



Mercedes-Benz WebParts

A quick guide to your personal online ordering service for Mercedes-Benz GenuineParts.



Mercedes-Benz
The best or nothing.

The entire Mercedes-Benz GenuineParts catalog is just as few clicks away.

Mercedes-Benz WebParts offers you access to the complete manufacturer parts catalog, which amounts to more than 650,000 Mercedes-Benz GenuineParts. Order online 24 hours a day from the dealer of your choice – 365 days a year. Mercedes-Benz WebParts is personalised to your agreed terms with the retailer and can give you up to date information on Mercedes-Benz GenuineParts availability and price. And you can be sure you will never miss any of our attractive special offers.

All you need for Mercedes-Benz WebParts:



A computer



An Internet connection



Your Mercedes-Benz partner

Log in and take advantage of Mercedes-Benz WebParts:

► www.webparts.mercedes-benz.com

Order online effectively, conveniently and quickly.

With the integrated order overview, you can always see details on pending and already completed orders.



You can update your shopping cart at any time as desired, specify order type and mode of shipment and send your order directly to the dealer of your choice.



Register and get started: You can find the most important functions directly on the personalized home screen.



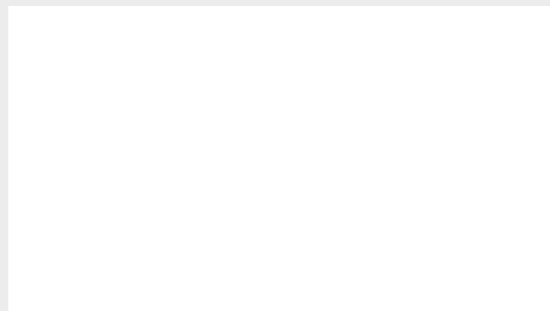
Clearly arranged parts search and selection: From the parts catalog, the current sales campaigns or via a direct entry in your shopping cart.



Complete transparency: All prices are based on your individual terms. Additionally, the current availability at your MB partner is shown.

Your contact person.

Start Mercedes-Benz WebParts via www.webparts.mercedes-benz.com and enter your personal access data. If you do not have any login information yet or want further information, please contact your Mercedes-Benz partner.



► **Your contact person in case of questions:**
Customer hotline: 0900 1372 878* (Germany only)

* 49 cents per minute from a German landline,
mobile phone prices may vary.

Logging in.

Your personal access data:

User name

Web password



Access through your personal home screen.



Your personal home screen offers you all the functionality of the online ordering portal at a glance. From the home screen you can identify the parts you need, view current offers & your shopping cart and place an order with your preferred Mercedes-Benz partner. You can also check the status of any orders you have placed.

You can tailor the home screen to meet your own needs. For example, create favorites for your latest orders or searches so you can open them up immediately after logging in.

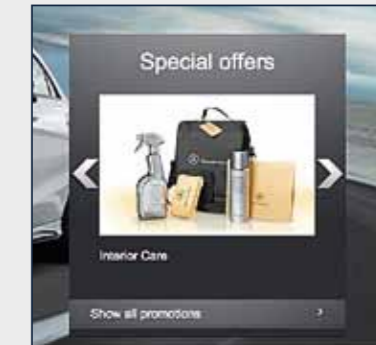
Quick identification of Mercedes-Benz GenuineParts.



To open the vehicle-specific parts search in the manufacturer's electronic parts catalog (EPC), simply enter the vehicle identification number directly. **You can find parts for buses bundled in the external BusPartsCatalog (BPC).**

