



Daimler Truck Service Cards
GmbH & Co. KG

SERVICE CARD PORTAL

Registration for Mercedes-Benz Trucks customers



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IMPRINT

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1. THE SERVICE CARD PORTAL

The Service Card Portal is an online platform that Daimler Truck Service Cards GmbH & Co. KG makes available to its workshop card customers as a self-service portal for card management and administration. Daimler Truck Service Cards customers are invited to use the portal.

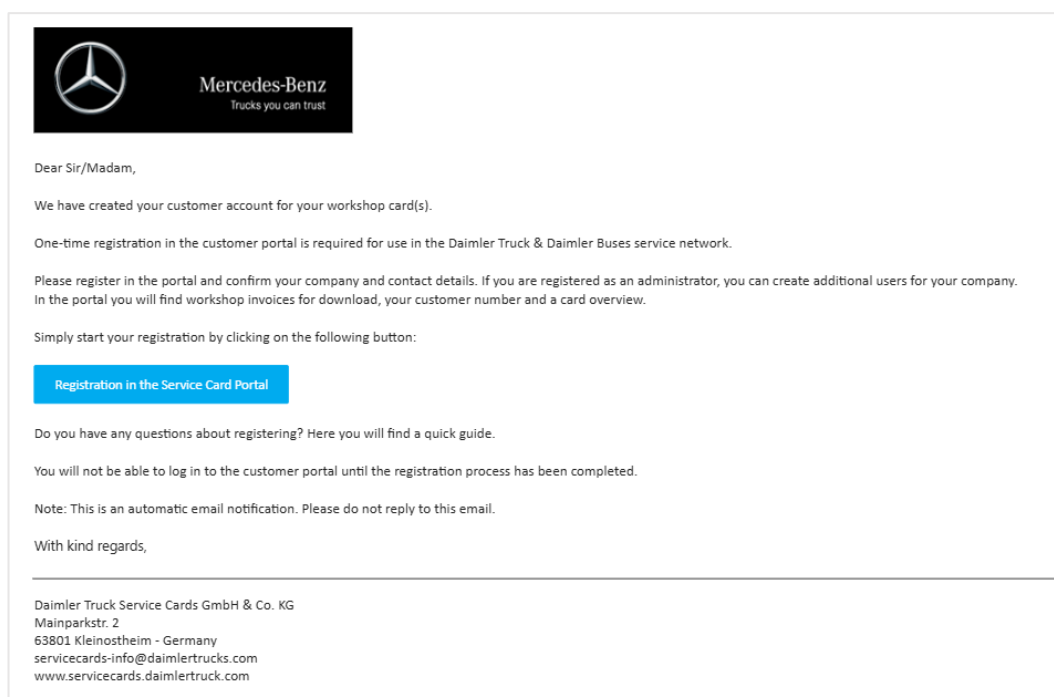
Following functions are available:

- View and download MSC statements and associated workshop invoices.
- View your current credit balance.
- Manage workshop card.
- View frequently asked questions.
- Contact with Daimler Truck Service Cards.
- Manage account and users.
- Initiate master data changes.



