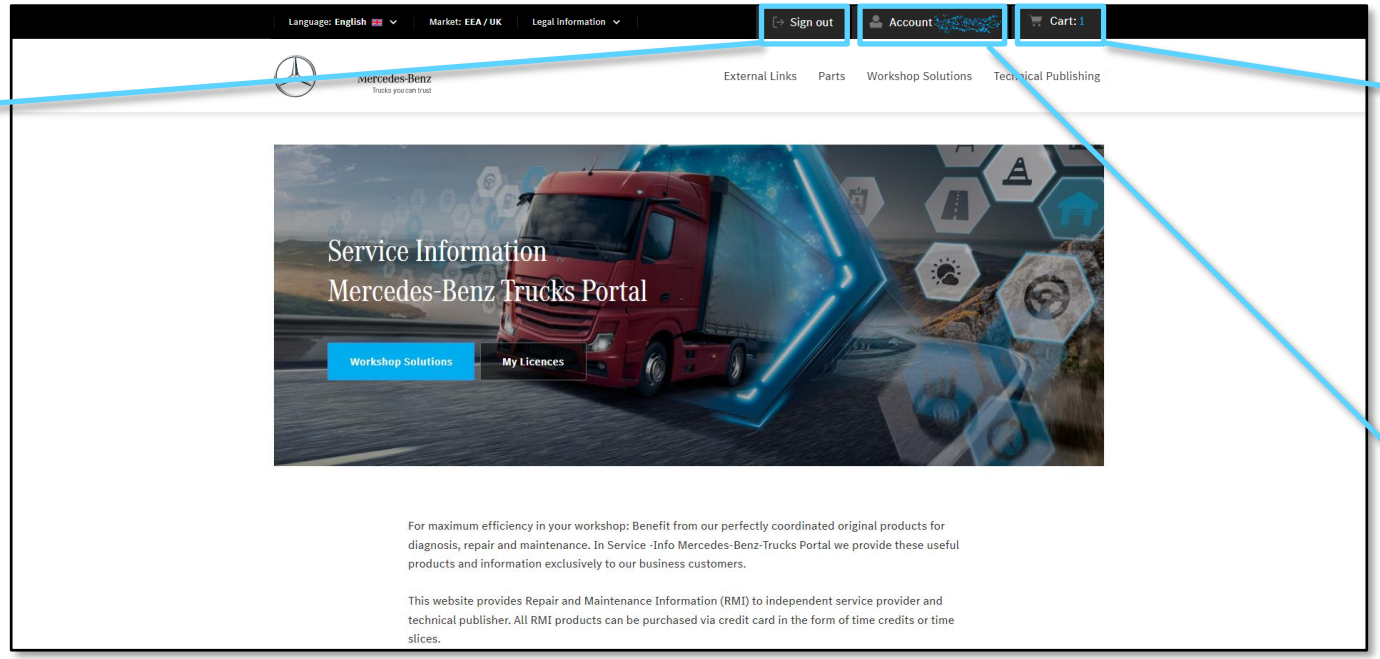
Select any of the provided **legal documents** from the dropdown list

*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

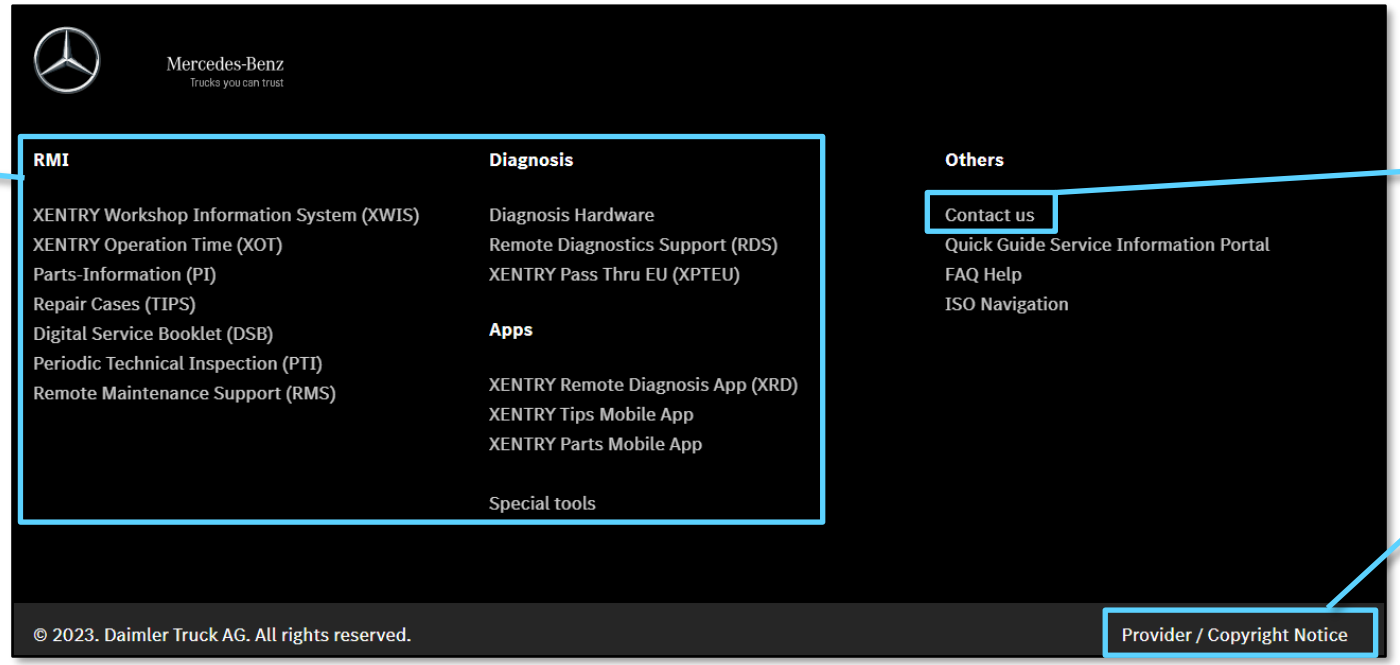
Access your **account information** including an overview of active time slices or credits. When logged-in your User-ID is shown in the header

→ Details

# 3. Footer

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

View **copyright notice**

# 4. The Navigation – Standard-Navigation

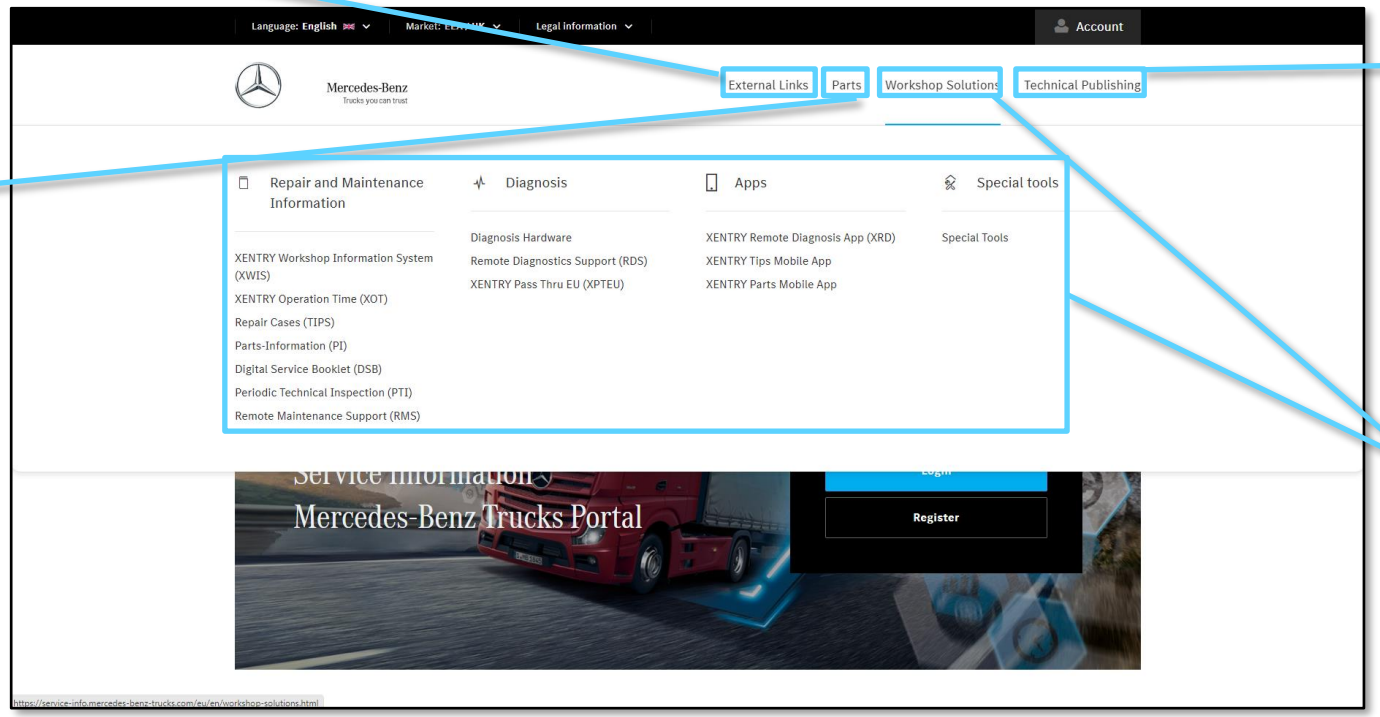
The standard navigation is available throughout the entire Service Information Mercedes-Benz Trucks Portal. It gives an overview of the product scope and enables users to quickly access all available products.

„**External Links**“ include link-outs to external websites like EvoBus, MB-DEV, Truck Trainings etc.

→ Details

Via “Parts” the **parts overview page** with a link to WebParts Truck can be accessed

→ Details




The overview page with all relevant information for **technical publisher** can be accessed using the standard navigation

→ Details

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

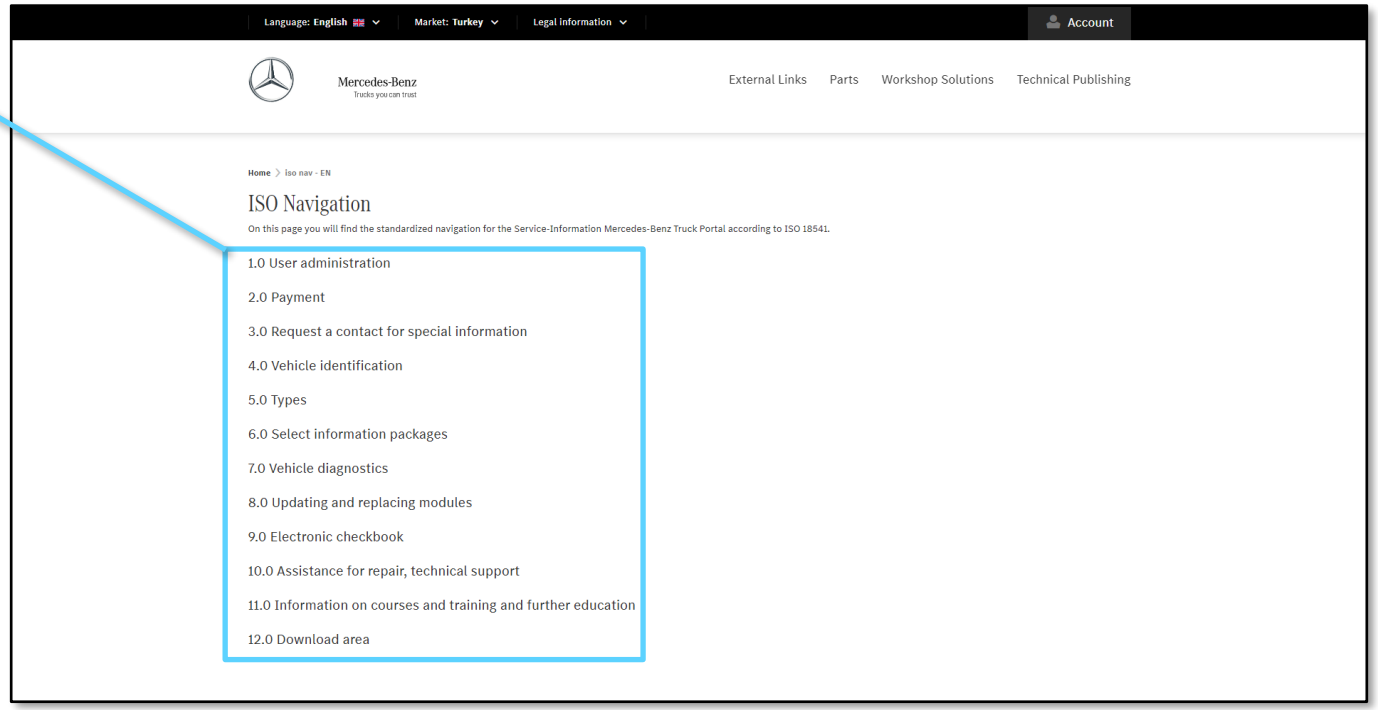
→ Details

*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.

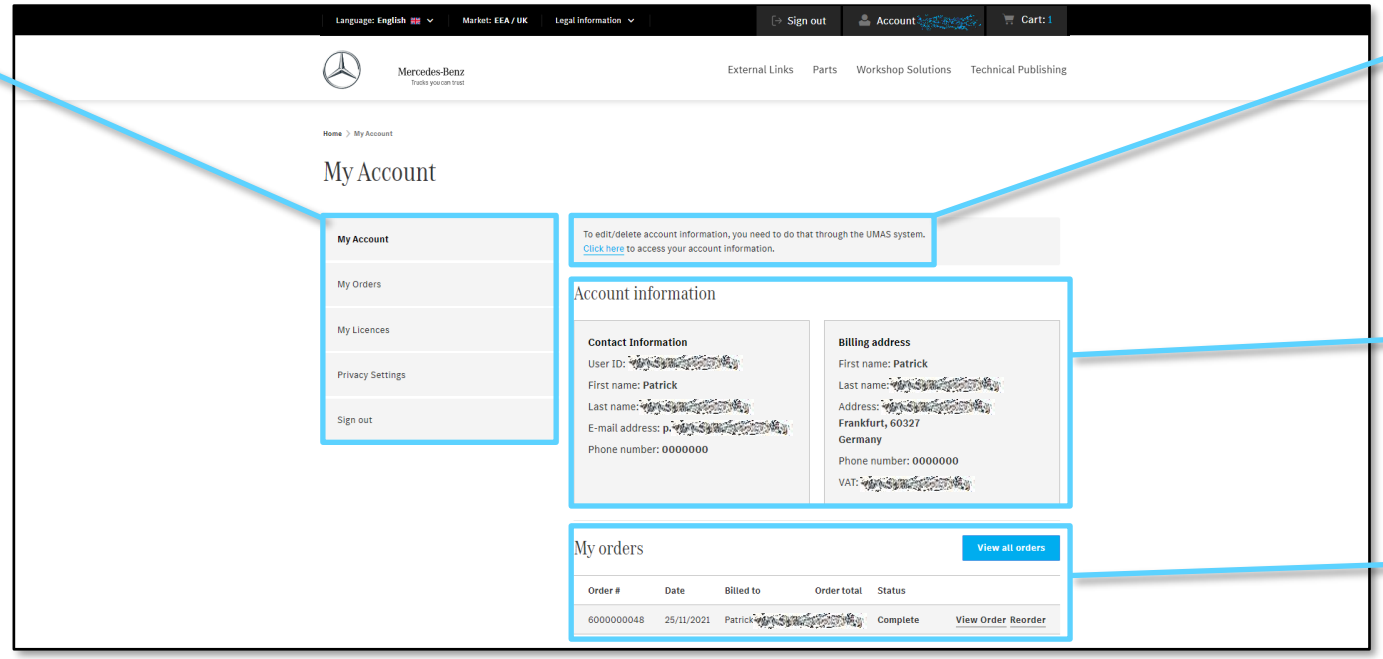
The chapter headings can be expanded with a simple click, allowing the user to find the relevant information.



