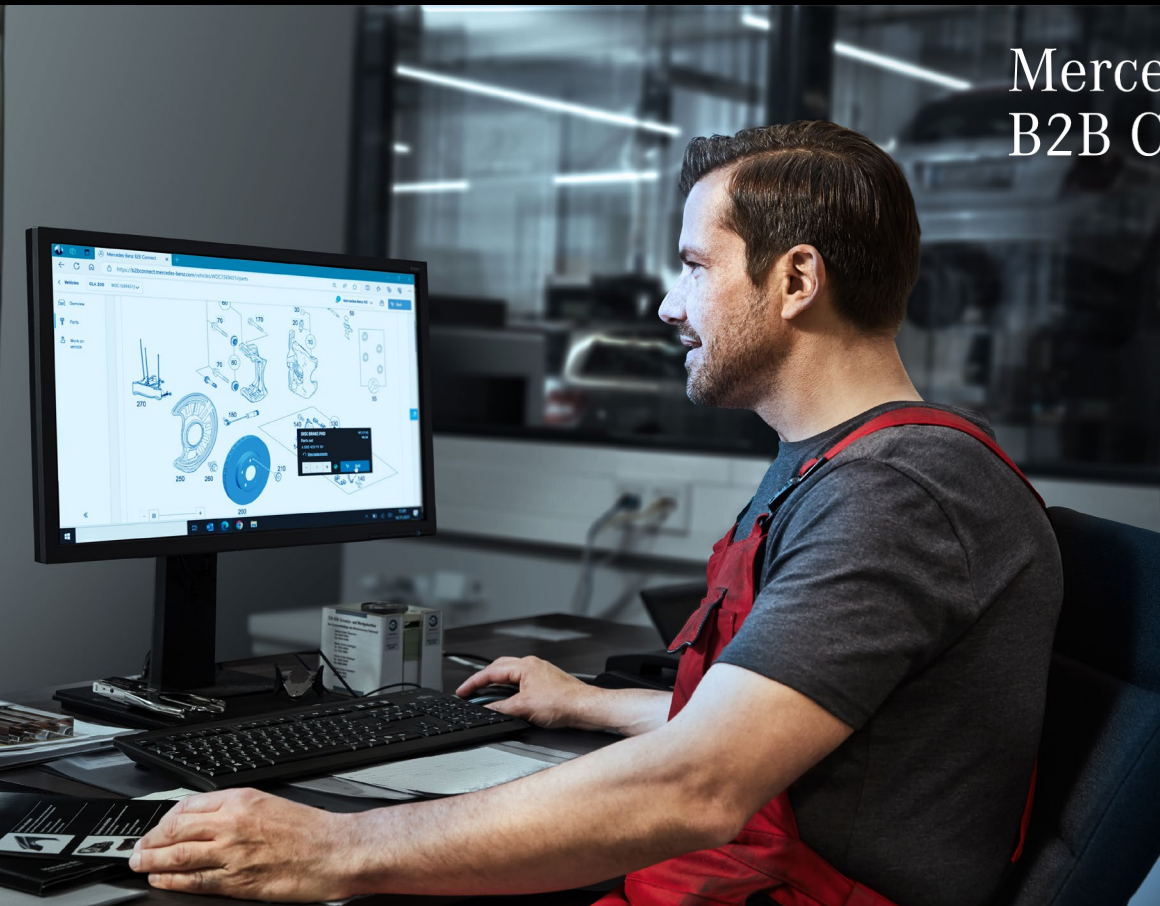


Mercedes-Benz
B2B Connect 



B2B Connect - Parts Ordering Quick Guide

Online ordering of Mercedes-Benz Van Genuine Parts and more.

Mercedes-Benz



Welcome to Mercedes-Benz B2B Connect.

Mercedes-Benz B2B Connect provides Independent Workshops with access to the range of Mercedes-Benz systems, enabling you to easily find the information you need, all on one easy-to-use platform.

This guide will show just how easy it is to order parts online using B2B Connect. Since the platform is available 24/7, you're able to order parts or obtain technical information at any time that is most convenient for you.

Parts ordering on B2B Connect is personalised to your agreed terms with the supplying Mercedes-Benz Partner, giving you up to date information on compatibility, availability, cost structures and more.

All you need to get started is:



