

Støtte nyheter

Vi har gjort hjelpesiden vår tydeligere slik at du raskere kan finne svar på spørsmålene dine i fremtiden.

Vårt nye supportsystem gir deg også raskere kommunikasjonskanaler og interaksjonsmuligheter med vårt erfarne supportteam.

Støtte

«Trenger du hjelp?»

De vanligste spørsmålene i hver kategori er oppført som standard.

Alle spørsmål om de enkelte produktene finner du nå i navigasjonsmenyen. Klikk på et produkt og underkategorier vises. Alle tilgjengelige spørsmål er listet opp til høyre.

The screenshot shows the Mercedes-Benz support website. At the top, there is a navigation bar with the Mercedes-Benz logo, the text "Mercedes-Benz", and several links: "Product information", "Need help?", "Standardised navigation", "Provider / Data privacy", "EN", "Log in", and "Register". The "Need help?" link is circled in blue. Below the navigation bar, the main heading is "How can we help you?". Underneath, there is a search bar with the placeholder text "Search for keywords". On the left side, there is a navigation menu with several categories, each with a dropdown arrow. The "Account" category is circled in blue and expanded to show sub-items: "Registration", "Sign-in", "Password", and "User Management". Other categories include "Mercedes-Benz Genuine Parts and Products", "Payment & Billing", "Software", "Orders", "Technical issues", and "SERMI authentication". On the right side, there is a section titled "Account - the most frequently asked questions" with a user icon. This section is also circled in blue. It contains a list of questions with dropdown arrows: "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?", and "Which user ID shall I use to sign in to Mercedes-Benz B2B Connect?". At the bottom, there is a section titled "Need more help?" with two options: "Contact your retailer" (with "Log in" and "Register" buttons) and "Ask for help" (with a "Create a new support ticket" button).

Støtte

«Trenger du hjelp?»

Din autoriserte Mercedes-Benz partner står også til din disposisjon. Kontaktinformasjonen til forhandleren din er tilgjengelig i det påloggede området.

Eller send inn en støtteforespørsel til vårt supportteam. For å gjøre det, klikk på "Opprett en ny støttebillett".

Mercedes-Benz

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](#)

Støtte Opprett støtteforespørsel

Spørreskjemaet for B2B Connect åpnes i Xentry Support System (XSS).

1. Valgfritt, og bare hvis det er aktuelt, kan du bytte forhandler her og gi kolleger tilgang til forespørselen din.
2. Velg nå emnet for forespørselen din.
3. Avhengig av emnet bes det om ytterligere informasjon. Vennligst fyll den ut deretter.
4. Klikk nå på "Send inn billett".

The screenshot shows the B2B Connect support request form. The form is titled "B2B Connect" and has a "Submit ticket" button in the top right corner. The form is divided into several sections:

- Request for**: A dropdown menu with "a" selected and "1" next to it.
- Quantity**: A dropdown menu with "1" selected.
- This field will be filled by the app B2B Connect**: Three radio buttons: "Login or registration issues (API)", "Enabling the preparation of a ticket (by API)", and "None" (selected).
- Outlet**: A text input field containing "11 - Mercedes-Benz Customer Assistance Center Maastricht N.V." with a "1" callout.
- Which colleagues from your outlet should be able to access the ticket apart from you?**: A dropdown menu with "Select" and a "1" callout.
- Ticket content:**: A section with a "2" callout containing:
 - What type of support request do you have? (required)**: A dropdown menu with "Select" and a "2" callout.
 - Workshop equipment ordering**: A dropdown menu with a "3" callout.
 - Please create the ticket in English or German.**
 - Please provide an UMAS Order number here**: A text input field.
 - Please describe your problem in a few sentences. (required)**: A text area.
 - Please attach any relevant files**: A section with a "4" callout containing:
 - E.g. Invoice, Return Shipment forms, Location Change forms, liquidation form or any other relevant forms or screenshots**
 - Attach Files** or drag and drop files here
 - Maximum file size: 10.00 MB
 - Maximum file count: 15

