MasterSolutions™
Step-by-Step ordering instructions

MasterSolutions™ Team

How to order MasterSolutions™

Access to NetStar5 required

1. Log in to NetStar5

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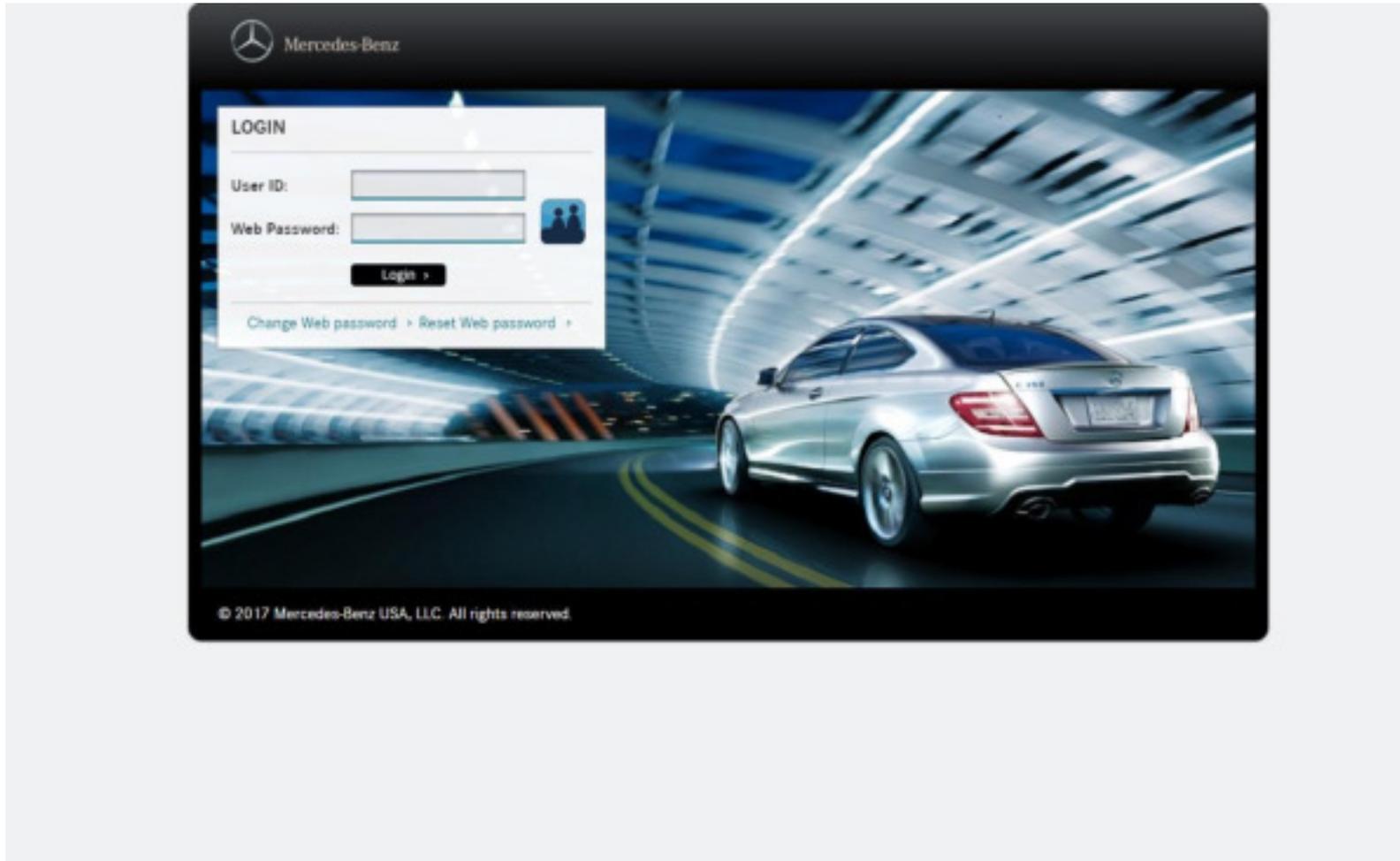
2. Select the links chain in the top right corner