Computer



Internet Connection

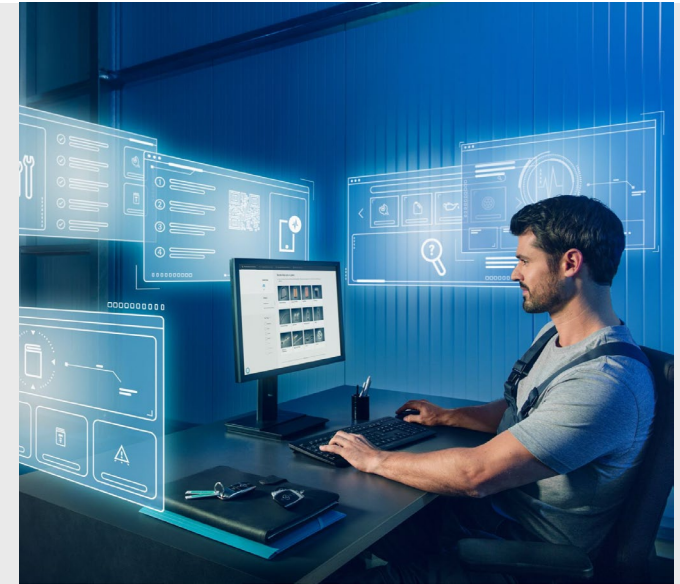


Mercedes-Benz Partner

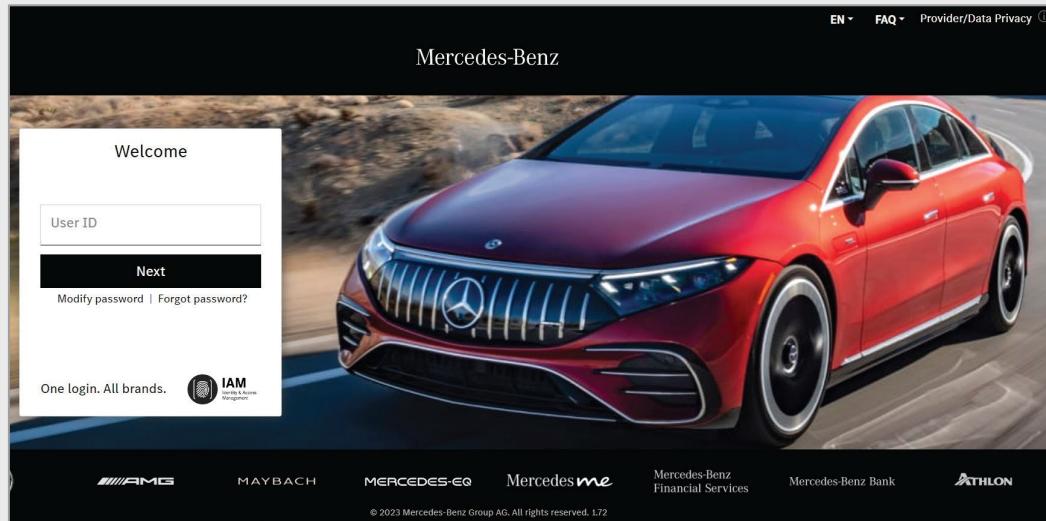
Log in or register for B2B Connect and take advantage of everything the platform offers.



b2bconnect.mercedes-benz.com/gb



Log on to access all things Mercedes-Benz for your workshop.



To access B2B Connect, visit b2bconnect.mercedes-benz.com/gb and enter your log in details.

If you do not have any log in information yet or would like further information, please contact your Mercedes-Benz Partner or register via the Mercedes-Benz B2B Connect website.

Registering for B2B Connect account couldn't be easier.

Simply follow the online registration steps on the homepage to start your B2B Connect journey.

Create your account Mercedes-Benz UMAS

User Details

First Name*

Last Name*

Email*

Retype Email*

Company details

Country*

Organization Type* ⓘ

Company name*

The homepage with everything you need in one place.

The side bar allows easy access between your saved vehicles, account information, news and parts ordering.

Any campaigns available to you will be visible in the banner at the top of your homepage.

The screenshot shows the Mercedes-Benz B2B Connect homepage. On the left is a vertical sidebar with navigation links: Vehicles, Parts, News, Account, and Help. The main content area features a top banner with the text "Order all parts via the portal now!" and a "Try it out now" button. Below the banner is a search bar with the placeholder text "Search for VIN, model, license plate or customer name and hit enter" and a blue "Search" button. Under the search bar are filter buttons: "All (relevance)", "Upcoming service", "Recent orders", "Recall", "Customer service measures", and "Last opened". To the right of these filters is a blue "+ Add vehicle" button. The main content area displays a list of saved vehicles. The first vehicle is a white van with the following details: "108 CDI, 109 CDI, 108/109/111 CDI, 111 CDI, WDF4156032U263537". It includes a status icon of a clock and the text "Service delayed since 2251 days" followed by a link "Order parts", and a red triangle icon with the text "Recall View". An "Open" button is located to the right of the vehicle details. The second vehicle is another white van with details: "311 CDI, 314 CDI, 318 CDI, 315 CDI, 317 CDI, W1V9106332P356035". It also includes a status icon of a clock and the text "Service delayed since 781 days" followed by a link "Order parts", and an "Open" button to the right.

Add new vehicles to your list here.

Filter through the saved vehicles list using the buttons on the homepage.

Further vehicle specific information is available by clicking *Open*. This includes general and technical specifications, fluids and more.

Vehicle information at the click of a button.

Vehicles 311 CDI, 314 CDI, 318 CDI, 315 C... W1V9106332P356035

Details
Parts
Packages
Paints & Operating Fluids
Working on the vehicle
Help
Help

311 CDI, 314 CDI, 318 CDI, 315 CDI, 317 CDI,

General Technical Fillings

VIN
Initial registration
Customer name
Licence plate
CVN
EU type approval number
CAL ID

Click here to write a note for this vehicle.

0/140

The side bar allows you to easily navigate between ordering parts and accessing additional applications for this vehicle without inputting any further details.

Access general, technical and fluid information specific to that vehicle*.

Vehicle information

This icon is available on all pages and will open a pop up containing all the information available on this page.

A feature of B2B Connect is the ability to add notes to a vehicle, which will be viewable to users the vehicle information is opened.

