

Mercedes-Benz Canada Inc. National Account Manual



Mercedes-Benz



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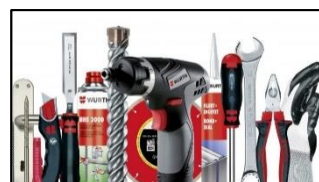
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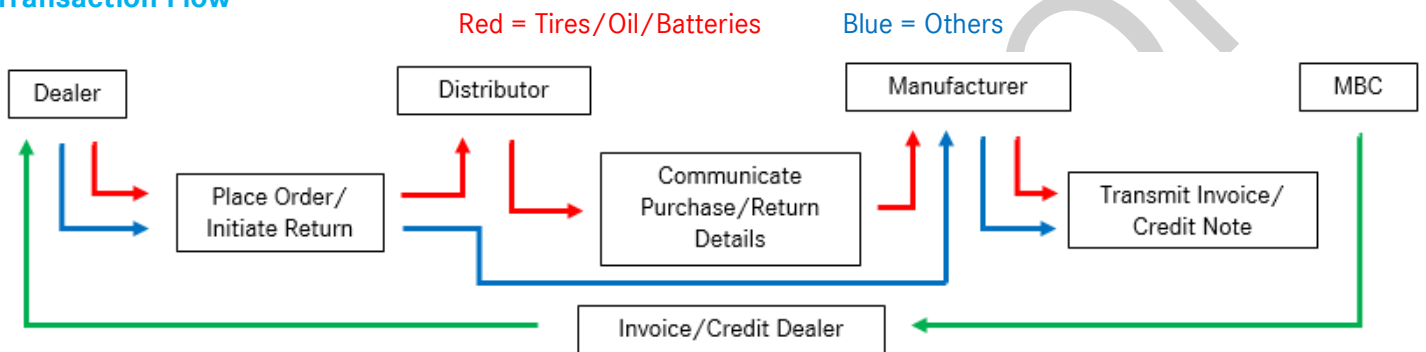
Introduction

What is a National Account?

At Mercedes-Benz Canada, a National Account is a vendor and/or manufacturer offering goods/services drop shipped directly (**blue path**) or through a distributor (**red path**) to an authorized dealer or collision center. These goods do not pass through either PDC; Mississauga or Richmond.

Mercedes-Benz Canada manages all invoicing with each partner and negotiates pricing on behalf of the national dealer network. MBC will then issue invoices to the dealers/collision centers.

Transaction Flow



Each dealer/collision center is responsible to place their own orders for goods and services offered by a particular partner using the agreed upon ordering method. This may be in the form of email communication, phone call or unique URL.

Key Features & Benefits

- National pricing reviewed and renegotiated by MBC HQ throughout the year (monthly, quarterly, bi-annually and/or annually, as per agreed terms with each vendor)
- Product portfolios available for all current and most previous chassis Passenger Cars and Vans
- Expansion of current product offerings (for those once housed in the PDC)
- Elimination of back order fulfillment wait times
- Contribution towards your National Account target and After-Sales Variable Margin Program (ASVMP)
- Complete pricing available within Paragon and DMS for dealer access



Tires

| | |
|--------------------------------|---|
| MO Tires Available | <ul style="list-style-type: none"> • See Tire Fitment Guide for further details available on XENTRY Workshop > Local Contents > National Accounts > Tires |
| Warranty Available | <ul style="list-style-type: none"> • Dealer to contact Cooper Tire Consumer Relations at 1-800-854-6288, not the distributor • Dealer to identify themselves as a Canadian dealer • Consumer Relations to verify if condition is warrantable utilizing photos and full DOT #'s sent via email to the Consumer Relation representative. Email address to be provided to the dealer at time of warranty claim • MBC dealer to send information, including invoice to Consumer Relations • If warrantable, Consumer Relations to credit MBC |
| Ordering Process and Procedure | <ul style="list-style-type: none"> • Orders placed through preferred tire distributor (ex. Tire Link, NTD, etc.) • Shipped direct to store |
| Return Process and Procedure | <ul style="list-style-type: none"> • Return process varies by distributor • Speak to your local tire distributor representative for details |
| Rebates/Promotions Available | <ul style="list-style-type: none"> • See Tire Manufacturer Promotions and Rebate matrix available on XENTRY Workshop > Local Contents > National Accounts > Tires |
| Freight/Delivery | <ul style="list-style-type: none"> • Freight and delivery included in dealer net and MSRP |
| Catalogue Price Updates | <ul style="list-style-type: none"> • Price reviewed throughout the year and updated as required |
| Marketing Assets Available | <ul style="list-style-type: none"> • Contact MBC National Account Manager to initiate request |

