

# MBUSI Service Parts

## Supplier Guide

### Service Parts Systems



Mercedes-Benz

Created on: 5/1/2022  
Modified on: N/A

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**Failure to comply with the Global Service Parts Supplier Guide could result in damages under the Master Terms Direct Purchasing**

## Document History

<b>Version Number</b>	<b>Author</b>	<b>Location of Change(s)</b>	<b>Summary of Changes</b>	<b>Date</b>
Version 1	JACALDW		Final Draft Version	5/1/2022



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## Content:

Please see each section independently for information on how often each system should be updated/maintained.

## Systems:

- SMB- BKM
- MBUSI Service Parts Supplier Portal
- How to get access to both the Supplier Portal and to SMB-BKM

## Contact Information:

- For all inquiries regarding BKM, please contact your Capacity Management Contact.

## SMB –BKM

### Introduction:

The web-based platform SMB (Supplier Management Base) is an integrated web-based solution to optimize logistics processes between the Mercedes-Benz AG and its suppliers in order to increase efficiency, transparency, and flexibility.

**SMB** contains the module BKM, which is used for Demand/Capacity Management. BKM should be monitored and maintained on a weekly basis, unless otherwise instructed by your Supplier Management Contact. In the case that there is a capacity change, the supplier is responsible for updating BKM immediately. The supplier should expect weekly emails in the event that information is out of date or discrepancies in capacity are found.

### BKM:

The BKM module focuses on demand compared to delivery/production capacities and signal risks of shortfalls (demand > capacity) with a traffic light system. The supplier maintains the delivery/production capacity in BKM directly.

Whereas Training Material and more Information about SMB can be found at the [Mercedes-Benz Supplier Academy](#), this document is to assist you getting access to SMB through the [Mercedes-Benz Supplier Portal](#).

Once the supplier obtains access to SMB, they are responsible for contacting their Service Parts Capacity Management Contact for training on the system if necessary.



## MBUSI Service Parts Supplier Portal

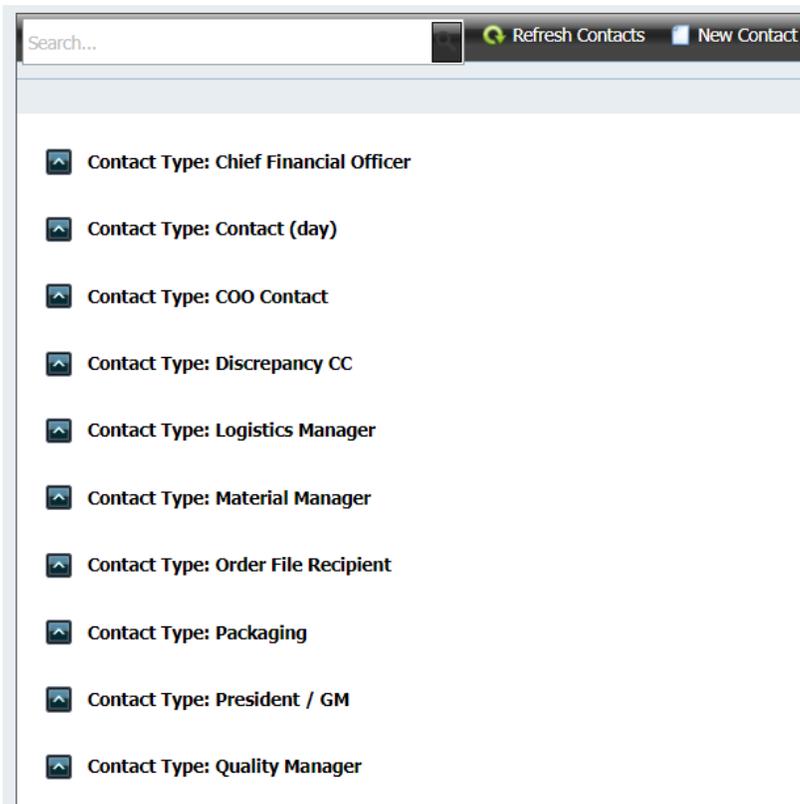
### Introduction:

The Service Parts Supplier Portal is a web-based platform used as the homepage for current supplier status, containing information such as Supplier contact information, MBUSI Service Parts Contact information, Open Orders (past due and current), Forecasted Orders, a Recovery Plan template, recently submitted ASN's, ASN errors (if applicable), Packaging information, and the Quality Scorecard. It should be used both FOR and BY the Supplier, depending on the tab. Please see a description of each tab below.

