

Support News & Updates

Accessing support has never been easier as we have made our help page clearer so that you can find answers to your questions easily in the future.

Our new support system also offers you faster communication channels and interaction options with our experienced support team.

Support “Need help?”

The most frequently asked questions of each category are listed by default.

All questions about the individual products can now be found in the navigation menu. Click on a product and a list of subcategories will be displayed.

All available questions are listed on the right.

The screenshot displays the Mercedes-Benz support website. At the top, the Mercedes-Benz logo is on the left, and navigation links for 'Product information', 'Need help?' (circled in blue), 'Standardised navigation', 'Provider / Data privacy', 'EN', 'Log in', and 'Register' are on the right. The main heading is 'How can we help you?' with a subtext: 'Find answers to the most frequently asked questions below or have a look into our help documentation categories at the bottom of the page.' Below this is a search bar with the placeholder text 'Search for keywords'. On the left, a navigation menu is shown with a blue circle around it, listing categories: 'Account' (with a sub-menu: Registration, Sign-in, Password, User Management), 'Mercedes-Benz Genuine Parts and Products', 'Payment & Billing', 'Software', 'Orders', 'Technical issues', and 'SERMI authentication'. On the right, a section titled 'Account - the most frequently asked questions' (circled in blue) lists several questions with expandable arrows, such as 'How do I register a company even though I am not yet a customer of Mercedes-Benz AG?'. At the bottom, there are two boxes: 'Need more help?' with 'Contact your retailer' (including 'Log in' and 'Register' buttons) and 'Ask for help' (including a 'Create a new support ticket' button).

Support “Need more help?”

If the topic you need support with is not listed, there is also the option to raise a support ticket specific to your query.

To do so, click on “Create a new support ticket”.

The screenshot shows the Mercedes-Benz B2B Connect help page. At the top right, the navigation menu includes "Product information", "Need help?", "Standardised navigation", "Provider / Data privacy", "EN", "Log in", and "Register". The "Need help?" link is circled in blue. The main heading is "How can we help you?". Below it is a search bar with the placeholder text "Search for keywords". A left sidebar contains a menu with categories: Account (expanded), Mercedes-Benz Genuine Parts and Products, Payment & Billing, Software, Orders, Technical issues, and SERMI authentication. The "Account" section is further expanded to show "Registration", "Sign-in", "Password", and "User Management". The main content area is titled "Account - the most frequently asked questions" and lists several questions with expandable answers. At the bottom, there are two sections: "Need more help?" and "Ask for help". The "Need more help?" section contains a "Contact your retailer" box with "Log in" and "Register" buttons. The "Ask for help" section contains a "Create a new support ticket" button, which is circled in blue.

Product information | **Need help?** | Standardised navigation | Provider / Data privacy | EN | Log in | Register

How can we help you?

Find answers to the most frequently asked questions below or have a look into our help documentation categories at the bottom of the page.

Search for keywords

- Account
 - Registration
 - Sign-in
 - Password
 - User Management
- Mercedes-Benz Genuine Parts and Products
- Payment & Billing
- Software
- Orders
- Technical issues
- SERMI authentication

Account - the most frequently asked questions

- How do I register a company even though I am not yet a customer of Mercedes-Benz AG?
- Does a switch to B2B Connect incur expenses?
- I already have access to various workshop solutions. Will this access be migrated to Mercedes-Benz B2B Connect?
- What is Mercedes-Benz B2B Connect and which advantages does it offer?
- Do you need help with registration?
- Which user ID shall I use to sign in to Mercedes-Benz B2B Connect?

Need more help?

Contact your retailer

Please log in or create an account to view the contact details.

Log in | Register

or

Ask for help

Please be as specific as possible and allow for waiting times. For urgent inquiries, please contact your retailer.

Create a new support ticket

Raising Support Tickets

Xentry Support System (XSS) will be opened once you have requested to raise a support ticket.

1. Optionally and only if applicable, you can change your dealership here and grant colleagues access to your request.
2. Now select the topic for your request.
3. Depending on the topic, further information is requested. Please fill it out accordingly.
4. Now click on "Submit ticket".