General	Technical	Fillings
Paint	787 (Mountain gray - Metallic finish)	
Engine		
Transmission		
Steering		
SA Codes	More	

General	Technical	Fillings
Engine oil	More	
Brake fluid	More	
Coolant	More	
Refrigerant	More	
Refrigerator Oil	More	
Gear Oil	More	

*Vehicle data has been removed from the above as per GDPR guidelines.

Vehicle Specific Information and Applications.

The vehicle overview also includes Digital Service Booklet* functionality and a summary of previous parts orders for the vehicle.

Order parts for the selected vehicle without having to input any details such as VIN to find parts specific to the vehicle.

Date	Type	Mileage	
25.01.2023	Service A	90,865 km	Details
21.01.2022	Service B	74,743 km	Details
21.01.2021	Service A	64,969 km	Details

Click on *Working on the vehicle* will open applications* to support you to work on vehicle.

Here you can enter a search term that will return results from XENTRY WIS, XOT and Parts Information.

**Only applications which you have licenses for will be available to view.*

Find vehicle-specific information from different applications.
Search through XENTRY WIS, XOT, and Parts Information simultaneously.

To see all details or open a search result, you need an active license for the respective application.

Quick start in an application of your choice:

- XENTRY Operation Time (XOT) - Purchase
- XENTRY Parts Information - Purchase
- Workshop Information System (XENTRY WIS) - Purchase
- Dynamic Wiring Diagram (DWD) - Included in XENTRY WIS
- Repair cases (XENTRY TIPS) - Purchase
- Document new service - Active | Digital Service Booklet (DSB)

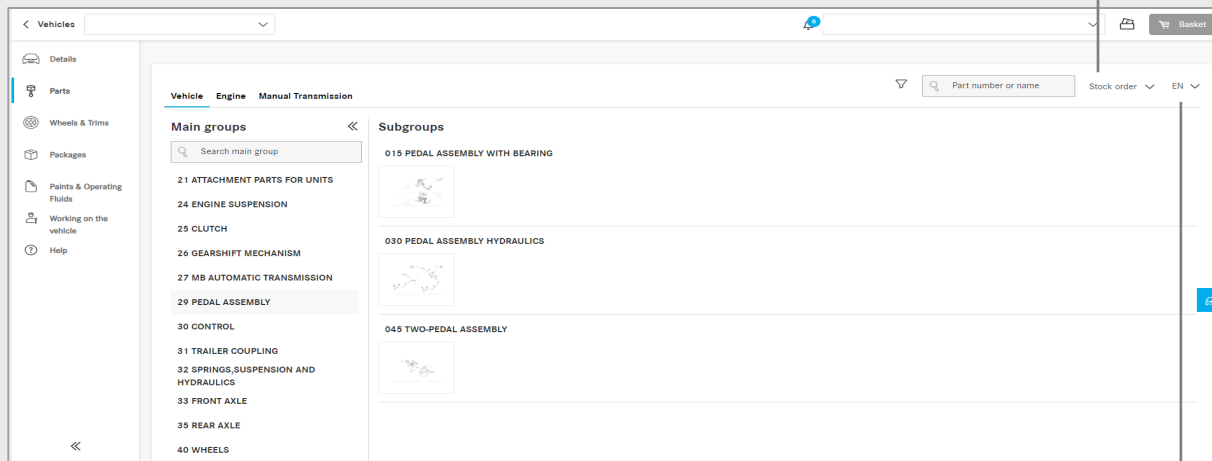
Search parts in any way that suits you.

There are several ways to easily search for parts, helping to find the part you need first time, every time.

Search via a Saved Vehicle

You do not need to input any VIN details as these will be automatically applied.

Switch stock and immediate orders



The language of the parts catalogue can be changed from the drop-down menu.

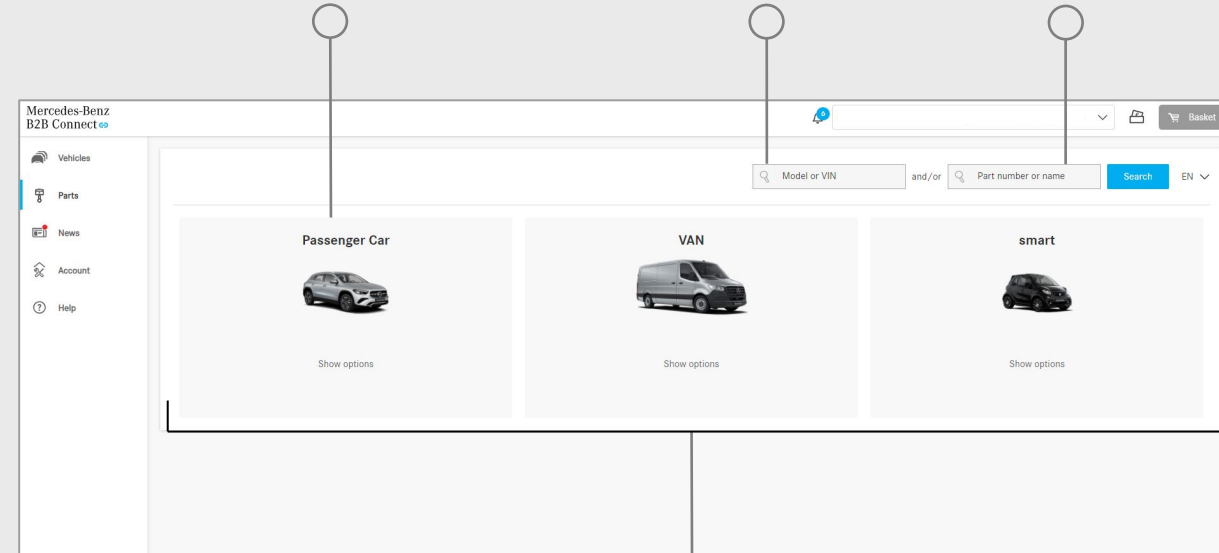
Search via the Parts Section

There are various ways to search the parts:

By vehicle model and parts categories

Input VIN to search for specific vehicle parts

Search by part number



Access to Van, Car and smart parts catalogues and other information is determined by the access requested during B2B Connect set-up.

