

# Service Card Portal

Registration for Workshops

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## Imprint

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[www.servicecards.daimlertruck.com](http://www.servicecards.daimlertruck.com)

## 1. The Service Card Portal

The Service Card Portal is the online platform for processing workshop cards. In addition, workshop personnel can find all the important information for carrying out card-related processing processes. The Service Card Portal is an application that Daimler Truck Service Cards GmbH & Co. KG makes available to all Mercedes-Benz Trucks and Daimler Buses workshops.

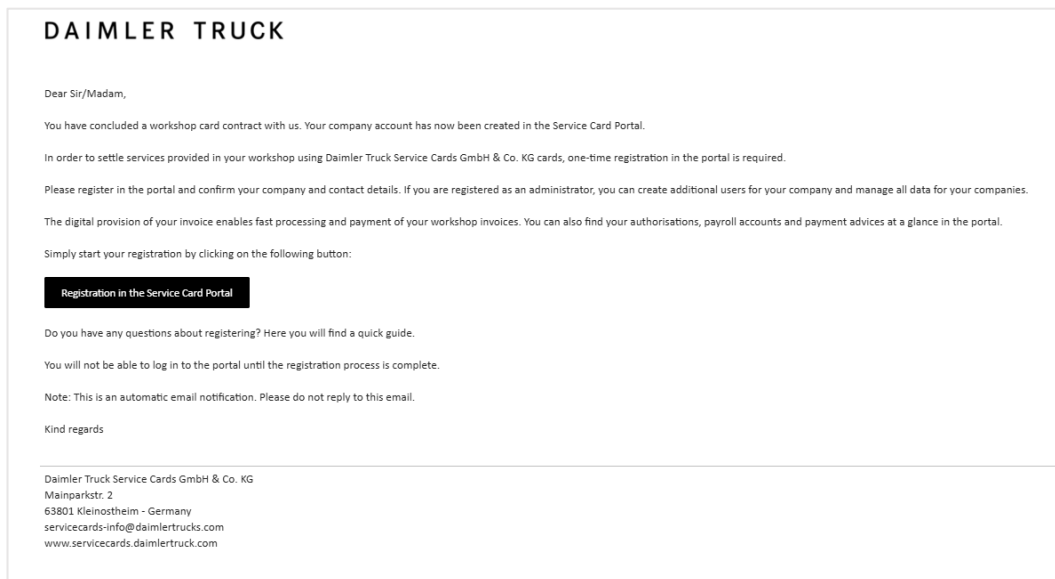
In order to use the portal, dealers must register online with Daimler Truck Service Cards GmbH & Co. KG as an acceptance partner.

Authorised dealers who have registered to use the portal can perform the following functions:

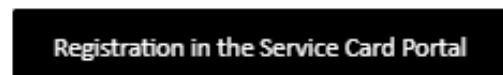
- Obtain guarantee of payment for the performance of workshop work and parts sales ("authorisation").
- Retrieve important, customer-specific billing information before invoicing.
- Send invoice data and the invoice document electronically.
- Send credit notes electronically.
- Perform upstream verification of invoices.
- Initiate master data changes.

## 2. Registration

You will receive the following e-mail from Daimler Truck Service Cards as an invitation to register in the Service Card Portal. The e-mail recipient (e-mail address) is maintained in your account as an administrator and has the right to administer your service operation in the Service Card Portal and to create additional users.