Click the links symbol in the top right corner

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3. Select to see all links

Click to see all links

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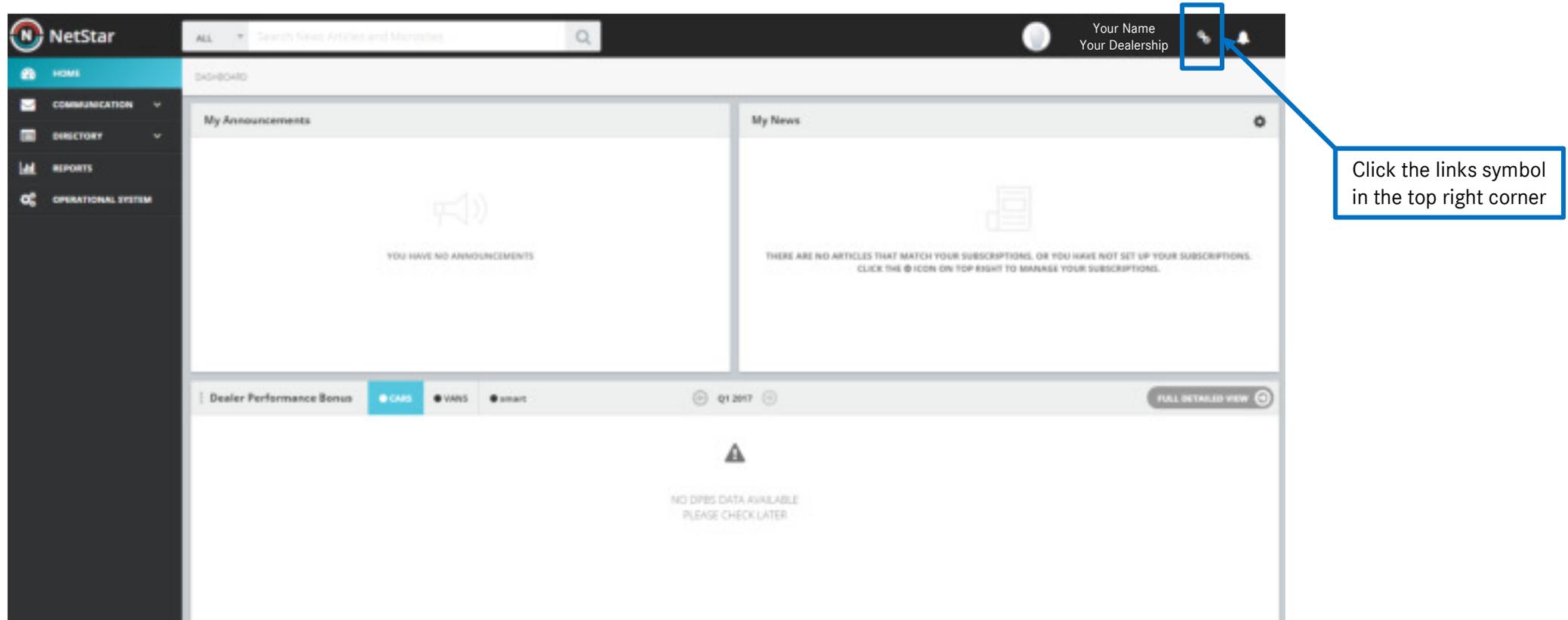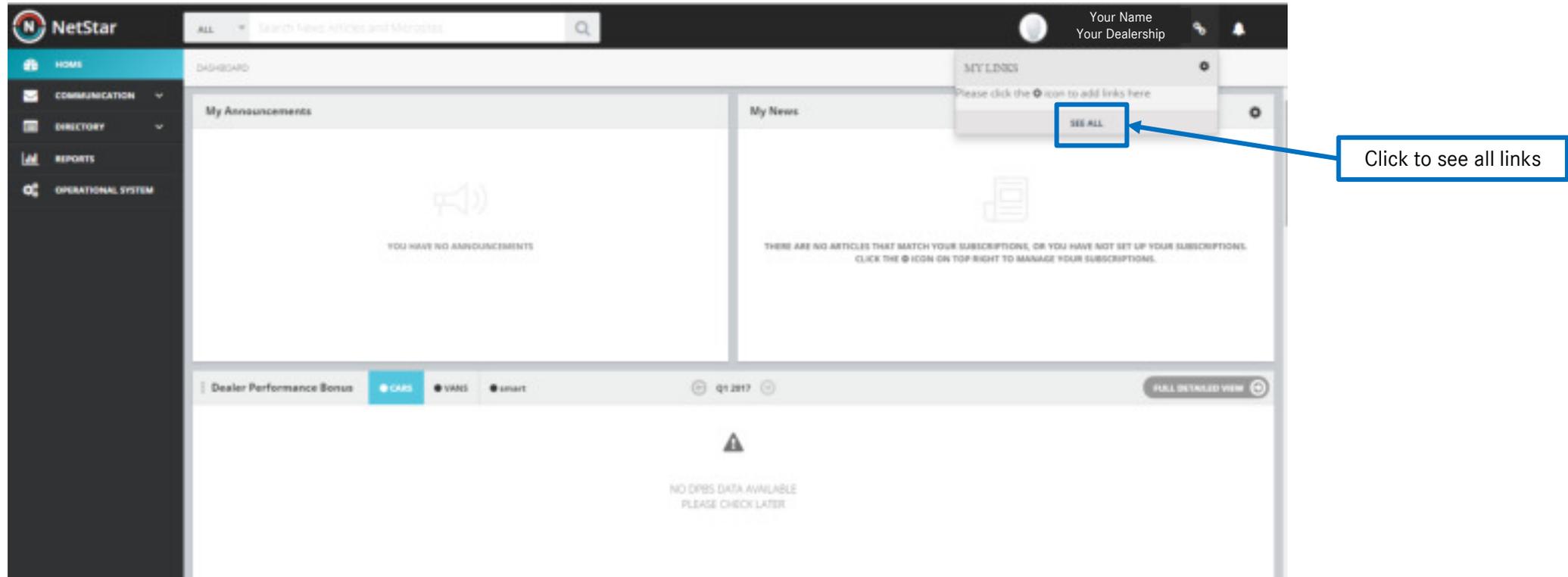
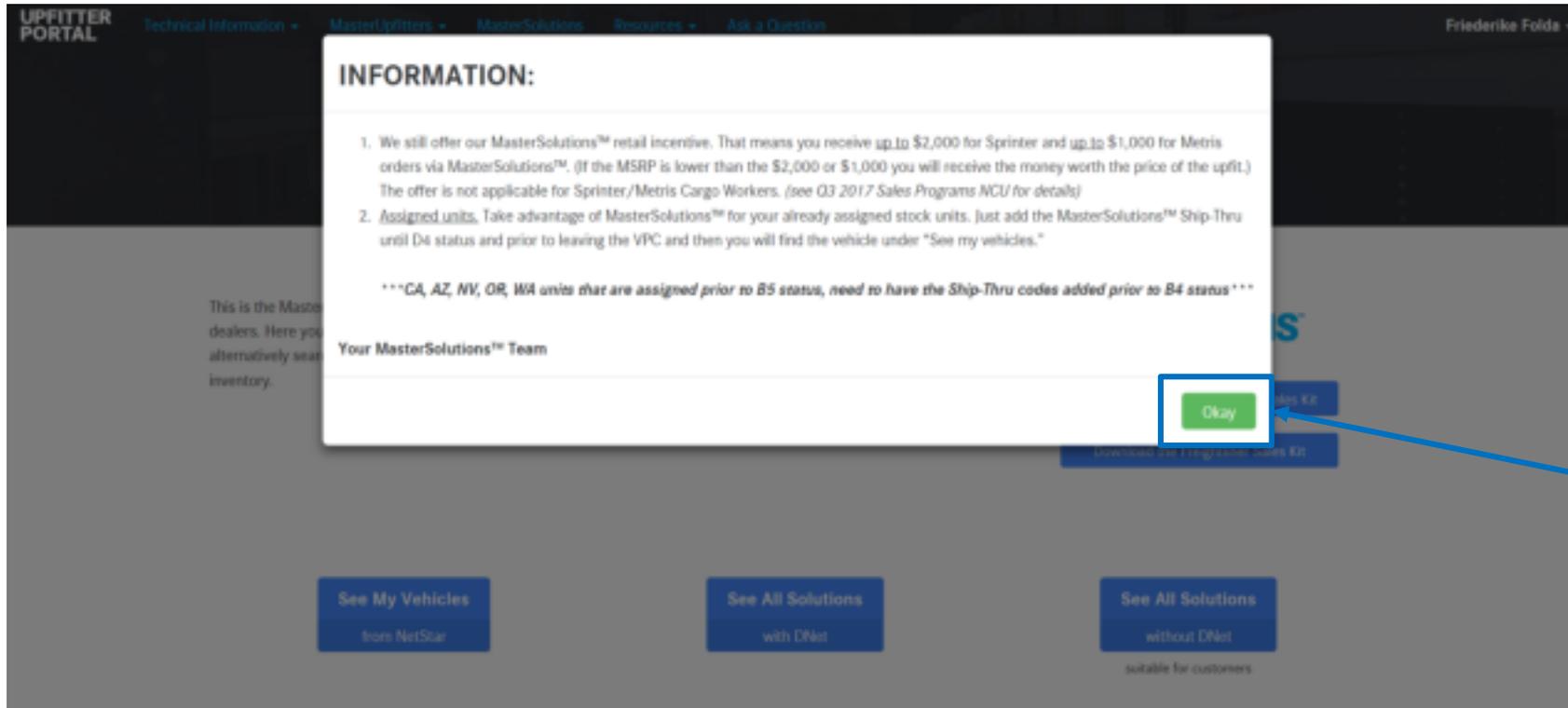# 4. Search for Upfitter Portal