# 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://umas.daimler.com/orgprocess/.

**Quick navigation** to access the subpages of My Account




To **edit or delete account** information users need to access **UMAS**

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

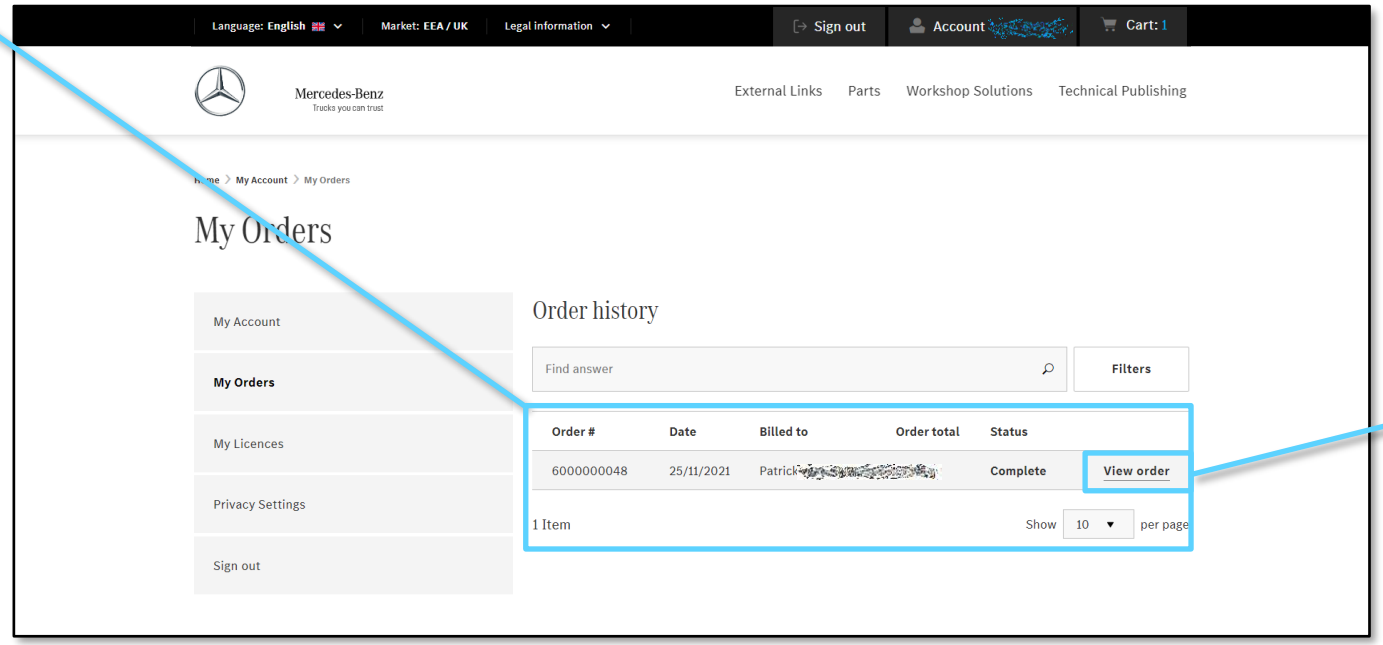
Preview of the **My Orders** subpage

*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://umas.daimler.com/orgprocess/.

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



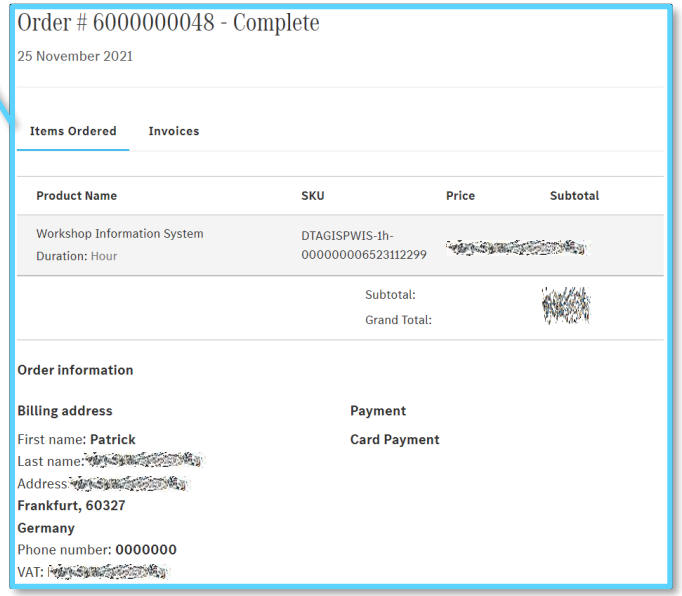

The “View Order” button will redirect the user to find additional **product details and invoices** for the selected order

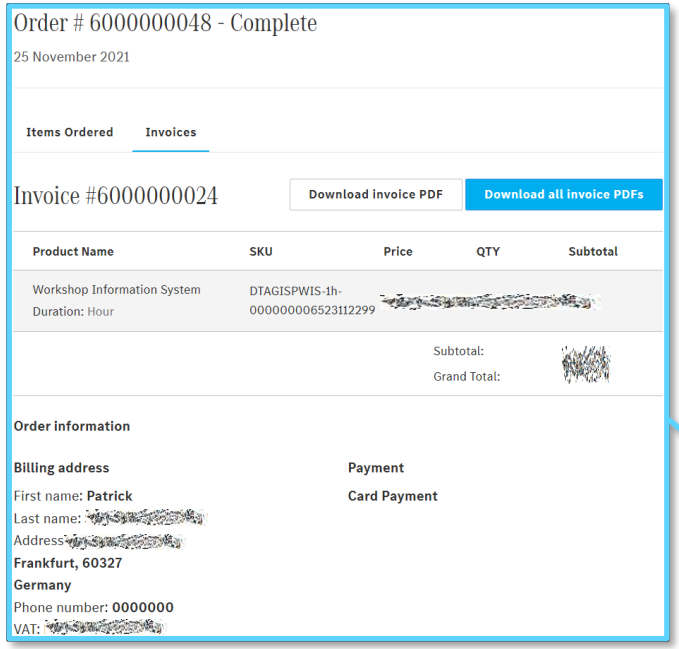
*More information on the account overview page is available on the next page*

# 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://umas.daimler.com/orgprocess/.

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



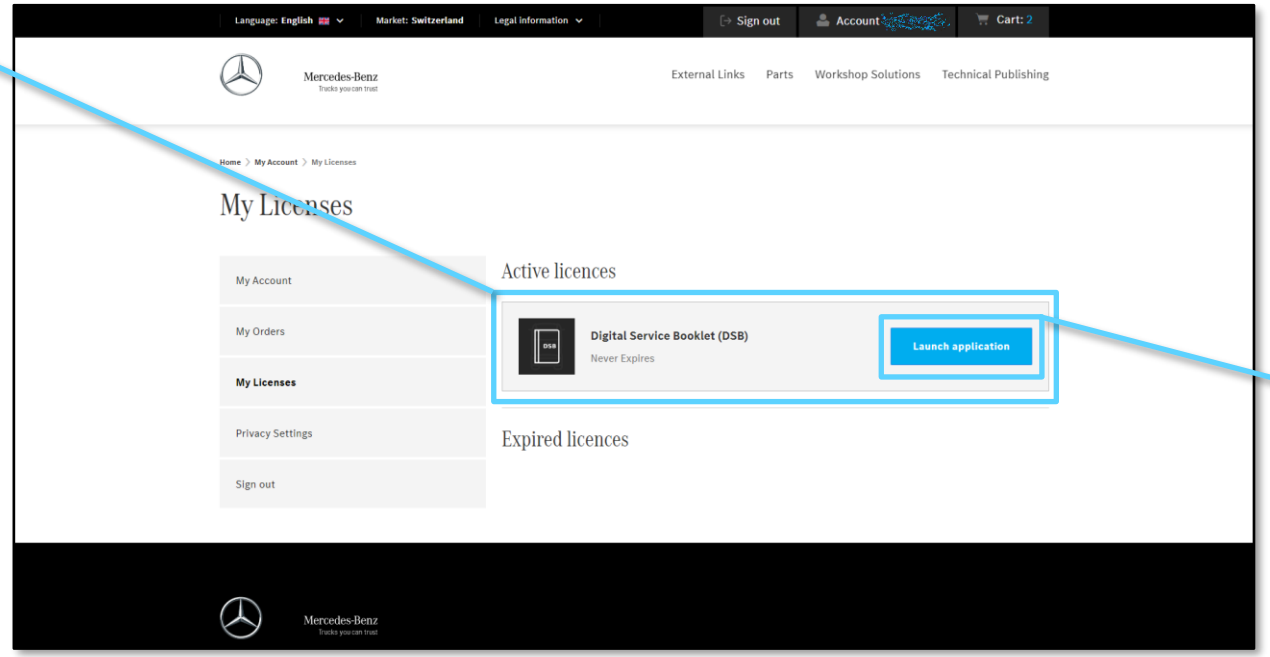

The “Invoices” tab provides **all invoice relevant information** including an option to download one or all invoice via PDF

*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://umas.daimler.com/orgprocess/.

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**



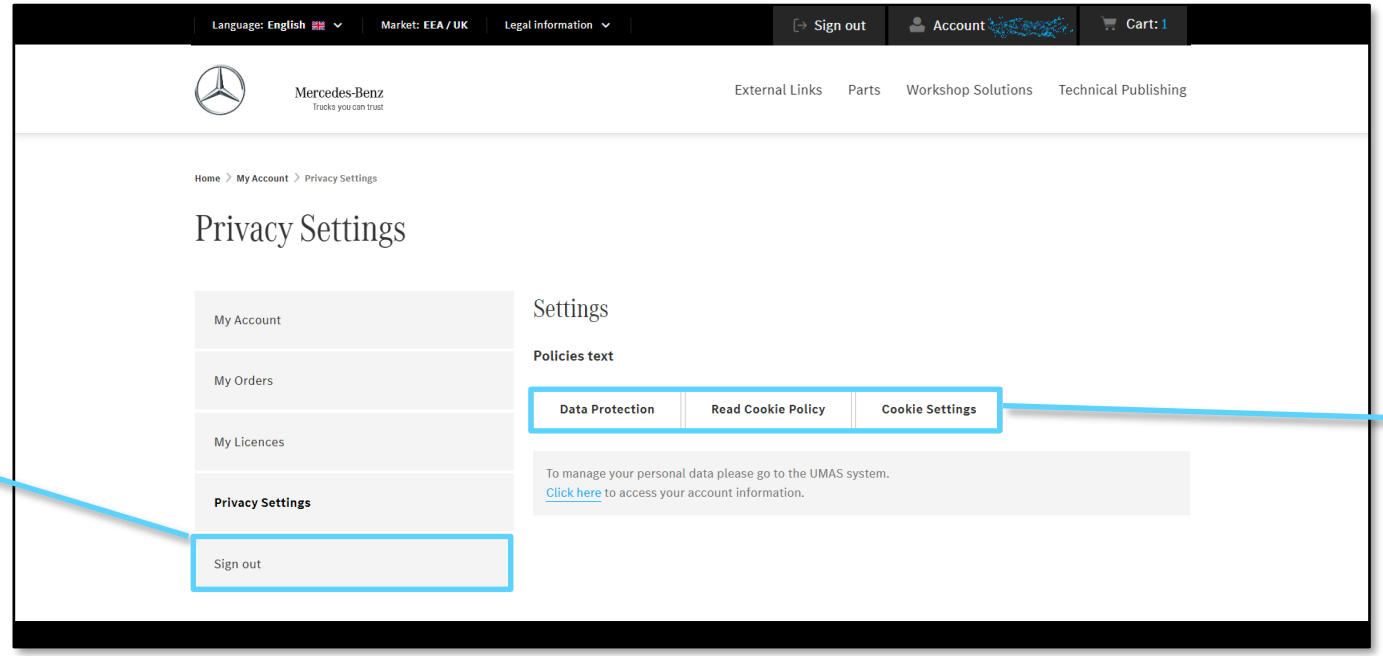

Via “Launch application” the respective **application can directly be opened in a new tab**

*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://umas.daimler.com/orgprocess/.

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

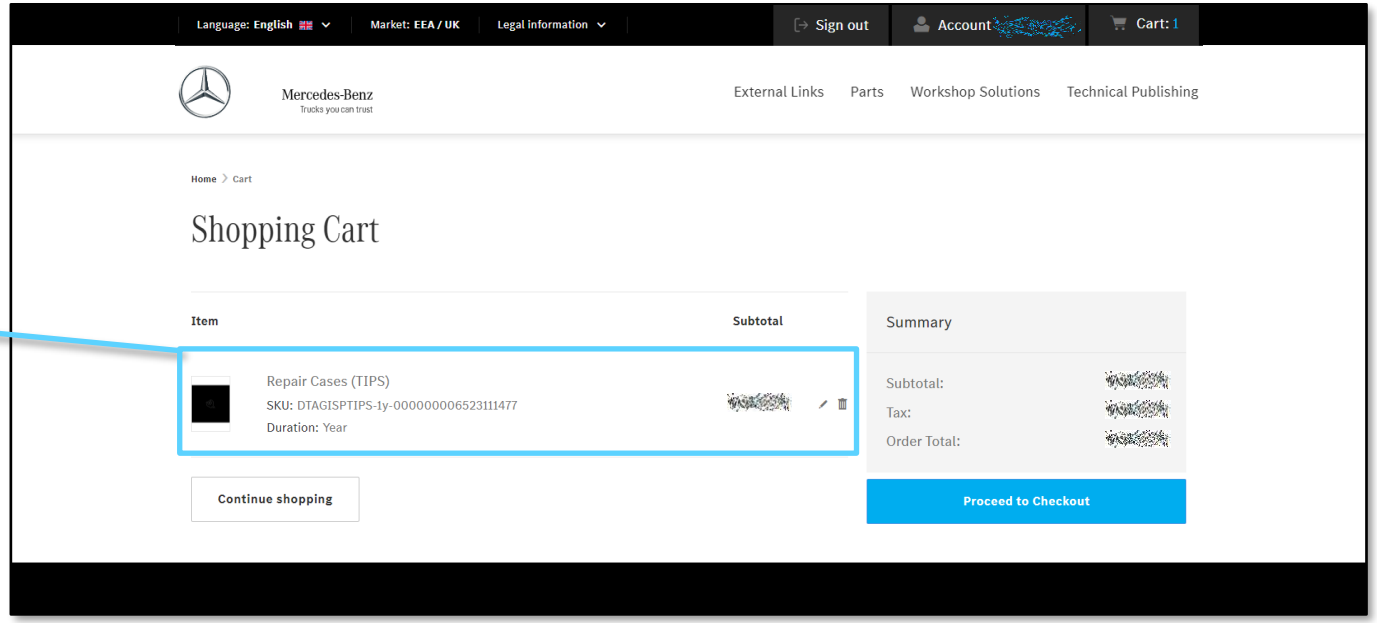



In the privacy settings users can **customize cookie settings**, read data protection notes and the cookie policy