Dealer Notes:



Oil, Fluids & Chemicals

| | |
|--------------------------------|--|
| Product Offerings | <ul style="list-style-type: none"> • Motor oil, automatic transmission fluid (ATF) |
| Warranty Available | <ul style="list-style-type: none"> • Imperial will repair or replace any piece of equipment damaged due to the failure of their lubricant • This warranty is in addition to any and all OEM warranties and does not invalidate them |
| Ordering Process and Procedure | <ul style="list-style-type: none"> • Contact order desk of regional distributor • See Imperial Oil Distributor Order Desk List matrix for AOR and contact details available through XENTRY Workshop > Local Contents > National Accounts > Oil |
| Return Process and Procedure | <ul style="list-style-type: none"> • Contact distributor to discuss • If the product cannot be resold and there are no issues with it a return is not possible |
| Rebates/Promotions Available | <ul style="list-style-type: none"> • No ongoing rebates or promotions |
| Freight/Delivery | <ul style="list-style-type: none"> • 5 days for urban • 10 days for rural |
| Catalogue Price Updates | <ul style="list-style-type: none"> • Beginning of each quarter |
| Marketing Assets Available | <ul style="list-style-type: none"> • Contact MBC National Account Specialist to initiate request |
| Vendor Support Contact | <ul style="list-style-type: none"> • Local distributor is the first point of contact • Imperial Oil Customer Service <ul style="list-style-type: none"> ○ 1-888-968-3776 or comc.bss@esso.ca |

Dealer Notes:



Oil, Fluids & Chemicals

| | |
|--------------------------------|--|
| Product Offerings | <ul style="list-style-type: none"> • Bulk windshield washer fluid (WWF) |
| Warranty Available | <ul style="list-style-type: none"> • Warranty not offered on consumable liquid |
| Ordering Process and Procedure | <ul style="list-style-type: none"> • Contact orders@ultra-clear.ca to place orders and/or arrange scheduled deliveries • Non-Autofill orders are to be submitted to Ultra Clear when tank is ¼ full • 5-7 days to process and coordinate delivery • Dealers outside major metropolitan areas are to speak with the Ultra Clear team about fulfillment frequency at sales@ultra-clear.ca |
| Return Process and Procedure | <ul style="list-style-type: none"> • Returns on liquid pumped into tanks not offered due to possible contamination (dirt/debris in tank at dealer location) |
| Rebates/Promotions Available | <ul style="list-style-type: none"> • No ongoing rebates or promotions |
| Freight/Delivery | <ul style="list-style-type: none"> • Autofill scheduled deliveries: 1-6 weeks dependent on dealer volume • Non-Autofill orders can take 5-7 days to process and coordinate delivery • Dealers outside major metropolitan areas may be restricted to deliveries once/month |
| Catalogue Price Updates | <ul style="list-style-type: none"> • Reviewed annually • Updated as required |
| Marketing Assets Available | <ul style="list-style-type: none"> • Contact UltraClear sales department to discuss • sales@ultra-clear.ca |
| Vendor Support Contact | <ul style="list-style-type: none"> • Contact UltraClear sales department or Tim Mahony to discuss • sales@ultra-clear.ca or tim.mahony@ultra-clear.ca |

Dealer Notes:

Navigation Map Update Guide for Dealers

| Model | Body Style | MY | How does Dealer Update? |
|-----------|-----------------|-----------------------------|---------------------------------------|
| B-Class | All | 2014-2017 | Portal |
| A-Class | All | 2018-2022 | OTA |
| C-Class | Sedan | 2008-2011 | here.navigation.com |
| | | 2012-2020 | Portal |
| | | 2020-2022 | OTA |
| | Coupe/Cabriolet | 2008-2011 | here.navigation.com |
| | | 2012-2020 | Portal |
| | | 2020-2022 | OTA |
| CL-Class | All | 2010-2014 | here.navigation.com |
| CLA | Coupe | 2014-2019 | Portal |
| | | 2020-2022 | OTA |
| CLK-Class | All | Updates No Longer Available | |
| CLS | Coupe | 2009-2011 | here.navigation.com |
| | | 2012-2020 | Portal |
| E-Class | Sedan | 2009-2011 | here.navigation.com |
| | | 2012-2020 | Portal |
| | | 2021-2022 | OTA |
| | Coupe | 2010-2011 | here.navigation.com |
| | | 2012-2020 | Portal |
| | | 2021-2022 | OTA |
| | Cabriolet/Wagon | 2011 | here.navigation.com |
| | | 2012-2020 | Portal |
| | | 2021-2022 | OTA |
| GLA | SUV | 2015-2019 | Portal |
| | | 2020-2022 | OTA |
| GLK | SUV | 2010-2012 | here.navigation.com |
| | | 2013-2015 | Portal |
| GLC | SUV/Coupe | 2016-2019 | Portal |
| | | 2020-2022 | OTA |
| M/ML | All | 2009-2011 | here.navigation.com |
| | | 2012-2015 | Portal |
| GLE | SUV/Coupe | 2016-2018 | Portal |
| | | 2019-2022 | OTA |
| GL-Class | All | 2009-2012 | here.navigation.com |
| | | 2013-2016 | Portal |
| GLS | SUV | 2017-2019 | Portal |
| | | 2020-2022 | OTA |
| G-Class | All | 2009-2012 | here.navigation.com |
| | | 2013-2019 | Portal |
| | | 2020-2022 | OTA |
| R-Class | All | 2009-2012 | here.navigation.com |
| S-Class | All | 2010-2013 | Dealer Access Code Required in Portal |
| | | 2014-2020 | Portal |
| | | 2021-2022 | OTA |
| SL | Roadster | 2009-2012 | here.navigation.com |
| | | 2013-2020 | Portal |
| | | 2021-2022 | OTA |
| SLK/SLC | Roadster | 2009-2011 | here.navigation.com |
| | | 2012-2016 | Portal |
| | | 2017-2018 | Portal |
| SLS AMG | All | 2011-2014 | here.navigation.com |
| AMG GT | Coupe | 2016-2018 | Portal |
| | Roadster | 2018 | Portal |

Map updates are available for the vehicles listed.

Updates for newer vehicles are available through the dealer only.

Most vehicles with Navigation MY15+ include MYU (Multi Year Updates) for 3 years. Some of the earlier model years in the MYU program no longer offer complimentary map updates. A map update is available for sale through the download manager.

| | |
|--------------------------------|---|
| Product Offerings | <ul style="list-style-type: none"> Floor liners, cargo/trunk trays (Mercedes-Benz branded) |
| Warranty Available | <ul style="list-style-type: none"> Limited Lifetime Warranty as presented on the WeatherTech Canada website: https://www.weathertech.ca/en/service/warranty/ Contact WeatherTech Canada directly should clarification or an exception be required. |
| Ordering Process and Procedure | <ul style="list-style-type: none"> Unique URL: http://207.35.125.42:8888/net/EZ001 Login User ID and temporary password supplied by WeatherTech Canada. Contact WeatherTech Canada at mbsupport@weathertechcanada.com to request login. |
| Return Process and Procedure | <ul style="list-style-type: none"> Contact mbsupport@weathertechcanada.com to initiate the return. All returns are subject to review and subsequent approval. |
| Rebates/Promotions Available | <ul style="list-style-type: none"> No ongoing rebates or promotions. |
| Freight/Delivery | <ul style="list-style-type: none"> Two (2) business days shipping/delivery on all orders. Additional day(s) required for Newfoundland and Vancouver Island. |
| Catalogue Price Updates | <ul style="list-style-type: none"> As required. Reviewed throughout the year. |
| Marketing Assets Available | <ul style="list-style-type: none"> Wide assortment of Mercedes-Benz specific images available from WeatherTech Canada. Contact mbsupport@weathertechcanada.com to enquire. |
| Dealer Support | <ul style="list-style-type: none"> mbsupport@weathertechcanada.com In dealer support and product training available upon request. |

Dealer Notes:

Head Office Support

National Account Representatives

| Name | Categories | Contact |
|---|---|--|
| Jennifer Bright Manager, National Accounts | Tires, Oil, Fluids & Chemicals, Body & Engine, Accessories, Shop Supplies | jennifer.bright@mercedes-benz.ca 437-779-1462 |
| Ju Yoo Manager, Accessories Development | Support on: Accessories | ju.yoo@mercedes-benz.ca 416-419-7331 |

National Account Pricing

| Concern | Method | Contact |
|--|-----------|-----------------------------------|
| Incorrect price shown on debit/credit and/or in DMS/ Paragon | Workbench | Submit a case under Parts Pricing |

National Account Invoicing

| Concern | Method | Contact |
|---|---------------|--|
| Incorrect and/or missing debits/credits | General email | national_accounts@mercedes-benz.ca |
| | Workbench | Submit a case under National Accounts |

Price Discrepancy

Initiate a case in **PAC Workbench** under case type: **Parts Pricing**, case reason: **Price Discrepancy**.

