

# MASTER SOLUTIONS™

MasterSolutions™

Step-by-Step ordering instructions

MasterSolutions™ Team



Mercedes-Benz  
Vans. Born to run.

# MASTER SOLUTIONS™

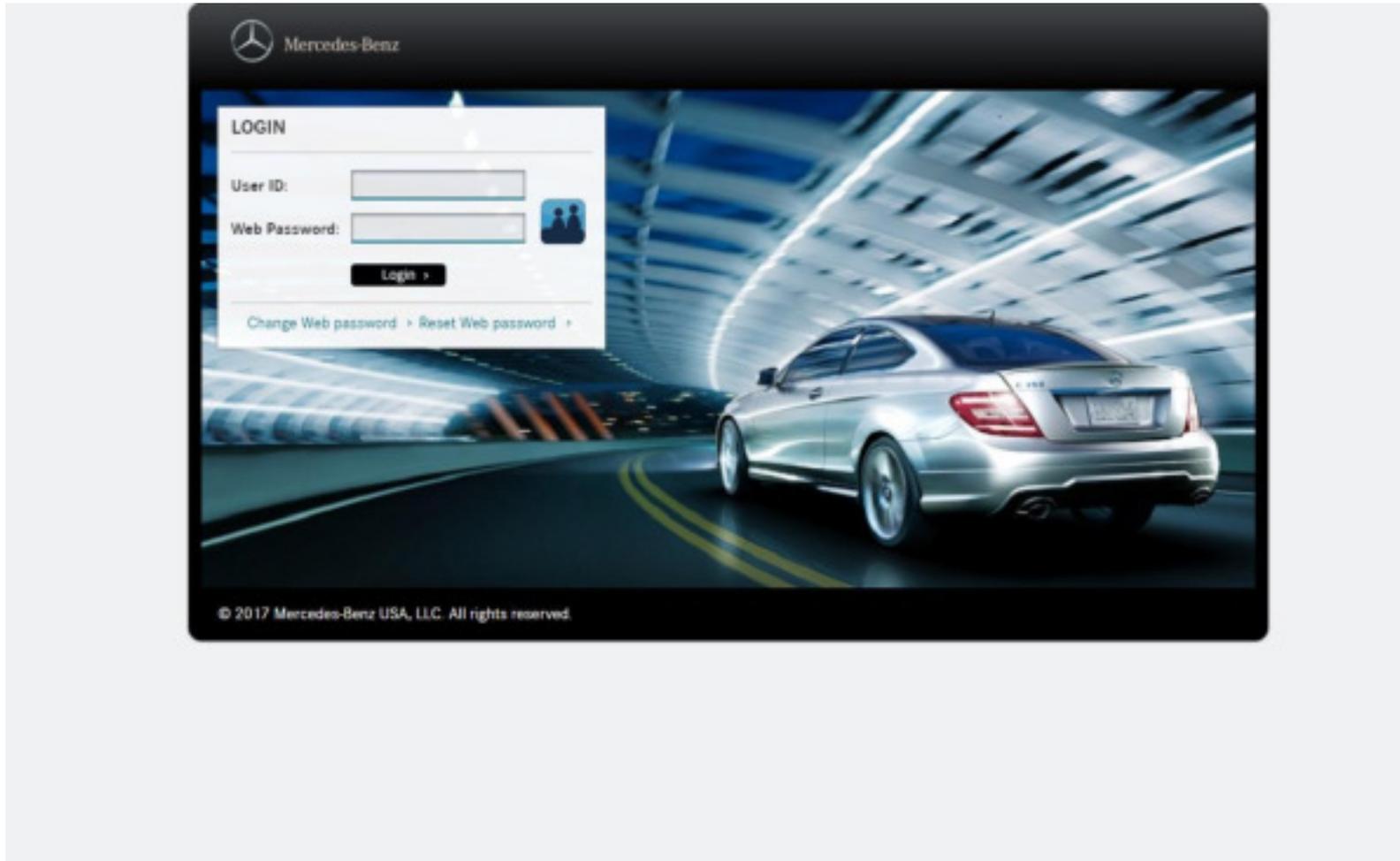
How to order MasterSolutions™

Access to NetStar5 required

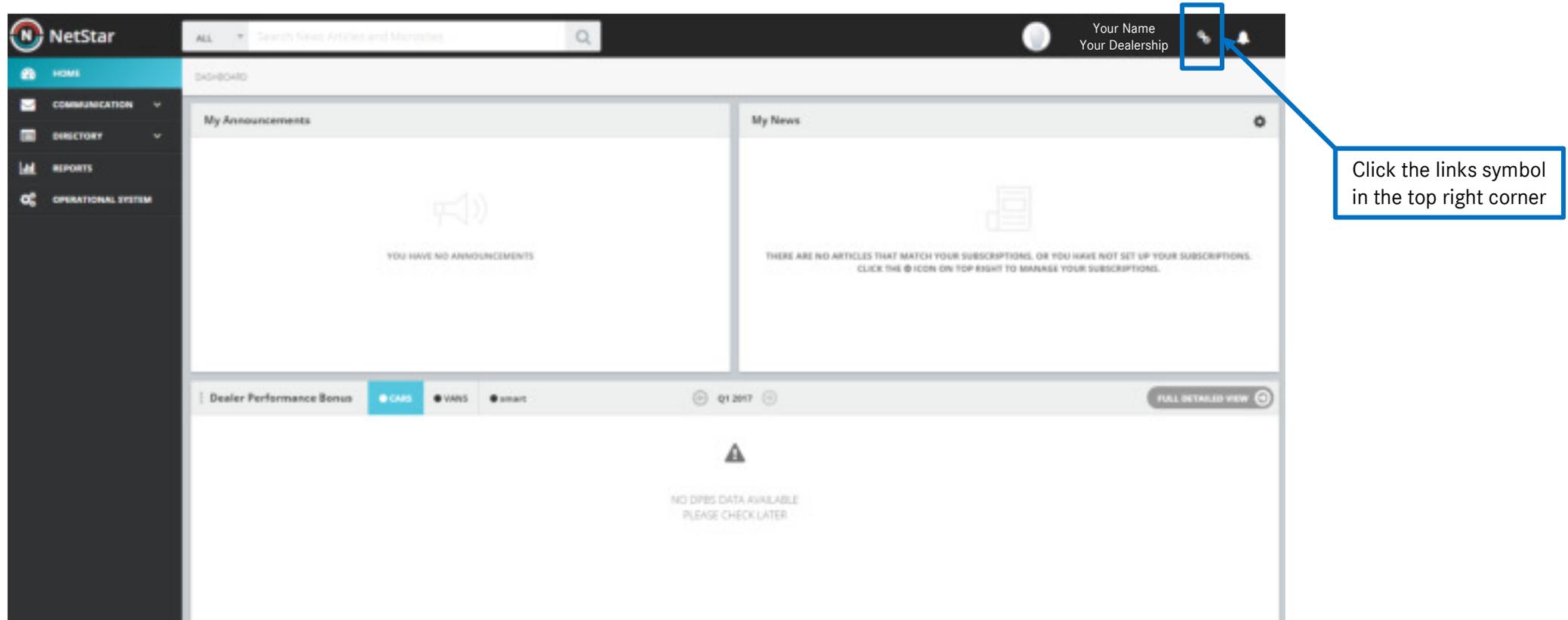


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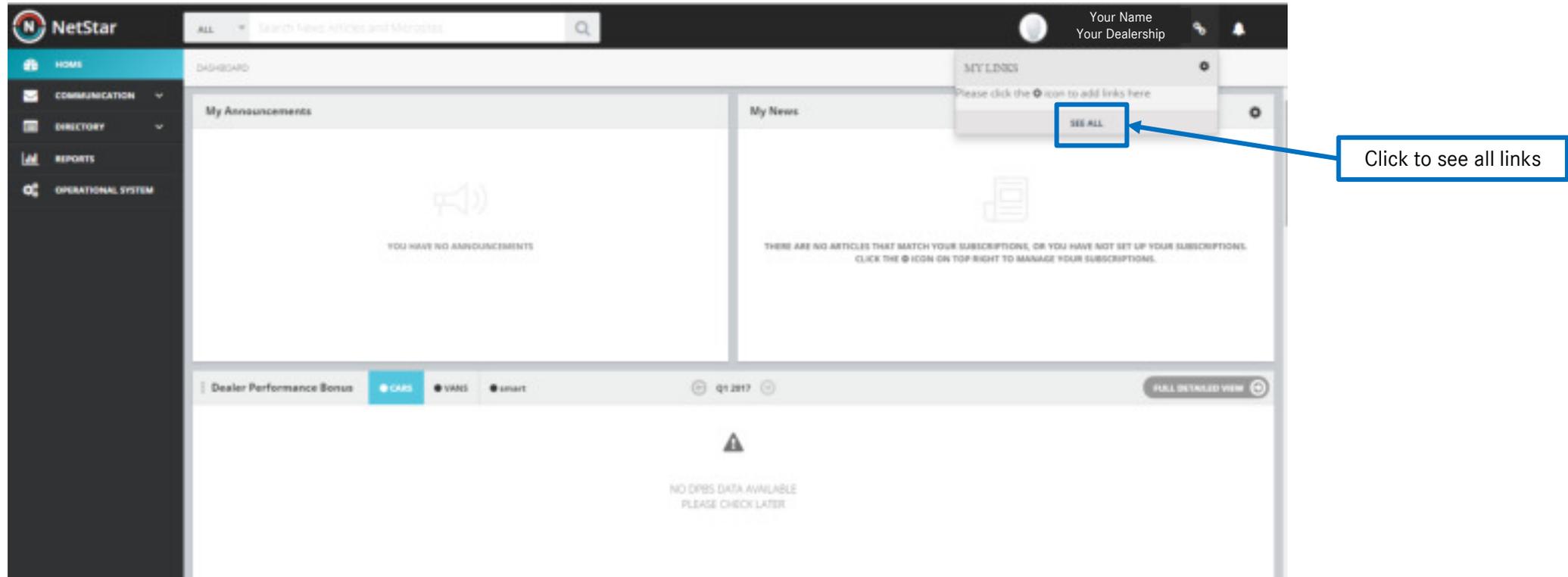
# 1. Log in to NetStar5



## 2. Select the links chain in the top right corner



### 3. Select to see all links



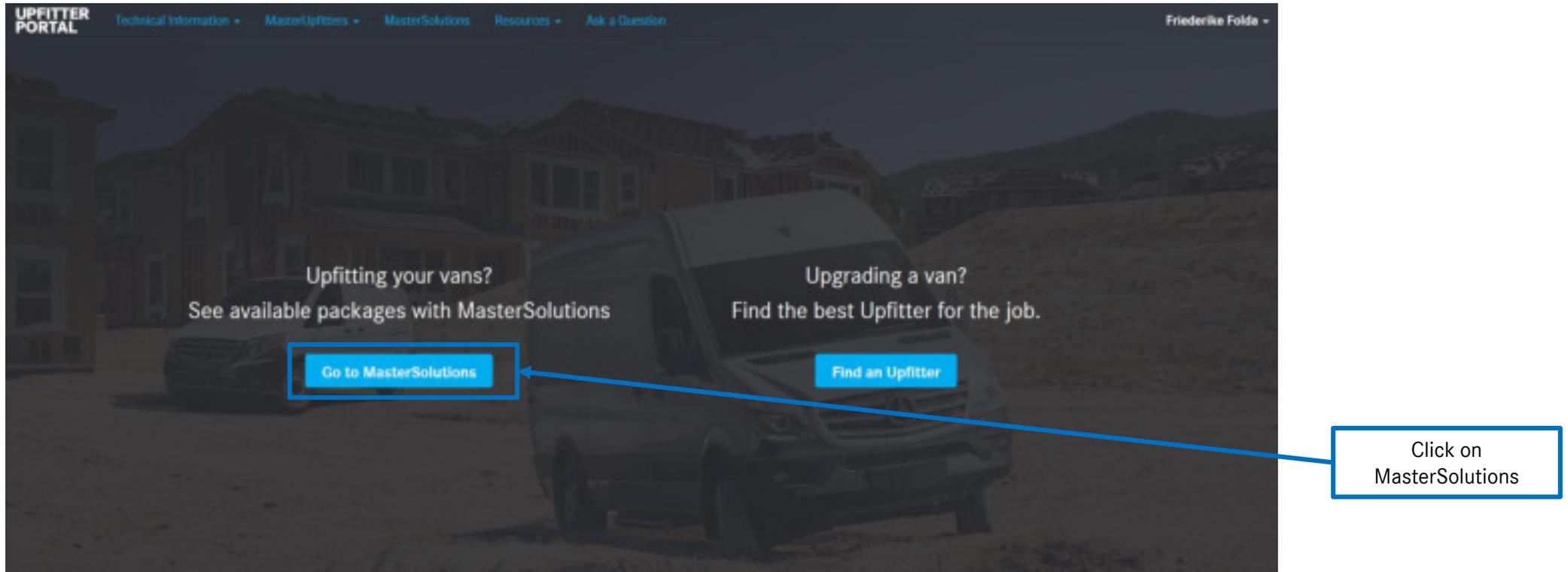
# 4. Search for Upfitter Portal

The screenshot shows the NetStar user interface. On the left is a dark sidebar with navigation options: HOME, COMMUNICATION, DIRECTORY, SALES, REPORTS, and OPERATIONAL SYSTEM. The main content area is titled 'ACCOUNT | LINKS MANAGEMENT'. At the top, there is a search bar with the text 'Search News Articles and Microsites'. Below the search bar, a list of categories is shown: ALL, ADMINISTRATION, FORMS, GUIDES, PARTS, SALES, and SERVICE. The 'ALL' category is selected, and a search filter 'upfitter' is applied. The search results are displayed in a table with columns for 'ADMINISTRATION', 'FORMS', 'GUIDES', 'PARTS', 'SALES', and 'SERVICE'. Under the 'PARTS' category, there are three entries, each with a checked checkbox and a link icon, labeled 'Upfitter Portal Link for Upfitter Portal'. A blue box highlights the search filter 'upfitter', and another blue box highlights one of the search results. Two blue arrows point from text boxes on the right to these elements.