1. Search for "upfitter"

2. Click on "Upfitter Portal"

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

Click on MasterSolutions

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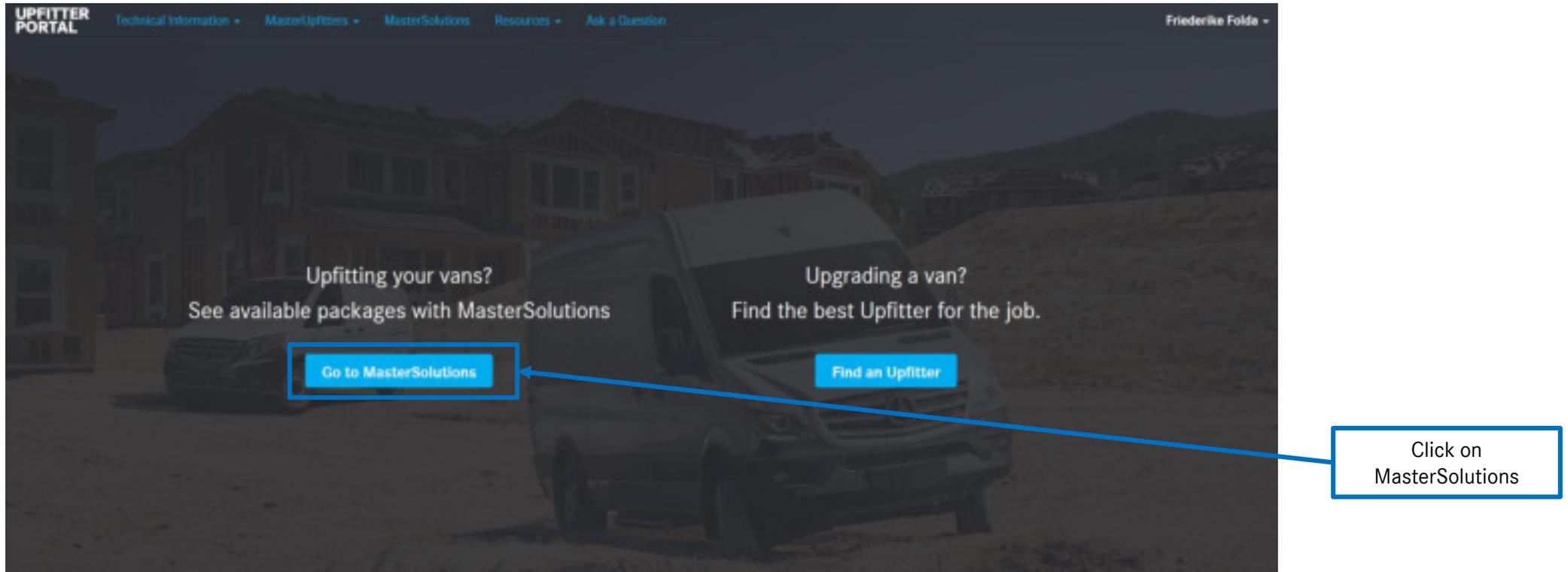
7. Read through the pop up and click "Okay"

Click on "Okay" after reading

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

Click here to download the sales kits pdf

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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

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

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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

