

DAIMLER TRUCK

Handbook - UMAS

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Handbook – User Management After Sales (UMAS)

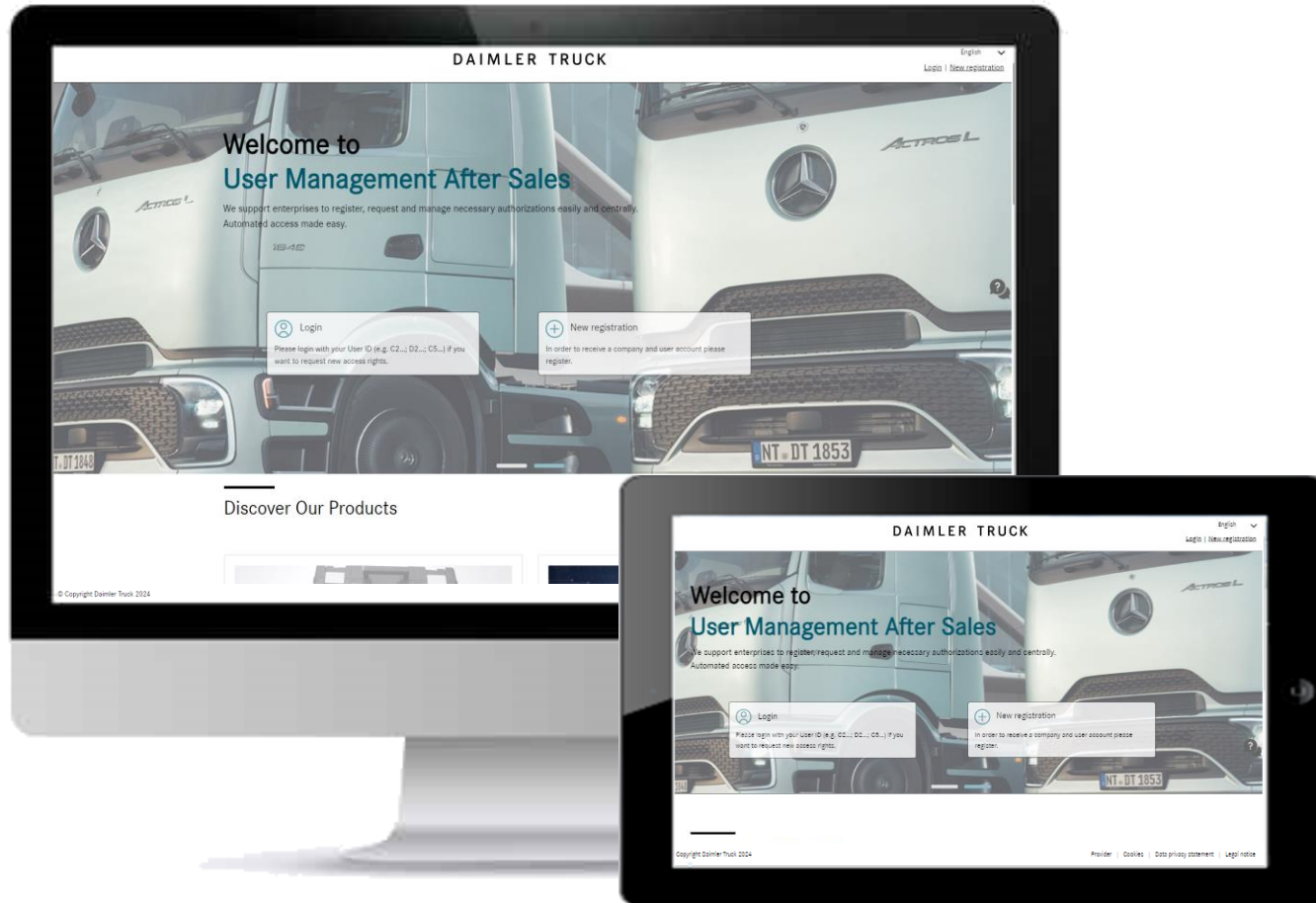


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User Management After Sales (UMAS) is a customer-facing interface to initially self-register as an ISP, apply for authorization to aftersales offerings & manage users.