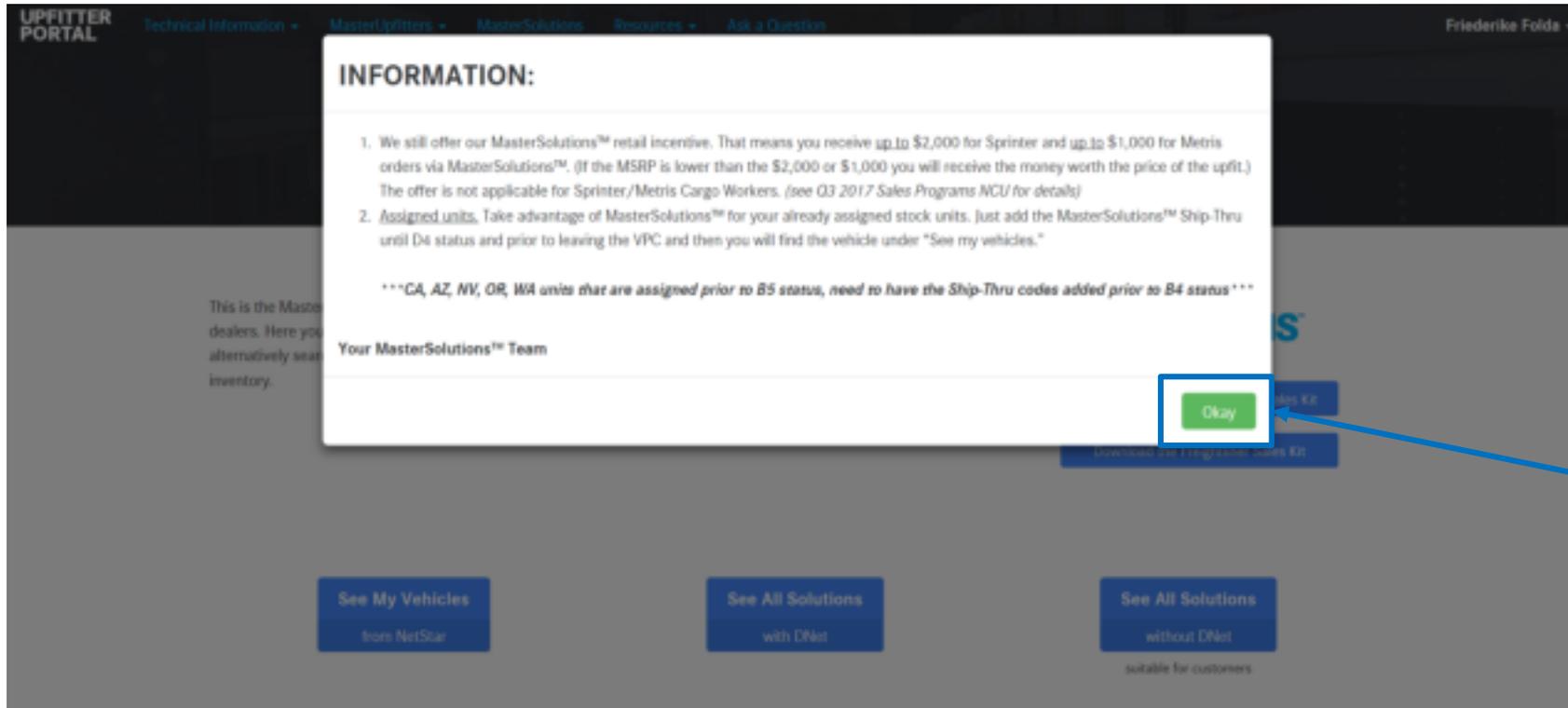
1. Search for "upfitter"

2. Click on "Upfitter Portal"

# 5. Your browser automatically opens a new tab to the Upfitter Portal, then click on MasterSolutions



# 7. Read through the pop up and click “Okay”



Click on “Okay” after reading

## 8. Information: You can download the PDF of the Sales Kits here

The screenshot shows the 'UPFITTER PORTAL' header with navigation links: 'Technical Information', 'MasterUpfitters', 'MasterSolutions', 'Resources', and 'Ask a Question'. The user name 'Friederike Folda' is in the top right. The main heading is 'MasterSolutions Configurator' with the subtext 'Exclusively for commercial vans dealers'. Below this, a paragraph explains the configurator's purpose. The 'MASTER SOLUTIONS' logo is centered. A blue-bordered box highlights two buttons: 'Download the Mercedes-Benz Sales Kit' and 'Download the Freightliner Sales Kit'. A blue arrow points from a separate box on the right, which contains the text 'Click here to download the sales kits pdf', to the highlighted buttons. At the bottom, three more buttons are visible: 'See My Vehicles from NetStar', 'See All Solutions with DNet', and 'See All Solutions without DNet suitable for customers'.

# MASTER SOLUTIONS™

How to find a vehicle and an upfit

If you already have a vehicle with a Ship-Thru code, you can jump to slide 21



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# 1. Click on See All Solutions

The screenshot shows the 'MasterSolutions Configurator' page. At the top, there is a navigation bar with 'UPFITTER PORTAL' and several menu items: 'Technical Information', 'MasterUpfitters', 'MasterSolutions', 'Resources', and 'Ask a Question'. The user's name 'Friederike Folda' is visible in the top right. The main heading is 'MasterSolutions Configurator' with the subtext 'Exclusively for commercial vans dealers.' Below this, a paragraph explains the configurator's purpose. To the right, there are two download buttons: 'Download the Mercedes-Benz Sales Kit' and 'Download the Freightliner Sales Kit'. At the bottom, there are three buttons: 'See My Vehicles from NetStar', 'See All Solutions with DNet', and 'See All Solutions without DNet'. Two callout boxes with blue borders and arrows point to the 'See All Solutions' buttons. The first callout points to the 'with DNet' button and contains the text 'Click on "See All Solutions with DNet"'. The second callout points to the 'without DNet' button and contains the text 'If you don't want the DNet to be shown, please select "See All Solutions without DNet"'. The 'See All Solutions with DNet' button is highlighted with a blue border in the original image.

UPFITTER PORTAL Technical Information • MasterUpfitters • MasterSolutions Resources • Ask a Question Friederike Folda

## MasterSolutions Configurator

Exclusively for commercial vans dealers.

This is the MasterSolutions Configurator exclusively for commercial vans dealers. Here you can match upfits to vehicles assigned to your dealership or alternatively search for available solutions and match them with vans from inventory.

**MASTER SOLUTIONS**

Download the Mercedes-Benz Sales Kit

Download the Freightliner Sales Kit

See My Vehicles from NetStar

See All Solutions with DNet

See All Solutions without DNet

Click on "See All Solutions with DNet"

If you don't want the DNet to be shown, please select "See All Solutions without DNet"

## 2. How to find the desired upfit/ how to search all upfits

You can choose drop down options to narrow the upfit search

If you click on "Help" you will have the option to send us an email for further help

If you click on "i" you will find a longer description and additional information

Please see the package short description, dealer net and MSRP

The screenshot shows the MasterSolutions Upfitter Packages interface. On the left, there is a 'Filters' sidebar with sections for 'Van Specs', 'Vocation', 'Upfit Type', and 'Upfitter', each containing a dropdown menu. The main area displays a grid of 'Upfit Packages'. Each package card includes an image of the upfit, a title, a short description, and pricing for 'Dealer Net' and 'MSRP', along with an 'Add' button. A 'Help' link is visible in the top navigation bar. A 'Next - Add to Cart' button is located in the top right corner. A 'Packages Selected: 0' indicator is also present.