Parts prices and recommendations.

Pos.	Part number	Information	NP/LP (€)	Qty.
10	A 240 460 45 01	STEERING GEAR Complete XWIS documents View replacements Part options Included in packages Footnote Code: -213;	1	1

Authorised Repairer Site ▼ 🛒 Basket (3 items)
Hide/Show net prices

The **wallet** icon at the top of the page will either hide or show the net price.

These will be determined by your selected Mercedes-Benz Partner, based upon discount terms they have set and any campaigns.

Click on the **Basket** button to view all parts added to the basket and submit your order.

The below options may be available within the parts catalogue; however, this is dependent on the vehicle and part.

[XWIS documents](#)

Access to any relevant technical documents*

[View replacements](#)

View any previously applied part numbers.

[Part options](#)

Alternative parts options such as Reman parts.

[Included in packages](#)

Additional parts that are often ordered together for a vehicle.

[Footnote](#)

Extra information on the part.

[Code: -213;](#)

View the vehicle SA codes without going to the data card.

Click on the **check for faster availability** for stock information at other Mercedes-Benz Partners linked with your account.

All parts information, including pricing and diagrams are for illustration purposes only.

View and order parts in your basket.

Basket for parts (29) Print selected parts Remove all items Total incl. VAT: ^

You can find and purchase required parts either based on the VIN of the respective customer vehicle or via the model selection. Alternatively, you can import our template in .XLSX format (Microsoft Excel) filled out by you to add it to your shopping basket.

Add part via number Import parts list
[Download .XLSX template](#)

There is the option to print basket, remove all parts or select specific parts for deletion too.

A list of parts can be imported directly into the basket by downloading and uploading the populated template.

Search via part number and add parts to order from within the basket.

Mercedes-Benz B2B Connect Authorised Repairer Site Basket (275 items)

<input checked="" type="checkbox"/>	POSITION SENSOR A 642 905 00 00	20	List price Discount (15 %) Net price	41.5 € -6.2 € 35.3 €	1	- 1 +	<input type="checkbox"/>	35.3 €
<input checked="" type="checkbox"/>	HEXAGON HEAD BOLT N910105 008014	20	List price Discount (15 %) Net price	1.4 € -0.2 € 1.2 €	8	- 8 +	<input type="checkbox"/>	9.5 €
Sold by: VSP Auto, s.r.o., Domažlická 1067/168a, Pízeň 31800 Customer ID: 6875								
<input checked="" type="checkbox"/>	ŠROUB N000000 003648	20	List price Discount (5 %) Net price	36.3 CZK -1.8 CZK 34.5 CZK	3	- 3 +	<input type="checkbox"/>	103.5 CZK

The list price, discount and net price will be shown for all parts within your basket.

View the Mercedes-Benz Partner for each part and a total sum per site.

View and edit the quantity per part or remove from basket.

All parts information, including pricing and diagrams are for illustration purposes only.

Parts and application orders all in one basket.

B2B Connect can be used to order parts as well as purchase applications such as diagnosis products, digital products and equipment.

Each basket category will be processed as a separate transaction and cannot be combined as a total.