### Tab Information:

#### Supplier Contact Tab: "Contacts For \_\_\_\_\_"

- This tab shows the various points of contact for the Supplier. The Supplier should upload this information at the time their portal access is given, and update this information immediately upon change. It is crucial for this information to remain accurate/current, so that all necessary communication channels remain open and clear at all times.



- When a New Contact needs to be added, please click to New Contact button as seen in the image above.



The screenshot shows a web-based form titled "Edit Form" with the following sections and fields:

- Contact:** Name (text box), Job Title (text box), Contact Type:\* (dropdown menu), Primary Contact (checkbox).
- Address:** A large text area for the address.
- Phone:** Office (text box), Cell (text box), Home (text box), Alternate (text box).
- Email:** Office (text box), Home (text box), CC (checkbox), Alternate (text box).
- Additional Information:** FAX (text box), NEXTEL (text box), Start Time (dropdown menu), End Time (dropdown menu), Time Zone (dropdown menu).
- Notes:** A large text area for notes.

At the bottom right of the form are "Update" and "Cancel" buttons.

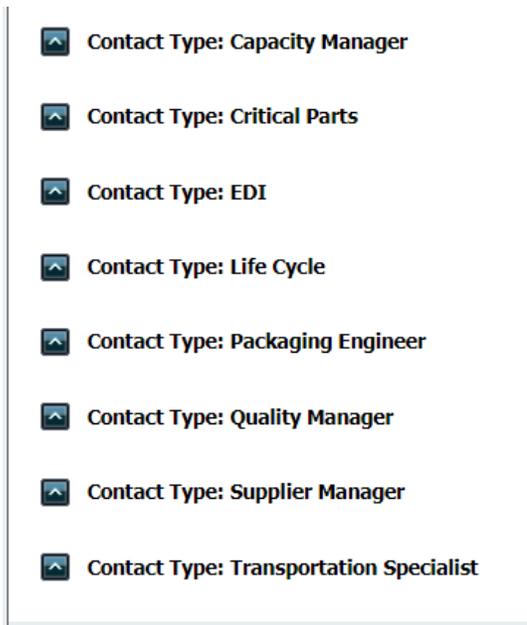
- Various Contact options are available for upload under the “Contact Type” drop-down button. For all Suppliers, MBUSI Service Parts requires that at a minimum, the following Contact Types are included in the portal:
  - o Primary Contact (please specify your role)
  - o Project/Program Manager
  - o Plant Manager
  - o Logistics Manager
  - o Quality Manager
  - o ASN Contact
  - o EDI Contact
  - o Packaging Contact
  - o Transportation Contact
  - o Country of Origin Contact
  - o Chief Financial Officer
  - o Office/Production Address (Please list the address at which parts are produced under the “Office” Contact Type)



- For each of the Contact Types listed above, at a minimum, the following information is required:
  - o First Name
  - o Last Name
  - o Job Title
  - o Cell Phone Number
  - o Office Email
  - o City
  - o Region/State
  - o Postal Code
  - o Country

**MBUSI Contacts Tab**

- The MBUSI Contact Tab is to be used as a resource for the supplier to know whom to contact within MBUSI Service Parts for various inquiries. In the case where it is not clear who the correct point of contact is, please contact the Supplier Manager for direction.



**Open Purchase Orders Tab**

- Within the Open Purchase Orders Tab, suppliers will be able to view a complete list of all open orders, including those that are past due. Past Due orders are highlighted red for easy identification. The contents of this tab are shown in the picture below.