Package Name	Dealer Net	MSRP
Sortino by Knapheide Ship-Thru Standard Roof Partition with Window	\$742.18	\$863.00
Sortino by Knapheide Ship-Thru Standard Roof Partition	\$718.96	\$836.00
Sortino by Knapheide Ship-Thru High Roof Partition with Window	\$786.04	\$914.00
Sortino by Knapheide Ship-Thru High Roof Partition	\$762.82	\$887.00

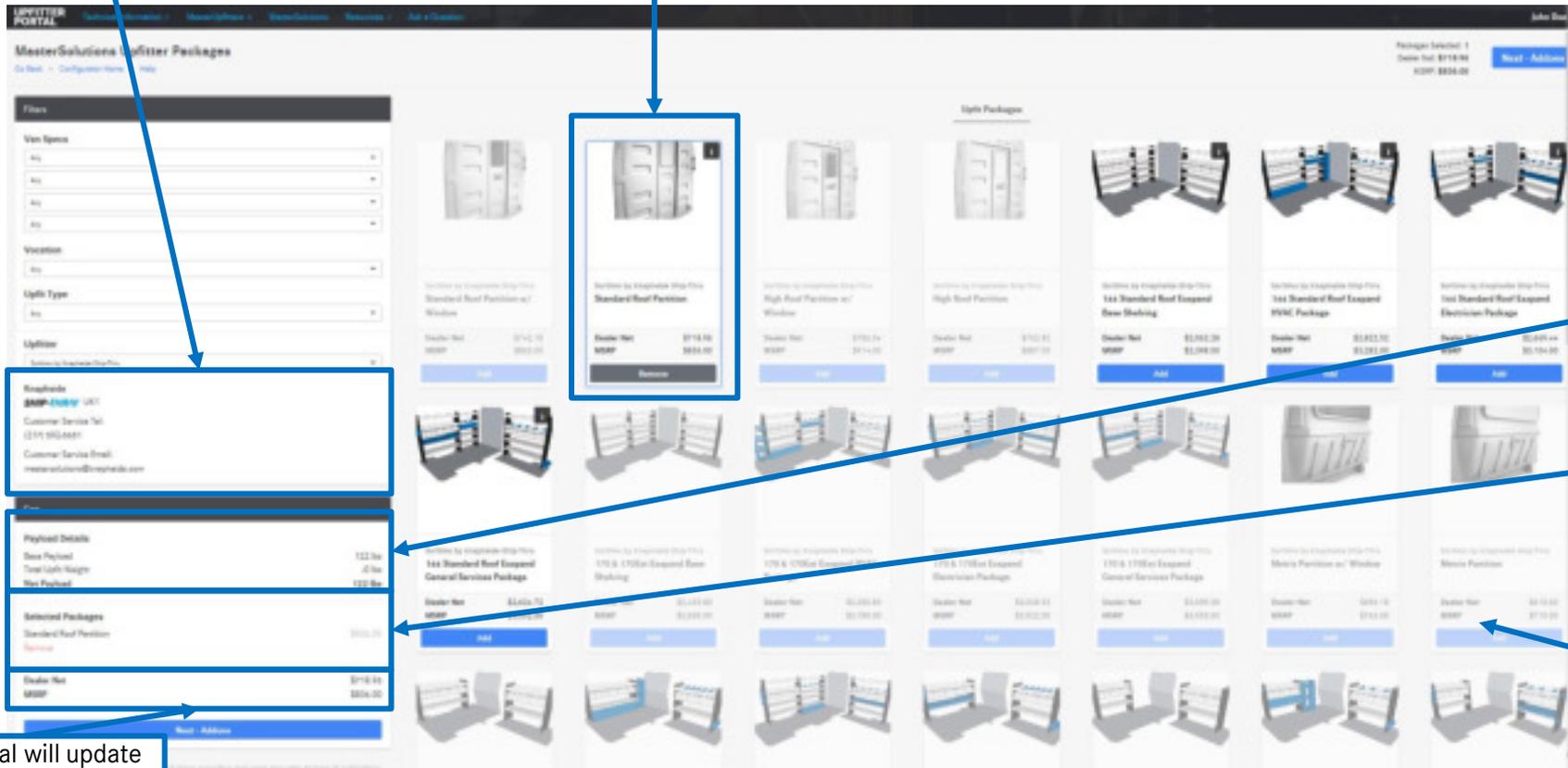
You can scroll down to see all solutions offered via MasterSolutions

### 3. How to add one or more upfits

Once you select one package, the Ship-Thru and contact information will be displayed here

When you select an upfit package, it will be surrounded in blue

Once you select one package, the portal will only show you other packages from the same upfitter



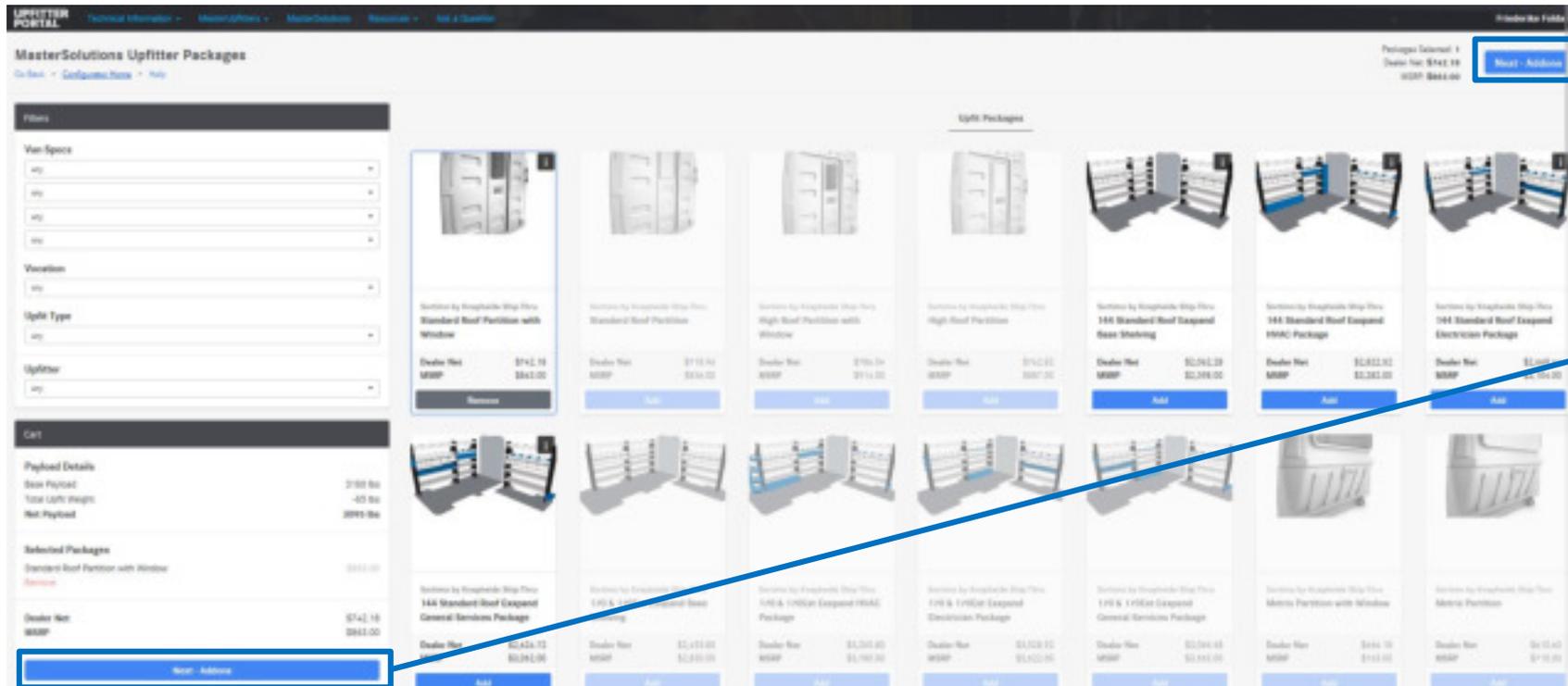
For all upfit types but SmartLiner you will have a payload calculator