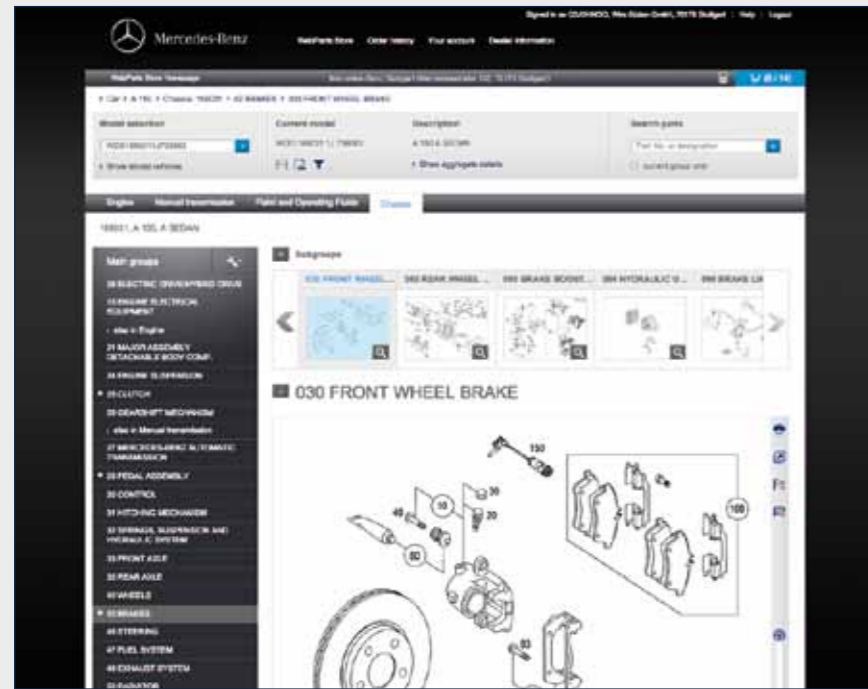


If you know the part number you need then you can use the direct input function, saving you more time. Or, if there are several part numbers, you can use Excel import or stored ordering templates.



With the offer ticker, you can see all special offers from your Mercedes-Benz partner and use the opportunity to profit from special prices.

Conveniently finding parts.

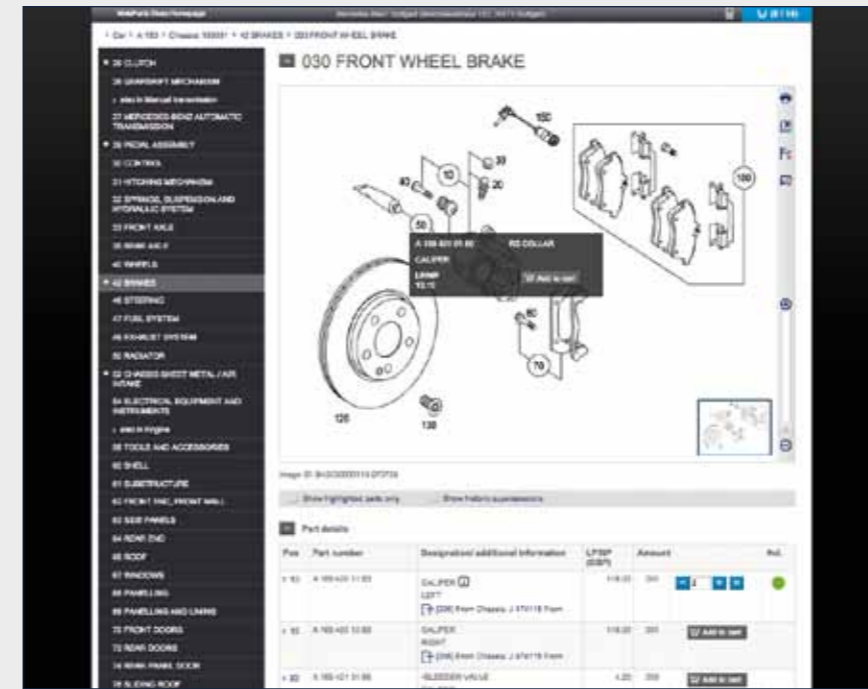


By entering the vehicle identification number, you ensure that the as-built configuration of the vehicle and its components is correct when finding parts.

In addition to the vehicle data which you can also open up in the form of the data card, you have the opportunity to save your vehicles to have them directly available during the next search.

Next, find the requested Mercedes-Benz GenuineParts in the displayed main and subgroups.

Individual prices and current availability.



Select the genuine parts directly from the illustration or via the parts list and place them into your shopping cart.