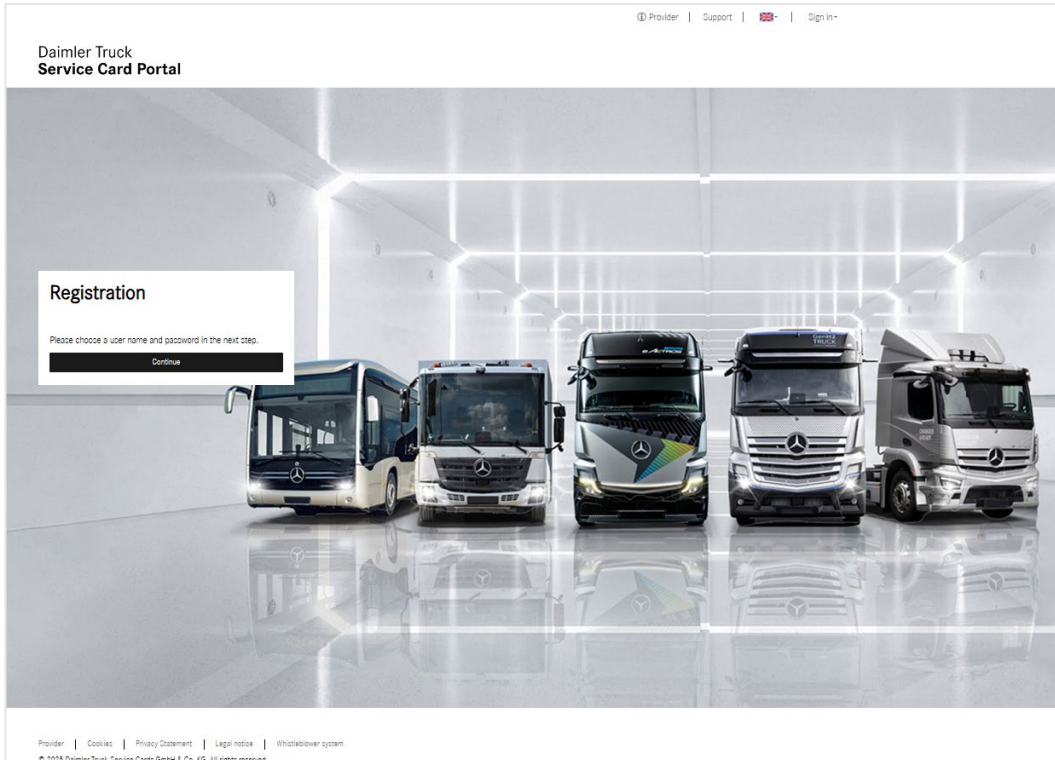
Please start the registration process by clicking on the [Registration in the Service Card Portal] button.



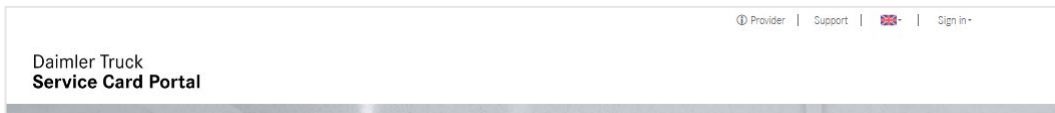
In the next step, a browser and a window open to complete the registration.

# DAIMLER TRUCK

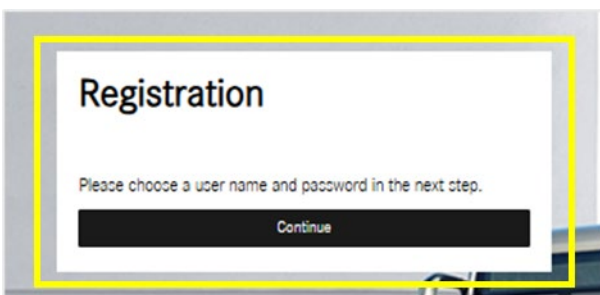
Daimler Truck Service Cards  
GmbH & Co. KG



Select the desired language by selecting the corresponding country flag in the header navigation at the top right.



Please click the [Continue] button.



Assign yourself a user name and password and complete your portal registration [Complete registration].

Provider | Support | UK | Sign in

## Daimler Truck Service Card Portal

### Register in the Service Card Portal

Please choose a user name and a password to log in to the Service Card Portal in future. The user name cannot be changed at a later date.

\* User name

\* Password ⓘ

\* Confirm password

[Complete registration](#)

Already have a user account? [Log in.](#)

ⓘ The password must consist of at least 8 characters with numbers, upper case letters, lower case letters and special characters.

Provider | Cookies | Privacy Statement | Legal notice | Whistleblower system  
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Please do not use e-mail addresses as user names.

Your password must consist of 8 characters with at least one number, one uppercase letter, one lowercase letter and one special character.