Here you see the selected packages with the MSRP

When you select an upfit package, all other packages that are no longer compatible will be greyed out

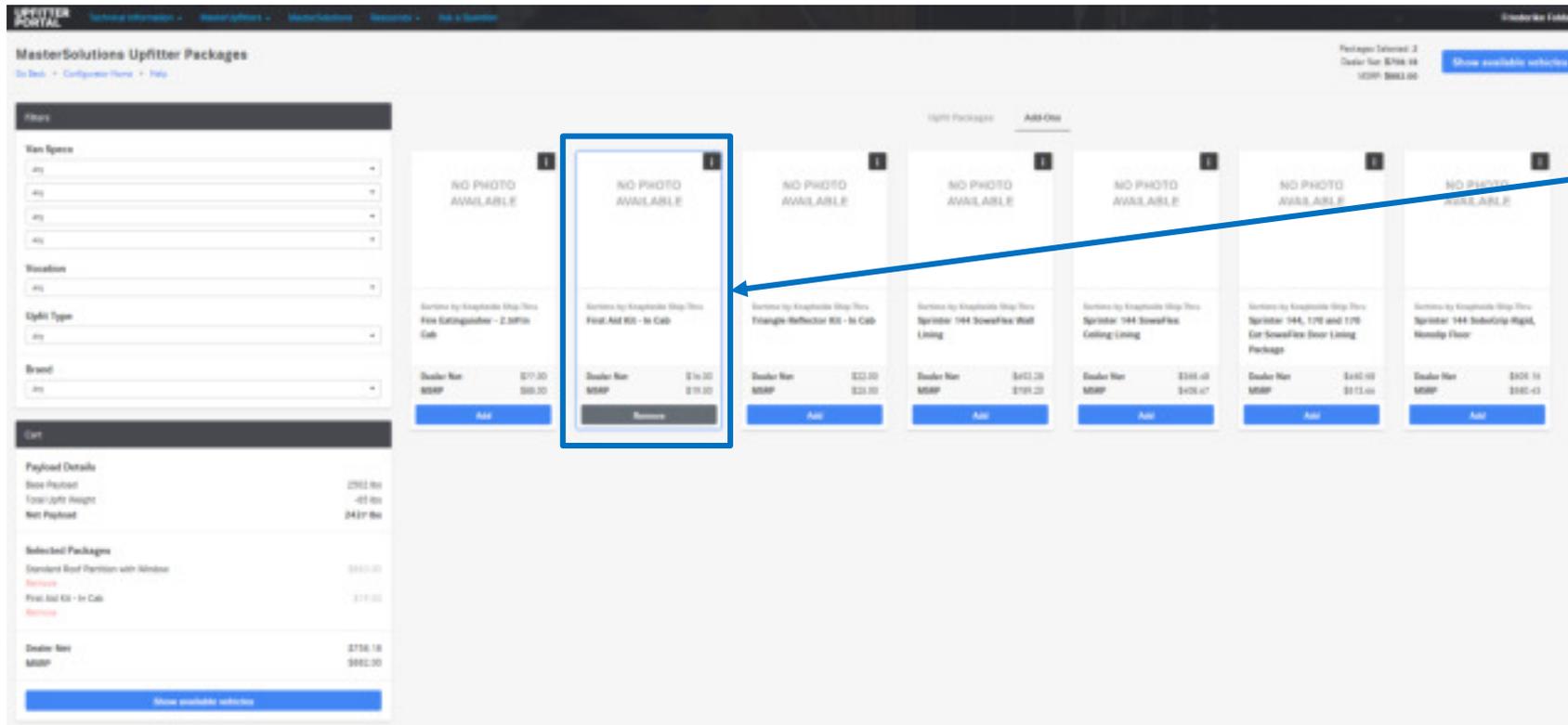
The portal will update your dealer net and the MSRP here

# 4. Next Step - Addons



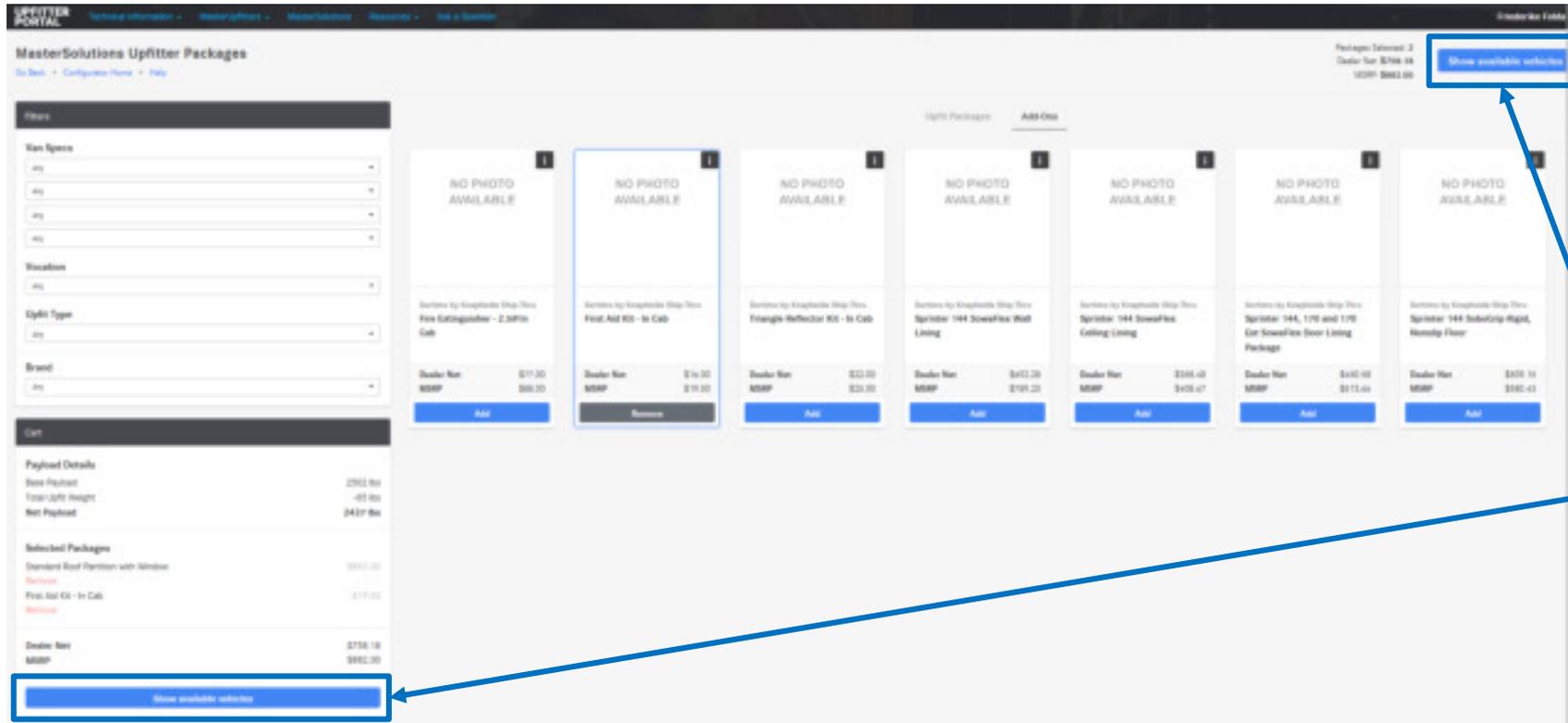
Once you have selected upfits, click on "Next - Addons"

