

# Mercedes-Benz



powered by



## mRoad Manual

### Contact

IBL Support

Mail: [ibl-support@mercedes-benz.com](mailto:ibl-support@mercedes-benz.com)

Phone: +49 (0)30 / 887 215 588

As of: March 2023

## Table of Contents

1	Working with the platform .....	3
1.1	Selecting the applications .....	3
2	mRoad –Administration .....	3
2.1	Smartphone registration (T035).....	3
2.1.1	Viewing previous data .....	3
2.1.2	Adding a new smartphone .....	5
2.2	Smartphone software download (036) .....	6
3	mRoad time slot reservation (T230) for area freight forwarders and direct relations .....	7
3.1.1	Reservation of sporadic time slots .....	8
3.1.2	Reservation of planned time slots .....	10
3.1.3	Changing the order of the unloading zones.....	11
3.1.4	Deleting the reserved time slots .....	13
3.1.5	The planning table .....	13
3.1.5.1	Time slots planned but not reserved .....	13
3.1.5.2	Reserved time slots .....	14
3.1.5.3	Expired time slots .....	14
3.2	Carriage-free time slot reservation (231) for carriage-free transport .....	14
3.3	The cover sheet.....	16
3.3.1	Status of cover sheet .....	17
3.3.2	Filling out the cover sheet.....	17
3.3.3	Saving or printing the cover sheet .....	18
4	Online help .....	19
4.1	Glossary .....	20
4.2	Frequently Asked Questions (FAQ) .....	24
5	Contacts for questions.....	25
5.1	Contacts for all Mercedes-Benz AG plants.....	25

## 1 Working with the platform

### 1.1 Selecting the applications

The IBL platform (inbound logistics) is an internet-based system that makes the logistical inbound data between Mercedes-Benz AG and its process partners transparent and checks it.

In the TM, freight forwarders can reserve time slots and enter data for their delivery cover sheets.

Data senders receive transparency with regard to the quality of the transport data. Incorrect data are displayed and can be corrected or recorded online.

You can access the TM in the application list on the start page of the supplier portal under "IBL".

<https://supplier-portal.mercedes-benz.com>

## 2 mRoad –Administration

### 2.1 Smartphone registration (T035)

Using the "Smartphone Registrierung" (Smartphone registration) function, previously registered smartphones can be viewed, deactivated or reactivated. New smartphones can also be registered here.

#### 2.1.1 Viewing previous data



1. Enter the carrier/supplier number.

2. Click the "Anzeigen" (Display) button to display the data.
3. Here the user can create/register new smartphones. An input screen appears when the user clicks on **Neues Smartphone anlegen** (Add new smartphone).



1. Smartphones already registered are displayed here.
2. A **red** field means that the smartphone has not yet been approved; a **green** field means that it has been approved by Mercedes-Benz AG.

Should there be no localization activated after approx. 2 days (green field), the DQM hotline must be notified.

Telephone: +49 (0)7031 / 90-7 73 39 or by email to: 050\_datenqualitaet@mercedes-benz.com

3. The user has the opportunity here to **activate** (green field) or **deactivate** (red field) the smartphone by clicking on the text.
4. Once smartphone registration has been performed successfully, a text message is sent automatically to the registered smartphone. If no text message is sent, the user can click on **Senden** (Send) and send another message to the smartphone.
5. Here, the user can register new smartphones directly. An input screen appears when the user clicks on **Neues Smartphone anlegen** (Add new smartphone).

## 2.1.2 Adding a new smartphone

Smartphone Neuanlage

Speicherort:  1

Telefonnummer:  2

Name:  3

Beschreibung:  4

Speichern 5

Zurück 6

Speicherort: 10112142  
Name: 9890 10112142 (98901)  
PLZ/Ort: 71832 Vaihingen  
Adresse: Vaihingenstraße 97A 8

©2020-2021 Daimler AG. Alle Rechte vorbehalten.

1. The displayed carrier address is taken from the user data stored in the portal. Changes to this address must therefore be made by the user directly in the portal.
2. Display of the carrier number
3. This is where the telephone number of the smartphone to be registered is entered.  
Entry example: telephone number +49 (0)179-1234567 entry: 491791234567
4. Any description can be entered here, for example the name of the smartphone operator.
5. Clicking on **Speichern** (Save) completes smartphone registration.
6. Clicking on **Zurück** (Back) returns the user to the **Smartphone Registrierung** (Smartphone registration) function.