PO	PO Line	PN	Part Description	PO Qty	PO Date	Due Date	Qty To Ship	Qty To Receive	BO Qty	VOR BO Qty	Critical Qty	Supplier Comment
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### How to use this Tab:

- All suppliers are responsible for maintaining the Open Orders Tab by providing weekly updates in the Supplier Comment section. These comments are especially necessary for past due PO's, and show provide details such as:
    - o The date the comment was entered
    - o The reason the PO is late
    - o An ETA for when the parts will arrive at MBUSI
- \*Please Note\* Comments should be made on a PO-by-PO basis- NOT by part number.**
- \*Please Note\* MBUSI Customers can see the comments entered into the portal by the Supplier, so it is crucial to have current, correct, and complete updates!**
- There are two ways to enter Supplier Comments in this tab.
    - o **Option 1:** Best for when supplier only needs to edit 1 or a few PO's
      - Double click on the PO line in the Supplier Comment Section. The screen below will appear. Type the comment in the "New Comment" box, click "Update" and it will replace the existing comment if applicable.

**Edit Form**

PO: **4500561385** PO Line: **00010** PO Qty: **10**

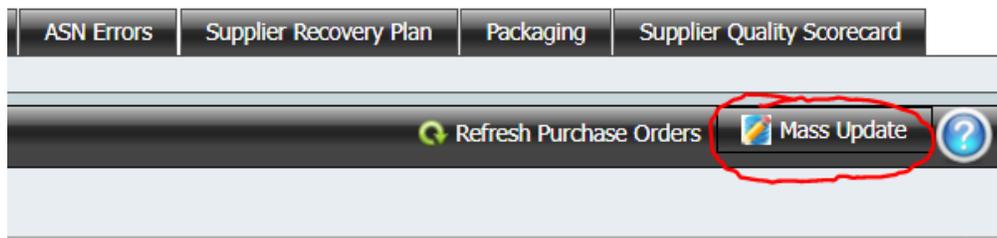
Part Number: **A1676106301** Part Description: **Reinforcement**

Existing Comment:

New Comment:\*

**Update** **Cancel**

- o **Option 2:** Best for when supplier has multiple PO's to update
  - Click on the "Mass Update" button on the top right-hand side of the screen (shown in image below). Instructions will appear on the screen detailing how to accurately complete any updates and upload them back into the portal.



### Supplier Open Orders Tab - FAQ's

- **Qty to Ship vs Qty to Receive:** When a supplier successfully transmits an ASN, the “Qty to Ship” column will subtract the number of pieces that were accounted for in the ASN from the remaining open PO quantity. This quantity will not deduct from the “Qty to Receive” column until the MBUSI Service Parts Operations Team has processed them internally.
  - o When a supplier ships a PO complete, the line in the portal will appear yellow until those parts have been received and processed.
- **BO vs VOR BO Qty vs Critical Qty:**
  - o **Critical** = Priority 1: Highest level of escalation- could lead to a customer buyback, where the customer has been waiting so long for a part that they request for the company to buy the car back from them.
    - **Can be identified by this sign** 
  - o **VOR** = Priority 2: Vehicle off Road- there is a customer unable to drive their vehicle because they are waiting on this part specifically
  - o **BO** = Priority 3: Back Order
  - o **\*Note\*** Back Orders, VOR's, and Critical Qty's are shown on a part number level, not a PO level. The number that appears in any of these sections in a single PO line item is the total number of BO, VOR, and Critical Orders for that part number.
- **\*\*\*Late PO's as a result of commercial topics will not be accepted\*\*\***
  - o Suppliers are responsible for ensuring that all piece prices are valid and up to date at all times. Ongoing pricing negotiations will not be accepted as a reason to not ship service parts. All pricing negotiations should be handled between the supplier and the Mercedes-Benz Purchasing Buyer.

### Planned Orders Tab

- The Planned Orders Tab is an 11-month forecast available to every supplier and should be used as a planning/raw material sourcing resource, understanding still, that it is a forecast, and is subject to change.
- Orders that are within a 3-month window from their forecasted due date will appear Blue in this tab. These orders can be pulled ahead and made firm at the request of the supplier to the MBUSI Service Parts Supplier Manager. MBUSI will make the PO firm, for the forecasted qty, on the requested date and leave the due date as what was shown in the Planned Orders tab.
- **Please Note\*** Suppliers should use this information to secure components and order material in advance.
  - o Lead-time is defined as the period between the order issue date and the delivery due date. Parts must be delivered to the MBUSI Service Parts Warehouse by the specified delivery due date in order to avoid chargebacks.
    - It is the responsibility of the supplier to manage their Tier-N supply chain, therefore knowing the lead-times of their sub-supplier components, and holding safety stock if needed.
- Suppliers can and should use this tab to evaluate order patterns and upcoming order quantities. With this information, suppliers can provide their Supplier Manager with a recommended economic order quantity. MBUSI Service Parts cannot guarantee that we will order based on this recommended EOQ, but if provided, an investigation will take place.