# 4. Next Step - Addons



You can choose an Addon based on your selected core upfits

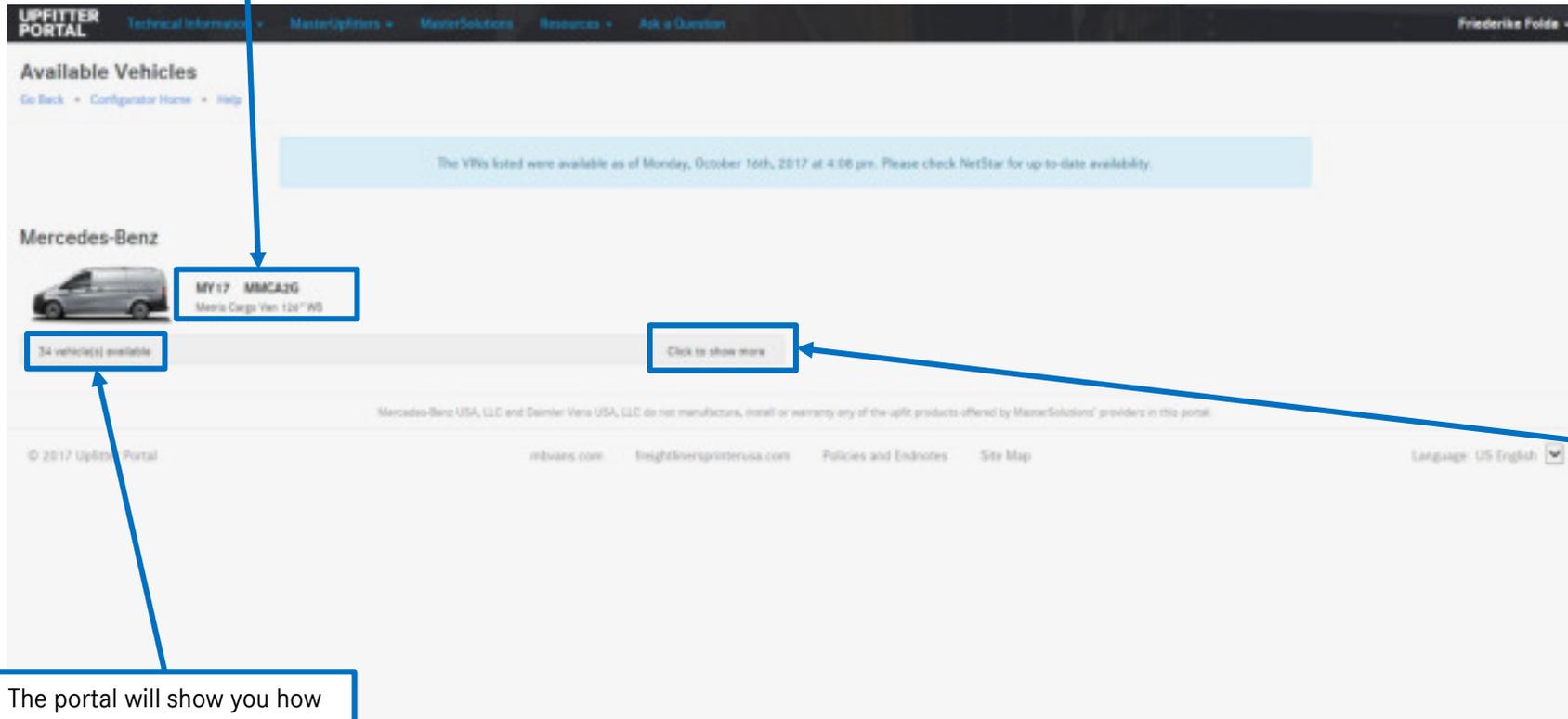
# 5. How to see vehicles that fit your upfit



If you selected everything you want, click on “Show available vehicles”

# 5. How to see vehicles that fit your upfit

The portal will tell you what kind of vehicle it is displaying



Click on "Click to show more" to see details of available vehicles

The portal will show you how many vehicles of that model are available

# 6. How to read details of available vehicles, the portal will display ...

The screenshot shows the 'Available Vehicles' section of the Upfitter Portal. At the top, there is a navigation bar with 'UPFITTER PORTAL' and several menu items. Below the navigation, the page title 'Available Vehicles' is displayed, along with links for 'Go Back', 'Configurator Home', and 'Help'. A light blue banner states: 'The VINs listed were available as of Monday, October 16th, 2017 at 3:55 pm. Please check NetStar for up-to-date availability.'

The main content area features a 'Mercedes-Benz' header with a van image and model details: 'MY17 22CA46 Sprinter Cargo Van 2500 144"WB'. Below this, it indicates '10 vehicle(s) available' and provides instructions on how to add options to the vehicle configuration. A 'Go to NetStar' button is also present.

A table of available vehicles is shown below, with callouts pointing to specific fields:

PO	VIN	Production Status	MSRP
PO 7774054580	WD3PE7CD8HPS35503	04 / VPC READY	\$44,728.00
PO 7774054595	WD3PE7CD7HPS32320	02 / VPC SURVERED	\$44,728.00
PO 7774054595	WD3PE7CD4HPS30W90		\$44,728.00

Callouts from the image:

- ...the PO (points to PO 7774054580)
- ...the VIN (points to WD3PE7CD8HPS35503)
- ...the production status (points to 04 / VPC READY)
- ...the exterior color (points to the color selection dropdown)
- ...the vehicle MSRP (points to \$44,728.00)

## 7. How to pull one of these units into your inventory

1. Copy the PO and VIN into a new email
2. Address the email to Van Distribution
3. Ask Van Distribution to move the unit in your inventory
4. To: [VanDistribution@mbusa.com](mailto:VanDistribution@mbusa.com)
5. CC: [MasterSolutions@mbusa.com](mailto:MasterSolutions@mbusa.com)

Once Van Distribution emails you that the unit has been moved in your inventory, please

- find the unit in your operational NetStar system
- Go to the VII screen
- Add the U-code appropriate for the upfit (shown by the portal as shown on slide 14)

# 8. How to add a Ship-Thru code in the NetStar operational system

1. Go to the VII screen

2. Type in the PO

4. Click Update

3. Select the appropriate U-code

The screenshot displays the NetStar operational system interface. At the top, there are fields for 'PO Number' and 'Find'. Below this, there are sections for 'Vehicle', 'Optional Accessories', 'Shipments', 'Dealer', 'Status', and 'Events'. The 'Status' section includes fields for 'Current Status', 'Dealer ETA', 'Est. Prod. Date', 'Decade Planned', and 'Decade Scheduled'. The 'Events' section lists various transactions. At the bottom, there are 'Update' and 'Upfitter Locations' buttons. The 'Upfitter Locations' dropdown menu is highlighted with a blue box, and an arrow points to it from the text '3. Select the appropriate U-code'. Another arrow points from the text '4. Click Update' to the 'Update' button.