## 2.2 Smartphone software download (036)



Software Type	Software Version	Description	Recommended Release	Software Download
Mobile	2.0.1	Service	✓	Download
Mobile	2.0	Service		Download
Mobile	2.0	Service		Download
Mobile	1.0	Service		Download
Mobile	1.0.0.007	Service		Download

1. The green **checkmark symbol** displays the recommended release for the smartphone.
2. By clicking on **Download** the software is downloaded to the smartphone.

### 3 mRoad time slot reservation (T230) for area freight forwarders and direct relations

Reservierung Zeitfenster

Werk  
 ①

Borderovorsatz  
 ②  ③

1. The Mercedes-Benz AG plant for which the time slot is to be reserved must be selected here.

**Note:** Time slot reservation is currently only possible for the Sindelfingen (050) and Rastatt (054) plants.

2. In the **Borderovorsatz** (bordereau prefix), the tour bordereau prefix for which the time slot is to be reserved is entered.
3. By clicking on **Aktualisieren** (Update), the planning table with all time slots planned and reserved for the previously selected bordereau prefix are called up.


Reservierung Zeitfenster

Werk:  Speditour: 33333345  
 Name: PSEUDO-SPEDITIONSNUMMER  
 Borderovorsatz:   PLZ/Ort: FUER  
 Strasse:

Datum	Do 27.5.2010	Fr. 28.5.2010	Sa 29.5.2010	Sa 30.5.2010	Mo 31.5.2010	Di 1.6.2010	Mi 2.6.2010
sporad. ZF							
06:30 - 06:40	78923673 0EB60, WDS, 46b, LLZ, 38B...						
06:30 - 07:15		78923857 0EB60, WDS, LLZ, 38B, 310			<input type="text" value=""/> 0EB60, WDS, LLZ, 38B, 310	<input type="text" value=""/> 0EB60, WDS, LLZ, 38B, 310	<input type="text" value=""/> 0EB60, WDS, LLZ, 38B, 310
07:10 - 07:15		<input type="text" value=""/> TQBS			<input type="text" value=""/> TQBS, 36, 15A	<input type="text" value=""/> TQBS, 36, 15A	<input type="text" value=""/> TQBS, 36, 15A
07:10 - 07:15					<input type="text" value=""/> TQBS	<input type="text" value=""/> TQBS	<input type="text" value=""/> TQBS
07:10 - 07:20		78923858 TQBS, 38B					

The user has the option here of reserving a sporadic or scheduled time slot for a bordereau prefix, as well as changing the order of unloading zones for time slots already reserved.

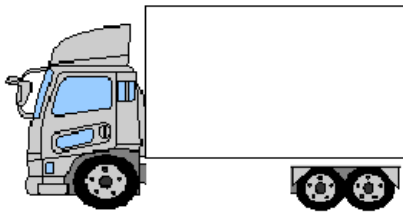
### 3.1.1 Reservation of sporadic time slots

By clicking on  (in the table header), a sporadic time slot can be reserved.

A new input screen is called up:

#### Entladezonenreihenfolge

Tag der Lieferung  **1**     
 Zeit von  :  **3**     
 Werk  **5**  
 Abladestelle  **2**      
 Zeit bis  :  **4**     
 Bordereauummer  **6**



EZ	Abladestellen	Löschen	Oben	Unten	Info

Overview of fields:

No	Field	Description	Content
01	Day of delivery	Date for which a sporadic time slot is requested	Already filled in
02	Unloading point	Unloading point that is to be used	Number of unloading point
03	Time from	Earliest required arrival time	hh:mm
04	Time to	Latest required arrival time	hh:mm
05	Plant	Plant for which the time slot is requested	Plant number, plant name already filled in
06	Bordereau number	Bordereau number for which the time slot is requested	Already filled in with the bordereau prefix (from planning board), the last four digits of the bordereau number must be added.

The following fields still need to be filled:



02: By entering the unloading point and then clicking on **Hinzufügen** (Add), the unloading point is added to the unloading list.

This step must be repeated for all unloading zones.

If the order of the unloading zones needs to be changed, please refer to Section 5.3.3.

03, 04: The requested period during which the truck should have its first time slot must be entered.

06: The last four digits must be added to the bordereau prefix number already entered.

### Entladezonenreihenfolge

**Tag der Lieferung**

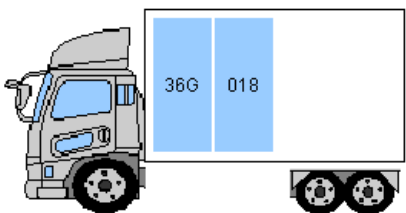
**Abladestelle**

**Zeit von**

**Zeit bis**

**Werk**

**Borderonummer**



EZ	Abladestellen	Löschen	Oben	Unten	Info
36G	356				
018	182				

By clicking on the arrows in the upper or lower column, the order of the unloading zones can be changed.