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

Please see the package short description, dealer net and MSRP

You can scroll down to see all solutions offered via MasterSolutions

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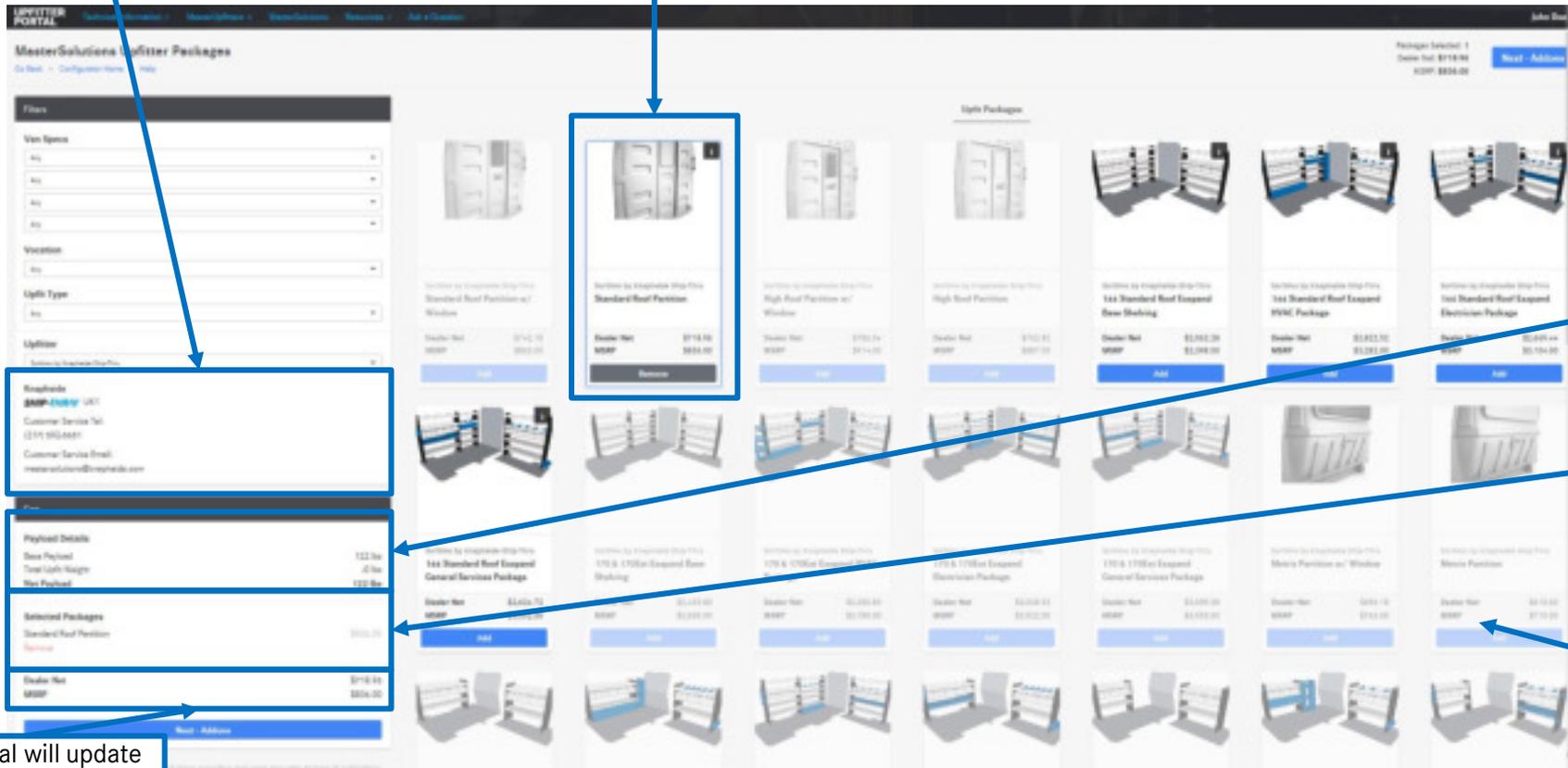
For all upfit types but SmartLiner you will have a payload calculator

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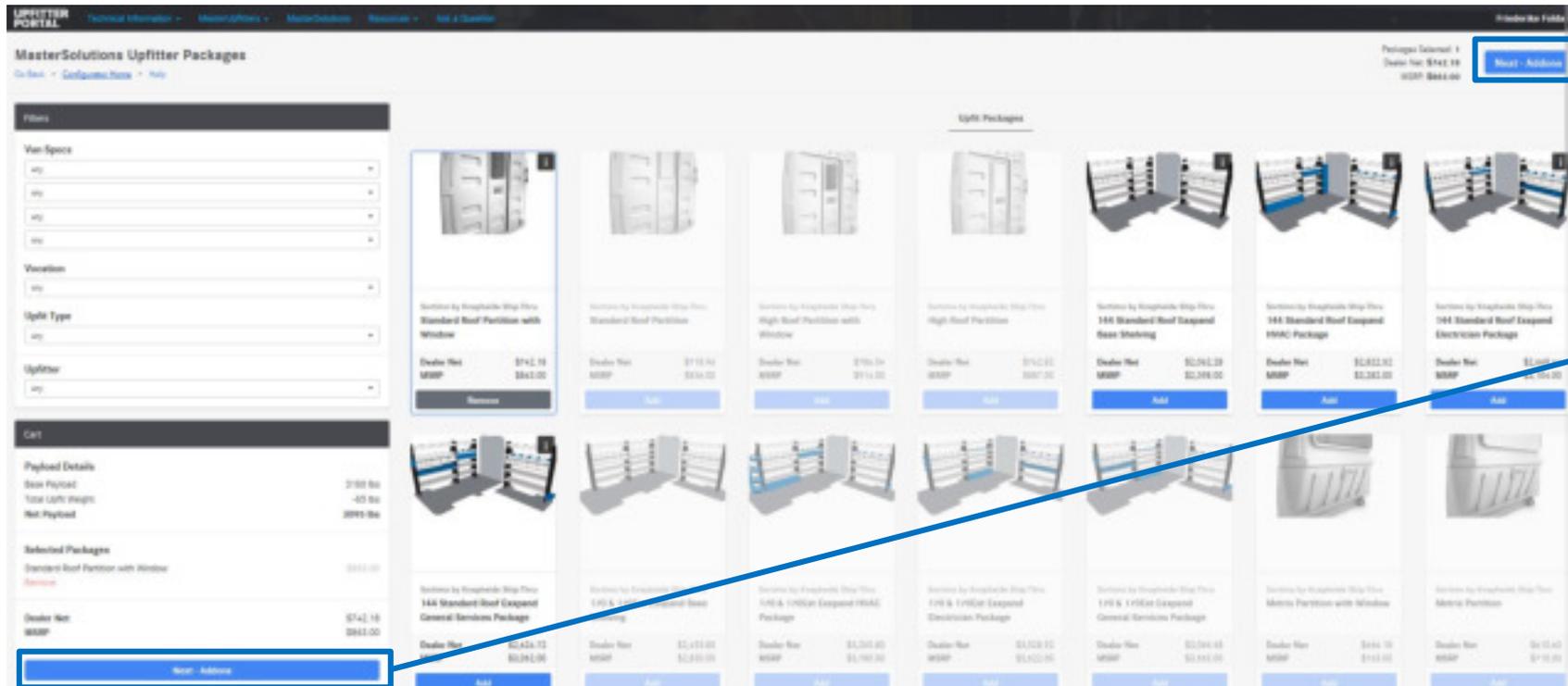
Once you have selected upfits, click on "Next – Addons"