### Advanced Shipping Notice Tab

- This tab is an indicator of a successfully transmitted ASN. Once the supplier submits an ASN, this tab can be used to retrieve the ShiplD, which is needed when requesting appointments (See Transportation document in this Supplier Guide for more information on ShiplD's).
  - o The ShiplD information should appear in this tab within minutes of successful ASN transmission.
  - o **\*Note\*** there should be one ShiplD per trailer, so there could be multiple PO's with the same ShiplD.

PO	PO Line	Part Number	Part Description	PO Qty	Ship ID	Ship Item	ASN Qty	ASN Received	PO Qty Reduced	Reference
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### ASN Errors Tab

- The ASN Errors Tab will only appear in your Portal page if there is a failed ASN transmission. It will provide a brief description of why the ASN failed. Please refer to the ASN document within the Supplier Guide for a list of common reasons for ASN Failure.
- If for some reason the reason for failure is unclear, please contact the MBUSI Service Parts Supplier Manager for clarification.

### Supplier Recovery Plan Tab

- This tab should be used by Suppliers with a growing backlog. It is a way for Suppliers to keep track of past due and upcoming orders per part number on a weekly basis, and to display to the MBUSI Service Parts team the timing in which the backlog will be recovered.

Material	Description	VOR Qty (Total: 1)	PO Qty (Total: 1)	Past Due Qty (Total: 67)	PREV WK	2022 Wk 17 Recov: 0 ASN: 0 Add'l: 225 Overall: 292	2022 Wk 18 Recov: 0 Add'l: 0 Overall: 292	2022 Wk 19 Recov: 0 Add'l: 54 Overall: 346	2022 Wk 20 Recov: 0 Add'l: 0 Overall: 346	2022 Wk 21 Recov: 0 Add'l: 0 Overall: 346	2022 Wk 22 Recov: 0 Add'l: 0 Overall: 346	2022 Wk 23 Recov: 0 Add'l: 0 Overall: 346
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- Suppliers can type their planned weekly ship quantities per part number directly into each field box, as shown highlighted below.
- For any given week, suppliers will be able to see the Planned Qty to recover, the actual ASN qty, total additional PO quantity that has/will become due, and the overall quantity remaining to ship.

	PREV WK	2022 Wk 17 Recov: 0 ASN: 0 Add'l: 225 Overall: 292	2022 Wk 18 Recov: 0 Add'l: 0 Overall: 292	2022 Wk 19 Recov: 0 Add'l: 54 Overall: 346	2022 Wk 20 Recov: 0 Add'l: 0 Overall: 346	2022 Wk 21 Recov: 0 Add'l: 0 Overall: 346	2022 Wk 22 Recov: 0 Add'l: 0 Overall: 346	2022 Wk 23 Recov: 0 Add'l: 0 Overall: 346
Wkly Ship Qty	0	0	0	0	0	0	0	0
ASN	0	0						
Add'l Due Qty	-	225	0	0	0	0	0	0



## Packaging Tab

- This tab provides a downloadable version of the Packaging Approval Forms for Suppliers to fill out. Additionally, there is a section for the Supplier to upload a completed Packaging Approval Form. This will go directly to the Service Parts Packaging Engineer.

## Supplier Quality Scorecard Tab

- This tab is used by the Service Parts Quality Managers as a way to show Suppliers any customer claims, including the part number, the quantity of parts with an issue, the issue itself, the root cause of the issue, and if the supplier has/will receive a chargeback for the problem. See below for the header topics shown on this page.
- Any questions regarding this tab should be directed to the Service Parts Quality Manager.

Date	eSEP File	SPM Claim #	Part Number	Description	Complaint Parts	PPM Relevant Parts	Chargeback for Supplier	Root Cause	Defect Description	Commodity
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For any additional questions related to the MBUSI Service Parts Supplier Portal, please contact your Capacity Manager or Supplier Manager.