Your “PROFILE” then opens, where you can edit your user data such as name, telephone number and language.

Finally, confirm with the [Update] button.

The screenshot shows the 'Profile' page of the Daimler Truck Service Card Portal. At the top right, there are links for 'Provider', 'Support', a language selector (German), and the user name 'John Doe'. Below the header, there are navigation tabs: 'Authorizations', 'Statements', 'Commission', 'Remittance Advice', and 'Administration'. The main heading is 'Daimler Truck Service Card Portal'. Underneath, it says 'Service Card Portal > Profile'. The 'Profile' section features a user profile card with a placeholder icon and the name 'John Doe'. To the right, under 'Your information', there is a form with the following fields: 'User Name' (Werkstatt01), 'First Name \*' (John), 'Last Name \*' (Doe), 'Business Phone' (Provide a telephone number), 'Title' (empty), 'Preferred language \*' (German), 'Email' (werkstatt01), and 'Company Name' (Autohaus). A 'Change password' button is located under the 'Security' section. An 'Update' button is at the bottom of the form.

You can always change your password in your PROFILE.  
To do so, please click on the [Change password] button.

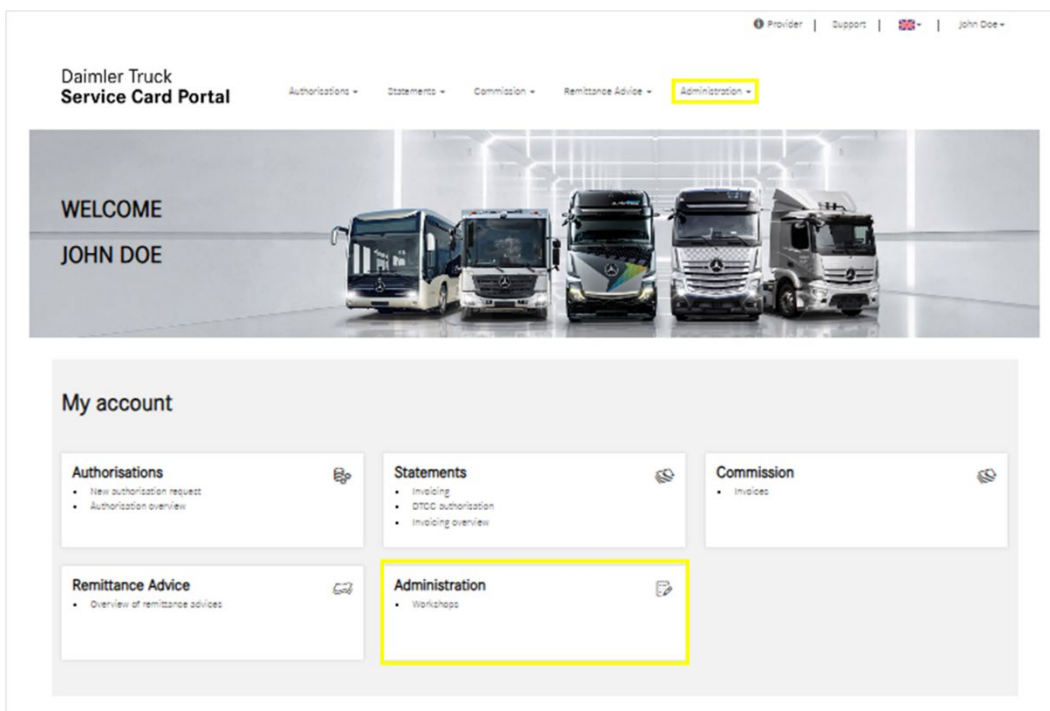
This is a close-up screenshot of the 'Profile' page. It shows the 'Profile' heading and the user name 'John Doe'. Below that, the 'Security' section is visible, and the 'Change password' button is highlighted with a yellow rectangular box.