The screenshot shows the B2B Connect support ticket creation interface. The form is titled "Request for" and "Quantity" (1). It includes a "Submit ticket" button in the top right corner. The form is divided into several sections:

- Request for:** A dropdown menu with "a" selected.
- Quantity:** A text input field with "1" entered.
- Field selection:** A section titled "This field will be filled by the app B2B Connect" with three radio buttons: "Login or registration Issues (API)", "Enabling the preparation of a ticket (by API)", and "None" (selected).
- Outlet:** A section titled "Outlet" with a text input field containing "11 - Mercedes-Benz Customer Assistance Center Maastricht N.V.". A callout "1" points to the text "Please reload this page afterwards".
- Access:** A section titled "Which colleagues from your outlet should be able to access the ticket apart from you?" with a dropdown menu. A callout "1" points to the dropdown.
- Ticket content:** A section titled "Ticket content:" with a dropdown menu. A callout "2" points to the dropdown.
- Topic selection:** A section titled "What type of support request do you have? (required)" with a dropdown menu. A callout "3" points to the dropdown, which is currently set to "Workshop equipment ordering".
- Language:** A text input field with the instruction "Please create the ticket in English or German."
- UMAS Order number:** A text input field with the instruction "Please provide an UMAS Order number here".
- Description:** A text area with the instruction "Please describe your problem in a few sentences. (required)".
- Attachments:** A section titled "Please attach any relevant files" with the instruction "E.g. Invoice, Return Shipment forms, Location Change forms, liquidation form or any other relevant forms or screenshots". It includes an "Attach Files" button and a text input field for file names.

At the bottom, the form specifies "Maximum file size: 10,00 MB" and "Maximum file count: 15".