What is UMAS?

OBJECTIVE

Request and manage required authorisations easily and centrally.



USER GROUPS



- 1 Authorized Third Parties (ISP, Publisher etc.- C-User)
- 2 Authorized Service Providers (ASP - D-User)
- 3 Markets (TOC & GD)
- 4 Internal departments (e.g., support)

KEY FUNCTIONALITIES



Please note that there may be market-specific deviations or requirements.

LINKS

Retail Guide: [User Management After Sales - Daimler Truck](#) | **UMAS registration and login:** <https://xentry.daimlertruck.com/umas/registration>

ISPs of over 50 countries can use the self-registration function of UMAS.

Key functionality - ISP Registration.



ISP SELF-REGISTRATION



Self-registration is possible for a new organisation. A new user of an existing organisation needs to be **created by the organisation admin**.

Mandatory



An **organization** can register as an independent workshop if **familiar with the repair and maintenance** of **Daimler Truck vehicles**.



Only **unique email addresses** are valid for a **registration** via UMAS Daimler Truck.



Depending on the country of origin it may be required to state a **valid VAT ID** during the registration process.

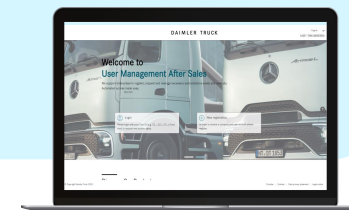


Please note: There may be market-specific deviations or requirements.



7 COUNTRIES ARE ENABLED FOR SELF-REGISTRATION VIA UMAS

- ✓ Andorra
- ✓ Argentina
- ✓ Australia
- ✓ Austria
- ✓ Belgium
- ✓ Brazil
- ✓ Bulgaria
- ✓ Canada
- ✓ Croatia
- ✓ Cyprus
- ✓ Czechia
- ✓ Denmark
- ✓ Dominican Republic
- ✓ Estonia
- ✓ Finland
- ✓ France
- ✓ French Guiana
- ✓ Germany
- ✓ Gibraltar
- ✓ Greece
- ✓ Hong Kong
- ✓ Hungary
- ✓ Iceland
- ✓ Indonesia
- ✓ Ireland
- ✓ Italy
- ✓ Japan
- ✓ Jersey
- ✓ Korea
- ✓ Latvia
- ✓ Liechtenstein
- ✓ Lithuania
- ✓ Luxembourg
- ✓ Malta
- ✓ Martinique
- ✓ Mexico
- ✓ Monaco
- ✓ Netherlands
- ✓ New Zealand
- ✓ Norway
- ✓ Poland
- ✓ Portugal
- ✓ Reunion
- ✓ Romania
- ✓ San Marino
- ✓ Slovenia
- ✓ South Africa
- ✓ Spain
- ✓ St. Barthelemy
- ✓ St. Martin
- ✓ Sweden
- ✓ Switzerland
- ✓ Taiwan
- ✓ Turkey
- ✓ United Arab Emirates
- ✓ United Kingdom
- ✓ United States of America



The user identification is essential for certain functionalities of UMAS.

Key functionality – User Identification.



WHY

is the identification needed?

- **Identification is mandatory** to be able to **work as an administrator** of an organization and thus **manage users and products**
- **Identification is needed** to obtain the **standard diagnostics role**
- Only as an **identified organization admin** one can **assign the standard diagnostics role to all users in one's company** without having them to carry out further identification*



HOW

does the identification process work?

- **Depending on the country**, identification can be processed either **via UMAS & IDnow** or **manually via local ident admins**
- For **identification via UMAS & IDnow** click on the **identification tile in UMAS** or the **Standard Diagnostics Role** which forwards an unidentified user to the identification process
- **If your market is not supported** for the identification via IDnow a notification will inform you about reaching out to your market administrator. **Reach out directly to your market admin or request the contact via support**



WHO

needs to do the identification process?