2. REGISTRATION

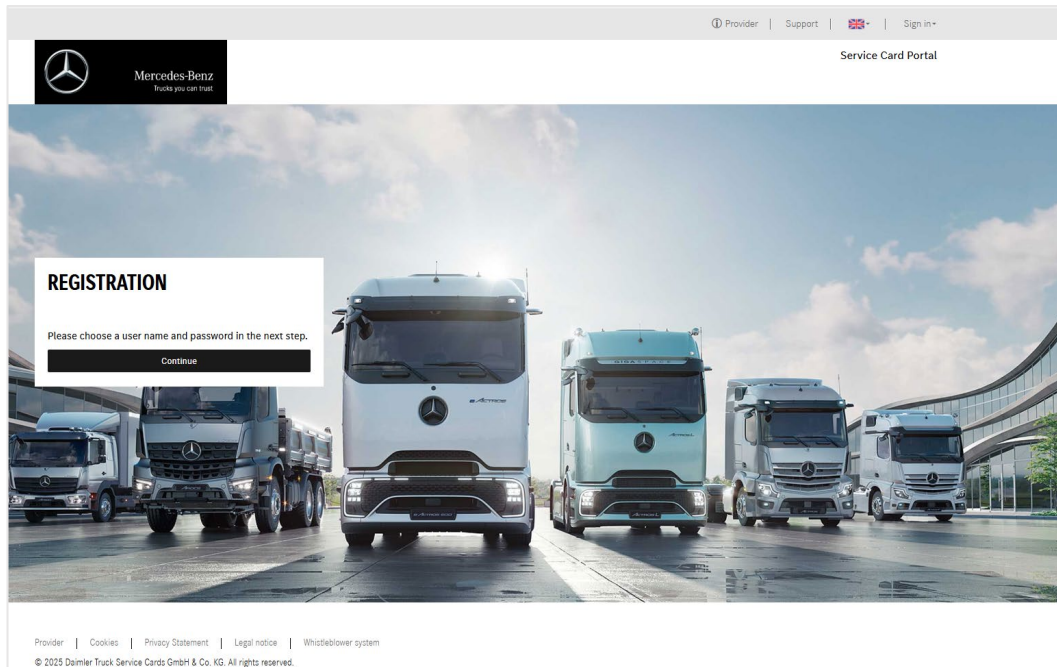
You will receive the following e-mail from Daimler Truck Service Cards as an invitation to register in the Service Card Portal. The e-mail recipient (e-mail address) is maintained in your account as an administrator and has the rights to administer your service operation in the Service Card Portal and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



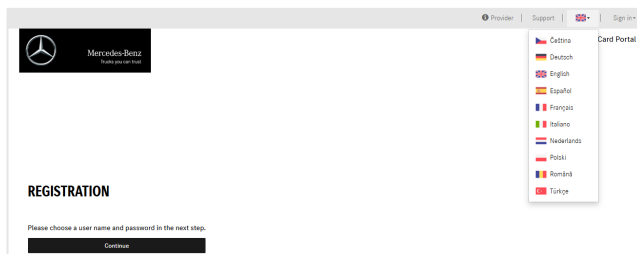
Please start the registration process by clicking on the [Registration in the Service Card Portal] button.

[Registration in the Service Card Portal](#)

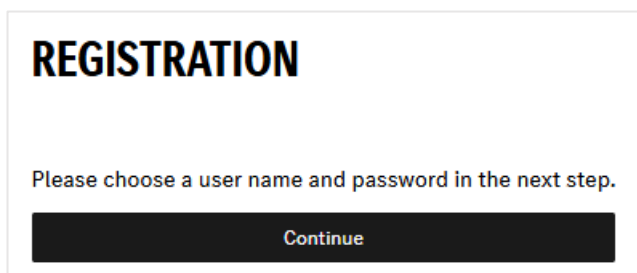
In the next step, a browser and a window open to complete the registration.



Choose the desired language by selecting the corresponding country flag in the header navigation.



Please click the [Continue] button afterwards





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

Provider | Support | | Sign in

Mercedes-Benz
Trucks you can trust

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.

Service Card Portal » Profile

Profile

John Doe

Security

Change password

Your information

User Name: Kunde01

First Name *: John

Last Name *: Doe

Business Phone: +491112223344

Title:

Preferred language *: German

Email: Kun@de01.de

Company Name: Customer xyz GmbH

Update

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

Service Card Portal » Profile

Profile

John Doe

Security

Change password

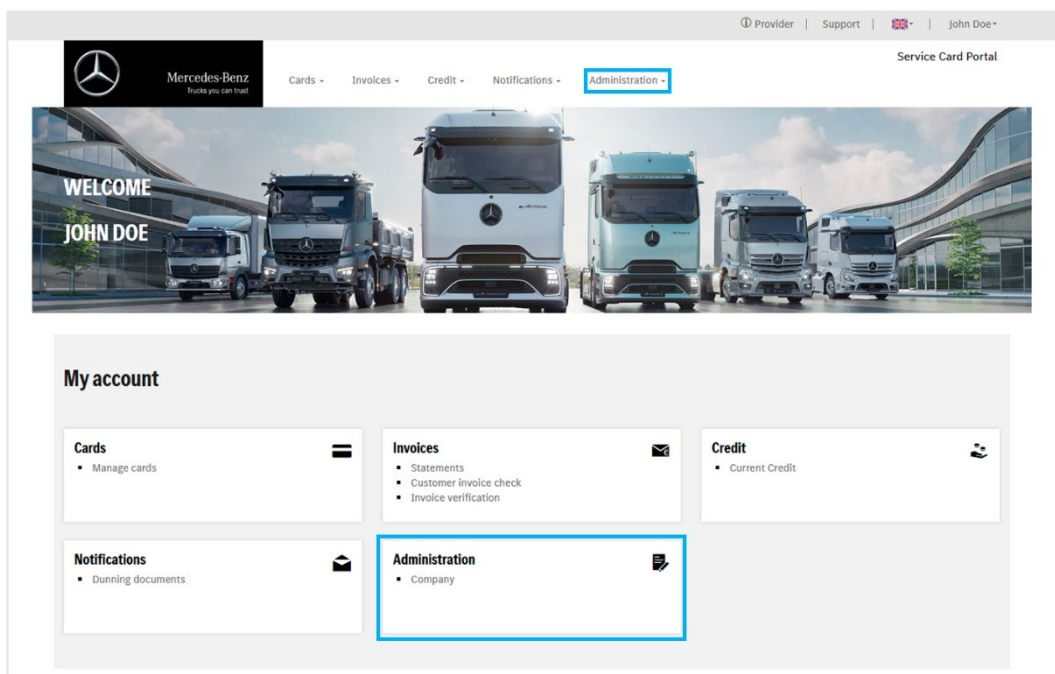


3. ADMINISTRATION

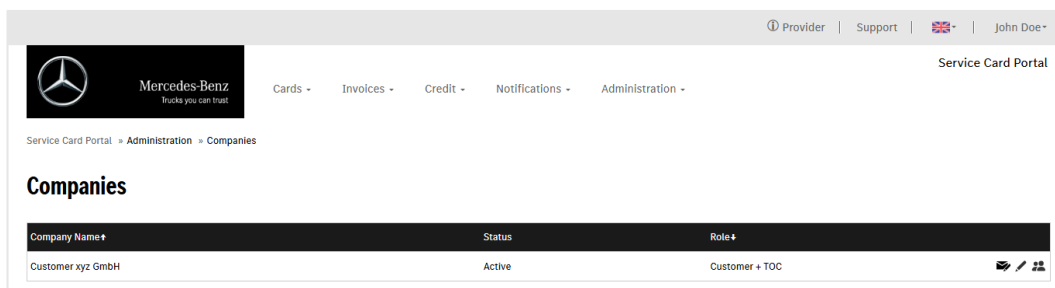
1.1 Account and user management

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].




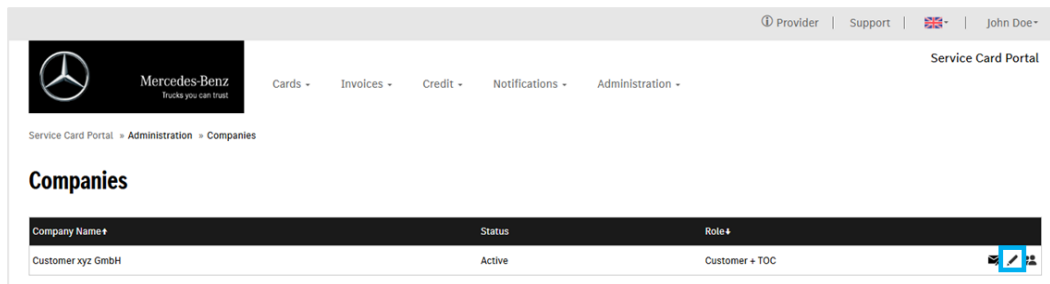
An overview of your own dealership is initially shown in the account and user administration.