Shopping baskets

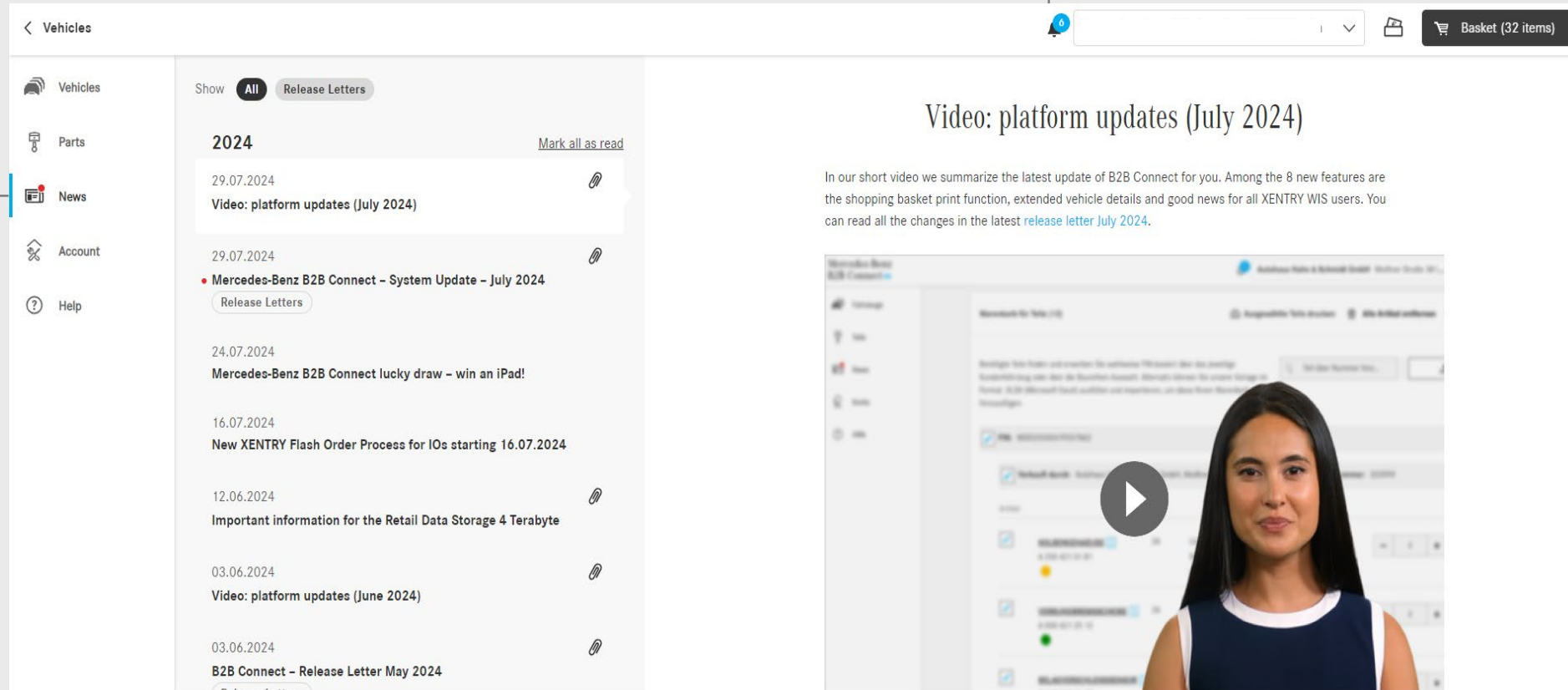
 **Please note:** The different shopping baskets have to be purchased separately. All baskets total, incl. VAT -

Basket for parts (0)	Total incl. VAT:- € ▾
Basket for diagnosis products (0)	Total incl. VAT:- ▾
Basket for digital products (0)	Total incl. VAT:- ▾
Basket for equipment (0)	Total incl. VAT:- ▾

All baskets are accessible via the **Basket** button located in the top right of the B2B Connect website.

Stay in touch with important updates and messages.

The number icon will let you know how many new notifications and unread updates you have.



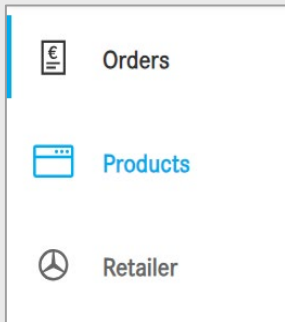
You can access any updates, along with attachments via the **News** section located in your side bar.



You will not be able to reply directly to the communications shared here. If you have any questions, please contact your Mercedes-Benz Partner.

Organisation and user account details.

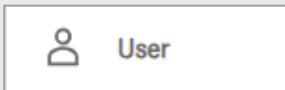
All user and organisational data will be visible in this section, including:



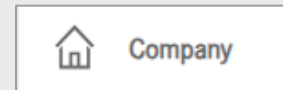
Any open orders will be displayed here.

View all product licenses you have already purchased, as well as further applications available to purchase too.