## 3. Administration

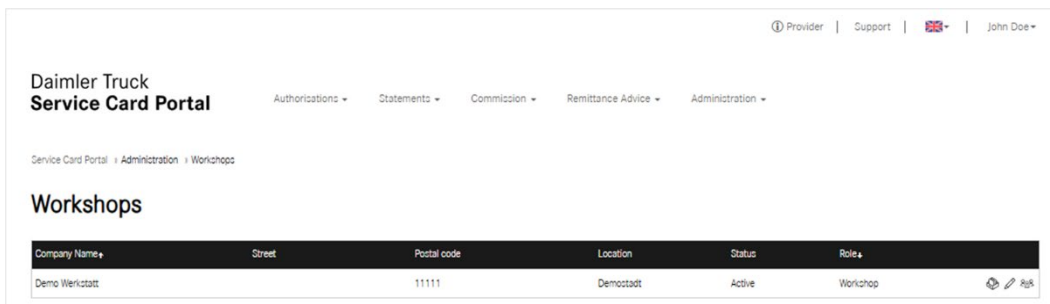
### 1.1 Account and user management

In accordance with the General Terms and Conditions for the use of the Service Card Portal, account and user administration is the task of the system manager (administrator) of a dealership. They are also the first point of contact for all questions from users and receive all information about the Service Card Portal, primarily by e-mail.


The function is called up in the main menu via the menu item [Administration] - [Company].

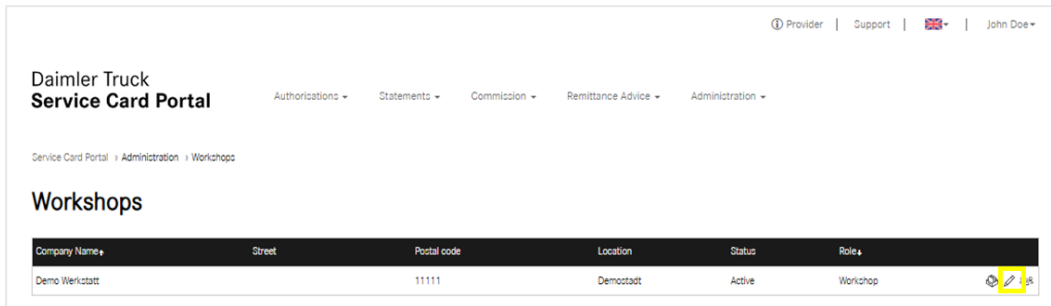


An overview of your own dealership is initially shown in the account and user administration.




## 1.2 Manage your own dealership

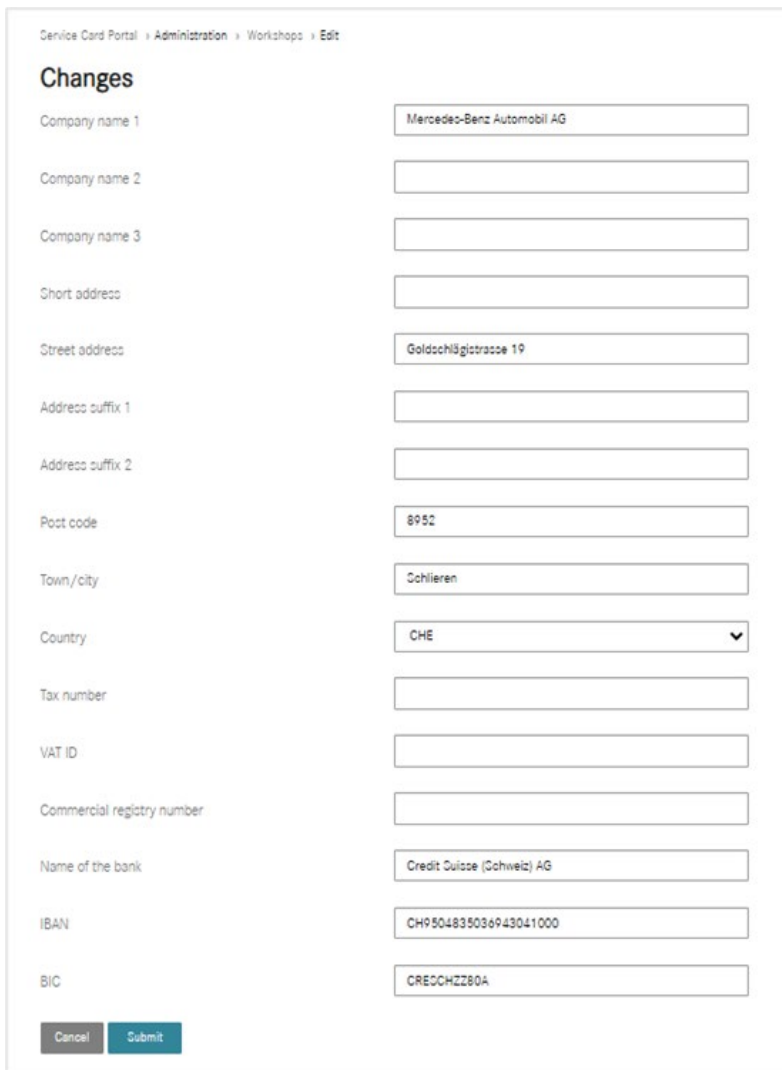
To manage your company data, please click  on the [Edit] icon.