1.2 Manage your own dealership

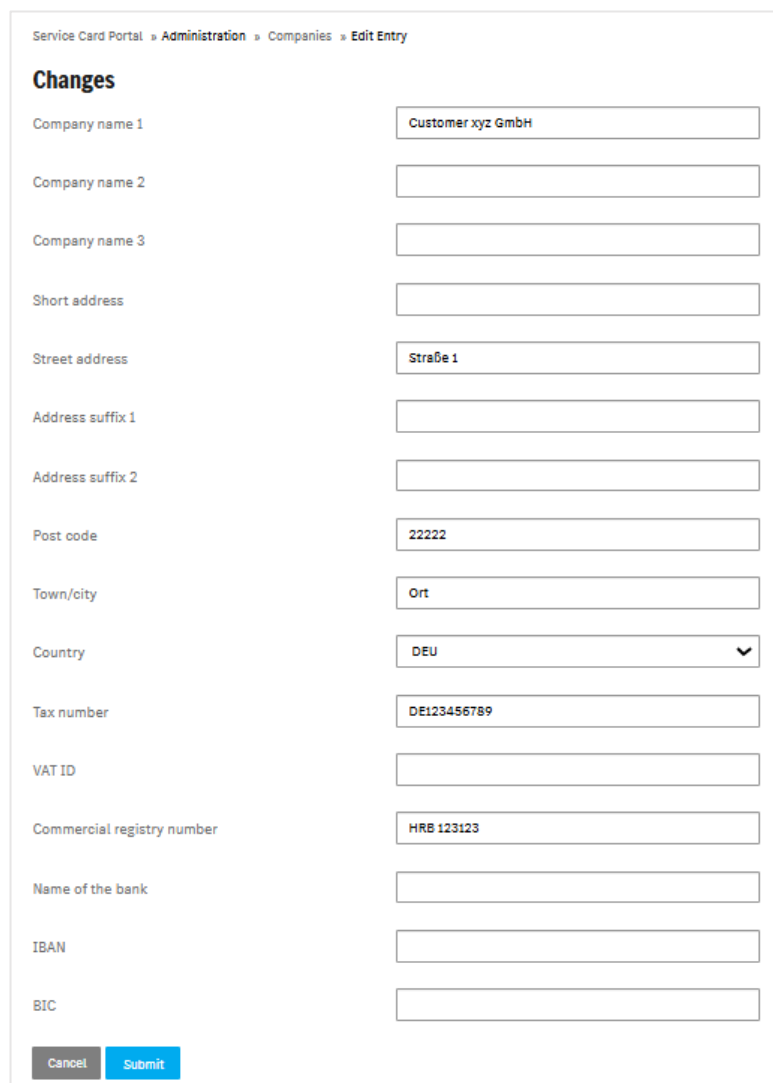
To manage your company data, please click  on the [Edit] icon.