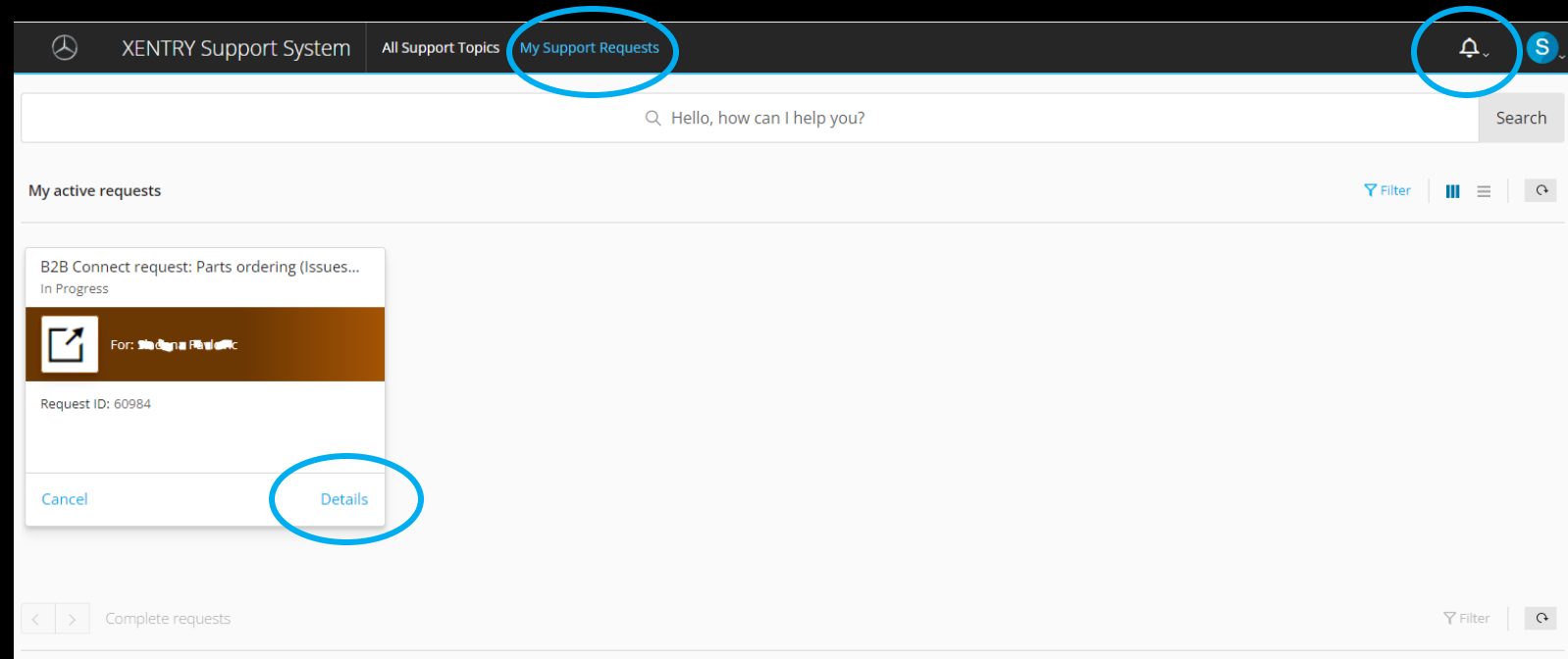
Support

Track support ticket

Your request now appears on the main page of the Xentry Support System (XSS) under "My Support Requests". Click on "Details" to open the request.

At the same time, you will receive an automatic confirmation e-mail with a link to XSS and your request.

For each new messages from our support, you will receive another e-mail with the link. In XSS, the number of new messages appears next to the bell symbol.



Support

Track support ticket

When you open a request, you will see an overview with the status of your request and all details.

Under "Comments" you communicate with our support team and read the messages, queries or solutions to you.

Click on "Add comment" to reply.

The screenshot shows a support ticket tracking interface. At the top, there is a navigation bar with a back arrow and the text "My Support Requests" (circled in blue), and the word "Details" on the right. Below this is a header for the ticket: "B2B Connect request: Parts ordering (Issues with parts catalogue/dealer locator/shopping basket)" with a status of "In Progress".