**Note:** Unloading zones that are further down in the list (or behind in the truck image) are unloaded first.

By clicking on **Löschen** (Delete) in the Delete or Unloading points column, the unloading zone/unloading point can be removed from the list once again.

By clicking on **Info** (Information) in the Info column, the unloading points which belong to the respective unloading zone are displayed.

If the order of unloading zones is correct and the fields in the upper area of the screen are completed, clicking on **Weiter** (Continue) will check whether the unloading zones selected have free capacity at the

requested time.

If the check was successful, i.e. a suitable time slot could be found, a selection will be displayed.

**Auswahl einer Tour**

Tag der Lieferung  Spedition   
Borderonummer

Entladezonen	Anmerkungen		Zeit
[TOR5, 36G, 018]		<input type="button" value="Buchen"/>	09:52 - 10:02
[TOR5, 36G, 018]		<input type="button" value="Buchen"/>	09:57 - 10:07
[TOR5, 36G, 018]		<input type="button" value="Buchen"/>	10:02 - 10:12
[TOR5, 36G, 018]		<input type="button" value="Buchen"/>	10:07 - 10:17
[TOR5, 36G, 018]		<input type="button" value="Buchen"/>	10:12 - 10:22

By clicking on **Buchen** (Book) here, one of the time slots listed can be reserved.

The cover sheet for the reserved time slot is then called up and must be filled out. Further information on completing the cover sheet is included in Section 5.5.

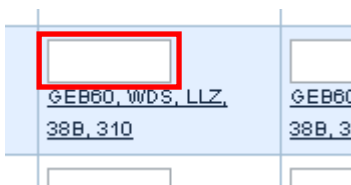
After saving the cover sheet, the planning table is shown with the sporadically reserved time slots.

Should none of the suggested time slots be reserved, the user can return to the previous screen (Unloading zone order) by clicking on **Zurück** (Back) and change the order or delete/add unloading zones. By clicking on **Abbrechen** (Cancel), the sporadic time slot reservation is stopped and the user returns to the planning table.

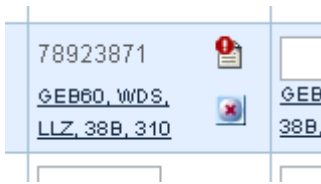
### 3.1.2 Reservation of planned time slots


In the planning table, previously planned time slots can also be reserved.

Here, the 8-digit bordereau number for the tour is added to the planning table in the input field of a freely planned time slot (see illustration).




The entry is then confirmed by clicking on **Speichern** (Save) below the planning table. The time slot is now reserved for the previously entered bordereau number.



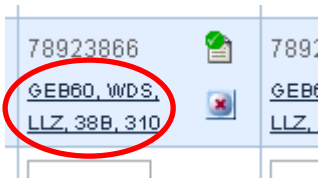
The icon with the red exclamation mark  to the right of the bordereau number means that the cover sheet is not fully or not correctly completed. By clicking on the icon, it is possible to call up the cover sheet and add the necessary information.

Instructions on how to fill out the cover sheet are included in Section 5.5.2.

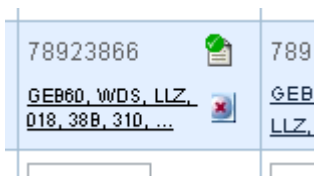
If the cover sheet has been correctly filled out, the icon will appear with a green checkmark symbol .

### 3.1.3 Changing the order of the unloading zones

The unloading zones to be used are shown below the bordereau number for the time slot (underlined, separated by comma).



The order of the unloading zones corresponds to the order in which the unloading zones must be used. A maximum of 5 unloading zones are shown in the list. If there are more unloading zones than the maximum that can be shown, these are represented by "...".

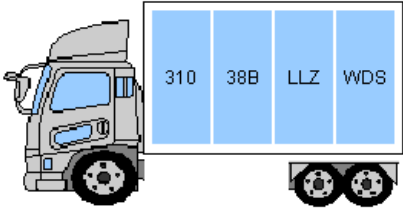


The order given for the unloading zones can be changed for a reserved time slot. Click here on the unloading zones below the bordereau number. A screen is shown that displays the unloading zones in their order of use.

### Entladezonenreihenfolge

Tag der Lieferung 
 Zeit von  : 
 Werk

Abladestelle  
 Zeit bis  : 
 Borderonummer



EZ	Abladestellen	Löschen	Oben	Unten	Info
310					
38B					
LLZ					
WDS					

By clicking on the arrows ▲ ▼ in the upper or lower column, the order of the unloading zones can be changed.