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4. Next Step - Addons
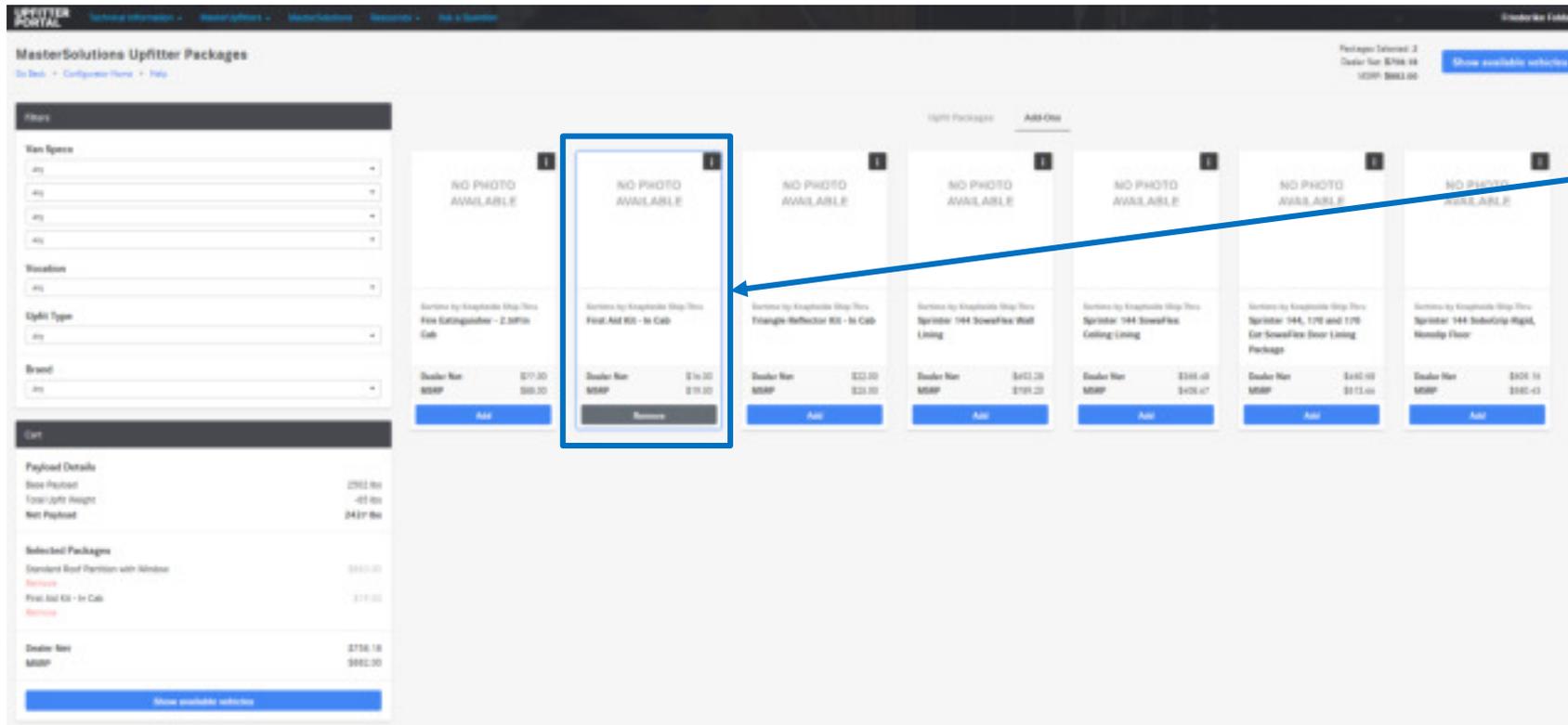
You can choose an Addon based on your selected core upfits

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5. How to see vehicles that fit your upfit
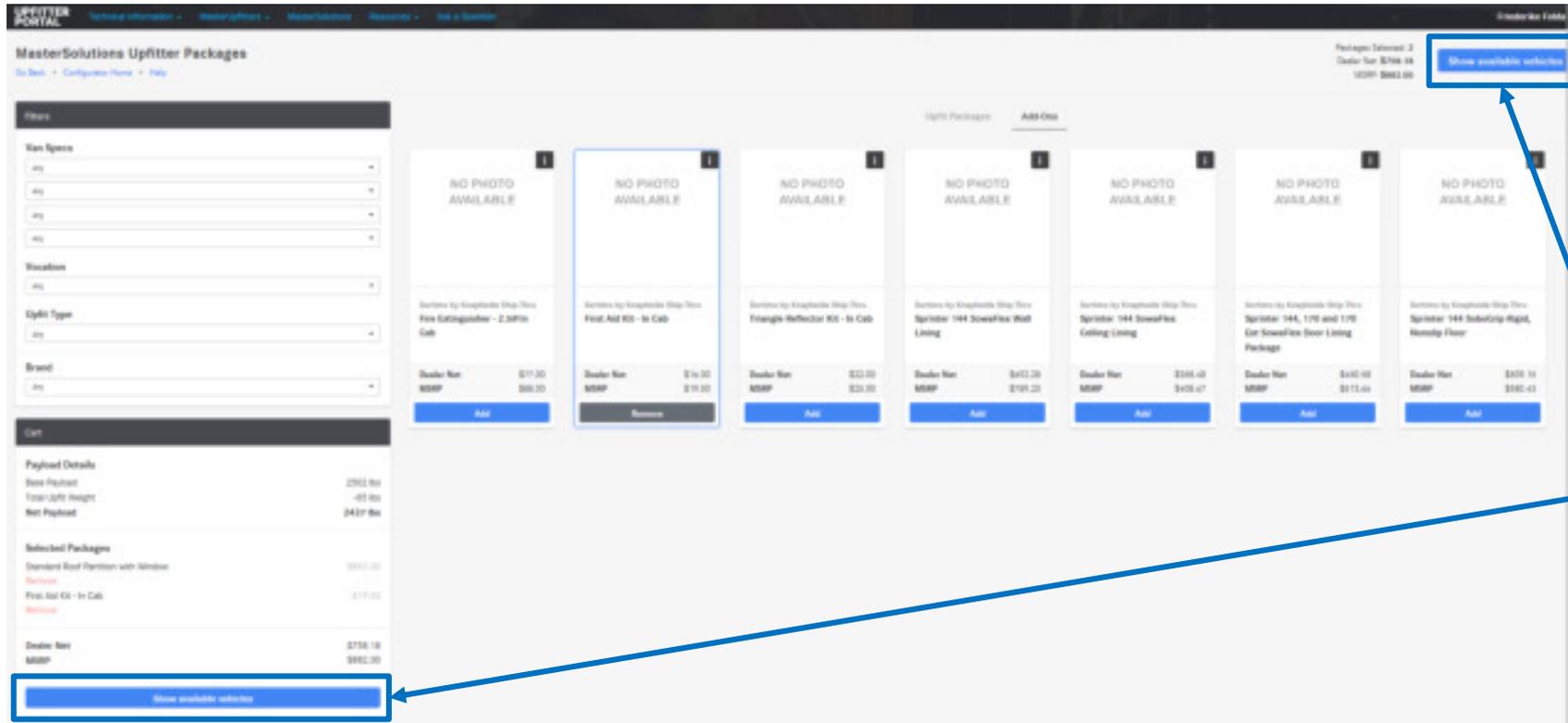
If you selected everything you want, click on "Show available vehicles"