The main content area is divided into several sections:

- Status Overview:** A table with columns: Status (In Progress), Request ID (60984), Quantity (1), and Request for (Mercedes-Benz).
- Progress:** A horizontal progress bar with four stages: Submitted (green checkmark), Approval (green checkmark), In Progress (blue bar), and Completed (grey bar).
- Details:** A grid of key-value pairs:
 - Submitted: Oct 25, 2024 at 11:01 AM
 - Last updated: Oct 25, 2024 at 11:01 AM
 - Requested for email: sladana.pavlovic@mercedes-benz.com
 - Requested for phone: +49 160 8668796
 - Requested for company: Mercedes-Benz AG
 - Outlet: 11 - Mercedes-Benz Customer Assistance Center Maastricht N.V.
 - What kind of problem do you have?: Usage and technical issues with parts catalogue/dealer locator/shopping basket
 - Please enter the part number: A123654
 - Comments (0) (circled in blue)
 - Add comment (button)

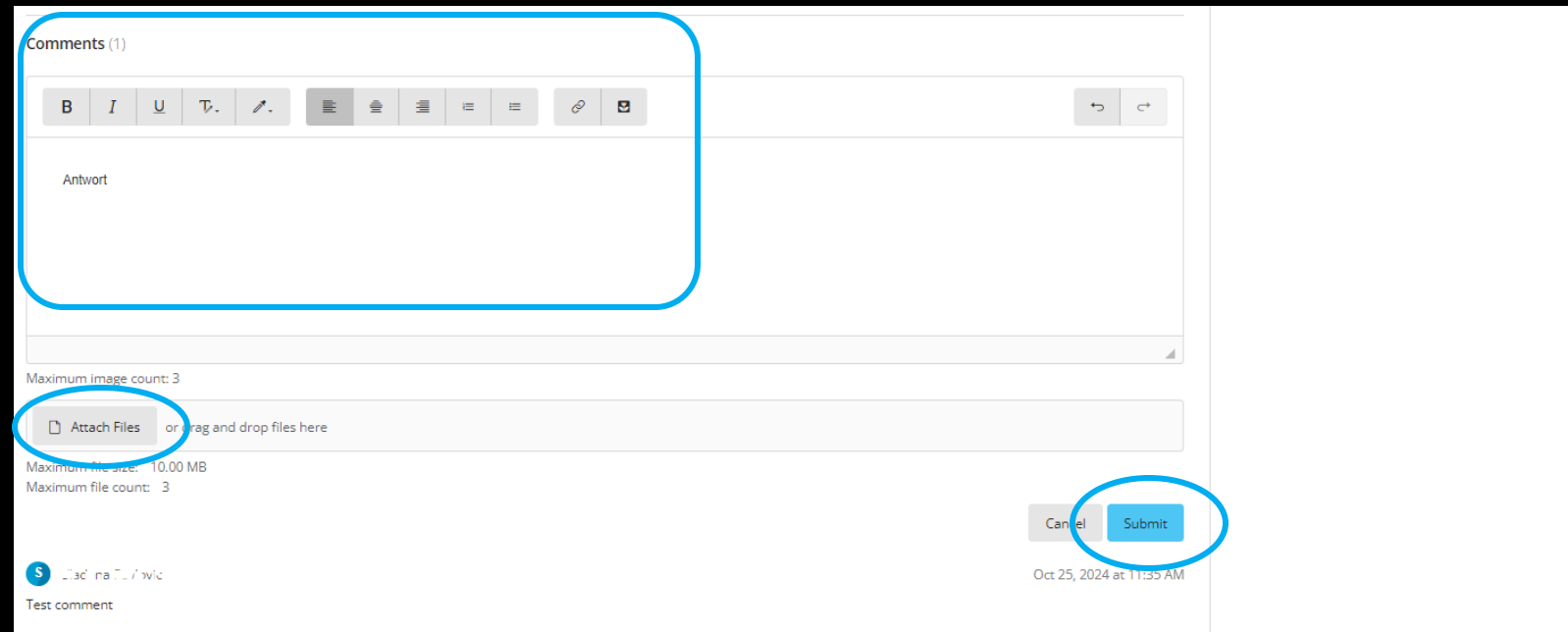
On the right side, there are buttons for "Cancel", "Duplicate ticket", and a "Collaborators" section with a search bar.