**Note:** Unloading zones that are further down in the list (or at the rear of the truck in the image) are unloaded first.

By clicking on **Löschen** (Delete) in the Delete or Unloading points column, the unloading zone/unloading point can be removed from the list once again.

By clicking on **Info** (Information) in the Info column, the unloading points which belong to the respective unloading zone are displayed.

If the order of the unloading zones is correct, click on **Speichern** (Save) to save the new changed order.


If the order is not possible (because the order for the unloading zones means that an unloading zone in the off-premises warehouse follows one in the plant), an error report is shown in the upper area of the screen:

Transporte .....→ Anlieferdeckblatt

**Reservierung ist fehlgeschlagen: Reihenfolge der Entladezonen nicht in Ordnung**

If the information has been saved successfully, the user returns to the planning table where the new order is shown.

### 3.1.4 Deleting the reserved time slots

In the planning table, the X icon  (to the right of the unloading zones) can be used to delete a time slot.

Should this involve a sporadically reserved time slot, it will be completely deleted. If a time slot is deleted from the planning, the time slot is once again available for reservation in the bordereau prefix.

### 3.1.5 The planning table

The planning table gives an overview of all planned, reserved and expired time slots for a bordereau prefix.

#### 3.1.5.1 Time slots planned but not reserved

A planned time slot can be reserved by entering the bordereau number into the empty input field and then clicking on **Speichern** (Save). The bordereau prefix for the bordereau number entered must match the bordereau prefix for which the planning table has been accessed (see the Info area in upper area of the screen).

**Note:** Planned time slots that are in the past but have not been reserved are not shown in the planning table.

### 3.1.5.2 Reserved time slots

78923857	
GEB60, WDS,	
LLZ, 38B, 310	

A reserved time slot can be deleted from the planning table, the respective cover sheet completed or the order of the unloading zones changed.

### 3.1.5.3 Expired time slots

78923673
GEB60, WDS, 46D,
LLZ, 38B ,...

An expired time slot is shown in red. A time slot expires when it has been reserved but the truck does not arrive on time and is rebooked.

**Note:** There can be no further changes made to expired time slots!

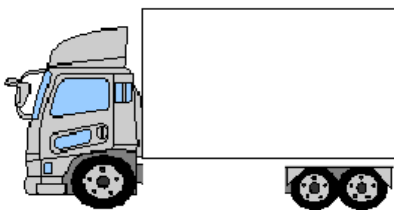
## 3.2 Carriage-free time slot reservation (231) for carriage-free transport

By clicking on the navigation item **ZF Reservierung Frei Haus** (Carriage-free time slot reservation), the input screen **Entladezonenreihenfolge** (Order of unloading zones) appears.

### Entladezonenreihenfolge


Tag der Lieferung  <sup>1</sup>     
 Zeit von  :  <sup>3</sup>     
 Werk  <sup>5</sup>

Abladestelle  <sup>2</sup>      
 Zeit bis  :  <sup>4</sup>     
 Borderonummer  <sup>6</sup>



EZ	Abladestellen	Löschen	Oben	Unten	Info

The following fields must be completed here:

No	Field	Description	Content
01	Day of delivery	Date for which a sporadic time slot is requested	Entry in form of dd.mm.yyyy or selected using calendar button 
02	Unloading point	Unloading point that is to be used	Number of unloading point
03	Time from	Earliest required arrival time	hh:mm
04	Time to	Latest required arrival time	hh:mm
05	Plant	Plant for which the time slot is requested	Plant number, plant name (selection via drop-down menu)
06	Bordereau number	Bordereau number for which the time slot is requested	By clicking on the button <b>Generieren</b> (Generate), a bordereau number can be generated for the delivery.

02: By entering the unloading point and then clicking on **Hinzufügen** (Add), the unloading point is added to the unloading list.

This step must be repeated for all unloading zones.

If the order of the unloading zones needs to be changed, please refer to Section 5.3.3.

By clicking on **Weiter** (Continue), it is checked whether the unloading zone requested can be reserved in the preferred order.

In the **Auswahl einer Tour** (Selection of a tour) screen, the freight forwarder number must be added to the "Spedition" (Freight forwarder) field. The "Tag der Anlieferung" (Day of delivery) and "Bordereaunummer" (bordereau number) fields are taken over from the previous screen.

One of the suggested time slots can then be reserved by clicking on **Buchen** (Book).