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5. How to see vehicles that fit your upfit

The portal will tell you what kind of vehicle it is displaying
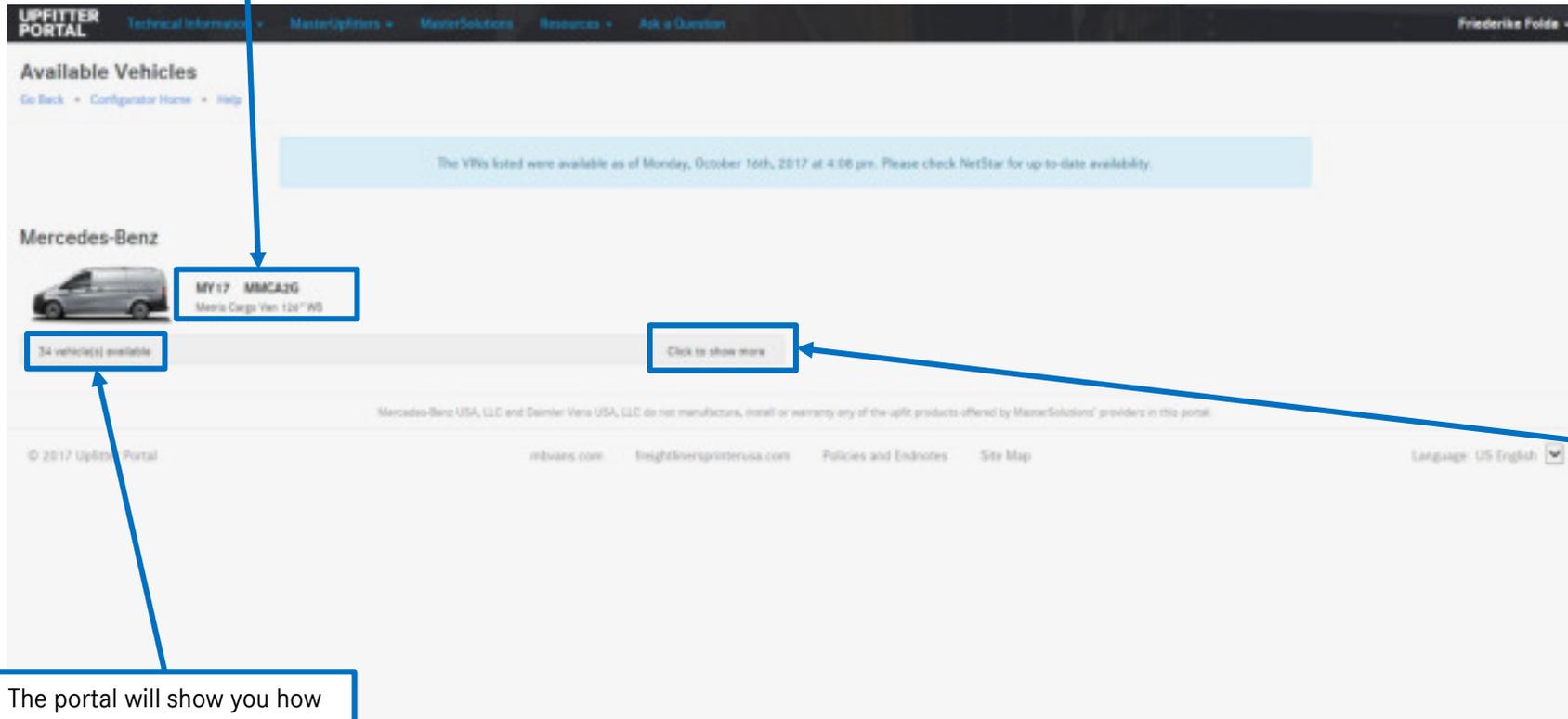
Click on "Click to show more" to see details of available vehicles

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

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

...the PO

...the VIN

...the production status

...the exterior color

...the vehicle MSRP

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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

5. CC: 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)

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

1. Go to the VII screen

2. Type in the PO

3. Select the appropriate U-code

4. Click Update

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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

Click on "See My vehicles"

