

# MASTERSOLUTIONS – ORDERING REFERENCE GUIDE

If you already have a vehicle with a ship-thru code, skip to Step 2.

## **STEP 1: FINDING UNIT AND PULLING UNIT INTO YOUR INVENTORY**

### **HOW TO FIND A VEHICLE IN THE MERCEDES BENZ PORTAL**

1. Login to the MasterSolutions Upfitter Portal
2. Click on See All Solutions
3. Select Upfitter, Knapheide and any other desired upfit filters
4. Once you have selected upfits, click on “Next-Addons”
5. Choose an Addon based on your selected core upfits
6. Click “Show available vehicles”
7. The portal will tell you what kind of vehicle it is displaying. Click on “Click to show more” to see details of available vehicles

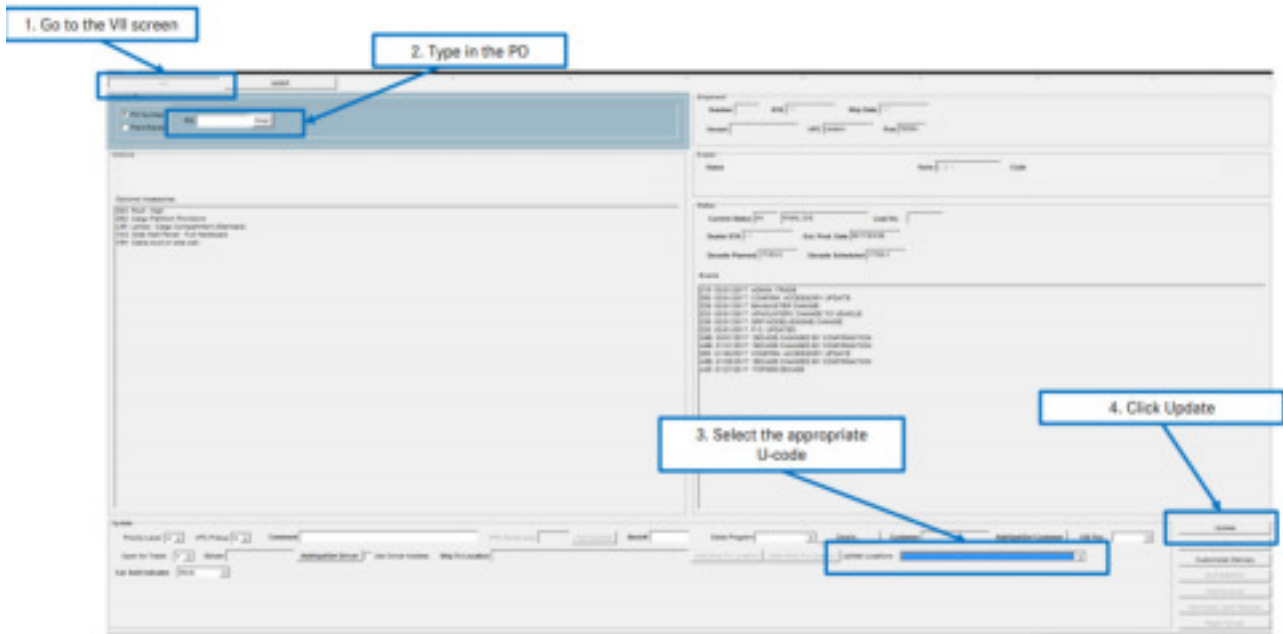
### **PULL AVAILABLE UNIT INTO YOUR INVENTORY**

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  
To: VanDistribution@mbusa.com  
CC: MasterSolutions@mbusa.com

Once Van Distribution emails you that the unit has been moved in your inventory add Ship-Thru code in the NetStar system

## ADD SHIP-THRU CODE IN THE NETSTAR SYSTEM

1. Go to the VII Screen
2. Type in the PO
3. Select the appropriate u-code
4. Click update



If you have a unit with ship-thru code START HERE

## STEP 2: ADDING AN UPFIT TO A VEHICLE IN YOUR INVENTORY

1. In Upfitter Portal, click on “See My Vehicles”
2. Click on the blue letters to configure your upfit
3. Select your upfit, click on “Next - Addons”
  - a. Portal will only show upfits that are compatible with vehicle
4. Submission steps
  - a. Read Terms and Conditions
  - b. Optional: let MasterSolutions Upfitter perform PDI
  - c. Click, Submit My Configuration
5. Once everything is submitted, a confirmation email will be sent to the email account connected to your MB NetStar account. A representative from Knapheide will reach out to you to sign the PO

For more detailed instructions with pictures you can reference the Step-by-Step MasterSolutions Ordering Instructions posted by Mercedes Benz [Reference Guide](#).