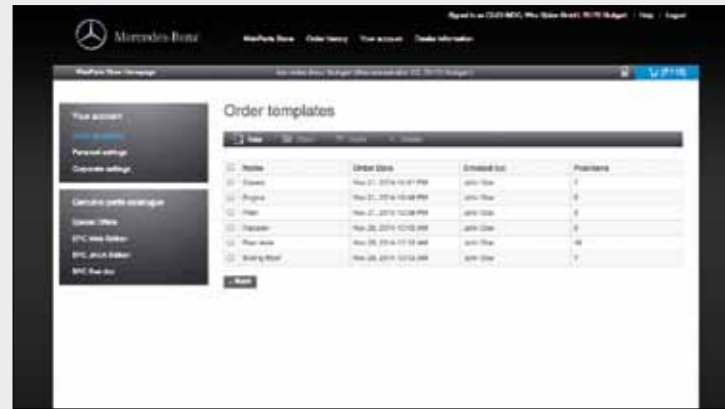
You will already get information on the current availability and on your individual terms at this point.

To get an even better overview when selecting parts, you can select from different display options.

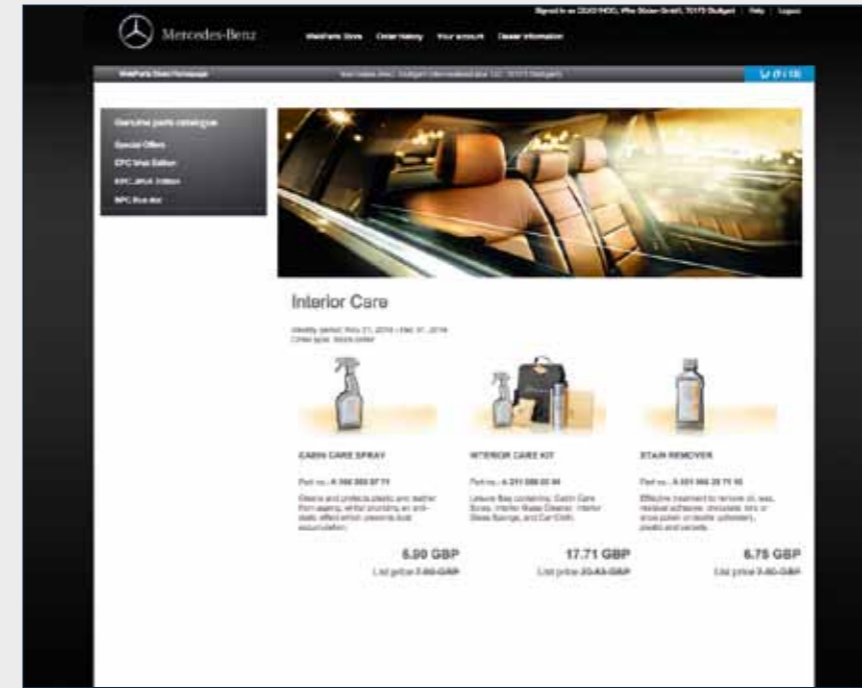
Save time using the direct entry feature.



Products you need on a regular basis can be conveniently combined in order templates. To do so, you can import parts lists or save orders as templates. This will save you time during the input.

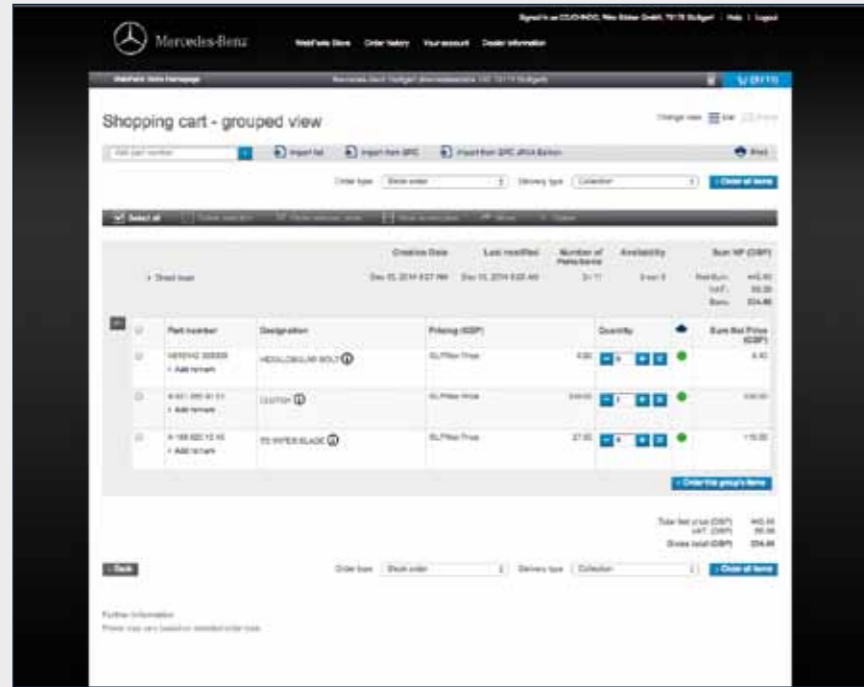


From the campaign offer into the shopping cart.