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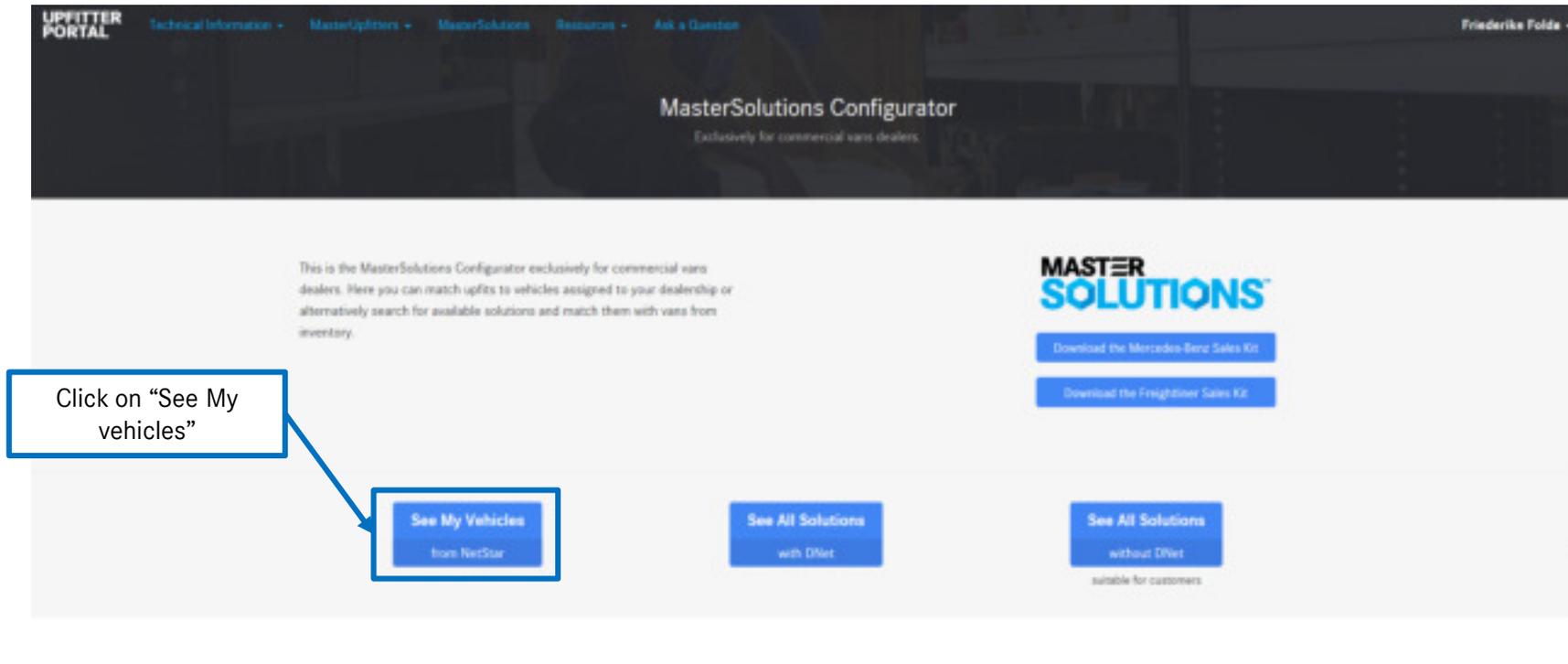
2. Click on the vehicle you want to upfit

Click on the blue letters to configure your upfit

Orange = upfit not configured

F1 = unit released to carrier in transit to upfitter

Green = upfit configured

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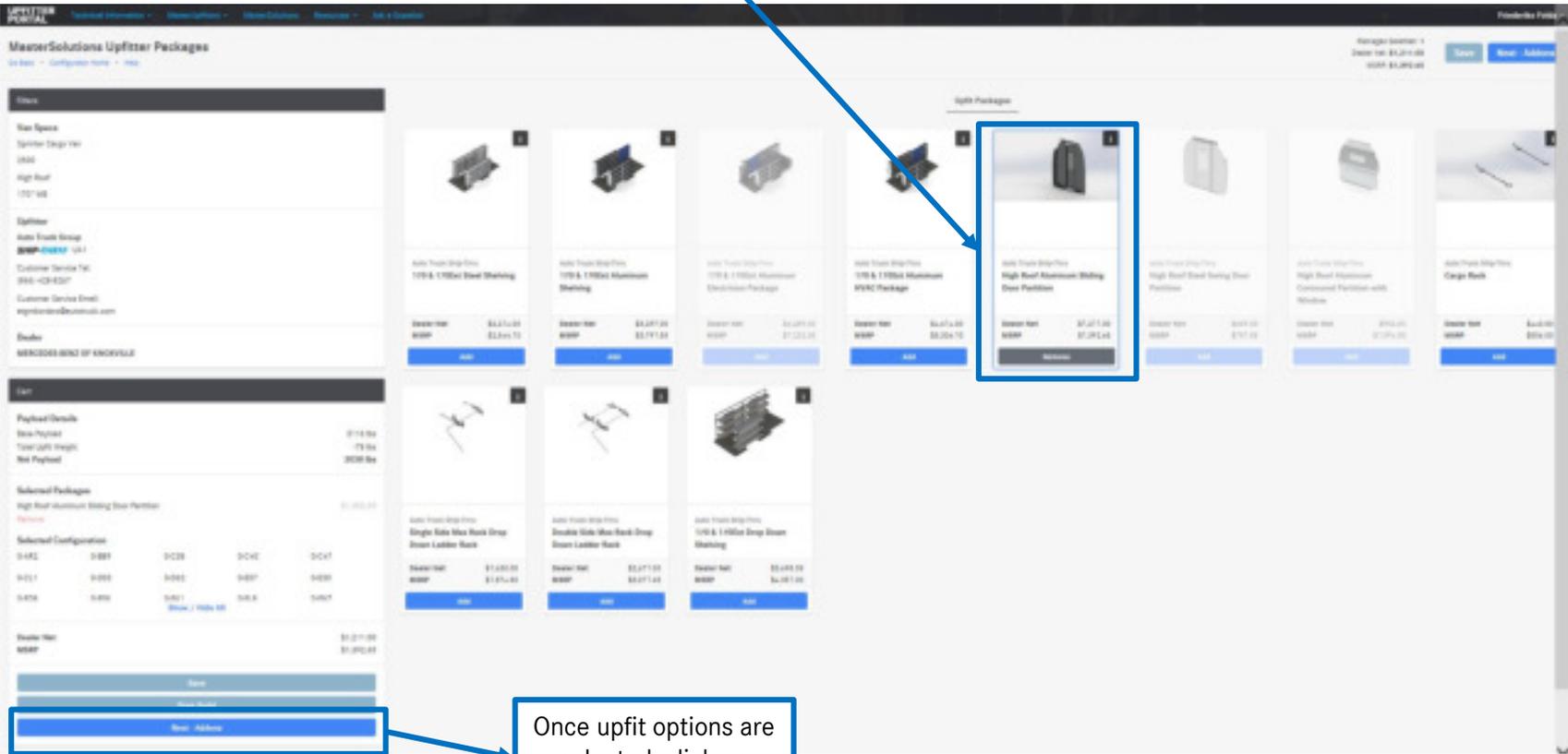
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3. The portal will only show you Addons that are compatible with your vehicle and the previous selected upfits