Support

Track support ticket

You can now write a message and upload attachments if necessary.

Click on "Submit" to send your message.



The screenshot shows a web interface for adding a comment to a support ticket. The form is titled "Comments (1)" and contains a rich text editor with a toolbar for bold, italic, underline, text color, and background color. Below the editor is a text input field labeled "Antwort". A file upload section includes an "Attach Files" button and a drag-and-drop area, with limits for image count (3), file size (10.00 MB), and file count (3). At the bottom right, there are "Cancel" and "Submit" buttons. A user profile for "Diana T. / h/w" is visible at the bottom left, and the timestamp "Oct 25, 2024 at 11:35 AM" is at the bottom right. Three blue circles highlight the "Attach Files" button, the "Submit" button, and the "Comments (1)" header.

Comments (1)

B I U T. [Color] [Background Color] [Link] [Image]

Antwort

Maximum image count: 3

Attach Files or drag and drop files here

Maximum file size: 10.00 MB
Maximum file count: 3

Cancel Submit

Oct 25, 2024 at 11:35 AM

S Diana T. / h/w
Test comment

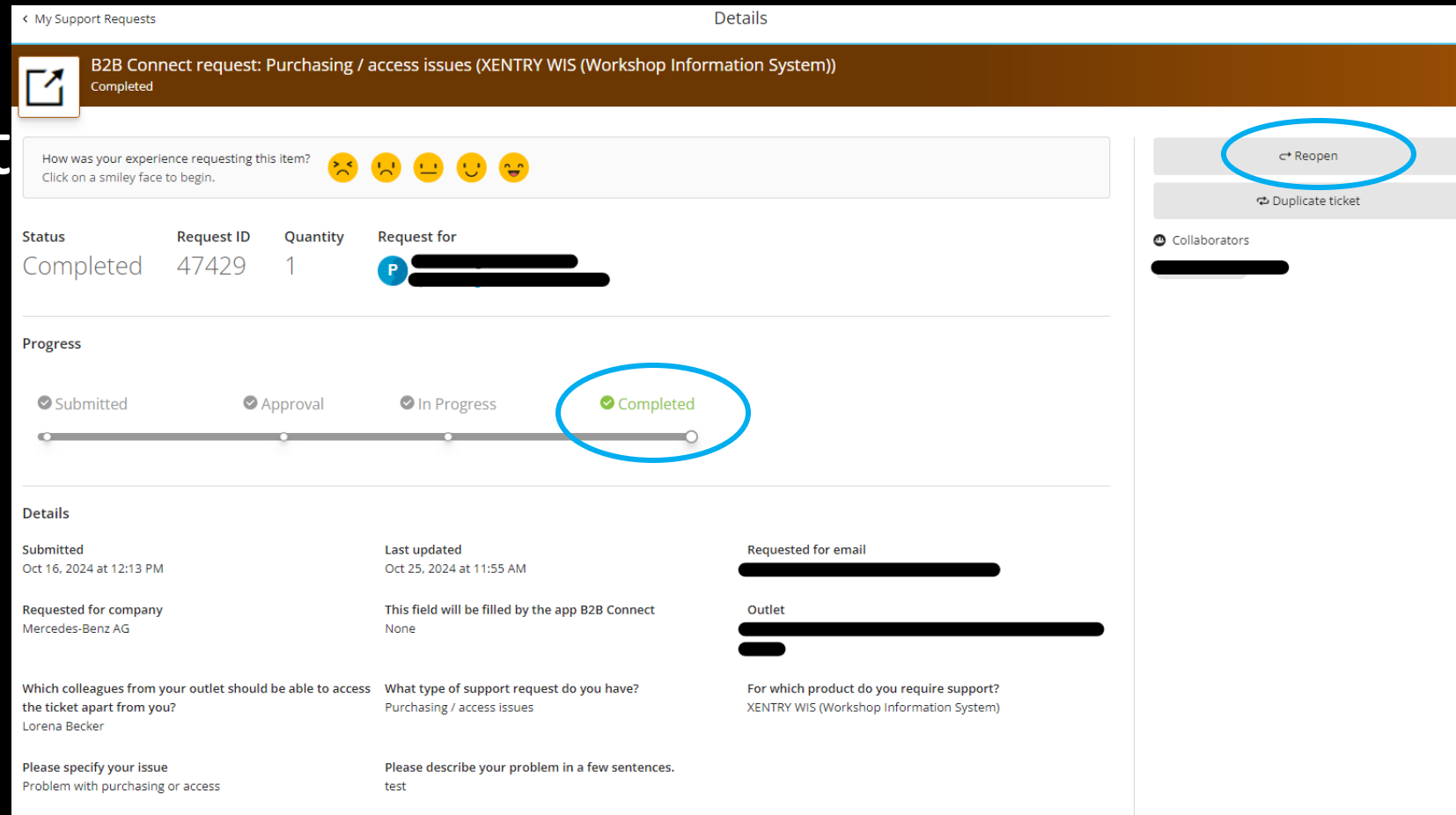
Support

Track support tickets

When queries are resolved or if no response is received from the requester within approx. 2 days, the request is closed.

You can reopen a closed request within 7 days. To do this, click on "Reopen".

Or you can use the "Duplicate Ticket" function if your problem has not been solved.



The screenshot displays a support ticket interface. At the top, the ticket title is "B2B Connect request: Purchasing / access issues (XENTRY WIS (Workshop Information System))" with a status of "Completed". Below the title is a feedback section asking "How was your experience requesting this item?" with five smiley face icons. A progress bar shows four stages: Submitted, Approval, In Progress, and Completed, with the "Completed" stage highlighted in green and circled in blue. On the right side, there are two buttons: "Reopen" (circled in blue) and "Duplicate ticket". Below these are sections for "Collaborators" and "Details". The details section includes fields for Submitted (Oct 16, 2024 at 12:13 PM), Last updated (Oct 25, 2024 at 11:55 AM), Requested for email, Requested for company (Mercedes-Benz AG), Outlet, and a description of the issue: "Problem with purchasing or access".

Status	Request ID	Quantity	Request for
Completed	47429	1	[Redacted]

Progress

- Submitted
- Approval
- In Progress
- Completed**

Details

Submitted Oct 16, 2024 at 12:13 PM	Last updated Oct 25, 2024 at 11:55 AM	Requested for email [Redacted]
Requested for company Mercedes-Benz AG	This field will be filled by the app B2B Connect None	Outlet [Redacted]
Which colleagues from your outlet should be able to access the ticket apart from you? Lorena Becker	What type of support request do you have? Purchasing / access issues	For which product do you require support? XENTRY WIS (Workshop Information System)
Please specify your issue Problem with purchasing or access	Please describe your problem in a few sentences. test	