## SMB/BKM Access Instructions

### Content:

1. How to get access to the [Mercedes-Benz Supplier Portal](#)
2. How to get access to SMB within the [Mercedes-Benz Supplier Portal](#)

All new users have to go through the Mercedes-Benz Supplier Portal registration process, before getting access to SMB.

If you already have access to the Mercedes-Benz Supplier Portal, skip step 1 and go to step 2.

- 1) Go to [Mercedes-Benz Supplier Portal](#) and register:



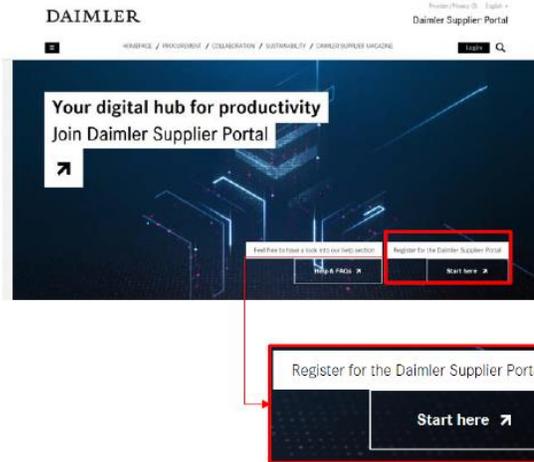
Mercedes-Benz

Created on: 5/1/2022

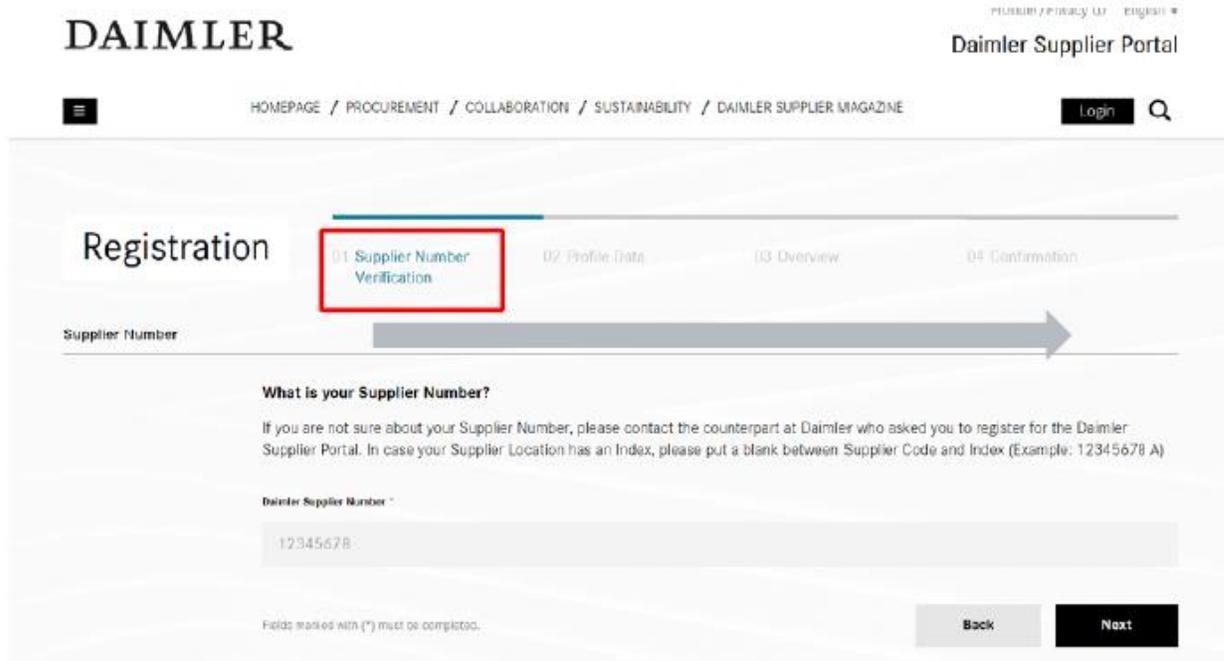
Modified on: N/A

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Enter your Supplier Code in the required format, e.g. 12345678 A



Select your division and “Next” to continue. There may be several locations or divisions listed that are within your company. Please carefully select your organization with the right Name and Address.