The screenshot shows the 'Daimler Truck Service Card Portal' interface. At the top right, there are links for 'Provider', 'Support', a language selector (English), and a user profile 'John Doe'. Below the header, there are navigation tabs: 'Authorizations', 'Statements', 'Commission', 'Remittance Advice', and 'Administration'. The breadcrumb trail is 'Service Card Portal > Administration > Workshops'. The main heading is 'Workshops'. Below it is a table with the following data:

Company Name	Street	Postal code	Location	Status	Role	
Demo Werkstatt		11111	Demotadt	Active	Workshop	

Please confirm the change to your company data with [Submit].




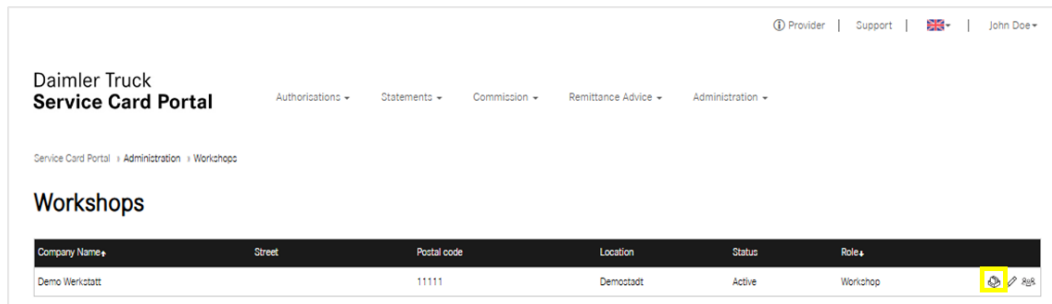
The screenshot shows the 'Changes' form for editing company data. The breadcrumb trail is 'Service Card Portal > Administration > Workshops > Edit'. The form contains the following fields:

- Company name 1: Mercedes-Benz Automobil AG
- Company name 2: (empty)
- Company name 3: (empty)
- Short address: (empty)
- Street address: Goldschlöglistrasse 19
- Address suffix 1: (empty)
- Address suffix 2: (empty)
- Post code: 8952
- Town/city: Schlieren
- Country: CHE (dropdown menu)
- Tax number: (empty)
- VAT ID: (empty)
- Commercial registry number: (empty)
- Name of the bank: Credit Suisse (Schweiz) AG
- IBAN: CH9504835036943041000
- BIC: CRECCH2280A

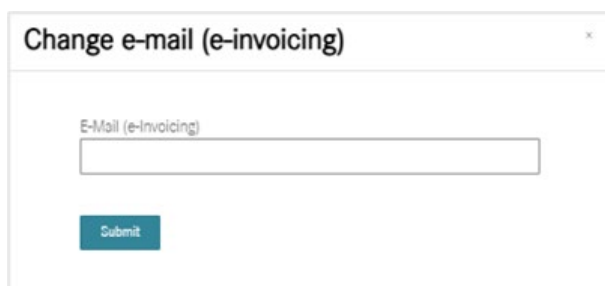
At the bottom left, there are two buttons: 'Cancel' and 'Submit'.