### Auswahl einer Tour

**Tag der Lieferung** 
                 
 **Spedition**

**Bordereaunummer**

Entladezonen	Anmerkungen	Zeit
[GEB60, 03]		<input type="button" value="Buchen"/> <span style="float: right;">09:50 - 10:50</span>
[GEB60, 03]		<input type="button" value="Buchen"/> <span style="float: right;">09:55 - 10:55</span>
[GEB60, 03]		<input type="button" value="Buchen"/> <span style="float: right;">10:00 - 11:00</span>
[GEB60, 03]		<input type="button" value="Buchen"/> <span style="float: right;">11:35 - 12:35</span>
[GEB60, 03]		<input type="button" value="Buchen"/> <span style="float: right;">11:40 - 12:40</span>

After clicking on **Buchen** (Book), the cover sheet that must be completed opens. A detailed description of this can be found in Section 5.5.2.

Finally, the cover sheet must be saved and printed out by clicking on the relevant button.

**Note:** This is the only time the cover sheet can be printed out. It will not be possible to call up the cover sheet for carriage-free transport at a later stage.

### 3.3 The cover sheet

The cover sheet contains information concerning the delivery and is generally filled out online by the freight forwarder before the arrival of the truck.

Transporte → Anlieferdeckblatt

#### Deckblatt zur Warenanlieferung

<b>Werk</b>	<b>Spediteur:</b> 33333345	
<input type="text" value="050, Sindelfingen"/>	<b>Name:</b> PSEUDO-SPEDITIONSNUMMER FUER	
<b>Borderonummer</b>	<b>PLZ/Ort:</b>	
<input type="text" value="78923863"/>	<b>Strasse:</b>	

**Vorlage**

Ausfüllen
Speichern
Löschen

<b>Anlieferdatum</b>	<b>LKW-Kennzeichen Zugfahrzeug</b>	<b>Fabrikat</b>	
<input type="text" value="31.05.2010"/>		<input type="text" value="Mercedes Benz"/>	<b>Von:</b> 10:00 <b>Bis:</b> 10:15
	<b>Gesamtgewicht Werk (kg)</b>	<b>Bemerkung</b>	
		<input style="width: 100%;" type="text"/>	



	Ja	Nein		Ja	Nein
Leergutaufnahme (Leergutplatz)	<input type="radio"/>	<input checked="" type="radio"/>	Leergutaufnahme an Abladestelle	<input type="radio"/>	<input checked="" type="radio"/>
Zollgut dabei	<input type="radio"/>	<input checked="" type="radio"/>	Trailer-Yard Anlieferung	<input type="radio"/>	<input checked="" type="radio"/>
Fremdlieferung dabei	<input type="radio"/>	<input checked="" type="radio"/>	Wechselbrücken LKW	<input type="radio"/>	<input checked="" type="radio"/>

**Fahrzeugtyp**



<p><b>Megatrailer</b></p> <div style="display: flex; align-items: center; margin-bottom: 10px;"> <div style="margin-left: 5px;">3,00m</div> <div style="margin-left: 20px; text-align: center;"> <input checked="" type="radio"/> (1)         </div> </div> <p><b>Sattelaufleger</b></p> <div style="display: flex; align-items: center; margin-bottom: 10px;"> <div style="margin-left: 5px;">2,66m</div> <div style="margin-left: 20px; text-align: center;"> <input type="radio"/> (4)         </div> </div> <p><b>7,5 Tonner</b></p> <div style="display: flex; align-items: center; margin-bottom: 10px;"> <div style="margin-left: 5px;">bis 7,5 to.</div> <div style="margin-left: 20px; text-align: center;"> <input type="radio"/> mit Anhänger (7A)  <input type="radio"/> ohne Anhänger (7)         </div> </div> <p><b>Transporter</b></p> <div style="display: flex; align-items: center; margin-bottom: 10px;"> <div style="margin-left: 20px; text-align: center;"> <input type="radio"/> mit Anhänger (8A)  <input type="radio"/> ohne Anhänger (8)         </div> </div>	<p><b>Jumbo-Gliederzug</b></p> <div style="display: flex; align-items: center; margin-bottom: 10px;"> <div style="margin-left: 5px;">3,00m   3,00m</div> <div style="margin-left: 20px; text-align: center;"> <input type="radio"/> mit Anhänger (2A)  <input type="radio"/> ohne Anhänger (2)         </div> </div> <p><b>Gliederzug</b></p> <div style="display: flex; align-items: center; margin-bottom: 10px;"> <div style="margin-left: 5px;">2,66m   2,66m</div> <div style="margin-left: 20px; text-align: center;"> <input type="radio"/> mit Anhänger (5A)  <input type="radio"/> ohne Anhänger (5)         </div> </div> <p><b>Jumbo Wechselbrücke</b></p> <div style="display: flex; align-items: center; margin-bottom: 10px;"> <div style="margin-left: 5px;">3,00m   3,00m</div> <div style="margin-left: 20px; text-align: center;"> <input type="radio"/> mit Anhänger (3A)  <input type="radio"/> ohne Anhänger (3)         </div> </div> <p><b>Wechselbrücken LKW</b></p> <div style="display: flex; align-items: center; margin-bottom: 10px;"> <div style="margin-left: 5px;">2,66m   2,66m</div> <div style="margin-left: 20px; text-align: center;"> <input type="radio"/> mit Anhänger (6A)  <input type="radio"/> ohne Anhänger (6)         </div> </div>
---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------