# 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 basket including product name, time slice and prices



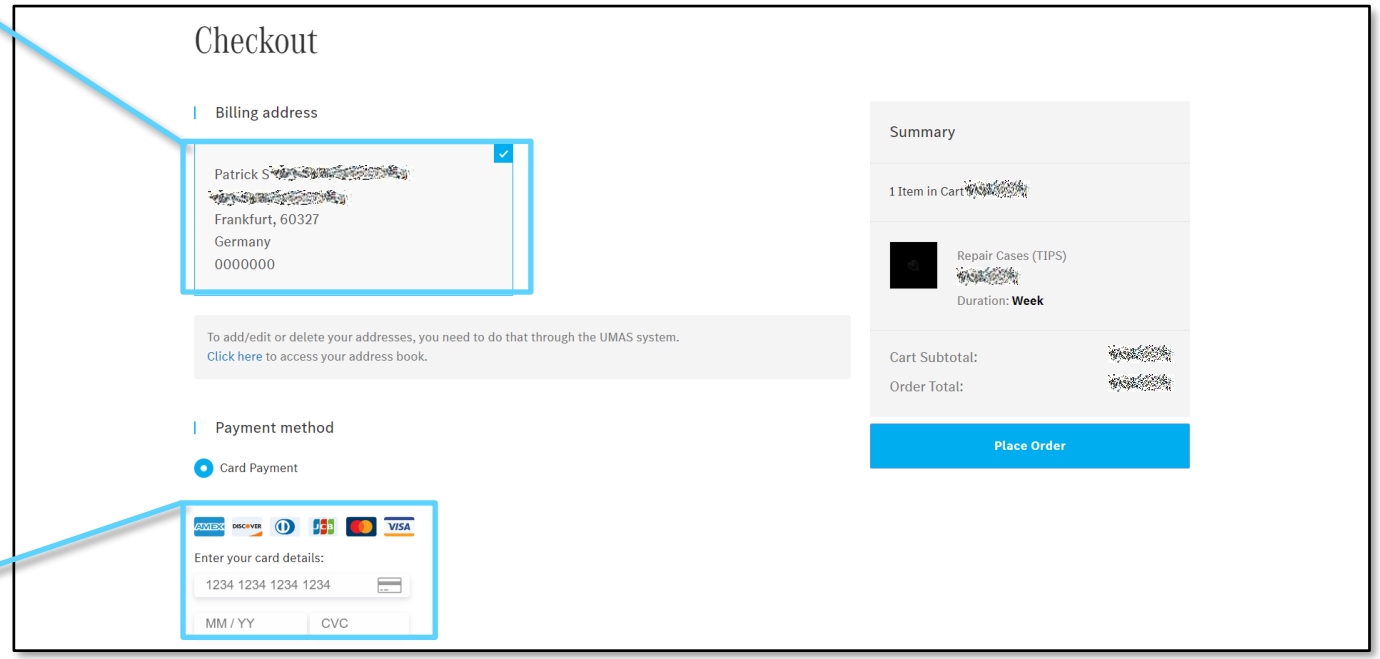

*More information on the shopping cart is available on the next page*

# 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.

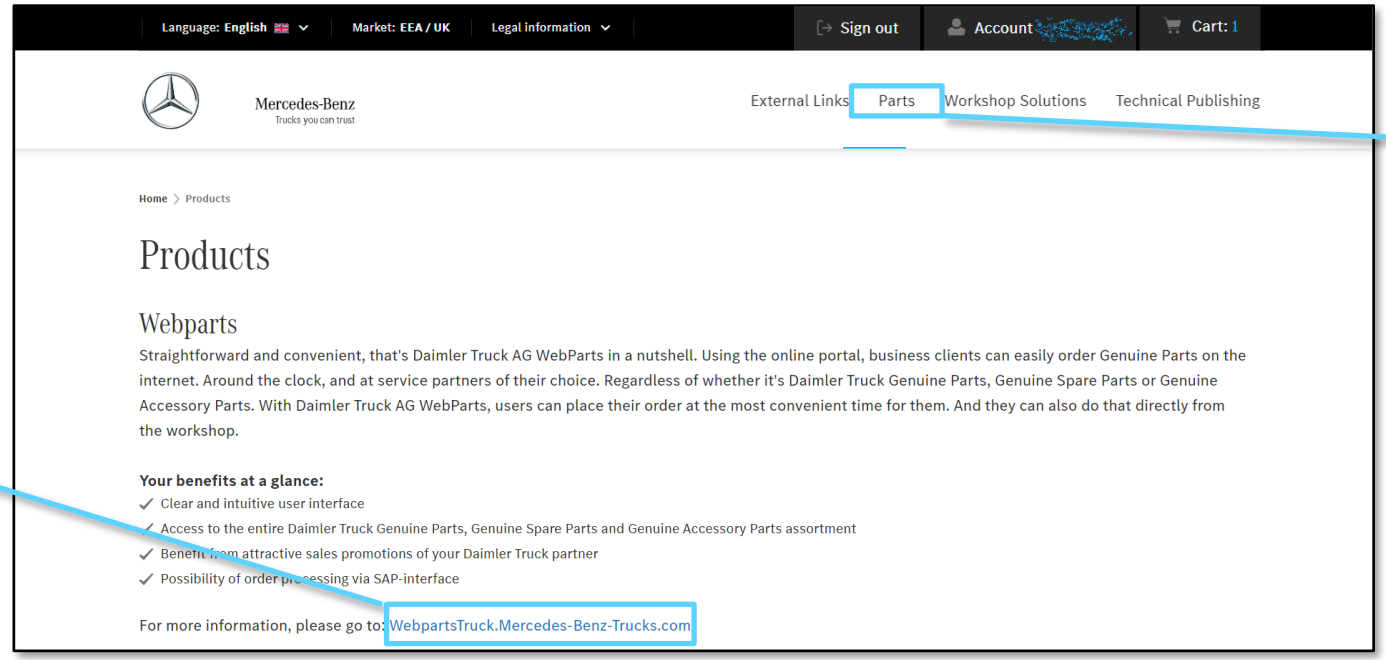
**Review billing address**. Any changes of the stored addresses need to be done in UMAS

**Enter credit card details** to complete payment



# 7. Parts

Daimler Truck Genuine Parts, Spare Parts and Genuine Accessory can be purchased online via WebParts Truck (https://webpartstruck.mercedes-benz-trucks.com/webparts).



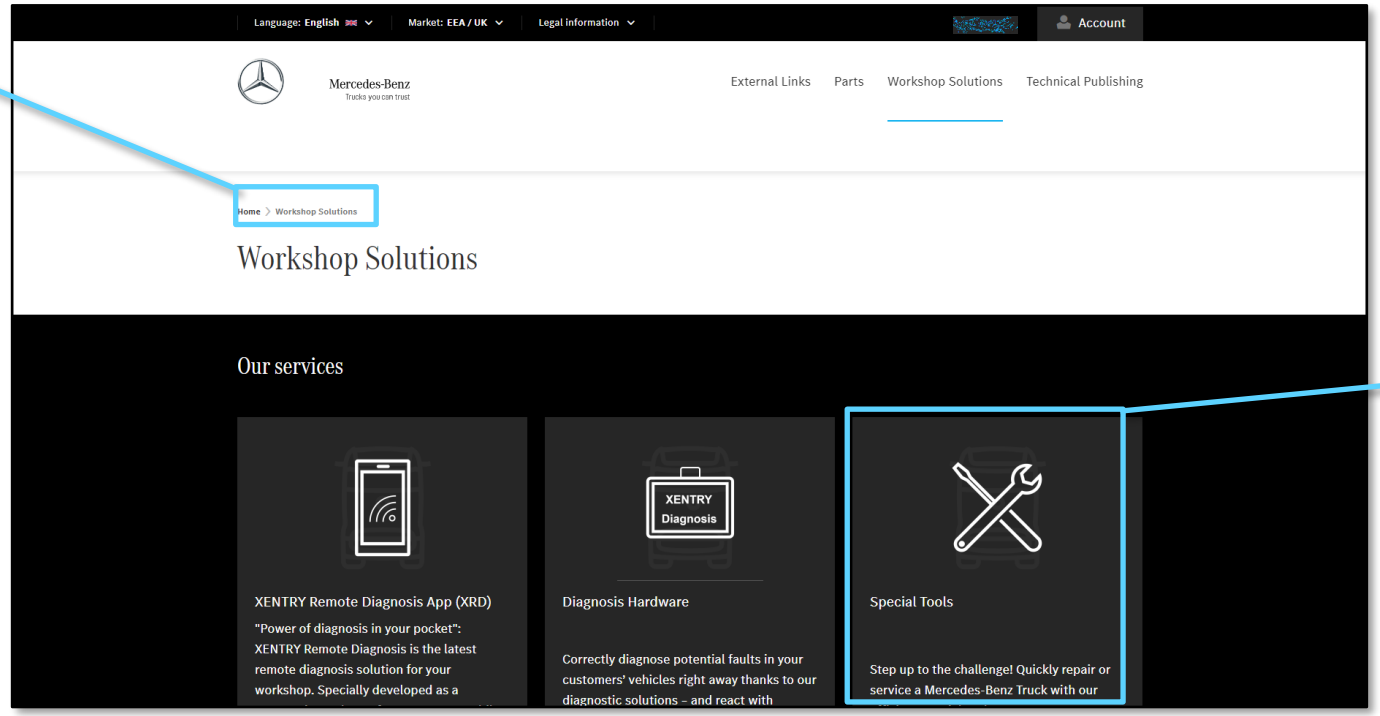

The **Parts overview page** can be accessed via the standard navigation

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

# 8. Workshop Solutions

The Workshop Solutions landing page is an overview page with links to RMI and diagnosis software products available on the Service Information Mercedes-Benz Trucks Portal.

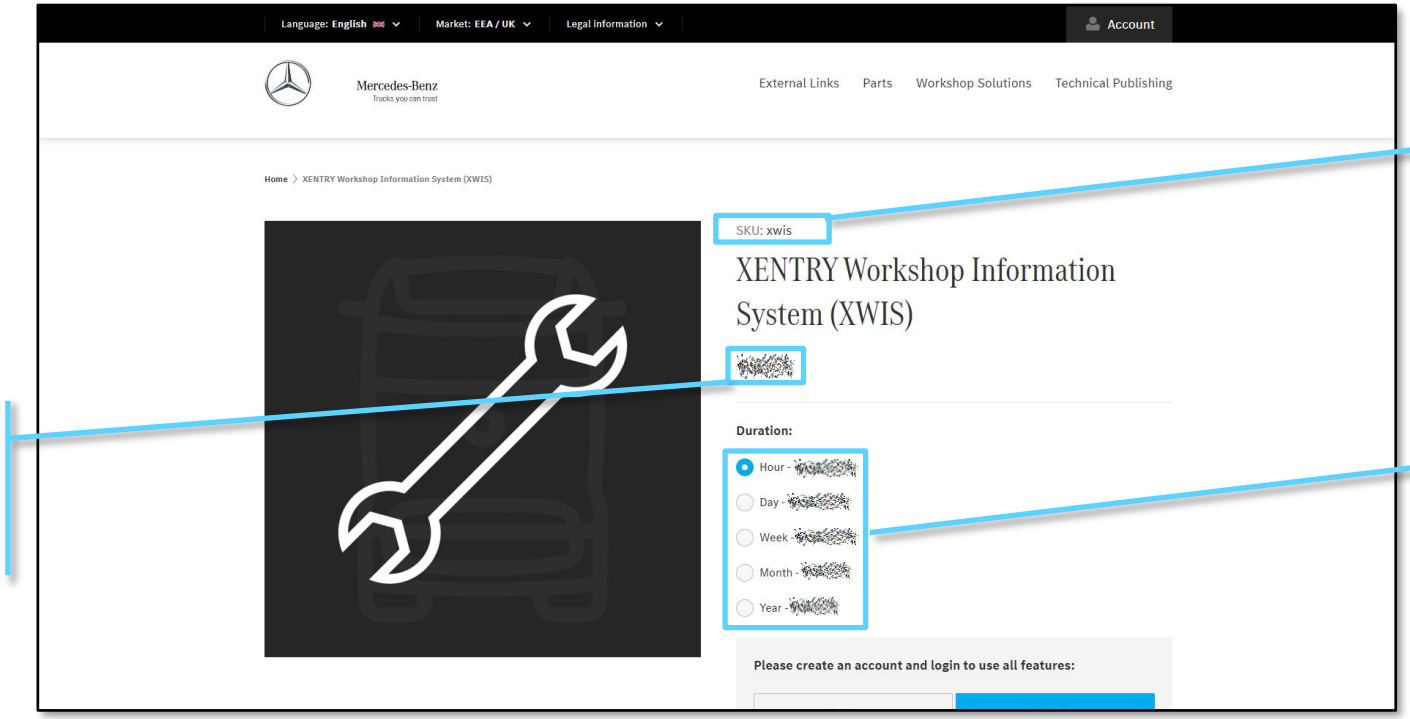
**Bread crumb navigation** for easier orientation




All workshop solutions are displayed as **tiles with a short description** and can be accessed via the respective links

# 8.1. Workshop Solutions – XENTRY Workshop Information System (XWIS) – Overview

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




**Product ID** of the selected XWIS time slice

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

Overview of **available time slices and prices** in your market. By clicking the respective radio button, the time slice is pre-selected and can be added to the shopping basket by logged-in users

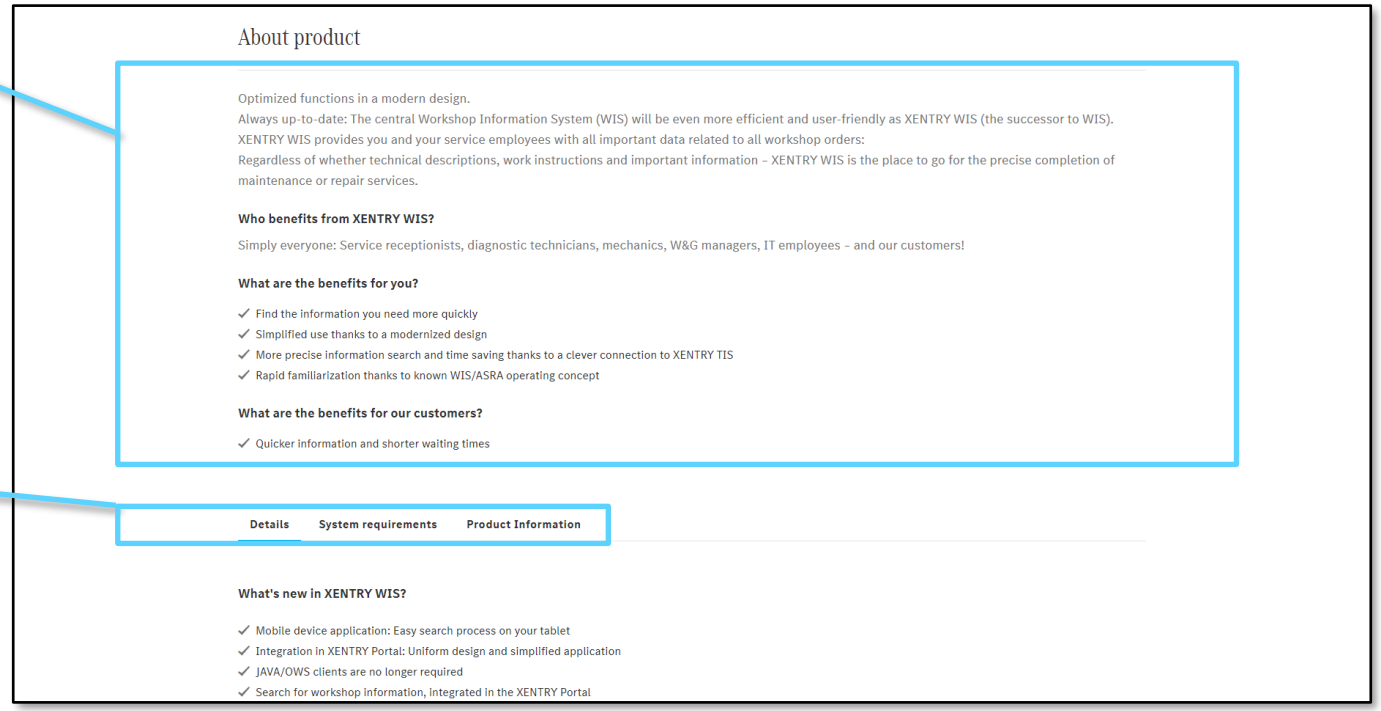
*More information on the XWIS product overview page is available on the next page*

# 8.1. Workshop Solutions – XWIS – Description

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

**Short description of XWIS** including a summary of the key benefits and advantages

**Learn more about** XWIS by choosing one of the tabs Details, System Requirements or Product Information

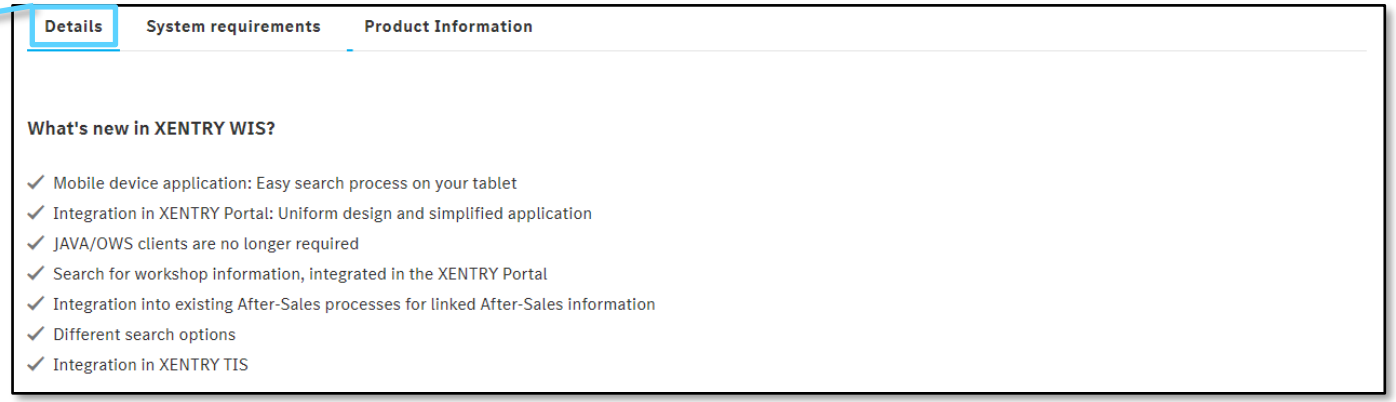



*More information on the XWIS product overview page is available on the next page*

# 8.1. Workshop Solutions – XWIS – Details

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

The Details tab provides use cases and **useful information** for XWIS

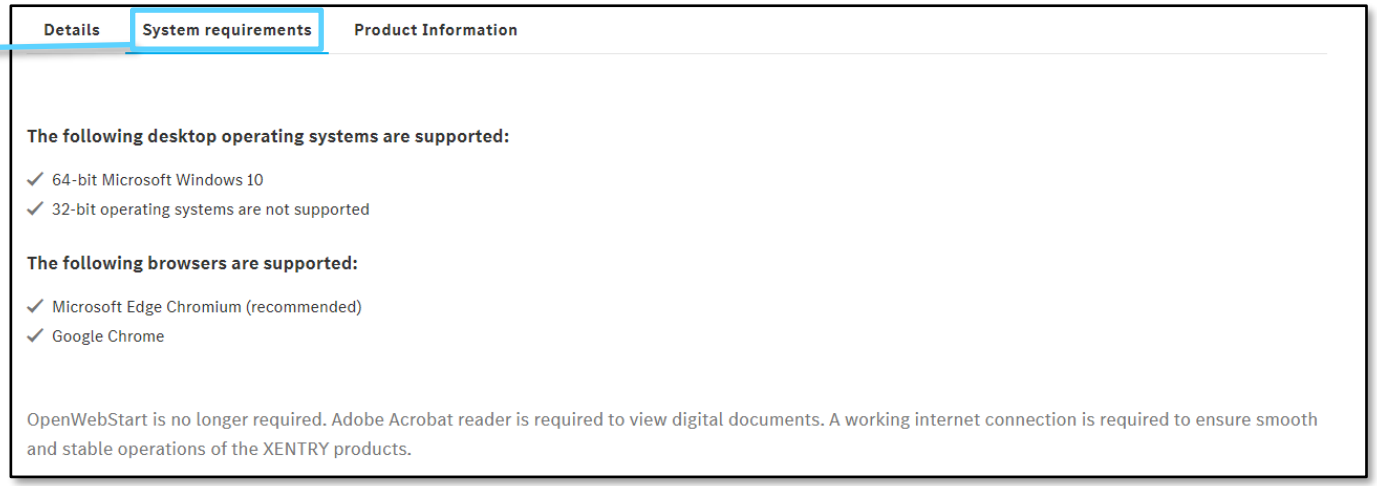



*More information on the XWIS product overview page is available on the next page*