- A user who wants to be an **organization admin**
- A user who wants to request **Daimler Truck Standard Diagnostics Role** without authorization by organization admin
- **Exception:** Internal employees are automatically set as identified and do not need to carry out the identification process



***Please note:** Only applicable for ISP Org. Admins!
Internal Org. Admins and Dealer Org. Admins do not have the rights and permissions to carry that out.



Depending on the type of user different authorization processes are available.

Key functionality – Enabling and Authorization.

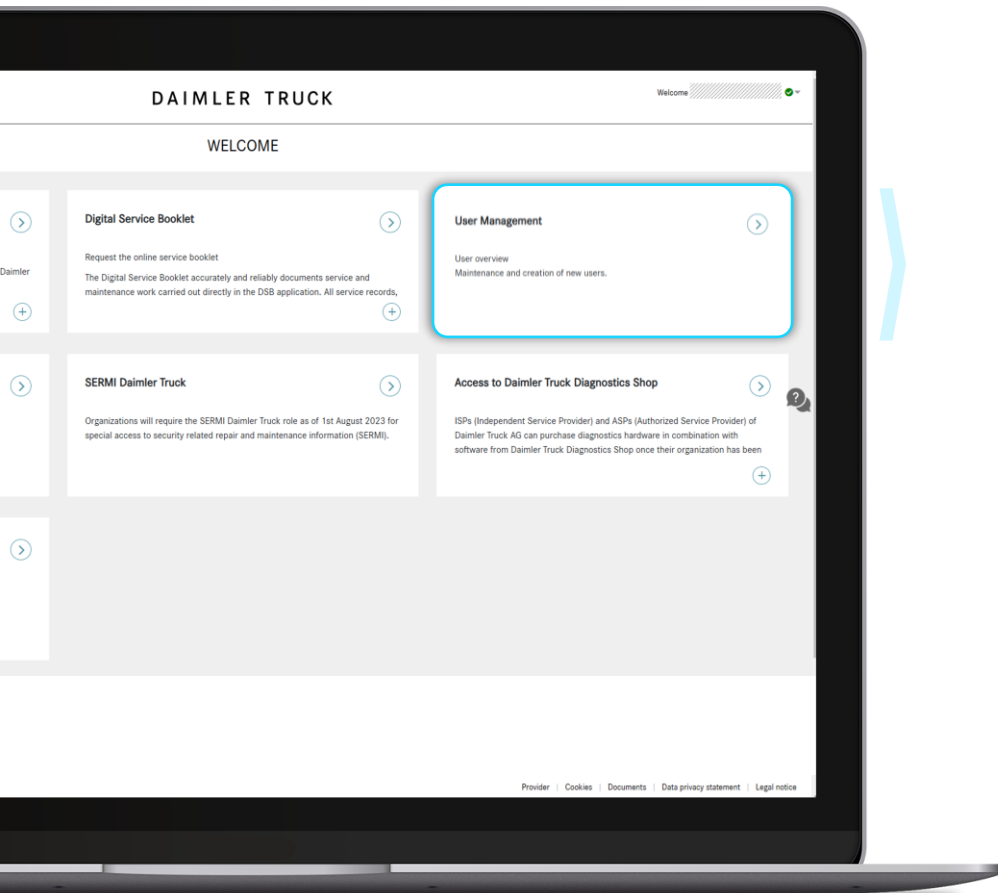


- Standard Diagnostics Role
- Daimler Truck Diagnostics Shop
- My Diagnostic Devices and Startkeys (MyDDS)
- Identification of Daimler Truck Flash User
- SERMI Daimler Truck
- SIMBa Portal
- Maintenance Documentation
- MyPartsHub / WebParts

ISP C-User	ASP D-User	Internal User TBDIR
Possible ✓	Possible ✓	Possible ✓
Only in Germany ✓	Only in Germany and GDs ✓	Not possible ✗
Only in Germany ✓	Only in Germany and GDs ✓	Possible ✓
Possible ✓	Possible ✓	Not possible ✗
Possible* ✓	Not possible ✗	Not possible ✗
Automatically assigned ↻	Not possible ✗	Automatically assigned ↻
Automatically assigned ↻	Not possible ✗	Automatically assigned ↻
Automatically assigned ↻	Not possible ✗	Automatically assigned ↻

* Depending on country

As an organization admin in UMAS a user has access to the User Management.
Key functionality – User Management.