If necessary, you can change the e-mail address for e-invoicing. All messages you receive in connection with a workshop card statement will be sent to this e-mail address. This may include payment reminders and dunning notices.


If you want to change the e-mail address for e-invoicing, please click on this icon .

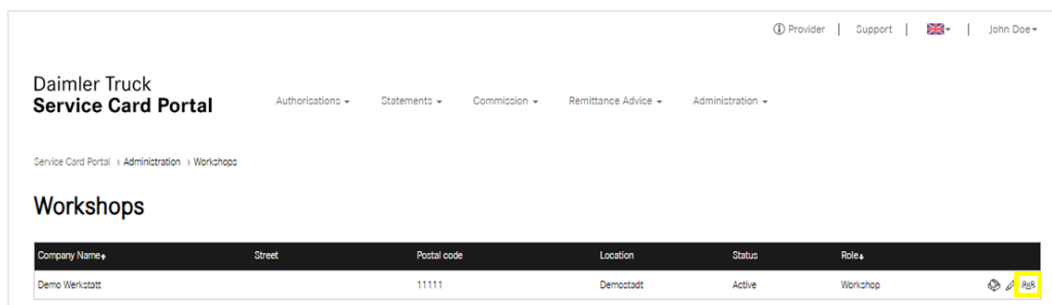


In the following pop-up window, you can enter the desired new e-mail address for sending the invoice and confirm with the [Submit] button.



## 1.3 Manage Users

To manage new and existing users, click the  [User management] icon.



In the following screen, you can edit new [+ add users] or existing users.

First name	Last name	Email	Sign-in enabled
John	Doe	werk@statt.statt	Yes
Nutzer	Testsystem	info@test.de	No
Werkstatt	02	Werkstatt02@werk.statt	Yes

Please pay particular attention to the correct spelling of the e-mail address when creating new users, as the new user will receive a registration link by e-mail.

**Create**

First Name \*

Last Name \*

Preferred Language \*

Email \*

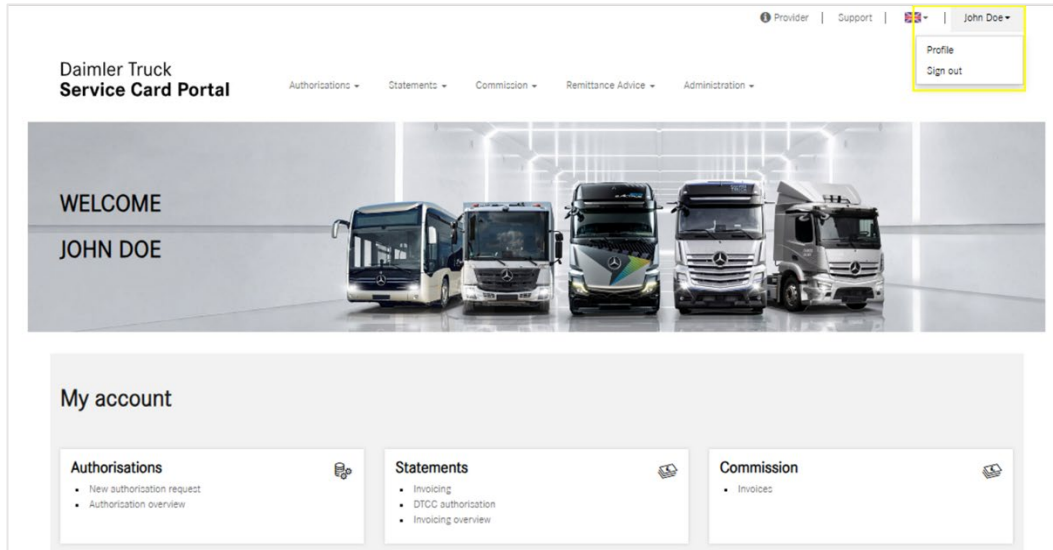
As soon as the new user has registered via the link and successfully logged in, this will also be shown to you in the users administration: ✓