PKW Sonderfahrzeug (z.B. Tankzug, Tieflader, ...)



 (0)  (9)

Mobiltelefon Sicherheitsausweisnummer oder Name Fahrer

Using the cover sheet icon on the planning table (  or  , to the right beside the bordereau number), the cover sheet can be called up for reserved time slots.

Alternatively, the cover sheet is also displayed at the end of the sporadic time slot reservation.

### 3.3.1 Status of cover sheet

The status of the cover sheet is shown in the planning table and can be either red  or green .

The status of the cover sheet turns green as soon as all required fields have been correctly filled out.

Required fields are fields displayed against a red background, i.e. these fields must be completed so that the status of the cover sheet can be displayed in green in the planning table.

### 3.3.2 Filling out the cover sheet

The following table provides an overview of the fields and content expected from the fields of the cover sheet:

No	Field	Description	Content
01	Plant**	Plant receiving delivery	Already completed
02	Bordereau number**	Bordereau number of delivery	8 numerical digits (already completed)
03	freight forwarder**	Number of freight forwarder	8 numerical digits (already completed)
04	Name**	Name of freight forwarder	Text (already completed)
05	Delivery date**	Date of delivery	dd.mm.yyyy (already completed)
06	Truck license plate number*	License plate number of truck	e.g. RA-AB 123
07	Model*	Brand of truck	e.g. Mercedes-Benz
08	Total weight*	Weight of truck in kg	Numerical
09	Notes	Comment on delivery	Free text
10	Receipt of empties (empties area)	Should empties be taken away from the empties area?	Yes/no
11	Dutiable goods present	Has the lorry loaded dutiable goods?	Yes/no
12	Third-party delivery	Is it a third-party delivery?	Yes/no
13	Receipt of empties and unloading point	Are empties to be taken away from the unloading point?	Yes/no
14	Trailer yard delivery	Is it a trailer yard delivery?	Yes/no
15	Swap trailer lorry	Does it involve a swap trailer truck?	Yes/no
16	Vehicle model	Type of truck	Mega trailer/Semitrailer/...
17	Mobile phone*	Mobile phone number of truck driver	Telephone number
18	Security ID number*	Security ID number	8 digits
19	Name of driver*	Name of truck driver	Text

\* Required field

\*\* Required field already completed as information carried over from planning table

Once the fields have been completed, the cover sheet can be saved and/or printed out.