# MASTER SOLUTIONS™

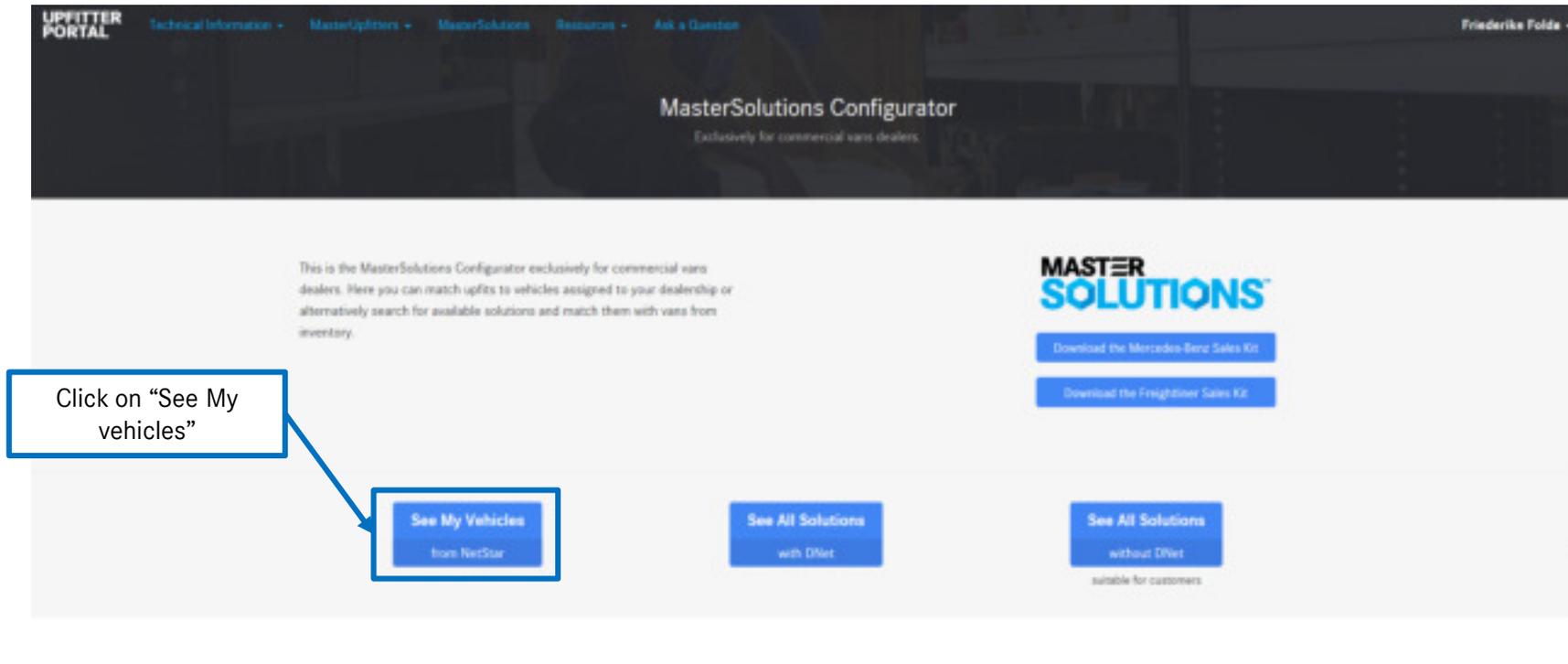
## How to add an upfit to a vehicle in your inventory

If you don't have a vehicle with a Ship-Thru code in your inventory, please go to slide 10



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# 1. Click on See My Vehicles



## 2. Click on the vehicle you want to upfit

Click on the blue letters to configure your upfit

Orange = upfit not configured

Green = upfit configured

F1 = unit released to carrier in transit to upfitter

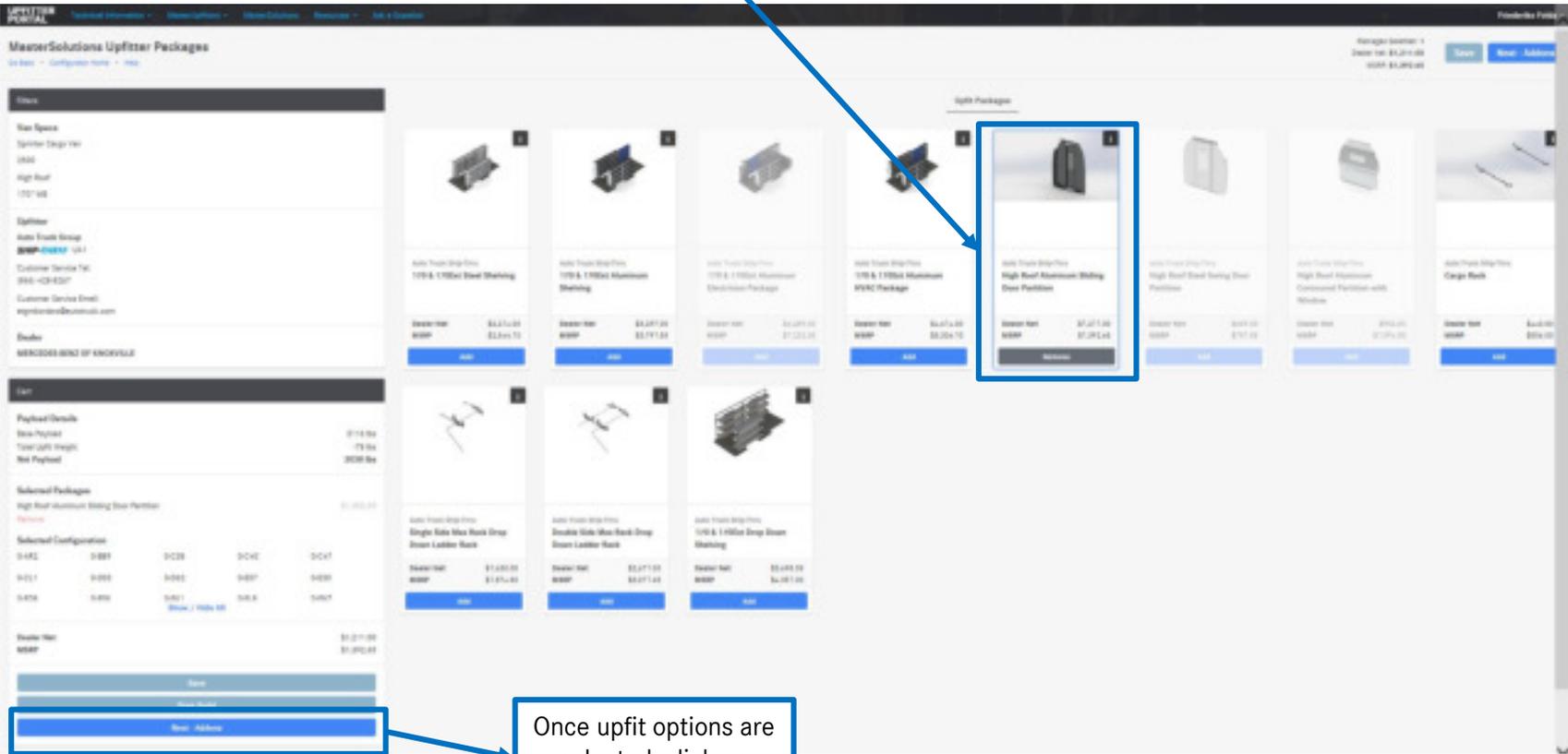
Saved Builds								
Date	Van Spec	PO #	VIN	Upfitter	Upfit Status	Status	Days in Status	
2017-10-19 00:00:00	Mercedes-Benz 170 W9 2500 Sprinter Cargo Van with 6 cyl engine	xxxxxxxx	xxxxxxxxxxxxxxxx	Knapheide	-	VPC DELAYED / D3	x	
2017-10-19 00:00:00	Mercedes-Benz 144 W9 2500 Sprinter Cargo Van with 6 cyl engine	xxxxxxxx	xxxxxxxxxxxxxxxx	Auto Truck Group	-	VPC READY / D4	x	