# 8.1. Workshop Solutions – XWIS – System Requirements

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

The System Requirements summarize **hardware and software requirements** to install and operate XWIS

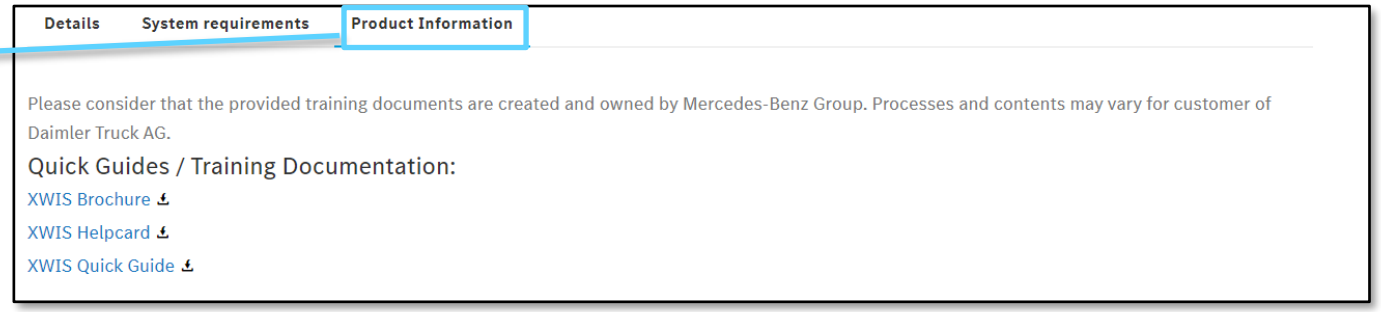



*More information on the XWIS product overview page is available on the next page*

# 8.1. Workshop Solutions – XWIS – Product Information

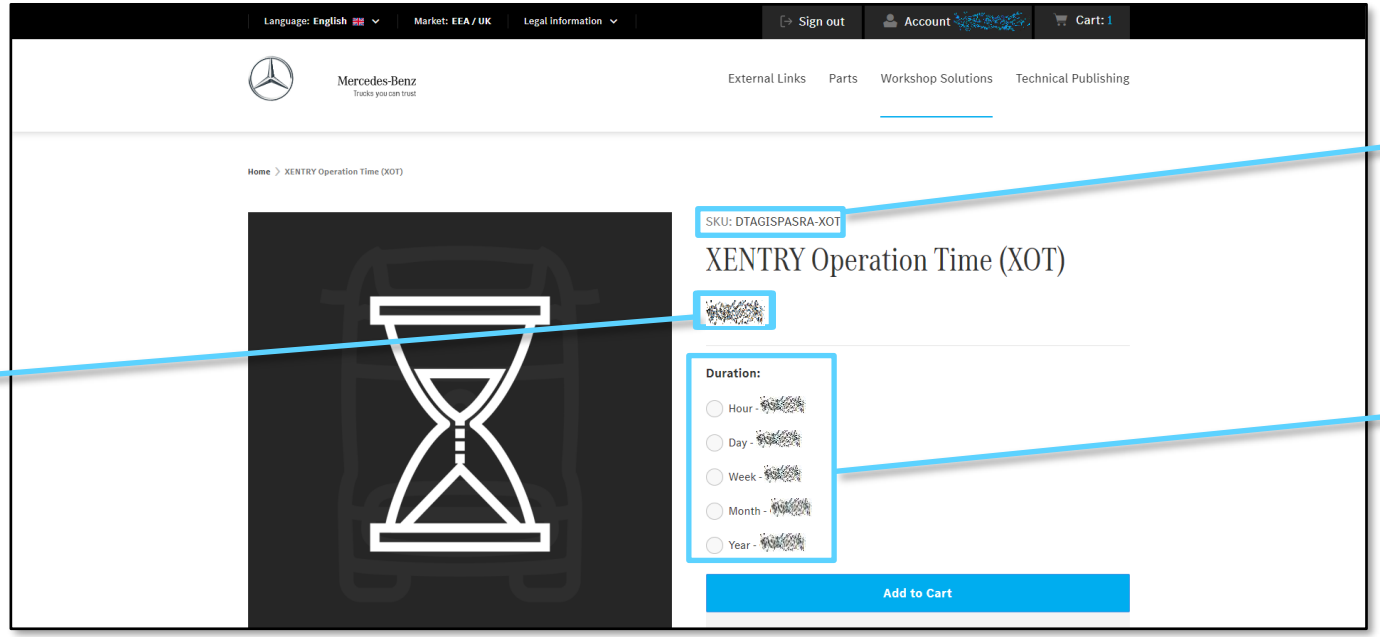
The product overview page summarizes all relevant product information for the user. This includes available time slices, prices, product information, system requirements and training documentation.

The tab Product Information shows all available **training documents & quick guides for XWIS** including a quick guide and product brochure



# 8.2. Workshop Solutions – XENTRY Operation Time (XOT)

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



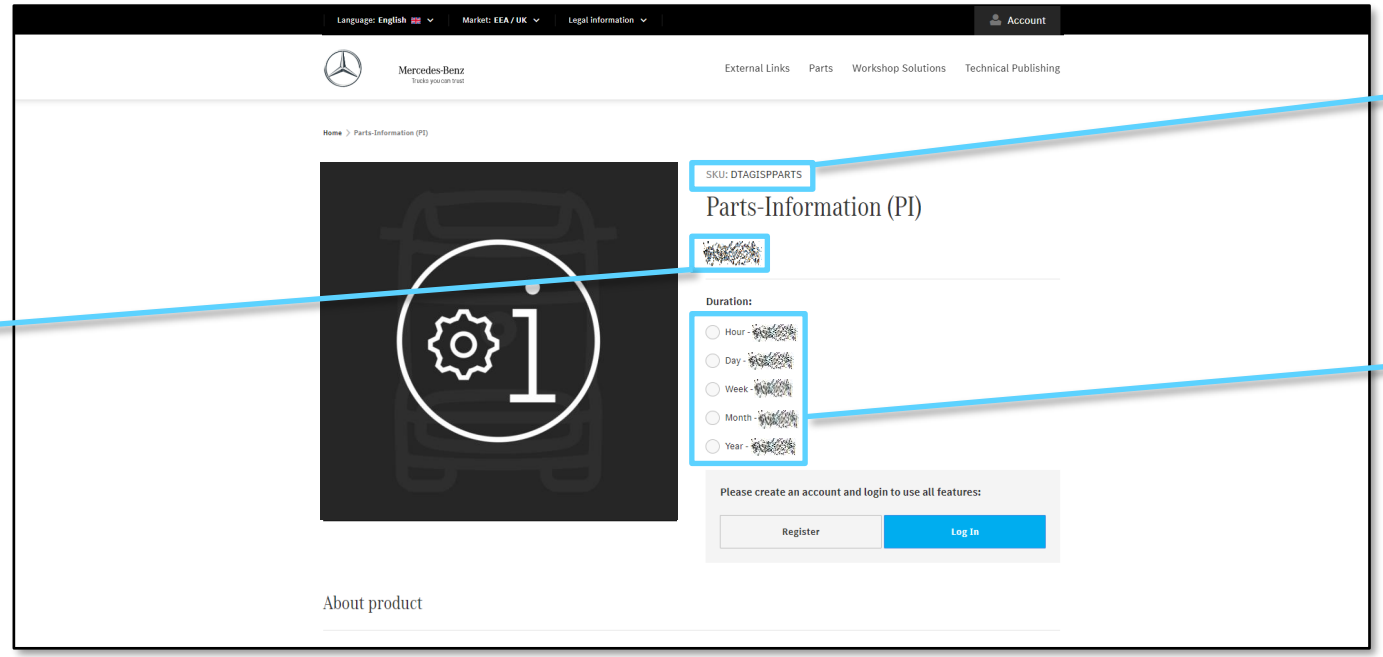

The highlighted price is per **default** set to the **hourly price** until another time slice is selected

**Product ID** of the selected XOT time slice

Overview of **available time slices and prices** in your market. By clicking the respective radio button, the time slice is pre-selected and can be added to the shopping basket by logged-in users

# 8.3. Workshop Solutions – Parts Information (PI) – Public

The product overview page summarizes all relevant product information for the user. This includes 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

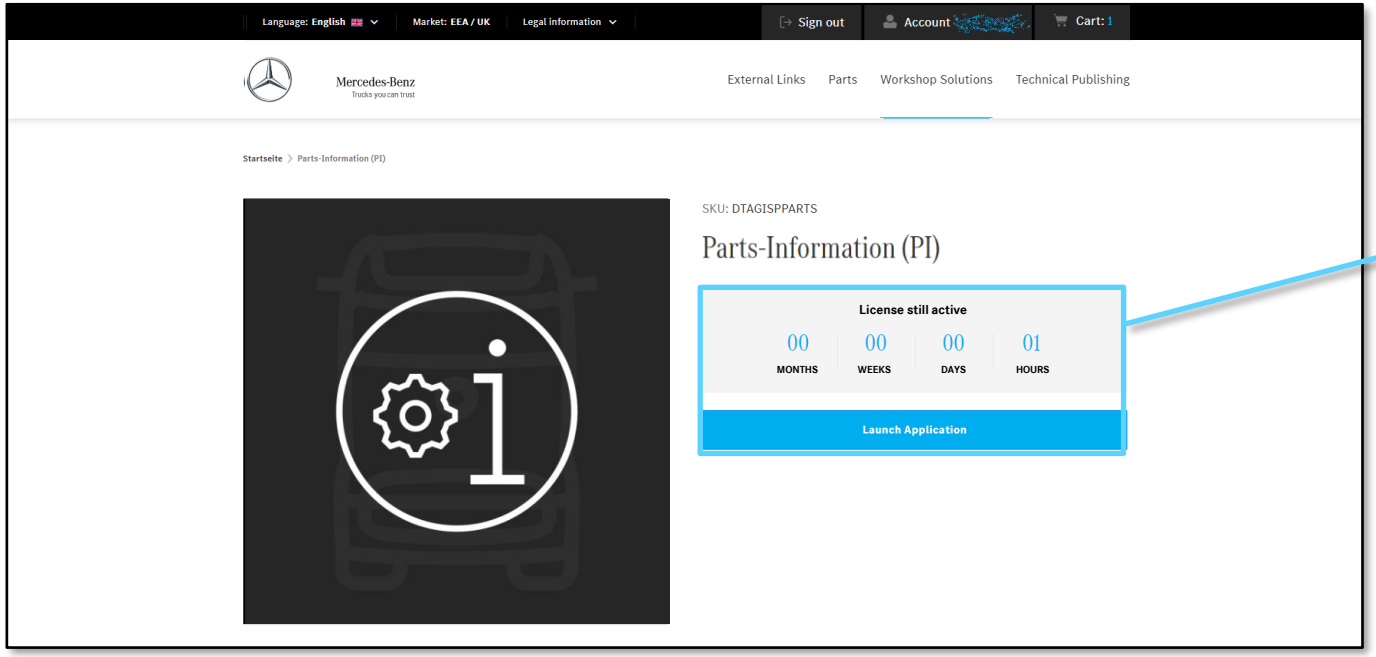
**Product ID** of the selected Parts Information time slice

Overview of **available time slices and prices** in your market. By clicking the respective radio button, the time slice is pre-selected and can be added to the shopping basket by logged-in users

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

# 8.3. Workshop Solutions – Parts Information (PI) – Active License

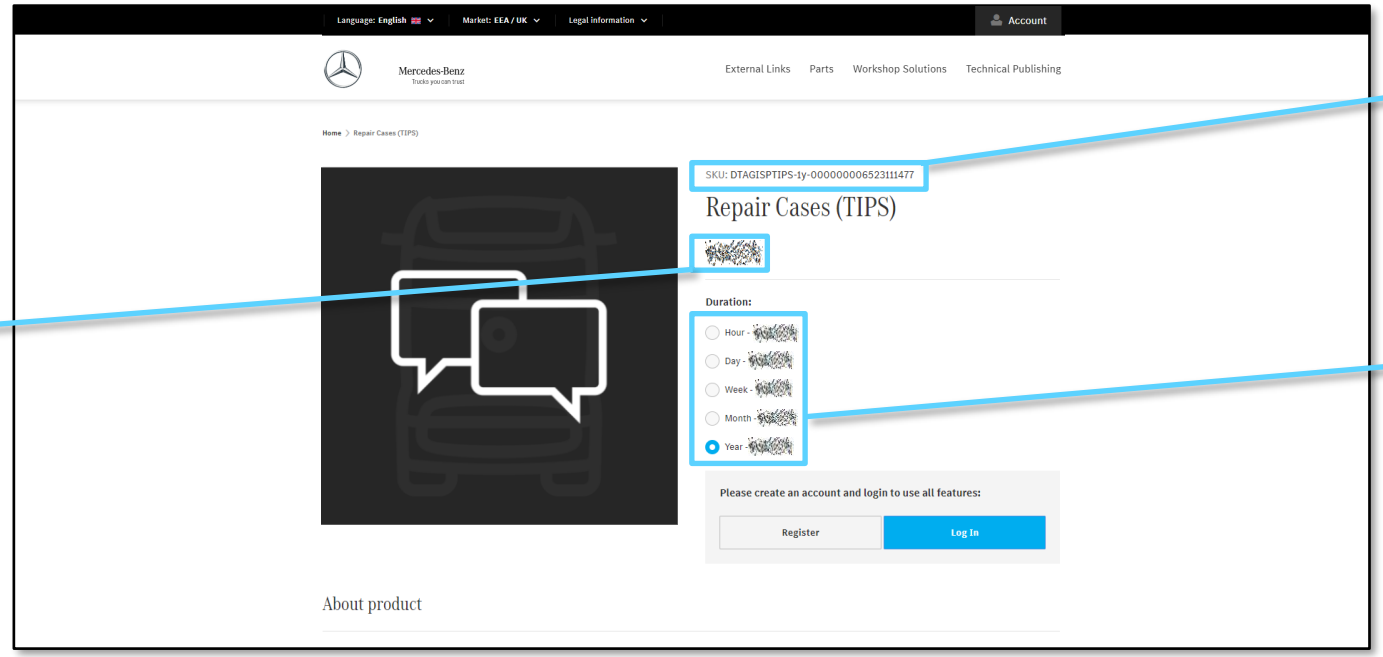
The product overview page summarizes all relevant product information for the user. This includes available time slices, prices, product information, system requirements and training documentation.




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 – Repair Cases (TIPS)

The product overview page summarizes all relevant product information for the user. This includes 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

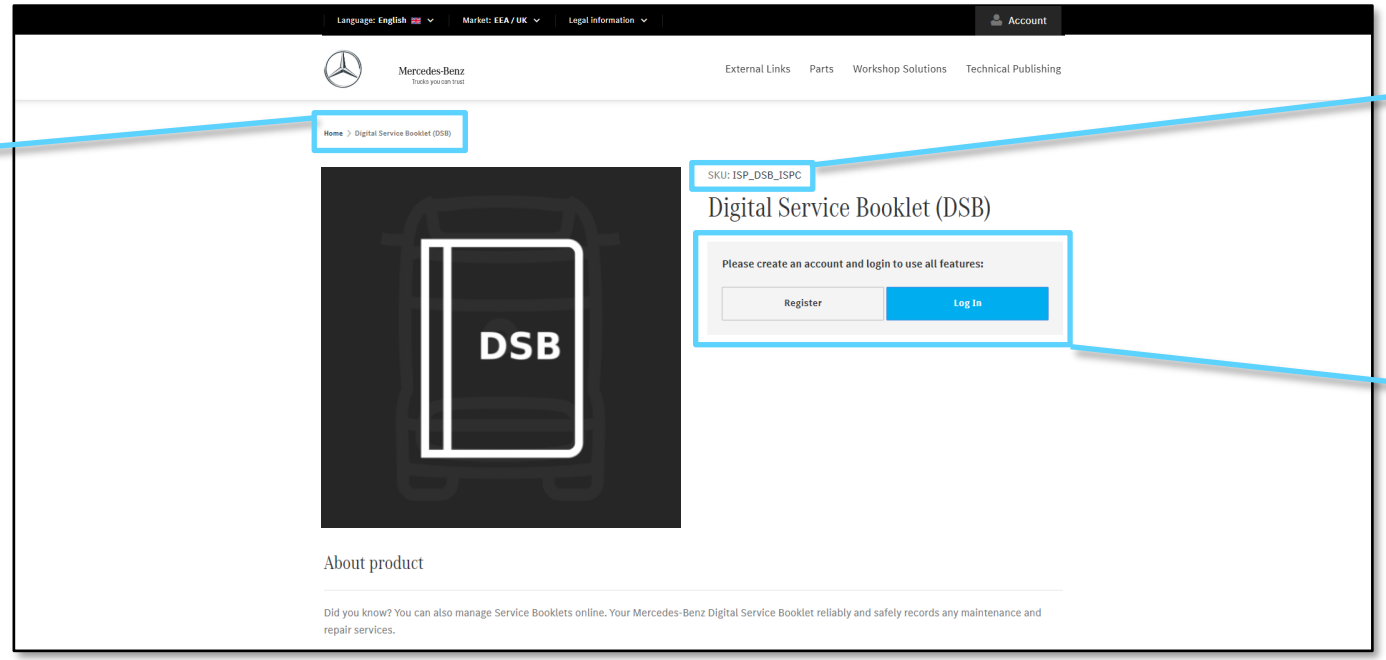
**Product ID** of the selected TIPS time slice

Overview of **available time slices and prices** in your market. By clicking the respective radio button, the time slice is pre-selected and can be added to the shopping basket by logged-in users

# 8.7. Workshop Solutions – Digital Service Booklet (DSB)

The DSB product overview page summarizes all relevant product information for the user. This includes product information, system requirements and training documentation.