The screenshot shows the 'Companies' page in the Service Card Portal. The breadcrumb trail is 'Service Card Portal > Administration > Companies'. The page title is 'Companies'. Below the title is a table with the following data:

Company Name	Status	Role	
Customer xyz GmbH	Active	Customer + TOC	

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




The screenshot shows the 'Edit Entry' page for a company. The breadcrumb trail is 'Service Card Portal > Administration > Companies > Edit Entry'. The page title is 'Changes'. The form contains the following fields:

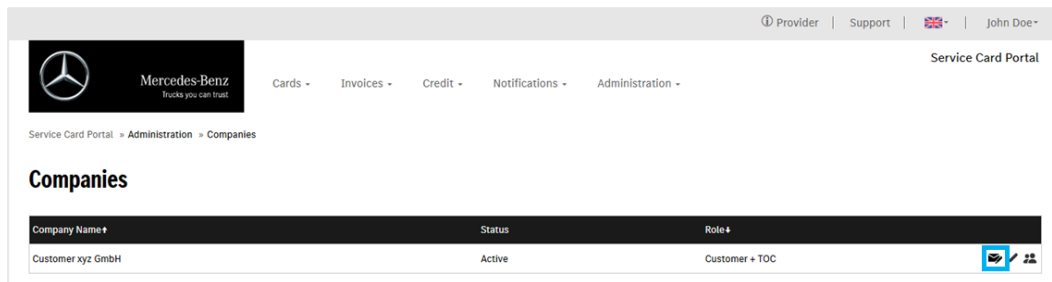
Company name 1	Customer xyz GmbH
Company name 2	
Company name 3	
Short address	
Street address	Straße 1
Address suffix 1	
Address suffix 2	
Post code	22222
Town/city	Ort
Country	DEU
Tax number	DE123456789
VAT ID	
Commercial registry number	HRB 123123
Name of the bank	
IBAN	
BIC	

At the bottom of the form 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 .




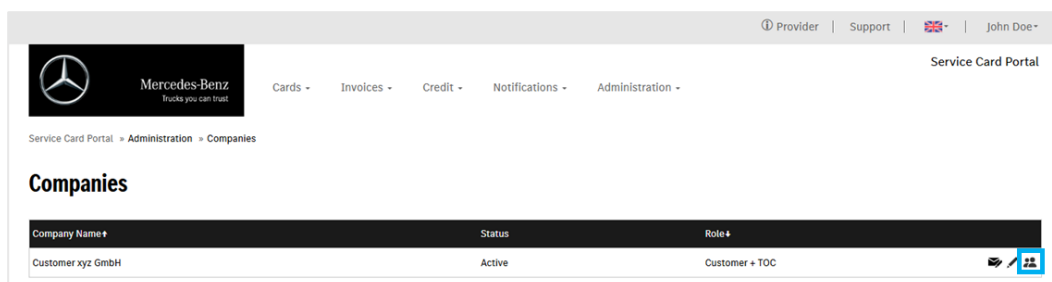
In the following pop-up window, you can enter the desired new e-mail address for sending the invoice and confirm with the [Submit] button.

Change e-mail (e-invoicing)

E-Mail (e-Invoicing)

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
Test	Redesign	test@test.org	Yes
John	Doe	Kun@de01.de	Yes
Berta	Benz	berta.benz@testuser.de	No

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:

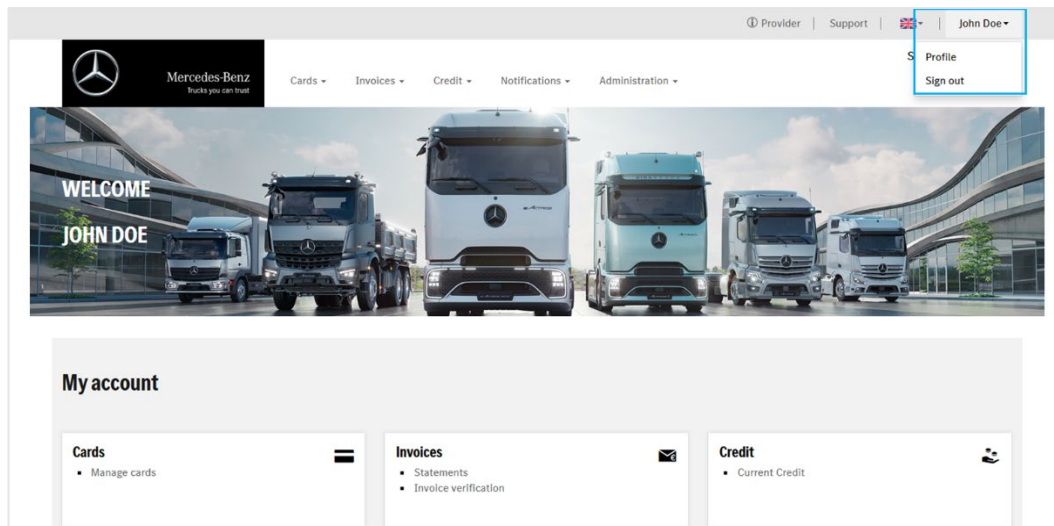
First name	Last name	Email	Sign-in enabled
Test	Redesign	test@test.org	Yes
John	Doe	Kun@de01.de	Yes
Berta	Benz	berta.benz@testuser.de	No