Get additional savings: You can find attractive campaign offers tailored to your needs directly after you log in. Take a look at them on a regular basis and take advantage of the current special prices offered by your Mercedes-Benz partner.

Simple ordering at any time.

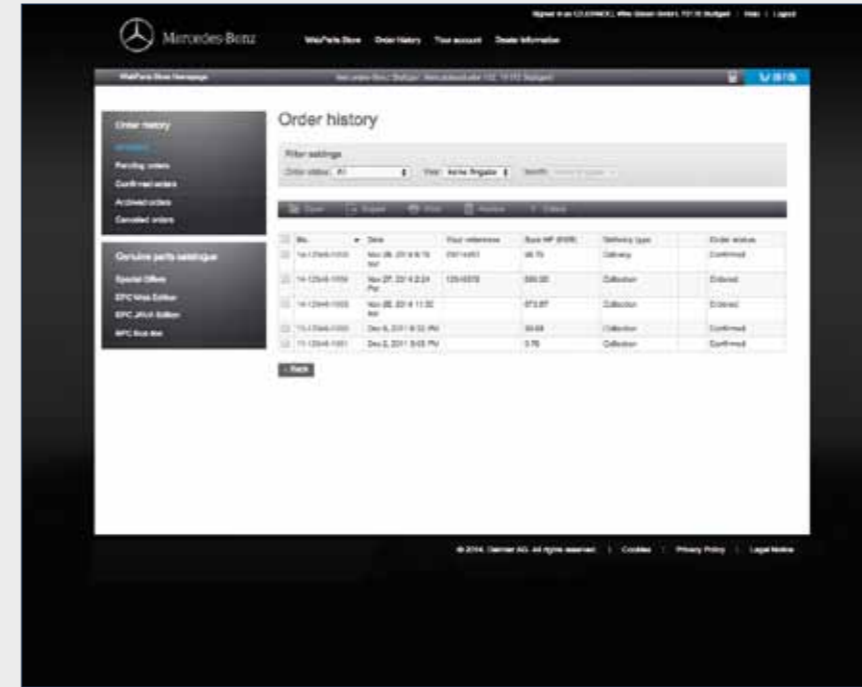


When you've found the Mercedes-Benz GenuineParts you need and placed them in the shopping cart, you can review the details, amend your order and when you are finished, simply place your order.

Transfer the shopping cart with the help of automatic grouping for the specific vehicle or as a general order.

Finally, select one of the offered order types and modes of shipment and add a personal message to your Mercedes-Benz partner to your order if necessary.

Always informed about the order status.



The "Order History" function allows you to manage your orders. All orders, completed or in progress, are shown here.

All orders can be exported (for example to MS Excel) or printed, to help you keep track of your orders and plan your work.



Mercedes-Benz WebParts is designed to help you:

- 1** Order Mercedes-Benz GenuineParts around the clock on individually specified conditions
- 2** Access the entire range of Mercedes-Benz GenuineParts, genuine remanufactured parts and genuine accessories from Mercedes-Benz, smart and Setra Buses
- 3** Access to vehicle specific parts by using the VIN function
- 4** Be immediately aware of parts availability and delivery terms for each part you select
- 5** Manage your Mercedes-Benz GenuineParts orders to support your workshop and cost planning
- 6** Take advantage of special campaign offers for Mercedes-Benz WebParts customers
- 7** See what service offers your preferred Mercedes-Benz partner can support you with
- 8** Keep track of your Mercedes-Benz GenuineParts orders to ensure good customer service
- 9** *Provided free of charge by your Mercedes-Benz partner*

Make Mercedes-Benz WebParts a part of your success!

Experience for yourself how easy, quick and convenient your personal online ordering service is:

www.mercedes-benz.com/webparts



Mercedes-Benz GenuineParts are for the purpose of reuse only and are not intended for resale.

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