USER MANAGEMENT FUNCTIONALITIES



Add, delete or edit users of the same organization



See active products of each user in the organization



Activate Daimler Truck Standard Diagnostics Role for users (unidentified or identified)







Delete products of users in the organization (WebParts, SIMBa, Standard Diagnostics Role, Daimler Truck Remote Diagnostics)



Grant org. admin rights to an identified user or revoke admin rights of another org. admin of the same organization

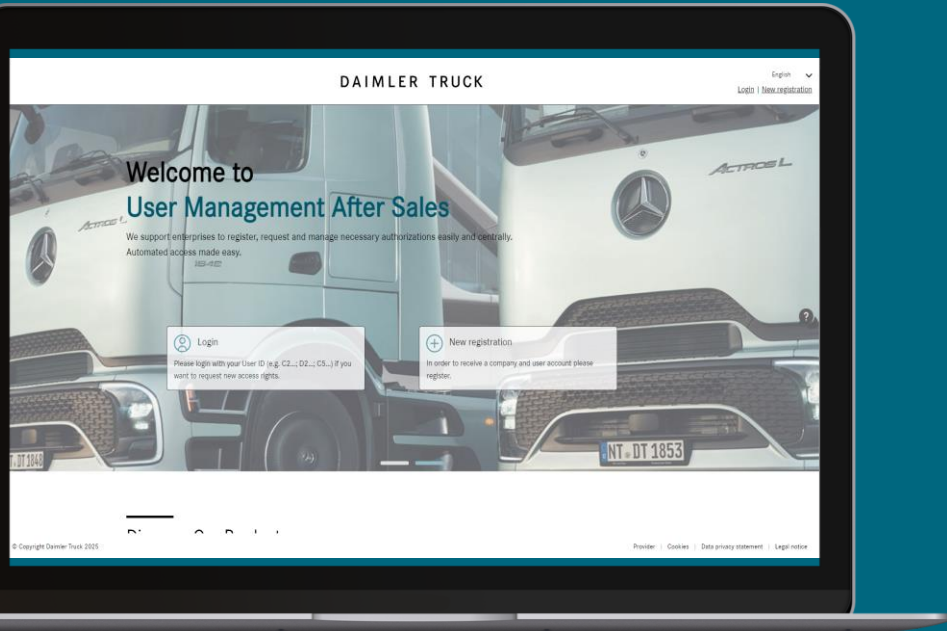
Based on the required support, please check out the dedicated support channels.

UMAS FAQs and Support.

Support	Requests	Link
 Self-Support	<ul style="list-style-type: none">• FAQs• General information about registration, identification, SERMI and user management	Daimler Truck
 UMAS Contact Formular	<ul style="list-style-type: none">• Issues during new registrations• Issues in user management• Issues in enabling and authorization• Issues in user identification	UMAS
 ASTiS - Ticket	<ul style="list-style-type: none">• Parts• Warranty & Goodwill• XENTRY Truck Portal• Daimler Truck Diagnostics• Commercial Administration	After-Sales Ticketing System
 Business ID	<ul style="list-style-type: none">• Login issues• Password issues	Daimler Truck BID Support Daimler Truck BID User Guides

UMAS offers a variety of functionalities however, the outlined features are not included.

What is UMAS not!



UMAS is not...



a diagnostics solution



a repair & maintenance product



a training platform



a support ticket tool



a shop for DT aftersales offering



a shop for spare parts



only for ISPs



the database for company or user data

UMAS is...



The entry point for ISPs to receive DTAG aftersales credentials via self-registration, which can be used for all Daimler Truck portals and products such as:

- Retail Guide
- SIMBa
- XENTRY Truck Portal
- WebParts/ MyPartsHub
- ASTiS



The tool to manage access rights and user / company information