You can revoke portal access by clicking on the icon

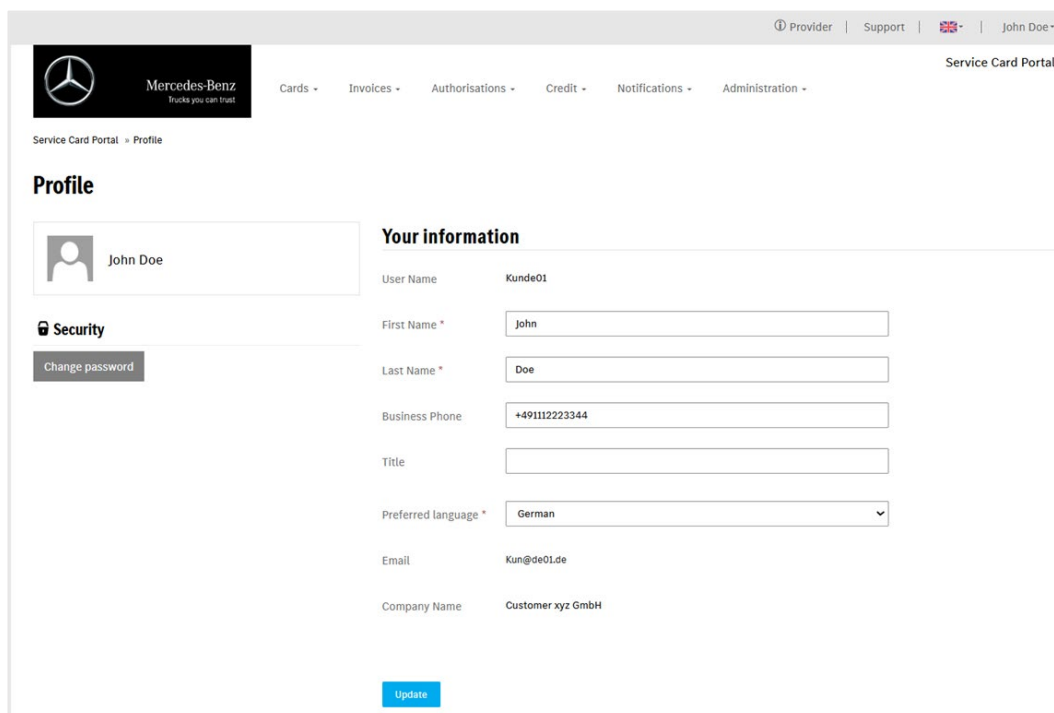


4. MANAGE PROFILE

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.

Service Card Portal » Profile


Profile

 John Doe

Security

[Change password](#)

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

Provider | Support |  | John Doe


Mercedes-Benz Trucks you can trust

Cards - Invoices - Credit - Notifications - Administration -

Service Card Portal

Service Card Portal » Change password

Change password

 John Doe

Profile

Security

User name: Kunde01

Old password*

New password*

Confirm password*

[Change password](#)