Sent Builds								
Date	Van Spec	PO #	VIN	Upfitter	Upfit Status	Status	Days in Status	
2017-10-19 00:00:00	Mercedes-Benz 144 W9 2500 Sprinter Cargo Van with 6 cyl engine	xxxxxxxx	xxxxxxxxxxxxxxxx	SmartLiner	-	WHOLESALED / F1	x	

# 3. The portal will only show you upfits that are compatible with your vehicle

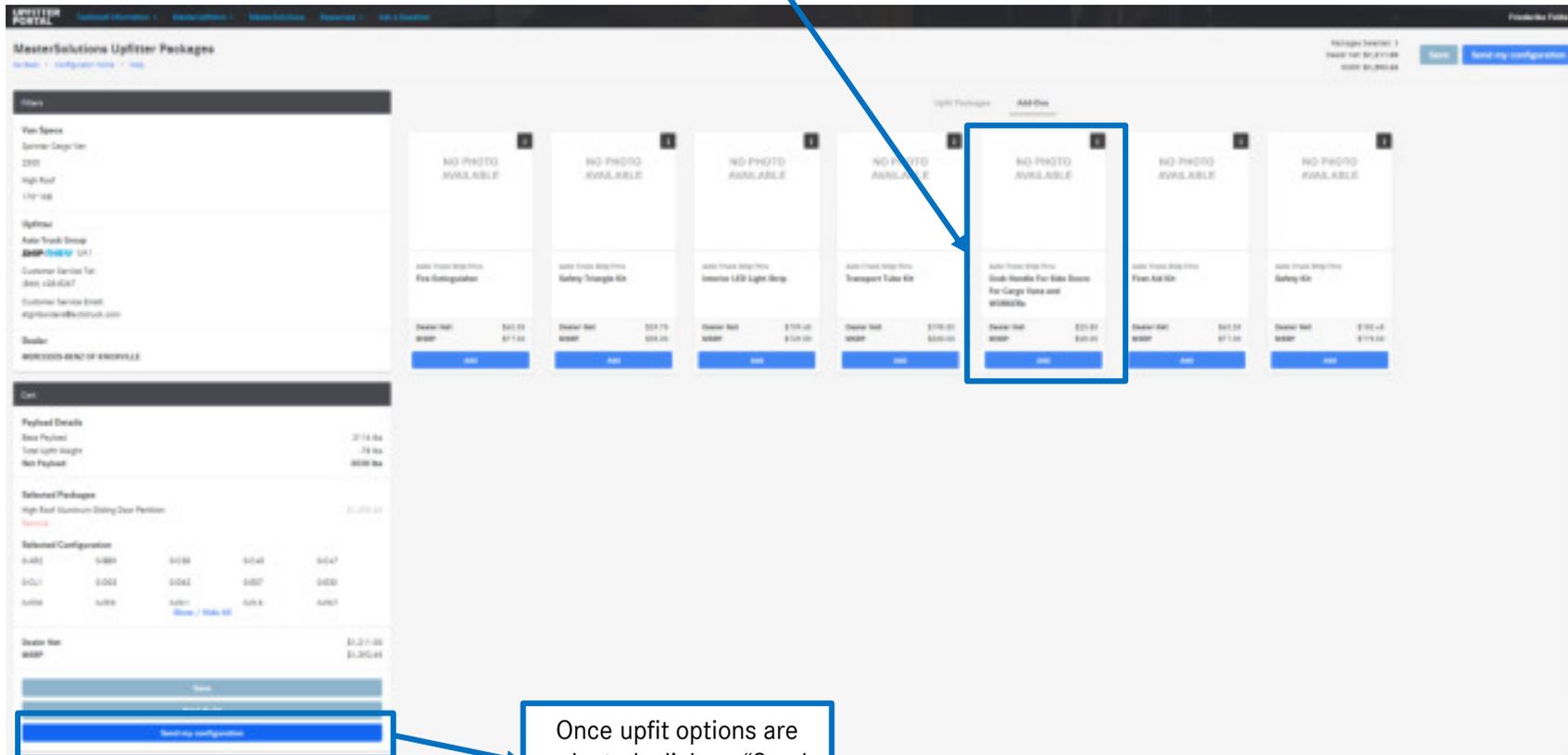
Select your upfit



Once upfit options are selected, click on "Next - Addons"

### 3. The portal will only show you Addons that are compatible with your vehicle and the previous selected upfits

If you want to add an Addon, select it (You can also skip this step)



Once upfit options are selected, click on “Send my configuration”

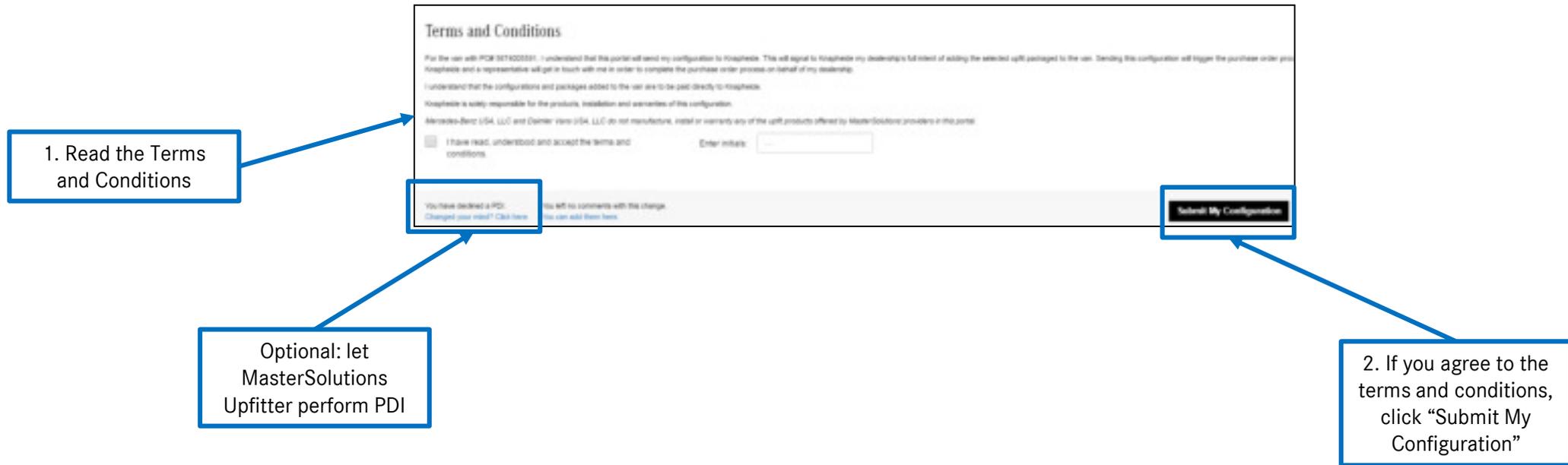
## 4. Itemization

A pop up will ask you for any comments

You have the option to ask the upfitter to perform an OEM PDI

(the MasterSolutions providers can only perform OEM PDI's on Ship-Thru units)

# 5. Submission steps



## 5. Confirmation

Once everything is submitted, a confirmation email will be sent to the email account connected to your NetStar account.

A representative from the selected upfitter will reach out to you to sign the PO