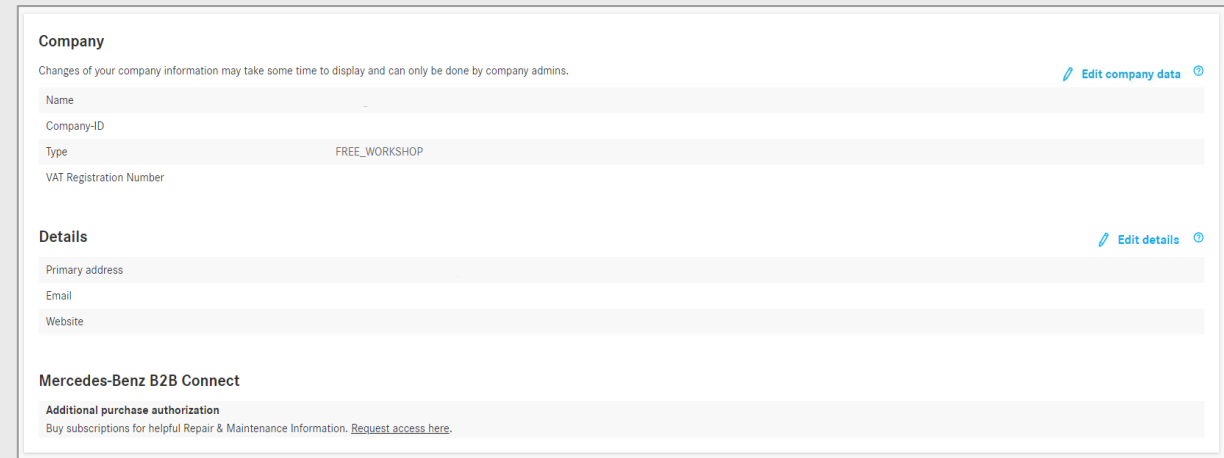
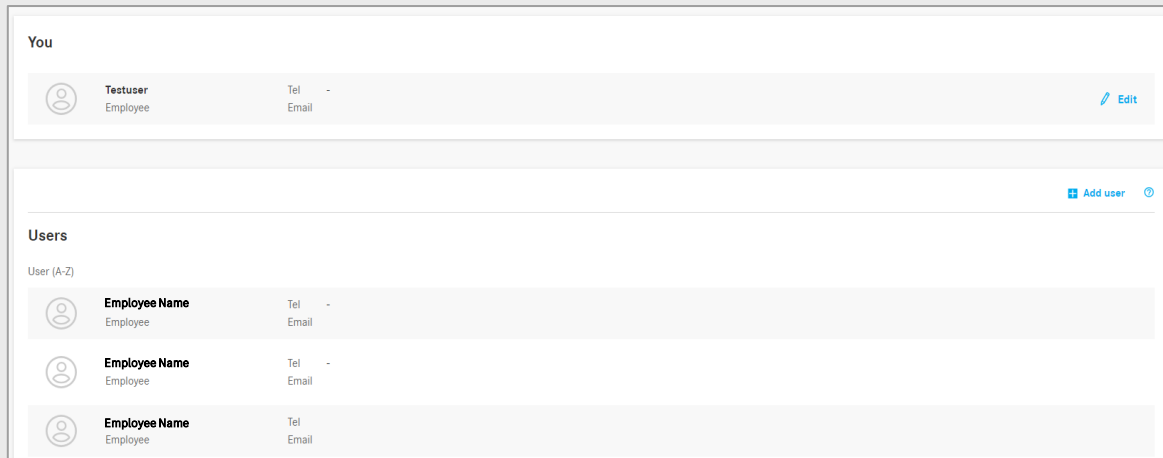
All Retailers that you are currently linked to will appear in this location. You will be able to access general information for this Retailer here too.



User information for yourself and any other users within your organisation will be displayed, with the option to add or remove.



Your company information will be displayed here. This can be amended by company administrators only.



Help is never far away.

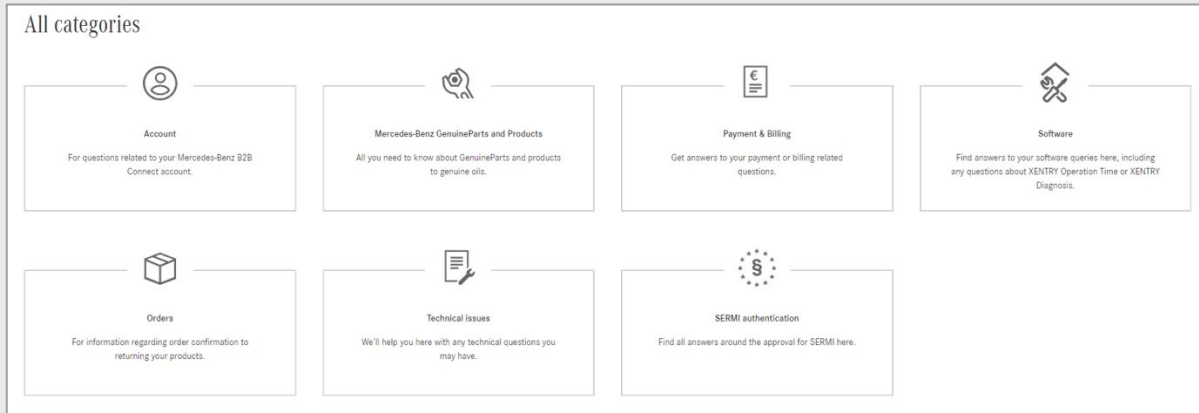
The help sections are available via your side bar or via the menu at the top of the page.

The *Need Help?* at the top of the page will open a more extensive help function,

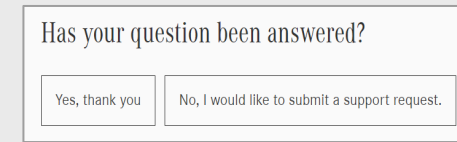
Alternatively, you can enter a search term here and results from all B2B Connect content will be shown.

The screenshot displays the Mercedes-Benz B2B Connect website interface. At the top, there is a navigation bar with the Mercedes-Benz logo, the text 'Mercedes-Benz B2B Connect', and a search bar. Below the navigation bar, there is a sidebar on the left with menu items: Vehicles, Parts, News, Account, and Help. The 'Help' item is highlighted with a blue bar. The main content area features a 'Selected retailer' section with a link to 'All retailers'. Below this is a 'Most frequent topics' section with a link to 'More help'. The topics listed are: 'Does a switch to B2B Connect incur expenses?' (Account), 'How can I change or reset my password?' (Account), 'How can I get access rights to the DSB system?' (Software), 'I cannot start XENTRY WIS/XOT' (Software), 'Is the XENTRY Pass Thru EU also available to companies outside the EU?' (Software), and 'Who can help me with questions concerning parts, products and software?' (Mercedes-Benz GenuineParts and Products). Each topic has a dropdown arrow on the right.

Personalised support is also available to you.