**Bread crumb navigation** for easier orientation




**Product ID** of the Digital Service Booklet (DSB)

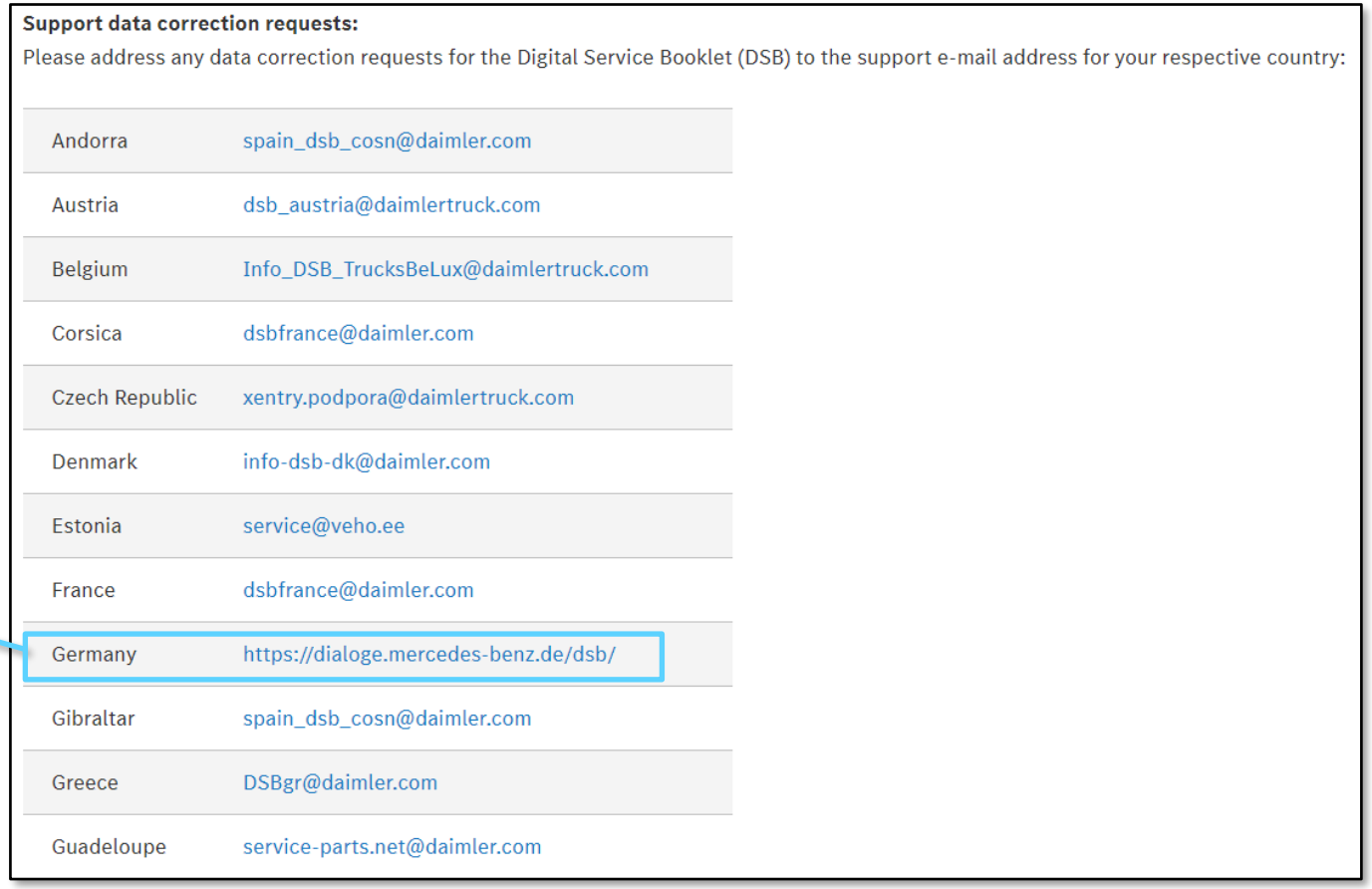
The Digital Service Booklet can be **accessed directly after login/registration** without the need to purchase time credits

*More information on the DSB is available on the next page*

# 8.7. Workshop Solutions – Digital Service Booklet (DSB)

The DSB product overview page summarizes all relevant product information for the user. This includes product information, system requirements and training documentation.

**Support E-Mail-Address** of the respective country



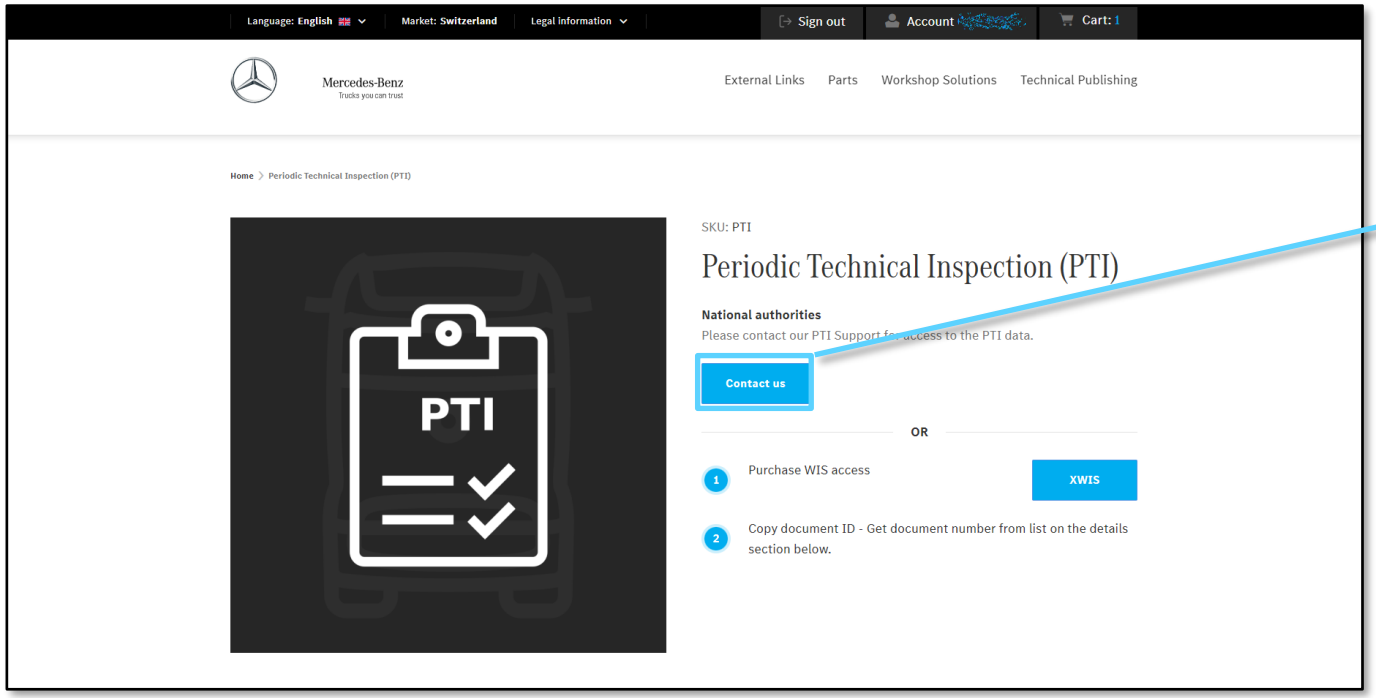
**Support data correction requests:**

Please address any data correction requests for the Digital Service Booklet (DSB) to the support e-mail address for your respective country:

| | |
|---|---|
| Andorra | spain_dsb_cosn@daimler.com |
| Austria | dsb_austria@daimlertruck.com |
| Belgium | Info_DSB_TrucksBeLux@daimlertruck.com |
| Corsica | dsbfrance@daimler.com |
| Czech Republic | xentry.podpora@daimlertruck.com |
| Denmark | info-dsb-dk@daimler.com |
| Estonia | service@veho.ee |
| France | dsbfrance@daimler.com |
| Germany | https://dialoge.mercedes-benz.de/dsb/ |
| Gibraltar | spain_dsb_cosn@daimler.com |
| Greece | DSBgr@daimler.com |
| Guadeloupe | service-parts.net@daimler.com |

# 8.8. Workshop Solutions – Periodic Technical Information (PTI) - Overview

The PTI product overview page provides all necessary details of XENTRY Workshop Information System (XWIS) document IDs and the corresponding Mercedes-Benz Trucks model series. Additionally, national authorities can directly contact the PTI support for access to the PTI data.



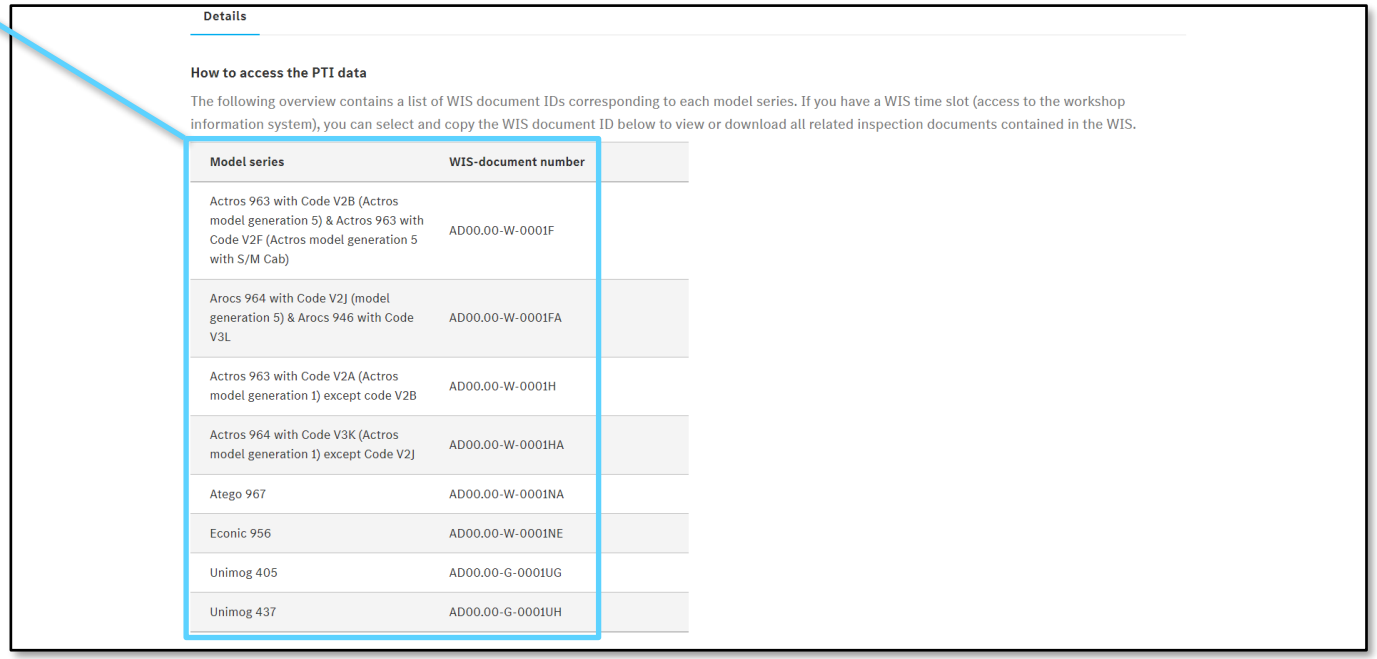

**Contact mailbox for national authorities** to be granted access to PTI data

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

# 8.8. Workshop Solutions – Periodic Technical Information (PTI) - Details

The PTI product overview page provides all necessary details of XENTRY Workshop Information System (XWIS) document IDs and the corresponding Mercedes-Benz Trucks model series. Additionally, national authorities can directly contact the PTI support for access to the PTI data.

**List of XWIS document IDs** corresponding to each Mercedes-Benz Trucks model series



Details

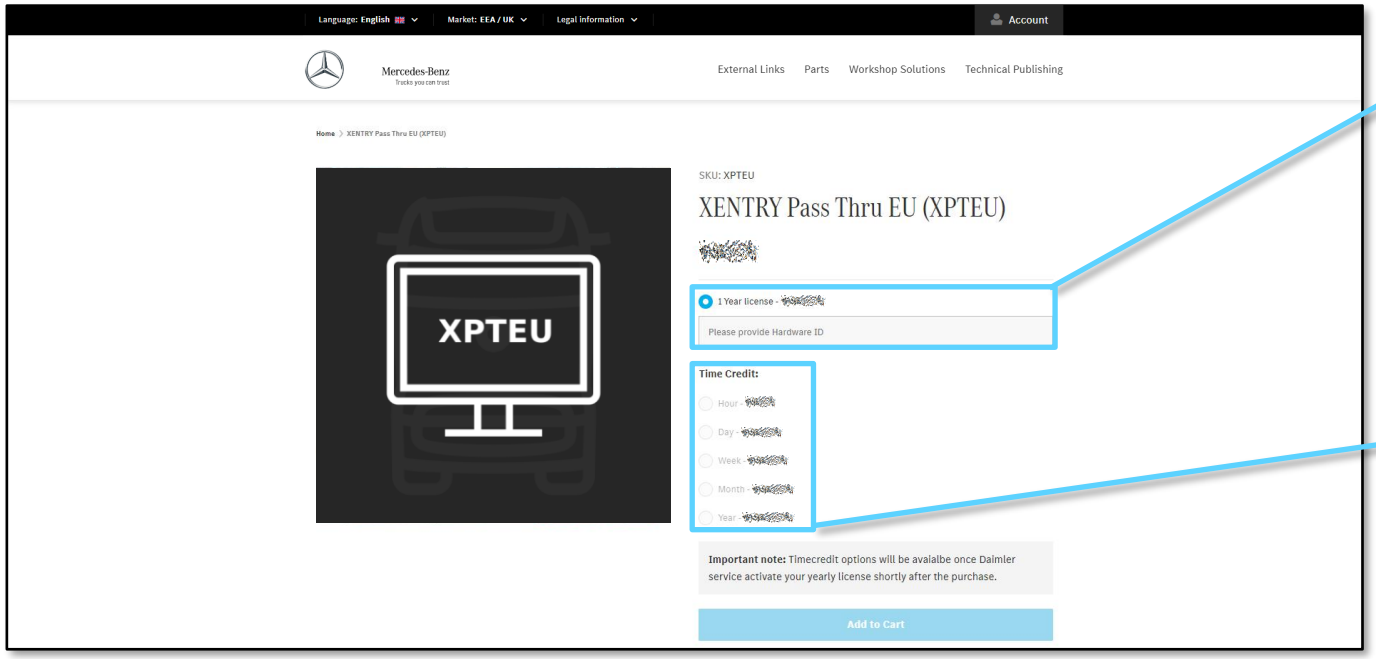
**How to access the PTI data**

The following overview contains a list of WIS document IDs corresponding to each model series. If you have a WIS time slot (access to the workshop information system), you can select and copy the WIS document ID below to view or download all related inspection documents contained in the WIS.

| Model series | WIS-document number |
|---|---|
| Actros 963 with Code V2B (Actros model generation 5) & Actros 963 with Code V2F (Actros model generation 5 with S/M Cab) | AD00.00-W-0001F |
| Arocs 964 with Code V2J (model generation 5) & Arocs 946 with Code V3L | AD00.00-W-0001FA |
| Actros 963 with Code V2A (Actros model generation 1) except code V2B | AD00.00-W-0001H |
| Actros 964 with Code V3K (Actros model generation 1) except Code V2J | AD00.00-W-0001HA |
| Atego 967 | AD00.00-W-0001NA |
| Econic 956 | AD00.00-W-0001NE |
| Unimog 405 | AD00.00-G-0001UG |
| Unimog 437 | AD00.00-G-0001UH |

# 8.11. Workshop Solutions – XENTRY Pass Thru EU (XPTEU) - Overview

The XENTRY Pass Thru EU (XPTEU) product overview page summarizes all relevant product information for the user. This includes available time credits, prices, product and access information, system requirements as well as training documentation.