If you want to add an Addon, select it (You can also skip this step)
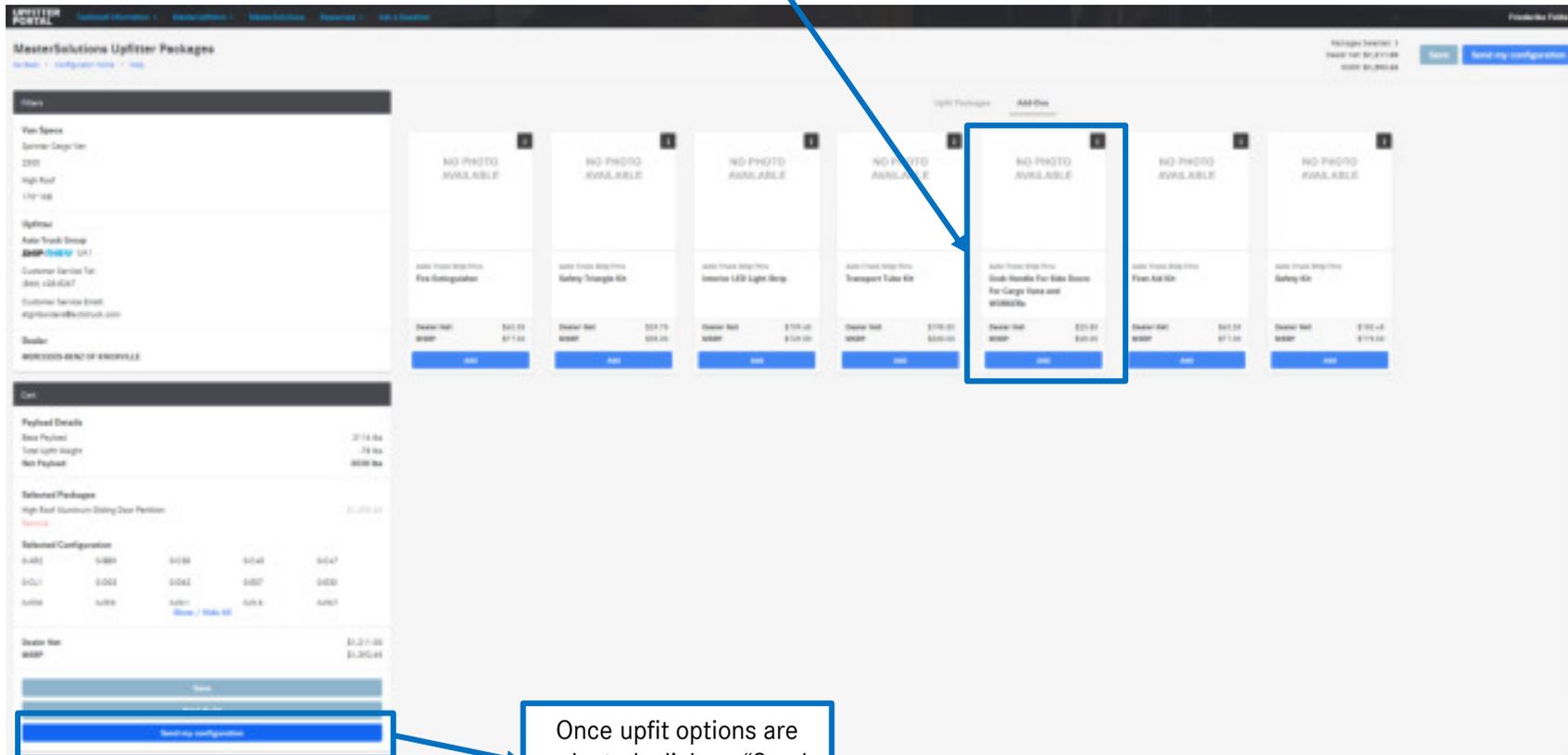
Once upfit options are selected, click on "Send my configuration"

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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)

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5. Submission steps

1. Read the Terms and Conditions

Optional: let MasterSolutions Upfitter perform PDI

2. If you agree to the terms and conditions, click "Submit My Configuration"

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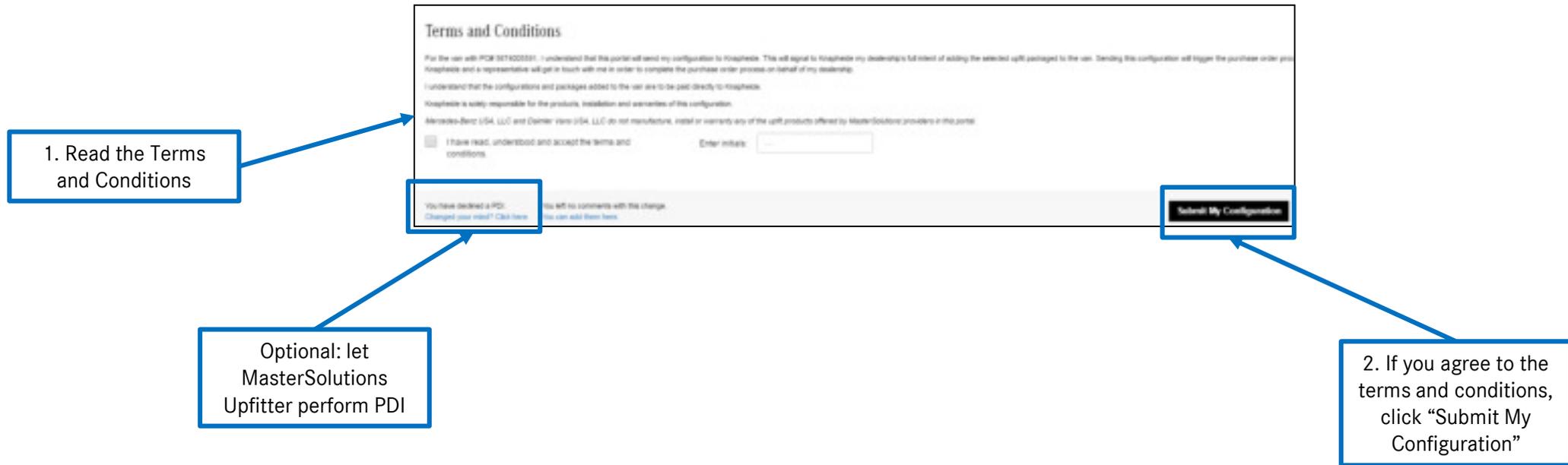
5. Confirmation

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

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