### 3.3.3 Saving or printing the cover sheet

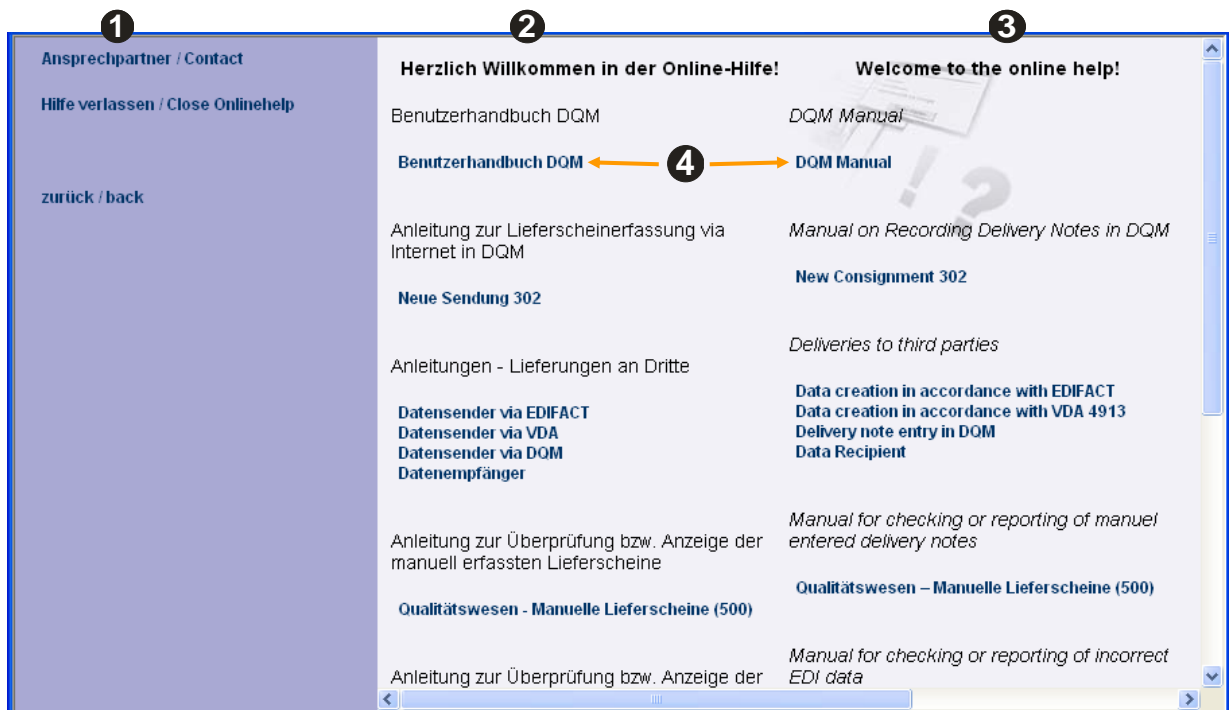
By clicking on the **Deckblatt speichern** (Save cover sheet) button, the cover sheet is saved and the user returns to the planning table.

By clicking on the **Deckblatt speichern und drucken** (Save and print cover sheet), the cover sheet is saved and the print view opened. The user then returns to the planning table. In the print view, the print menu opens via the "Drucken" (Print) link found in the upper right-hand corner.

With **Abbrechen** (Cancel), completion of the cover sheet is canceled and the user returns to the planning table. Any unsaved data will be lost.

## 4 Online help

The online help is started at the top right of the screen via the **Online help)** link.



1. The following functions can be accessed on the left-hand side of the screen:

- Ansprechpartner / Contact
- Hilfe verlassen / Close Online Help
- zurück / back

Various PDF files are available in the main window:

2. PDF files, German version
3. PDF files, English version
4. By clicking on the respective link (blue font), the required PDF file opens in the main window.

It is possible to scroll through a larger view.



## 4.1 Glossary

### A:

#### **Selection list:**

A selection list is a list of entries from which you can select only one.

### B:

#### **Bordereau number:**

Together with the freight forwarder number, the bordereau number forms a unique key for a goods transport put together by the freight forwarder. The bordereau number is generated by the freight forwarder.

### Browser:

A browser is a program that allows you to interpret and view files of various formats. You need one to view websites. This help is provided for the Internet Explorer browser, for example.

### Button:

A button is a feature of the user interface of a program that you click to execute a particular function.

### C:

### D:

#### **Data quality:**

Data quality provides information on transmitted data records and the number of errors they contain.

### Direct link:

A direct link takes you from one part of the program to another. You can enter a function shortcut in the input field (for example, 006 for Personal settings) and confirm it to display the function.

### EDI:

Electronic data interchange. In the context of DQM, usually a data package transferred by means of data communications technology by the supplier or freight forwarder to Mercedes-Benz AG in accordance with the VDA 4913 or VDA 4921 formats.

### E:

#### **EDICS:**

EDI communication and clearing service. System for exchanging data with external partners.

### Input field:

You can enter values in an input field, which are then adopted and processed by the program.

### Recipient:

A recipient receives a message from a sender. In this program, the recipient is always a plant.

### F:

#### **FAQ:**

Frequently asked questions and their answers.

### Error type/error category:

Errors are divided into three categories. There is a green error type/error category for minor errors, a yellow error type/error category for medium errors and a red error type/error category for serious errors.

**Error statistics:**

The error statistics indicate the occurrence of errors at various positions.

**Function:**

A function carries out a task that depends on the information entered by the user.

**G:**

**Chart:**

A graphic is an image provided to illustrate a particular item or action.

**H:**

**Home button:**

The home button is a button enabling the user to return to the start page of the help.

**Hyperlink:**

Activating a hyperlink takes you to the point of the program defined in it.

**I:**

**Icon:**

An icon is a feature of the user interface of a program that you click to execute a particular function.