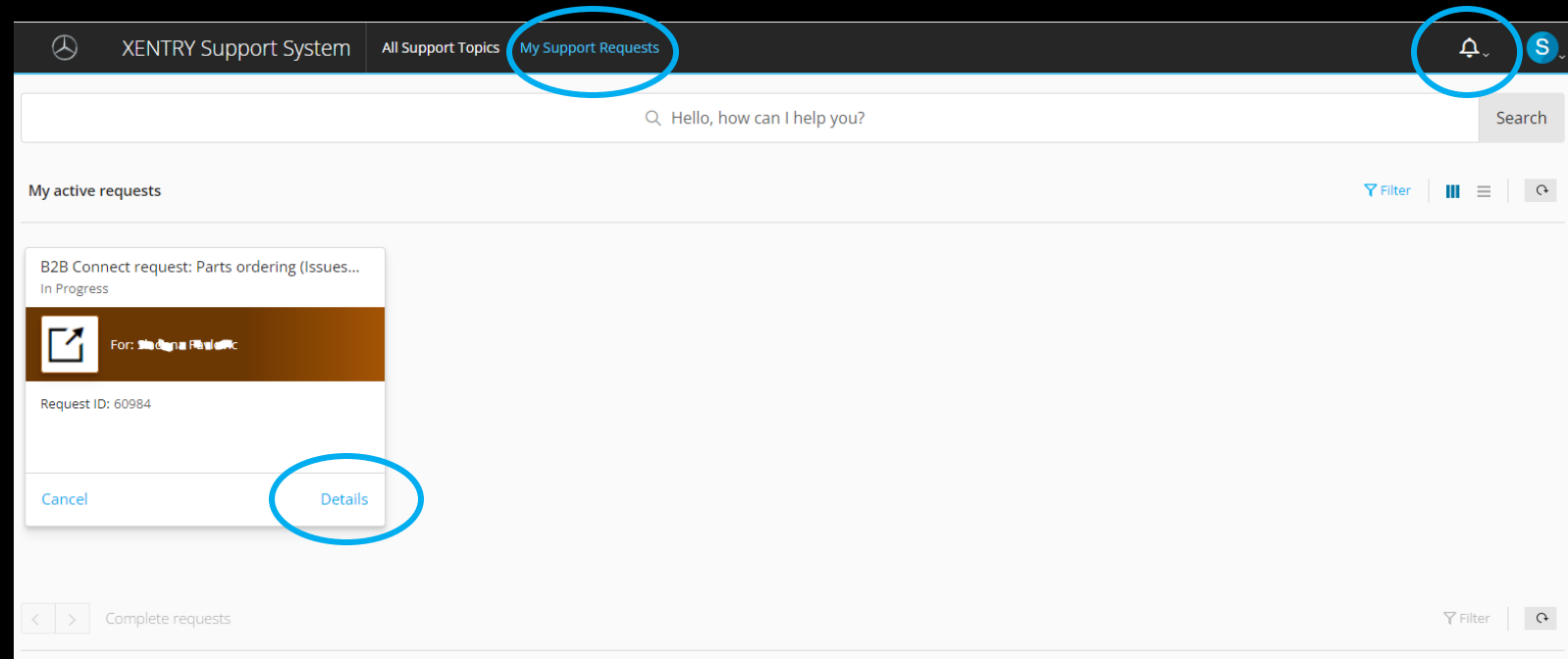
Støtte

Spor støttebillett

Forespørselen din vises nå på hovedsiden til Xentry Support System (XSS) under "Mine støtteforespørsler". Klikk på "Detaljer" for å åpne forespørselen.

Samtidig vil du motta en automatisk bekreftelses-e-post med en lenke til XSS og din forespørsel.

For hver nye melding fra vår support vil du motta en ny e-post med lenken. I XSS vises antall nye meldinger ved siden av bjellesymbolet.



Støtte

Spor støttebillett

Når du åpner en forespørsel, vil du se en oversikt med status for forespørselen din og alle detaljer.

Under "Kommentarer" kommuniserer du med vårt supportteam og leser meldingene, spørsmålene eller løsningene til deg.

Klikk på "Legg til kommentar" for å svare.

< My Support Requests Details

B2B Connect request: Parts ordering (Issues with parts catalogue/dealer locator/shopping basket)
In Progress

Status	Request ID	Quantity	Request for
In Progress	60984	1	ar /lo mercedes-b...

Progress

Submitted Approval **In Progress** Completed

Details

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	This field will be filled by the app B2B Connect None
Outlet 11 - Mercedes-Benz Customer Assistance Center Maastricht N.V.	Which colleagues from your outlet should be able to access the ticket apart from you? Paloma Vigre Notario	What type of support request do you have? Parts ordering
What kind of problem do you have? Usage and technical issues with parts catalogue/dealer locator/shopping basket	Please describe your problem or question in a few sentences test	Please enter the VIN/FIN below WWZZZ1JZXW123456
Please enter the part number A123654	Please provide us with the name and address of your Authorized Service Partner any	

Comments (0)

Add comment

Cancel
Duplicate ticket

Collaborators
F m: V, P, K r i s

Støtte

Spor støttebillett

Du kan nå skrive en melding og laste opp vedlegg om nødvendig.

Klikk på "Send" for å sende meldingen din.

The screenshot shows a web interface for replying 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 link insertion. Below the editor is a text input field labeled "Antwort". A file upload section includes an "Attach Files" button, a drag-and-drop area, and 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 "Stadina T. / hvic" 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 top toolbar area.

Comments (1)

B I U T. [Rich Text Editor Icons]

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

Stadina T. / hvic

Test comment

Støtte Spor støttebillett

Når spørsmål er løst eller hvis det ikke mottas svar fra rekvirenten innen ca. 2 dager er forespørselen stengt.

Du kan gjenåpne en lukket forespørsel innen 7 dager. For å gjøre dette, klikk på "Åpne på nytt".

Eller du kan bruke "Duplikatbillett"-funksjonen hvis problemet ditt ikke er løst.

< My Support Requests Details

B2B Connect request: Purchasing / access issues (XENTRY WIS (Workshop Information System))
Completed

How was your experience requesting this item?
Click on a smiley face to begin. 😞 😟 😐 😊 😄

Status	Request ID	Quantity	Request for
Completed	47429	1	

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
Requested for company Mercedes-Benz AG	This field will be filled by the app B2B Connect None	Outlet
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	

Collaborators

[↩ Reopen](#)
[🔄 Duplicate ticket](#)