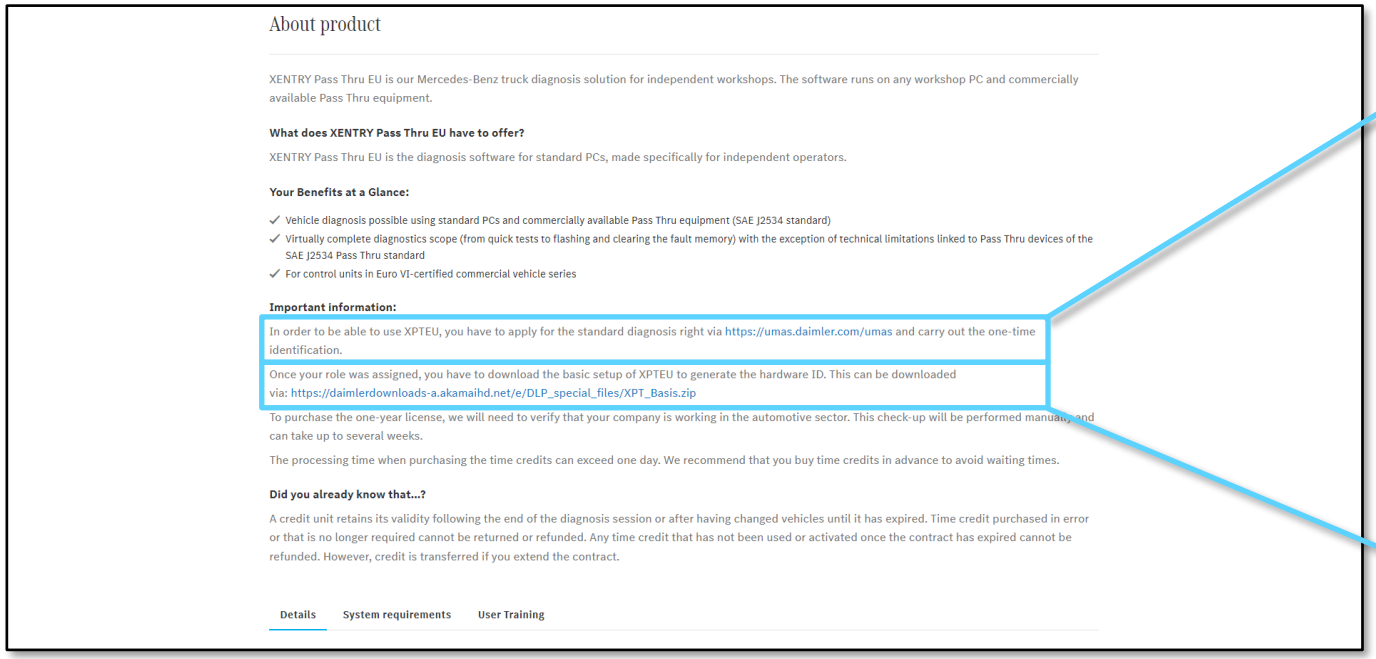

XPTEU user must apply for the **standard diagnosis right** via UMAS, download and install the **basic setup** file and purchase the **one-year license** before purchasing time credits

Overview of **available time credits and prices** in your market

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

# 8.11. Workshop Solutions – XENTRY Pass Thru EU (XPTEU) - Details

The XENTRY Pass Thru EU (XPTEU) product overview page summarizes all relevant product information for the user. This includes available time credits, prices, product and access information, system requirements as well as training documentation.

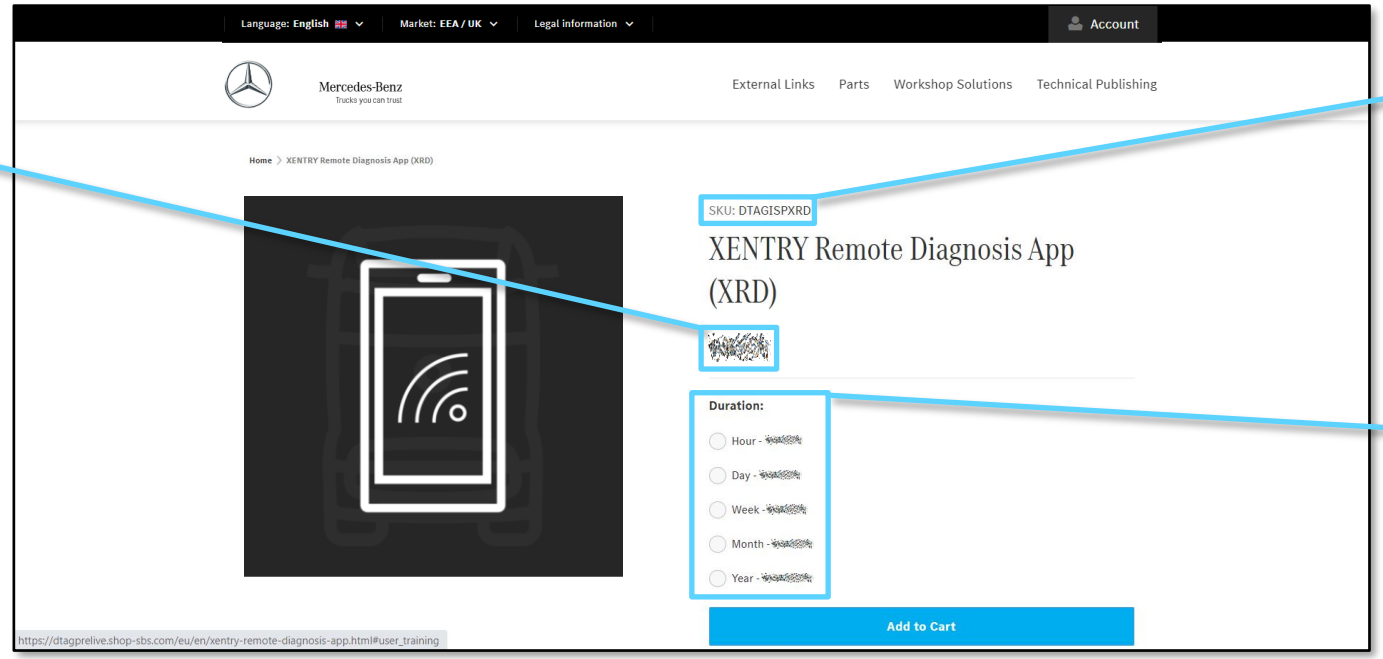



**Link** to apply **for standard diagnosis right** (requirement for usage of XPTEU): https://umas.daimler.com/umas

**Download** link for **XPTEU basic setup** (necessary to generate the hardware ID)

# 8.12. Workshop Solutions – XENTRY Remote Diagnosis App (XRD) - Overview

The XENTRY Remote Diagnosis App (XRD) product overview page summarizes all relevant product information for the user. This includes available time slices, prices, product information, system requirements as well as training documentation and the QR-code to download the app.




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

**Product ID** of the selected XRD time slice

Overview of **available time slices and prices** in your market. By clicking the respective radio button, the data package is pre-selected and can be added to the shopping basket by logged-in users

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

# 8.12. Workshop Solutions – XENTRY Remote Diagnosis App (XRD) - Details

The XENTRY Remote Diagnosis App (XRD) product overview page summarizes all relevant product information for the user. This includes available time slices, prices, product information, system requirements as well as training documentation and the QR-code to download the app.

**QR-code** to download the XENTRY Remote Diagnosis App (XRD)

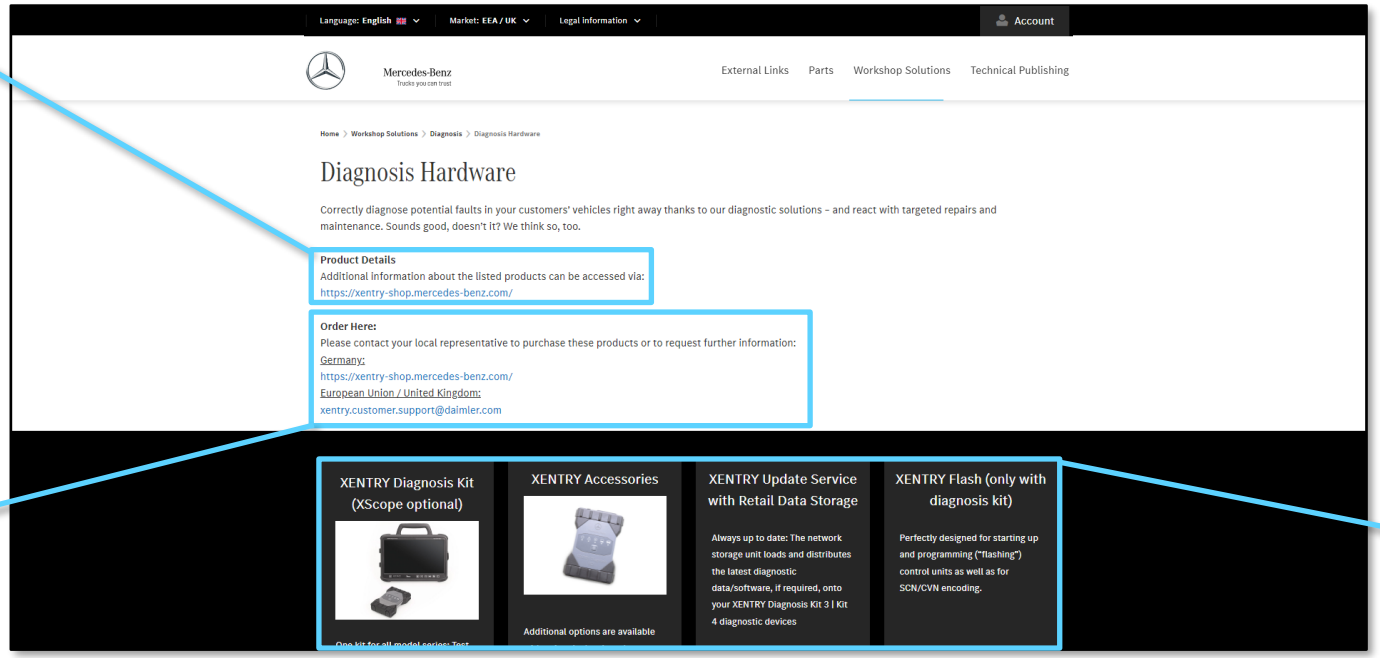
# 8.13. Workshop Solutions – XENTRY Diagnosis Hardware

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

Link to XENTRY shop for **additional product information**:

https://xentry-shop.mercedes-benz.com/

Details on the **market-specific** diagnosis hardware **purchasing process** and contact information

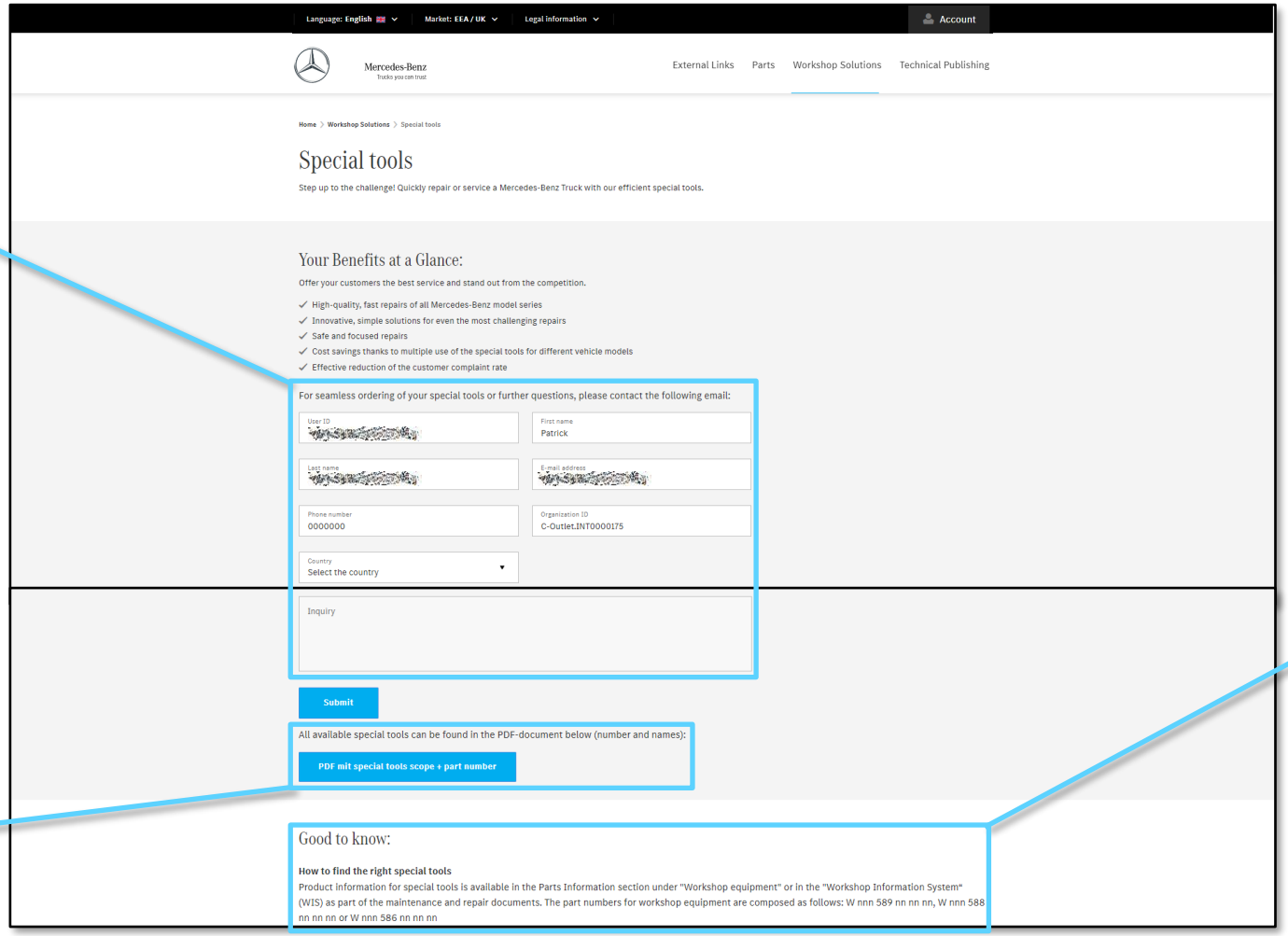



Overview tiles with additional **product information** of the available **diagnosis hardware** products

# 8.14. Workshop Solutions – Special Tools

The Special Tools overview page includes basic product information and user guidance 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)

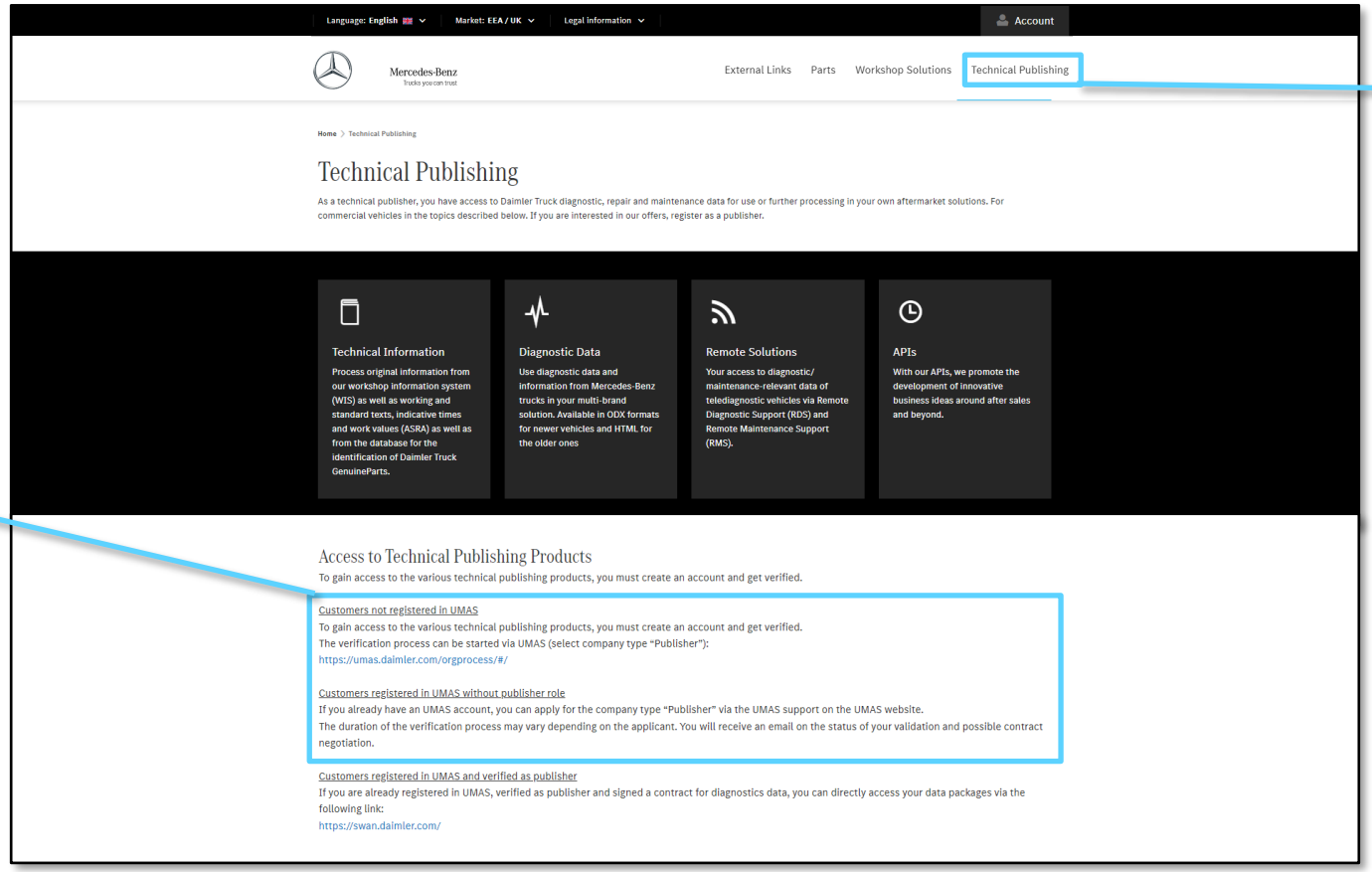



Basic information **overview of all available special tools** via our service partner