Be sure to include the following:

1. MBC invoice/credit note number
2. PO Date
3. Part number in question
4. Invoice price vs expected price

Outstanding/Incorrect Invoice/Credit

Initiate a case in **PAC Workbench** under case type: **National Accounts**, case reason: **Billing Inquiries**.

Be sure to include the following:

1. Reason for submission; duplicate billing, outstanding credit, incorrect quantity invoiced/credited, invoice/credit not yours
2. MBC invoice/credit note number
 - a. For duplicate billings, include both the original and duplicate invoice numbers
3. PO date
4. Part number in question
5. Quantity billed/credited vs expected quantity billed/credited
6. Bill of lading and/or delivery/pick-up note from distributor/manufacturer confirming part number and quantity

General Inquiries

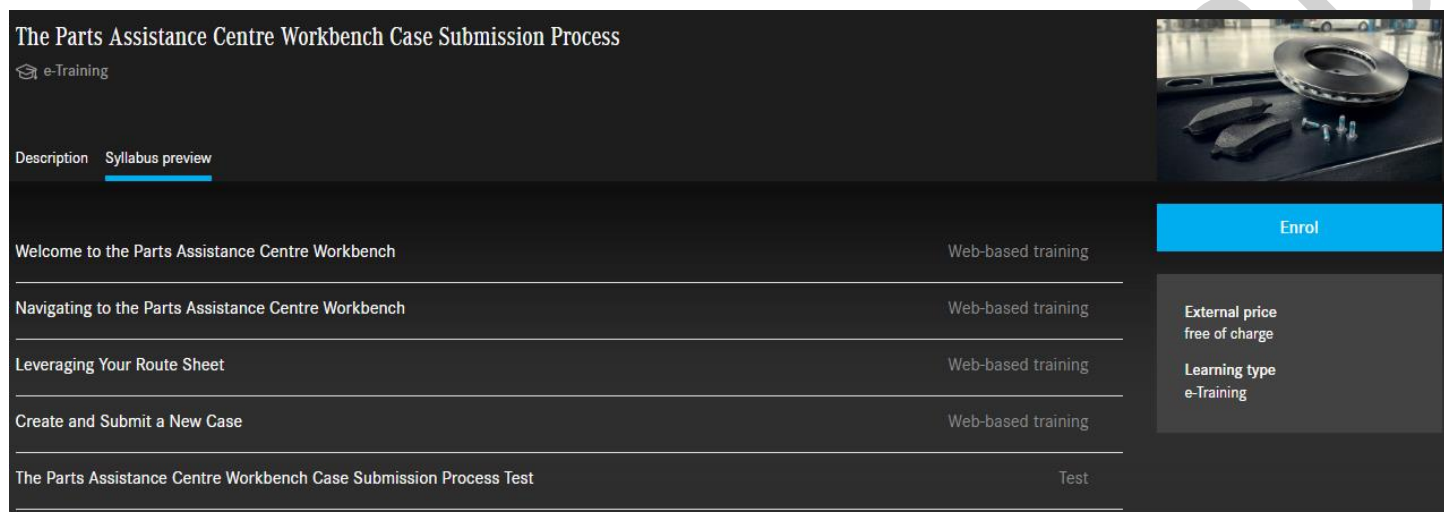
Initiate a case in **PAC Workbench** under case type: **National Accounts**, case reason: **Other Inquiries**.

Head Office Support

PAC Workbench

Training is available through the Global Training Learning System using the link below.

[Global Training Learning System - The Parts Assistance Centre Workbench Case Submission Process The Parts Assistance Centre Workbench Case Submission Process \(mercedes-benz.com\)](#)



The screenshot shows a course page in a learning management system. The title is 'The Parts Assistance Centre Workbench Case Submission Process' with an 'e-Training' icon. There are two tabs: 'Description' and 'Syllabus preview', with the latter selected. The syllabus preview shows a table of course modules. On the right, there is a video thumbnail showing a car part, an 'Enrol' button, and a box indicating 'External price free of charge' and 'Learning type e-Training'.

| Module Title | Learning Type |
|--|--------------------|
| Welcome to the Parts Assistance Centre Workbench | Web-based training |
| Navigating to the Parts Assistance Centre Workbench | Web-based training |
| Leveraging Your Route Sheet | Web-based training |
| Create and Submit a New Case | Web-based training |
| The Parts Assistance Centre Workbench Case Submission Process Test | Test |