**Please Note:** If your division does not exist, you may select “Register a new division with the selected organization”. This will make you the admin for your division and for all following user requests.



**Organization search result**

Your search as returned these organizations already registered for the Daimler Supplier Portal and covering the given Supplier Code. If you don't know which organization to select please clarify in your company or contact your company administrator.

The company structure(s) shown are defined by your company administrators and are not relevant for the use of Daimler applications. Your selection will have no effect for the Daimler applications you will use, but defines your administrator(s) in your company.

**Step 1: Select an Organization**  
 You searched for: **15515729 B** Found: 2 results

select	Organization Name	Address	Name Change Request & Email Administrator
<input type="radio"/>	REHAU AG +Co	Postfach 1460, Rehaufeld 95104	
<input type="radio"/>	Rehaufeld Automotive LLC	1501 Edwards Ferry Road, Leesburg VA 20176	

**Step 2: I would like to...**

Register as a new user with the selected organization

Register a new division with the selected organization

Continue... Search again with another supplier code Cancel and let me clarify internally first

Fill out the required *User Information Sheet(s)*:

**User information**

Please enter your user information below.

**user information**

\* = required fields

Division Name: HP Pelzer Automotive Systems Inc.

Your Supplier Code: 15490273

Prefix:  (Mr., Mrs., Ms., Miss)

\*First Name:

Middle Name:

\*Last Name:

Job Title:

\*Address 1: 1884 Warrenton Highw., Box 1145

Address 2:

Address 3:

\*City/Region: THOMSON

\*State/Province: US-GA

\*Postal Code: 30824-1145

\*Country: UNITED STATES

\*Phone Number:

mobile phone number:

FAX\_NR:

\*Email Address:

\*Re-enter Email Address:

Wireless Email Address:  ?

\*Time Zone: ((GMT-05:00) Eastern Time (US & Canada))

\*Language Preference: English  
 Note: This language selection does not guarantee the availability of the language in Covisint services or applications.

Department:

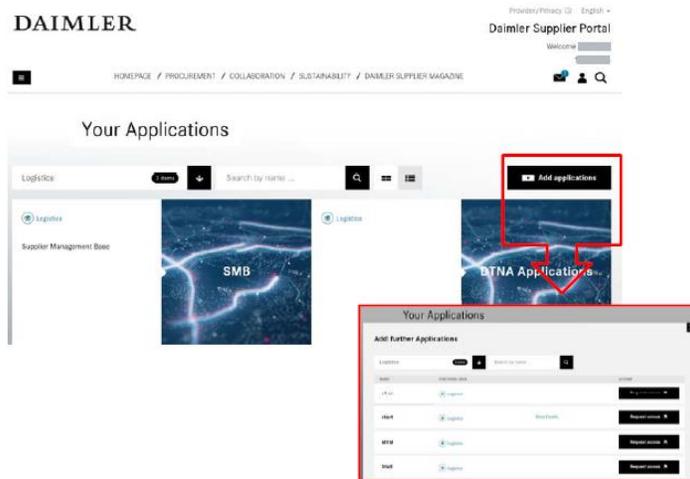
EDI Communication Code:

Save and Continue Cancel registration

A request will be sent to your company's admin for approval.  
 If you are the admin for the new company, there will be no approval flow in this case



- 2) Once you have access to the Mercedes-Benz Supplier Portal, you need to get access to SMB as an additional module.



### \*\* Daimler Supplier Portal \*\*

1. All active SMB-Users need a Daimler Supplier Portal User ID
2. Request to Add Application in the Portal.
3. Users, who are registered with the 8 digit supplier number, can see and handle all parts of 8 and 9 digit supplier number.
4. Users, who are registered with a 9 digit supplier number (location index inclusive), can only access data of this specific location.
5. Each supplier has to name at least two responsible contact persons for each location.

Users of Covisint should have received an email to migrate



To complete the application request, follow the prompts and confirm any messages. Also, enter a reason for the request: you can use “mandatory use of SMB/BKM” to complete the application.

This request will be sent to **your Mercedes-Benz Supplier Portal admin** for approval again.

Please make sure that **all** relevant **team members** in your division do the same and that **all contact information is available and up to date**.

**SMB/BKM Training:** If SMB training is required, please consult your MBUSI Service Parts Capacity Manager for upcoming training dates.