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

# 9. Technical Publishing

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

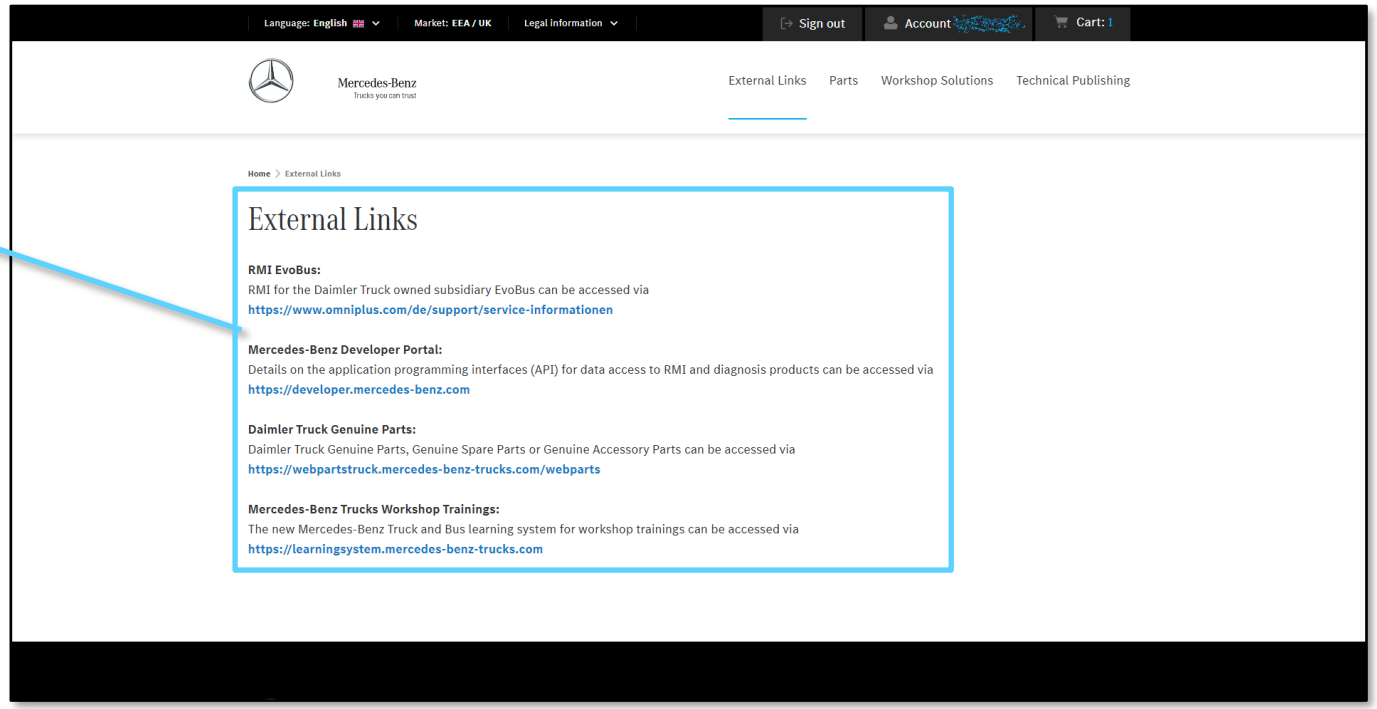
To gain **access to technical publisher products**, users must register via UMAS and select the company type "Publisher".

**After the registration users will be contacted** by the Daimler Truck representatives to discuss contract and data access details

# 10. External Links

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

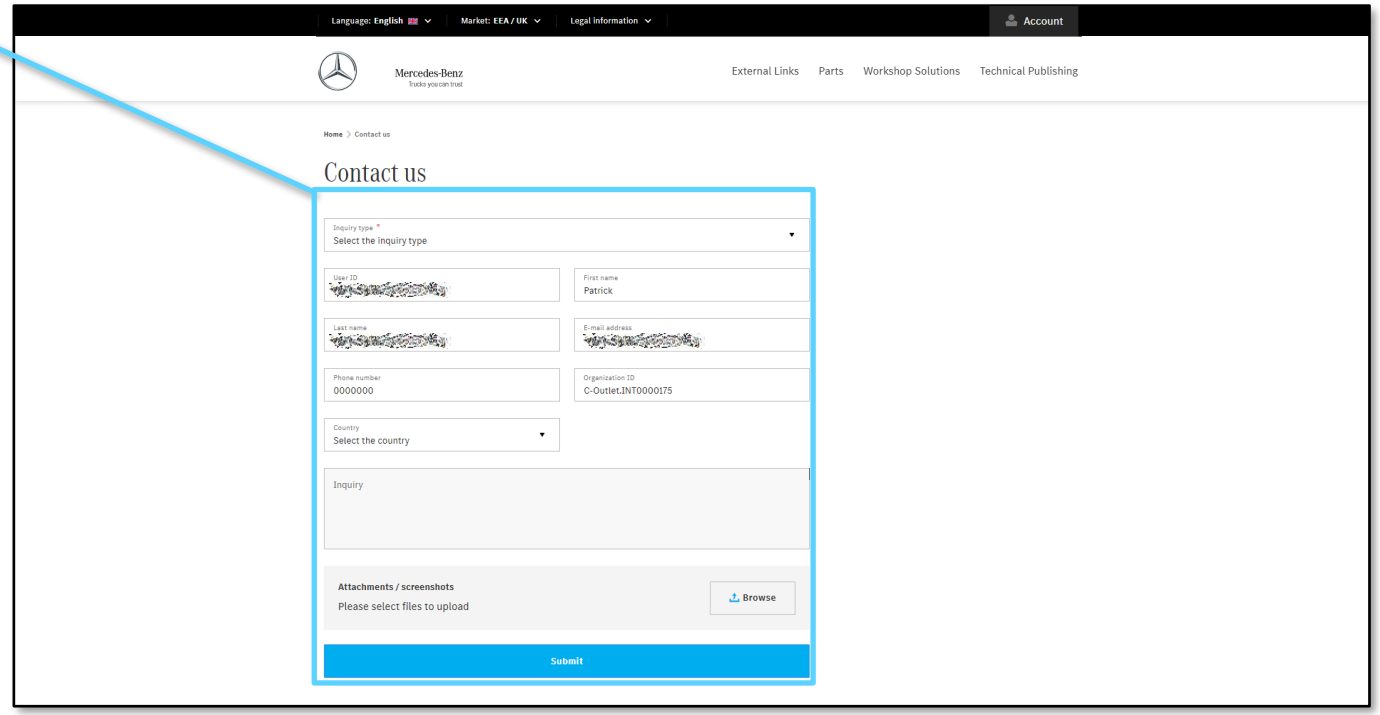
Title, short description and link to relevant external websites such as EvoBus, MB-DEV, WebParts or Truck Trainings.



# 11. Customer Support

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.

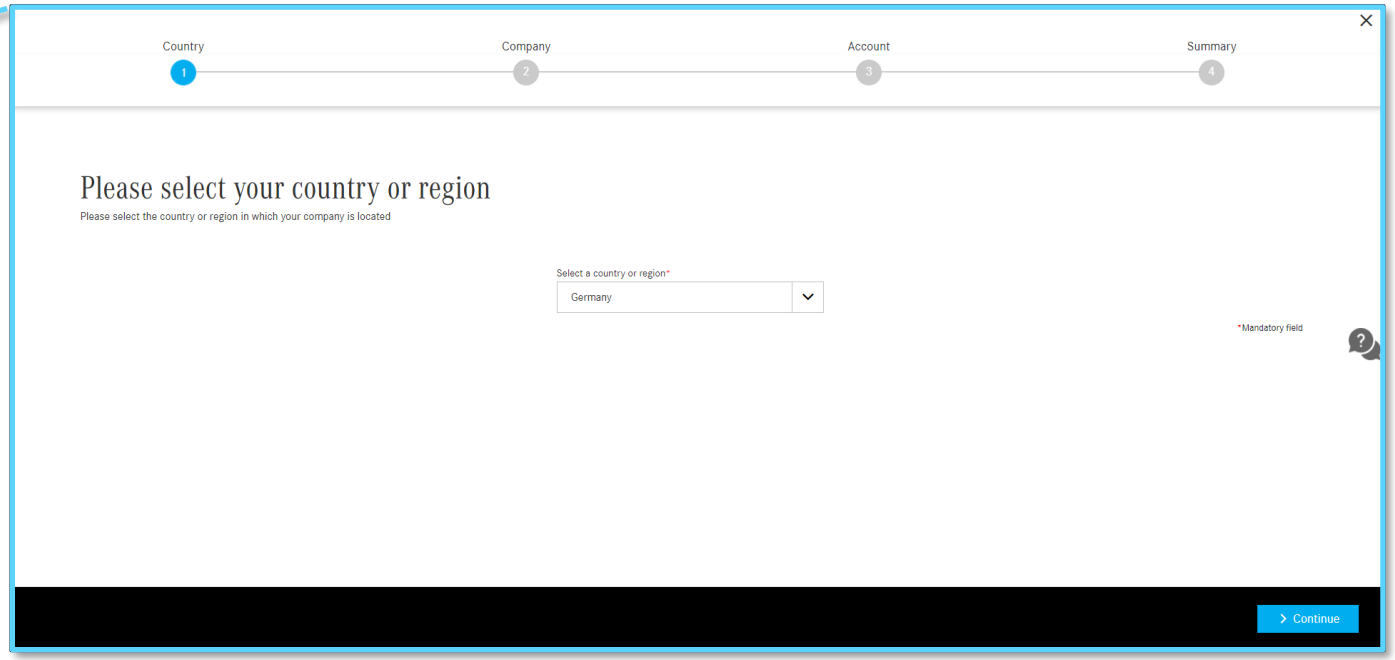
**Online support form** to contact first-level customer support



# 12. Register in UMAS – Market

To login and purchase products of the Service Information Mercedes-Benz Trucks Portal, users must first set-up an account or request access rights to the Daimler Truck-specific Service Information Mercedes-Benz Trucks Portal via UMAS (https://aftersales.mercedes-benz.com/umas/login/#/).

**Select country** or region

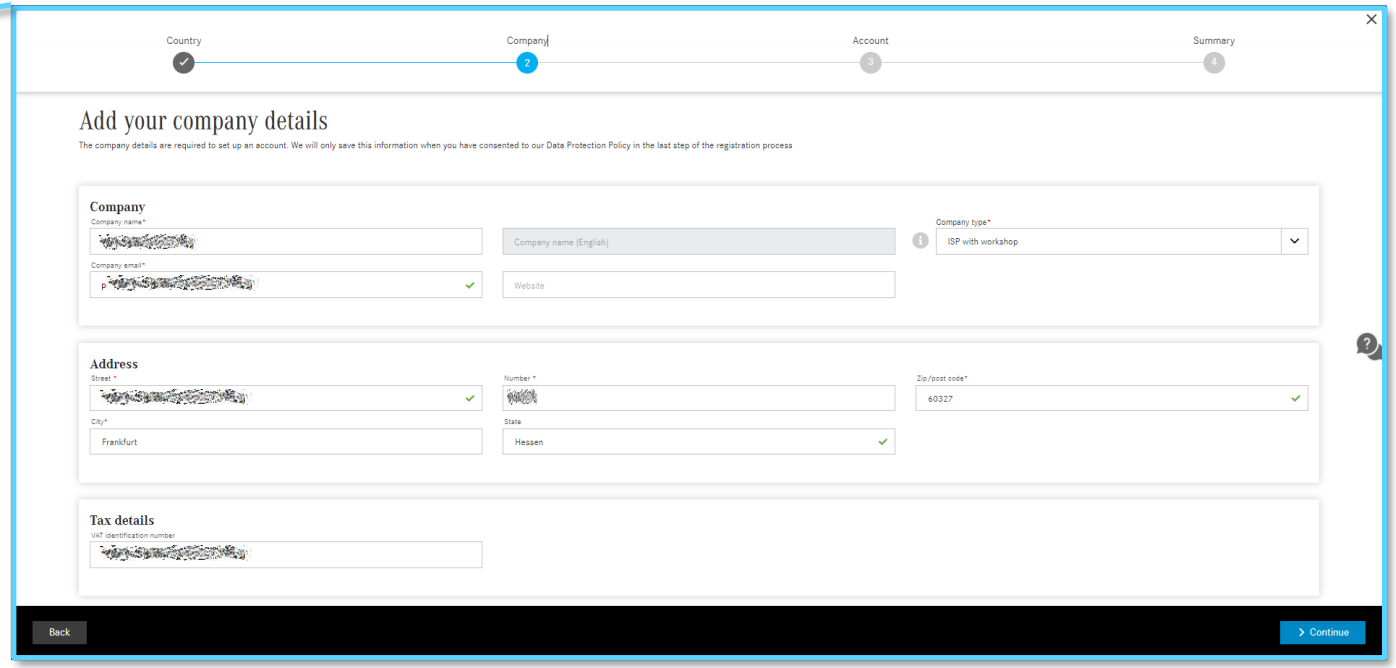



*More information on the UMAS registration process is available on the next page*

# 12. Register in UMAS – Company Details

To login and purchase products of the Service Information Mercedes-Benz Trucks Portal, users must first set-up an account or request access rights to the Daimler Truck-specific Service Information Mercedes-Benz Trucks Portal via UMAS (https://aftersales.mercedes-benz.com/umas/login/#/).

Fill in **company**, **address** and **tax** details

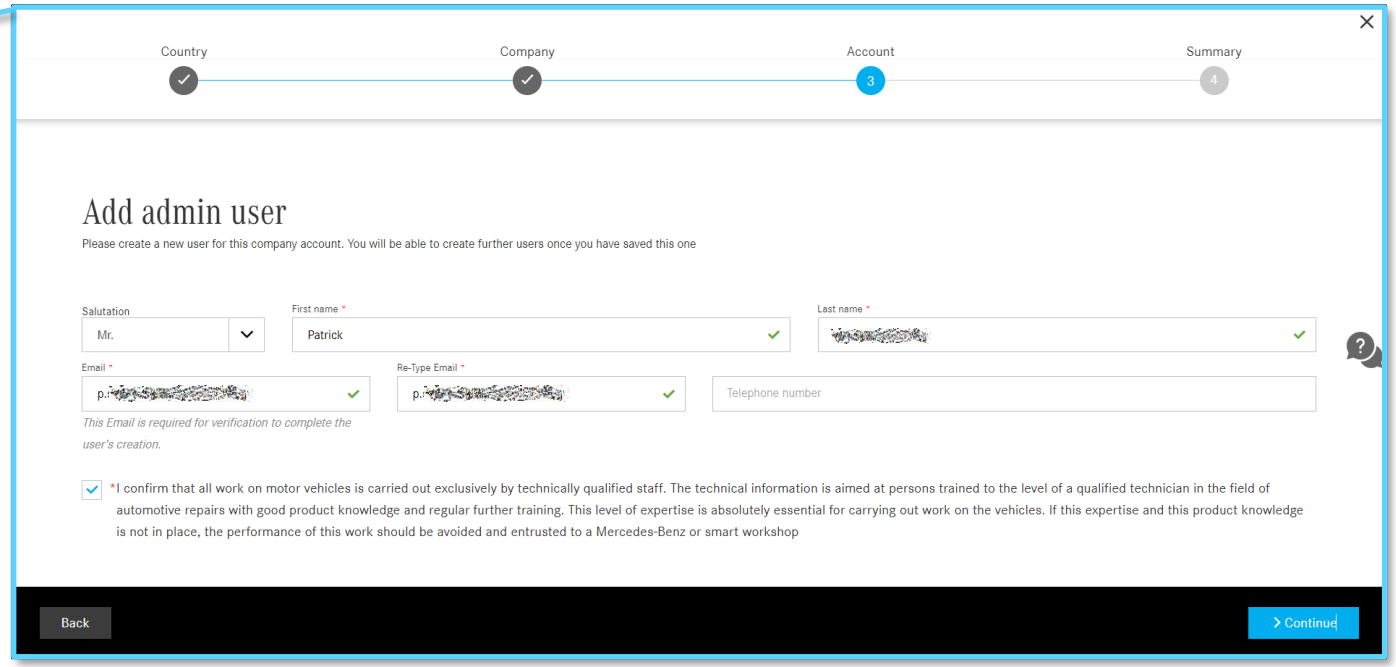



*More information on the UMAS registration process is available on the next page*

# 12. Register in UMAS – Admin User

To login and purchase products of the Service Information Mercedes-Benz Trucks Portal, users must first set-up an account or request access rights to the Daimler Truck-specific Service Information Mercedes-Benz Trucks Portal via UMAS (https://aftersales.mercedes-benz.com/umas/login/#/).