First name	Last name	Email	Sign-in enabled
John	Doe	werk@statt.statt	Yes
Nutzer	Testsystem	info@test.de	No ✓
Werkstatt	02	Werkstatt02@werk.statt	Yes

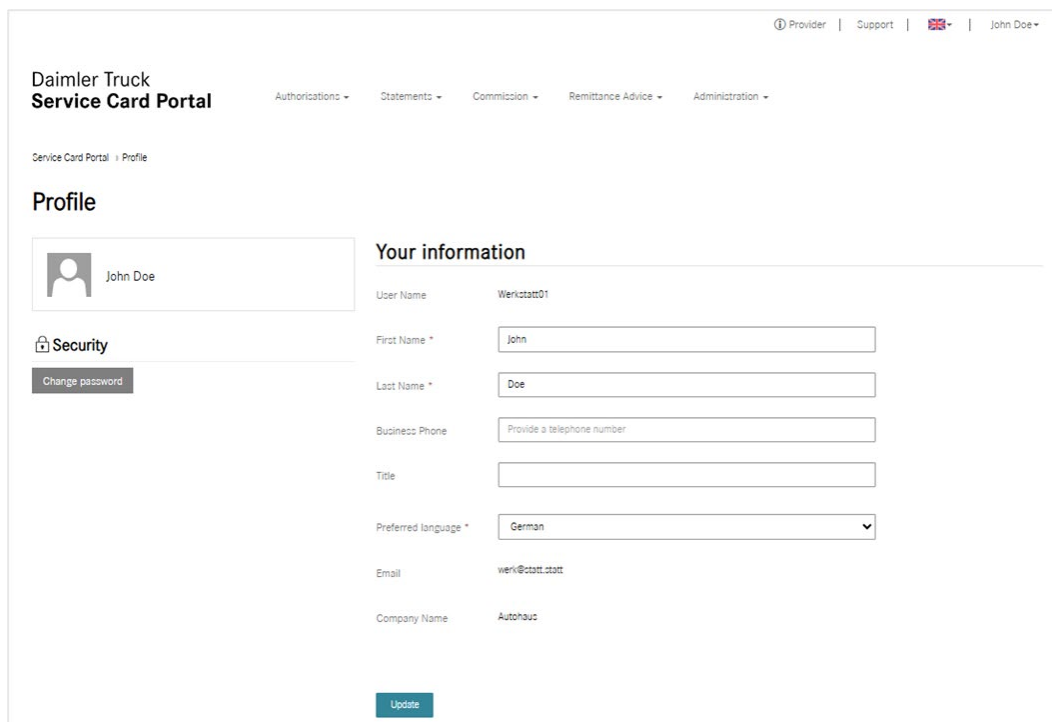
You can revoke portal access by clicking on the icon ✗.

## 4. Manage profile

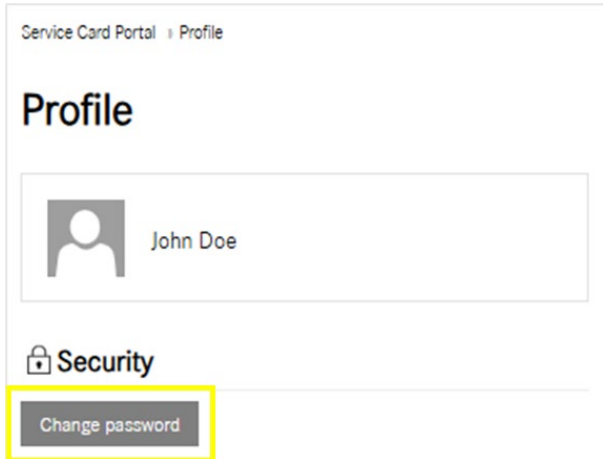
You can access your individual user profile via your name in the preheader by clicking on [Profile].



In the next step, you can edit your user data such as name, telephone number and preferred language in PROFILE. The changes are only accepted bindingly by clicking [Update].



In the left area, you can also use the [Change password] button to change your password.



In the following window, you can change your password and confirm it by clicking on the blue button.