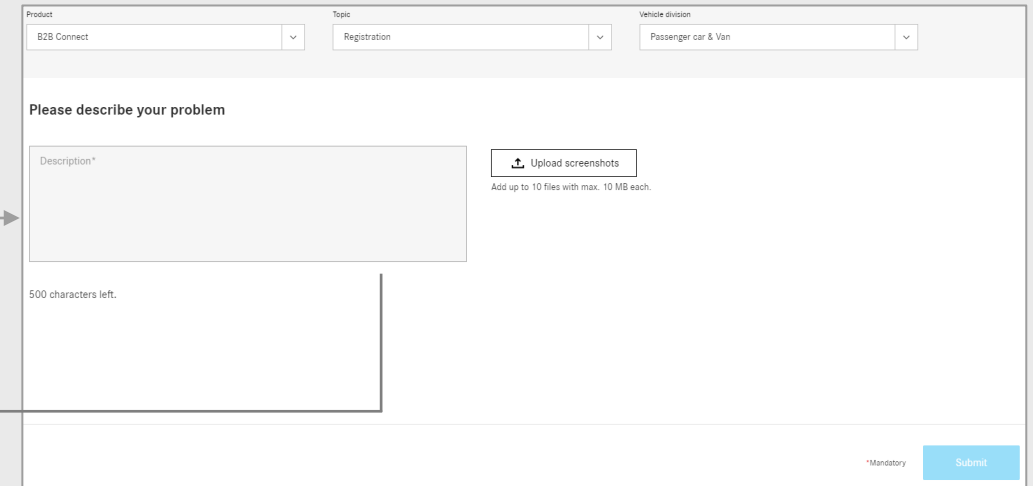
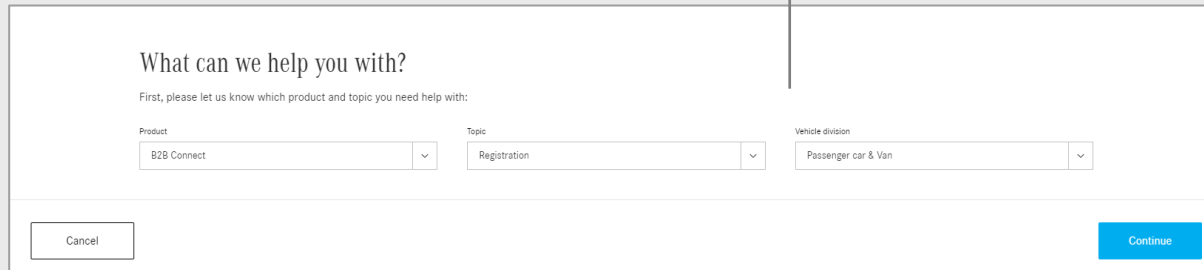


Clicking on any of the support categories will open a list of frequently asked questions, however if your query is not present you have the option to raise a B2B Connect ticket.



You can do this by answering *No, I would like to submit a support request* to the question at the bottom of the page.

1. Select the product, topic and vehicle division.



2. Include a description of the assistance required, as well as any attachments too.

✉ The dedicated B2B Connect support team at Mercedes-Benz will communicate directly with you following the ticket being raised.

B2B Connect advantages at a glance.

1

Order Mercedes-Benz Van GenuineParts around the clock at any time that suits you.

2

Access to the entire range of Mercedes-Benz Van GenuineParts catalogue and Genuine Remanufactured Parts.

3

View detailed information for the vehicles that you are working on and save to your account for future use.

4

Navigate applications and order parts without having to input vehicle details every time.

5

Gain access to a range of Mercedes-Benz applications to support your workshop.

6

Keep up to date with current promotions made available to you from your Mercedes-Benz Partner.

7

Enjoy news and information directly from Mercedes-Benz.

8

B2B Connect is free to register and use courtesy of Mercedes-Benz.



B2B Connect hosts even more information and applications.

As well as online parts ordering, you can also access Mercedes-Benz applications, tools and information on the B2B Connect platform.

For more information, please go to the *Product Information* section.