**Add admin user** for company account (only necessary for newly registered companies)

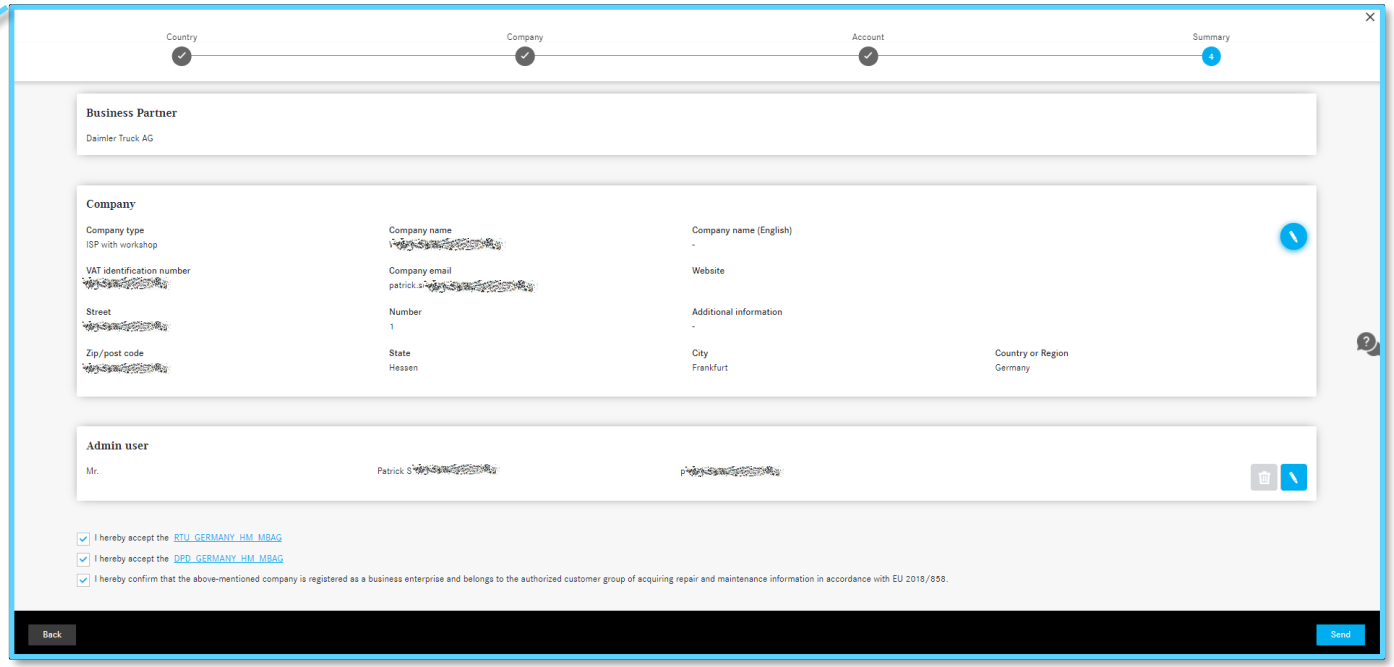



*More information on the UMAS registration process is available on the next page*

# 12. Register in UMAS – Summary

To login and purchase products of the Service Information Mercedes-Benz Trucks Portal, users must first set-up an account or request access rights to the Daimler Truck-specific Service Information Mercedes-Benz Trucks Portal via UMAS (https://aftersales.mercedes-benz.com/umas/login/#/).

Review entries and **accept terms and conditions**

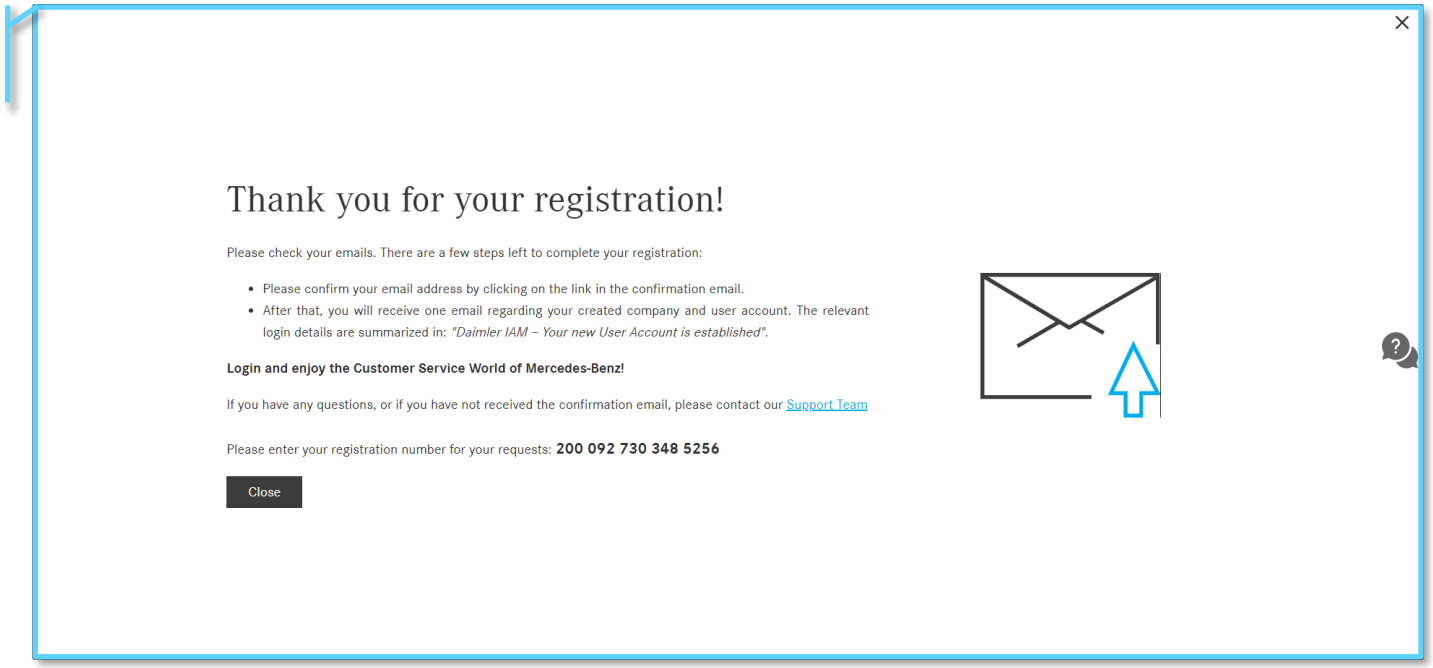



*More information on the UMAS registration process is available on the next page*

# 12. Register in UMAS – Confirmation

To login and purchase products of the Service Information Mercedes-Benz Trucks Portal, users must first set-up an account or request access rights to the Daimler Truck-specific Service Information Mercedes-Benz Trucks Portal via UMAS (https://aftersales.mercedes-benz.com/umas/login/#/).

UMAS **registration confirmation**

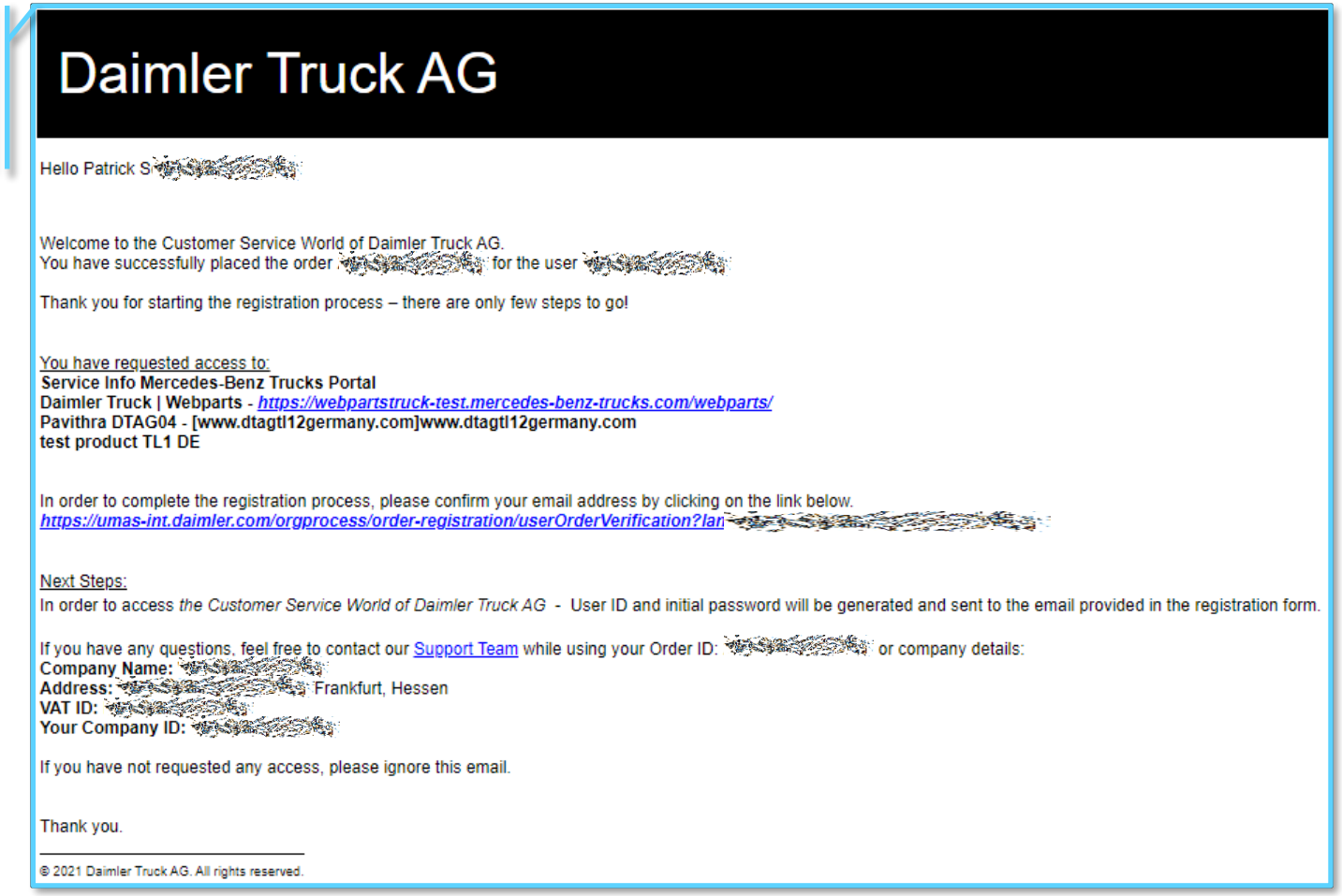



*More information on the UMAS registration process is available on the next page*

# 12. Register in UMAS – Confirmation Mail

To login and purchase products of the Service Information Mercedes-Benz Trucks Portal, users must first set-up an account or request access rights to the Daimler Truck-specific Service Information Mercedes-Benz Trucks Portal via UMAS (https://aftersales.mercedes-benz.com/umas/login/#/).

UMAS registration confirmation mail. **Complete registration process** by confirming e-mail address



Daimler Truck AG

Hello Patrick S[redacted]

Welcome to the Customer Service World of Daimler Truck AG.
You have successfully placed the order [redacted] for the user [redacted]

Thank you for starting the registration process – there are only few steps to go!

You have requested access to:
**Service Info Mercedes-Benz Trucks Portal**
**Daimler Truck | Webparts - *https://webpartstruck-test.mercedes-benz-trucks.com/webparts/***
**Pavithra DTAG04 - [www.dtagtl12germany.com]www.dtagtl12germany.com**
**test product TL1 DE**

In order to complete the registration process, please confirm your email address by clicking on the link below.
*https://umas-int.daimler.com/orgprocess/order-registration/userOrderVerification?lan*[redacted]

Next Steps:
In order to access *the Customer Service World of Daimler Truck AG* - User ID and initial password will be generated and sent to the email provided in the registration form.

If you have any questions, feel free to contact our Support Team while using your Order ID: [redacted] or company details:
**Company Name:** [redacted]
**Address:** [redacted] Frankfurt, Hessen
**VAT ID:** [redacted]
**Your Company ID:** [redacted]

If you have not requested any access, please ignore this email.

Thank you.

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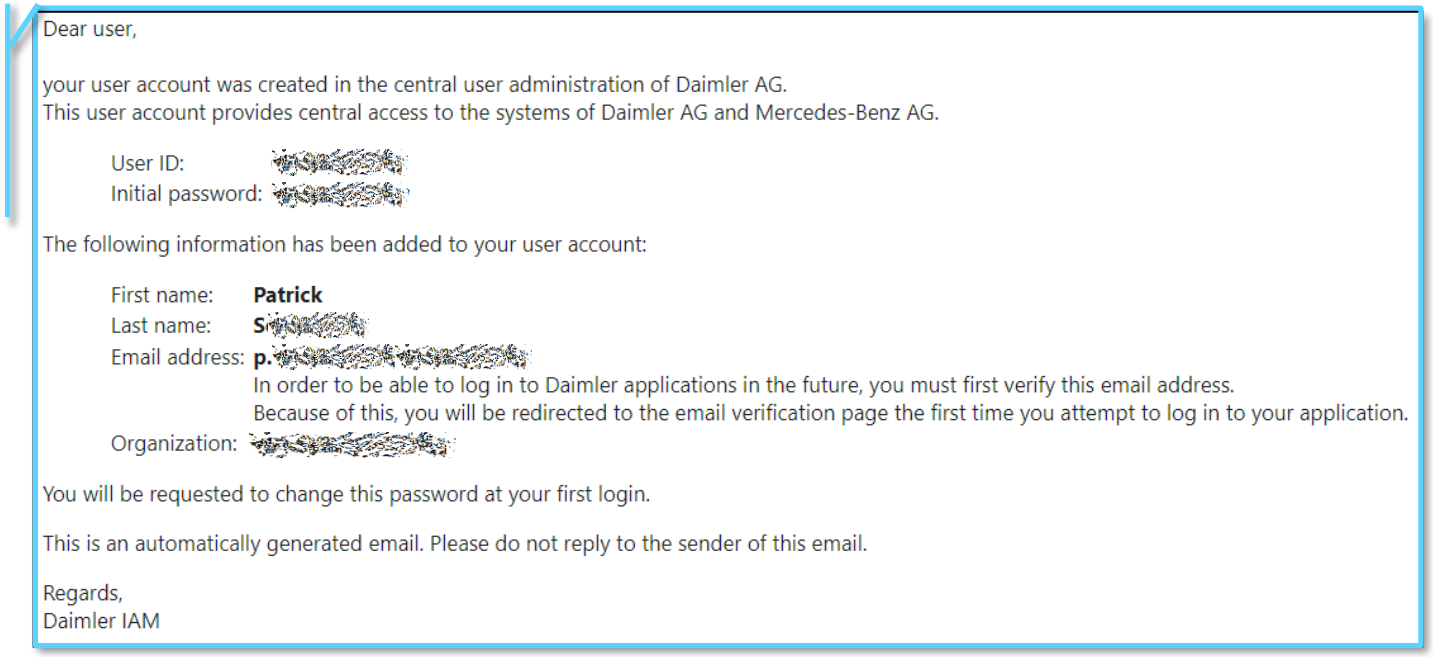
*More information on the UMAS registration process is available on the next page*

# 12. Register in UMAS – Account Details Mail

To login and purchase products of the Service Information Mercedes-Benz Trucks Portal, users must first set-up an account or request access rights to the Daimler Truck-specific Service Information Mercedes-Benz Trucks Portal via UMAS (https://aftersales.mercedes-benz.com/umas/login/#/).

UMAS User-ID and password e-mail. **Update password and start using** the Service Information Mercedes-Benz Trucks Portal



Dear user,

your user account was created in the central user administration of Daimler AG.
This user account provides central access to the systems of Daimler AG and Mercedes-Benz AG.

User ID: [redacted]
Initial password: [redacted]

The following information has been added to your user account:

First name: **Patrick**
Last name: **S**[redacted]
Email address: **p.**[redacted]
In order to be able to log in to Daimler applications in the future, you must first verify this email address.
Because of this, you will be redirected to the email verification page the first time you attempt to log in to your application.
Organization: [redacted]

You will be requested to change this password at your first login.

This is an automatically generated email. Please do not reply to the sender of this email.

Regards,
Daimler IAM