**J:**

**C:**

**Calendar week/week:**

In the system, a week always refers to a calendar week.

**Consignment:**

Storage of goods from a supplier (here: Mercedes-Benz AG). The supplier retains ownership until withdrawal by the customer.

**L:**

**Delivery note item:**

Parts listed on a delivery note. It is packed in a packaging item (load carrier).

**M:**

**Screen:**

A screen is an input aid for the user. The data you enter is processed by the application.

**N:****Navigation:**

Navigation generally refers to movement between the various parts of the application.

**Navigation tree:**

A navigation tree contains hyperlinks to the simpler navigation elements within the application.

**O:****P:****Pop-up:**

A pop-up is a screen that appears as soon as an action is executed. In this Help application, a pop-up appears when you move your mouse over an object.

**Packaging item:**

Packaging element for one or several delivery note items on a delivery note.

**Q:****R:****Radio button:**

Radio buttons are used for exclusive selection. Only one radio button can ever be active.

**Ranking:**

A ranking sorts a list according to certain criteria.

**Tab:**

Tabs are used for simple navigation within functions. Each tab is dedicated to a particular area of the function. In the application, the tabs are displayed above the input screens. Clicking on one of these tabs switches to a different area.

**Report:**

A report returns a result. The user sets certain parameters for the report that affect the result.

**S:****Screenshot:**

A screenshot shows a section of monitor output. It is saved in a graphics format.

**Data capacity:**

The data capacity states how many delivery note items are transferred using each of the three transmission methods (EDI, web, manually).

**Sender:**

A sender sends a message to a recipient. In our example, the sender is always a supplier.

**SLB:**

Consignment number. Together with the supplier number, this forms a key element of any goods consignment to Mercedes-Benz AG from a supplier.

**T:**

**Table:**

A table displays the desired evaluation data in a structured and numbered form.

**Trend:**

A trend display shows a trend development within a particular period.

**U:****V:****VDA:**

Verband der deutschen Automobilindustrie (Association of the German Automotive Industry).

**W:****Week/calendar week:**

In the system, a week always refers to a calendar week.

**WES:**

Wareneingangssystem (inward goods processing system). Legacy system for checking the inbound goods flow.

**X:****Y:****Z:****Period:**

In the screens, a period of time can be a day, week, month or complete year.

**Time interval:**

A time interval is a particular stretch of time that is limited at the start and finish by two days, two weeks, two months or two years. The first value must be before the second.

## 4.2 Frequently Asked Questions (FAQ)

**Question:** Why doesn't a results window appear when I create a report?

**Answer:** The reports are always displayed in the same browser window. If the results window is still open after the previous report was generated and is hidden behind other windows you only need to move the window into the foreground. If it was closed, a new window is created for the report.

**Question:** Why can't I log in even though my username and password seem OK?

**Answer:** Your username and password are both case sensitive. Please check your entries accordingly.

**Question:** Why is the progress bar still active even though the whole web page is displayed properly?

**Answer:** This is an error caused by Internet Explorer; see also Microsoft Knowledge Base Article 293373.

**Question:** Why is it that the same report shows different results the second time it is run?

**Answer:** As a result of data being imported into the DQM database at the same time the report is being compiled, new data can be added at any time and affect the content of the report. In particular, reports for periods including the current day can change within a very short period of time.

**Question:** Why don't some EDI data objects contain transports or consignments?

**Answer:** If the EDI data object has a "black" status, the cause is a serious syntax error preventing DQM from processing the data it contains.

If the EDI data object has a "green" status, then this data object previously contained a duplicate, which was deleted by the user. In this case, the empty EDI data object resulted from the error correction by the user and the "green" status is correct.



**Question:** Why can't DQM find any consignments or transports even though I filled in the search screen properly?

**Answer:** In some of the input fields, e.g. consignment number or delivery note number, the leading zeros have to be entered too. Please also check whether all symbols have been given a checkmark.

**Question:** Why does a consignment or a transport sometimes disappear from the search list after corrections have been applied?

**Answer:** After making a correction, the symbol (usually) changes, and if you haven't checked the relevant symbol in the search screen, the item you have cleared will be filtered out of the list and no longer displayed.

**Question:** How do you locate areas containing errors in consignments and transports?

**Answer:** The levels in the tree where there are errors can be accessed by activating the  and  symbols in the tree.



## 5 Contacts for questions

### 5.1 Contacts for all Mercedes-Benz AG plants

IBL Support

Mail: [ibl-support@mercedes-benz.com](mailto:ibl-support@mercedes-benz.com)

Phone: +49 (0)30 / 887 215 588