Repair & Maintenance Software	Workshop Information System (XENTRY WIS) XENTRY Operation Time (XOT) XENTRY Parts Information Repair cases (XENTRY TIPS) Digital Service Booklet (DSB) Periodic Technical Inspection (PTI) Remote Maintenance Support (RMS) API
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Tools	Workshop Equipment XENTRY Diagnostic Systems XENTRY Flash / Diagnostic user rights XENTRY Scope XENTRY Update Service and Retail Data Storage XENTRY Accessories
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Parts Information	Mercedes-Benz Parts Portfolio Chemical Products & Car Care Mercedes-Benz Genuine Remanufactured Parts Mercedes-Benz Genuine Engine Oils Mercedes-Benz Genuine Tyres and Wheels
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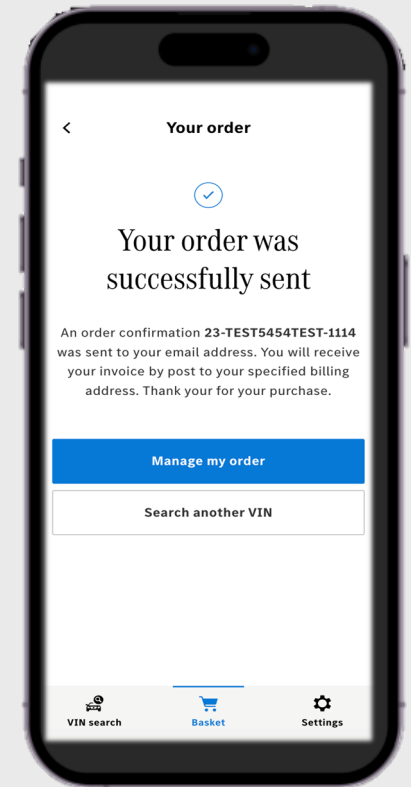
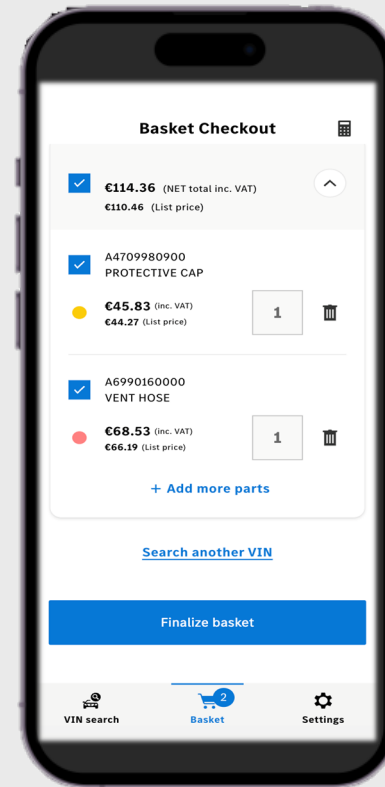
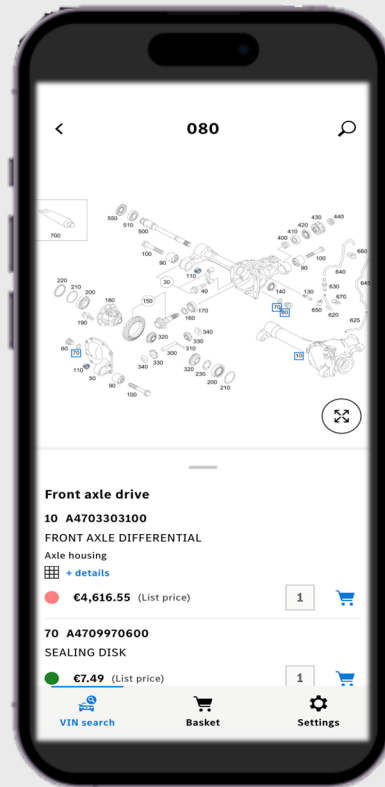
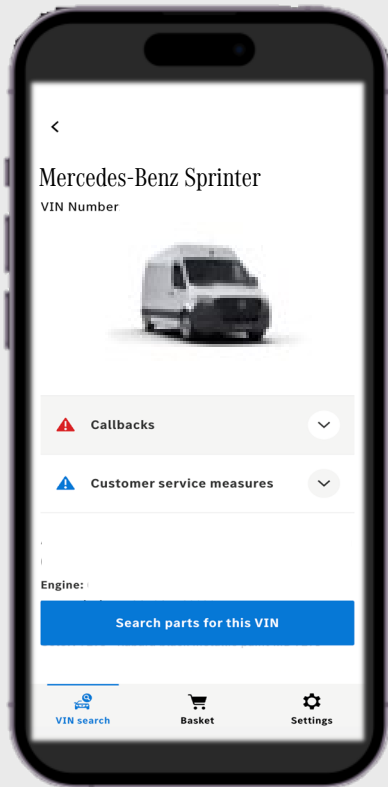
Diagnosis	XENTRY Diagnosis Lite XENTRY Pass Thru EU Remote Diagnostic Support (RDS) API
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Mobile Apps	XENTRY Remote Diagnosis XENTRY Tips Mobile
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Coming Soon - B2B Connect App

The new B2B Connect app will be coming soon, providing the ability to use your smartphone camera to scan the VIN and identify the parts required specific for that vehicle.

The B2B Connect app will focus solely on online parts ordering and will be accessible via your phone's web browser.



B2B Connect – Frequently Asked Questions

When will Mercedes-Benz WebParts be discontinued and replaced by Mercedes-Benz B2B Connect?

Mercedes-Benz WebParts is available until 21.10.2024. From 22.10.2024, online parts ordering will only be available on B2B Connect.

My account has been deactivated; how can I reactivate it?

If you haven't used the program for more than 180 days, your account will be deactivated. To reactive your account, you will need to raise a B2B Connect support ticket. To do so, click on 'Need Help?' at the top of the page, this is accessible even when not logged in. You can raise a ticket as per the instructions on page 13.

The parts catalogue has been reorganised, the paths to the picture panels are different. Why is that?

This new layout is intended to make it easier for you to find the parts you are looking for, even without prior knowledge of Mercedes-Benz.

Can I continue to use my parts templates from Mercedes-Benz WebParts?

You cannot use your old parts templates from WebParts, however you can create new ones in B2B Connect. The template can be downloaded from your parts basket, and uploaded into your basket again once complete.

How can I view application pricing, and order RMI or diagnosis products?

To view applications available for purchase, along with information and pricing, you must request Xentry shop access. Once this access request has been approved, you can order applications on B2B Connect.

Can I access my stored vehicles from Mercedes-Benz WebParts on B2B Connect saved vehicles?

Yes, the list of stored vehicles will automatically transfer from WebParts to B2B Connect from the end of September 2024.