

New Xentry Return Label Process – Jan 2021 onwards

Please be aware that since the UK has left the European Union on the 31st Dec 2020 there are now new requirements for returning Xentry Diagnosis equipment back to Daimler AG. These changes are required to ensure that Mercedes-Benz UK is recorded as both the Importer and exporter of the items and are the company invoiced for any resulting duty and taxes.

The new process requires the three steps listed below to be carried out in the order shown.

1) Create UPS Shipping Label.

2) Request Commercial Invoice.

3) Arrange collection by UPS

Bellow you will find detailed instructions for each stage and there are also some visual guides attached. Please note if the process is not followed correctly UPS will refuse to collect the Items and you will be liable for any further rental charges due to this delay in return of the system.

1) Create UPS Shipping Label.

- Go to the following link: <https://xentry-shop.mercedes-benz.com>
- Select the link on the right hand side of the page for **“Document delivery”**
- Enter your **“Company Number”** “this is your ROD ID number and must preceded with 537, (if you don’t know this number please contact ukworkshop_systems@daimler.com)
- Select the document type **“EOL”** and enter the **System Number** for the system to be returned (six digit number found on large white label on back of device).
- Next, enter **your name** and **e-mail address** and click **send**
- You will then **receive an e-mail** containing a link.
- **Click the link** in the e-mail, the link window that opens shows the system number for the system to be returned. **Please confirm system number.** If the system number is not displayed then enter the system number in the relevant box and **press confirm.**
- After confirming, an overview of all components with lithium-ion batteries is displayed.
- **Complete the required assessments protocols for each component.** Note: Affected are either the XENTRY Connect components (mcl. battery) and/or the XENTRY Tab components (mcl. battery).
- Next, your information is automatically checked in the XENTRY Shop. If the check is ok, you will **receive an e-mail with the required return shipment papers** as well as a copy of the assessment protocols for your own information. In addition.
- The return shipment papers will be available for download in the XENTRY Shop after completing the process, as usual.
- If the assessment protocols are not passed we will also inform you via e-mail. In this case, please contact your responsible national representative on the details below.

Please note:

The serial numbers of the components to be returned must match the serial numbers on the return shipment slip to ensure smooth processing of the return shipment. You can find the serial numbers on the model plate of the respective components.

2) Request Commercial Invoice.

- Please send an email requesting a Commercial Invoice to ukworkshop_systems@mercedes-benz.com with a copy of both the UPS Shipping Label and the Return Slip you created in the above step.
- You will receive in return an email with a correctly completed Pro-forma invoice attached.
- Check that the listed contents on the invoice match your items in the return shipment. If not please contact us again for clarification.
- Print 3 copies of this invoice to provide to UPS.

3) Arrange Collection by UPS

- Please securely box and pack the items.
- Attach the UPS Shipping Label.
- Attach 1 copy of the Pro-Forma Invoice.
- Contact UPS on 03457 877 877 to arrange collection.
- When UPS arrive to collect, hand the driver the other 2 copies of the Pro-Forma Invoice and make a note of collection date and tracking information in case of any issues with shipment.