Requesting a Return Label for End of Life (EoL)

When your XENTRY hardware rental contract ends, you are required to return the rented XENTRY hardware and components. Mercedes-Benz AG offers you the option to request a free return label. This allows you to easily return your XENTRY hardware free of charge to Mercedes-Benz AG and fully terminate the underlying rental contract.
You can easily request the return label in our XENTRY Shop. Here you can **register a return** or **view an existing return**.

Register a Return

1. To request a return label, first click on the "Return label" button.

2. You will be taken directly to the page to register a return.

3. To register a return, you will need your customer number:
   a.   GS-ID e.g. GS12345678
   b.   CRISP-ID e.g. I00000XX12

Next, select the document type according to your case. In this case, it is an EOL (End-of-Life) case.

Finally, confirm by clicking "Continue".

4. Now you need to provide additional information:
      a.   The "System number" of the components you wish to return.
                 You can identify them as follows, for example:
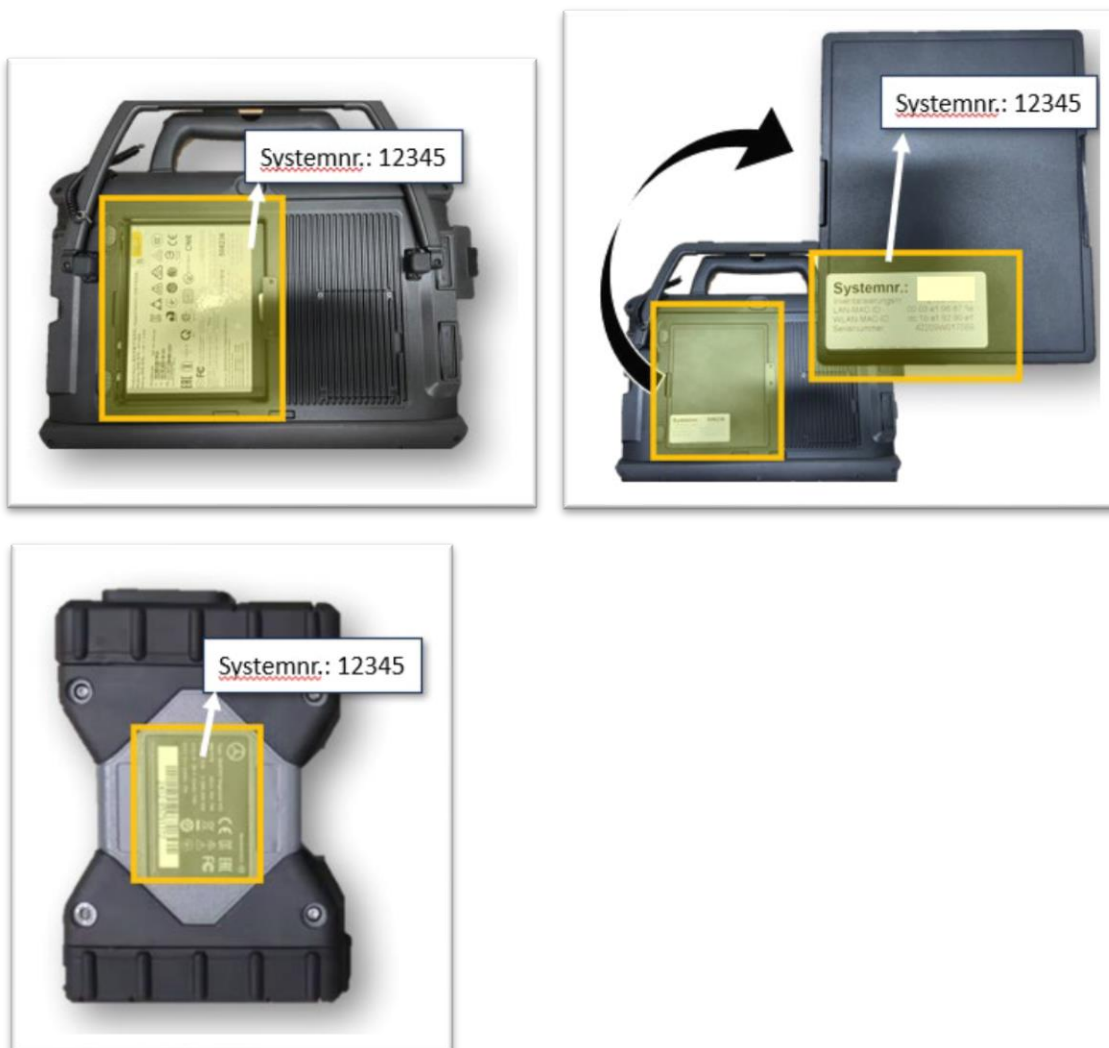
      b.   Your company name under "Customer"
      c.   Email address (entered twice for confirmation)
Then, click "Submit" to have the information checked by the system.

5. After successful verification, you will receive a confirmation email with further information and a link.
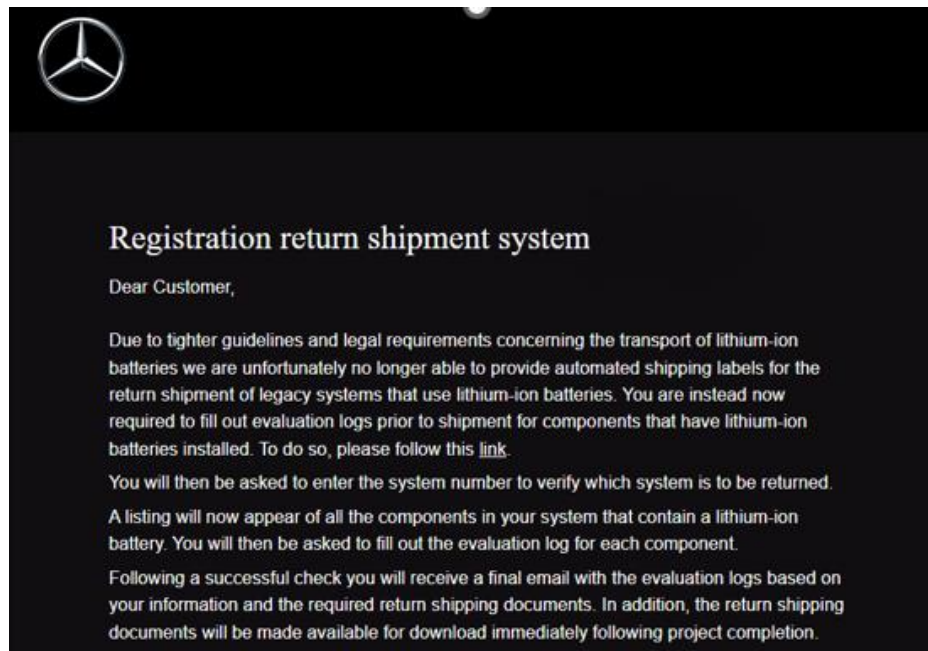
6. Follow the link in the email. You will be taken directly to "View existing returns", where you can now access the registered return. Enter the system number for the registered return.

7. You will then see an overview of your request and can view its current status:
   a.   Open: Battery test protocol still needs to be completed
   b.   Completed: Battery test protocol completed

8. Next, the data for the battery test protocol "Battery Safety Assessment" must be reviewed, entered, or supplemented if necessary. You can do this using the following button:

⚠️ PLEASE NOTE THE INSTRUCTIONS FOR THE BATTERY SAFETY ASSESSMENT!
(See example Panasonic XENTRY Pad)

PANASONIC LITHIUM BATTERIES ASSESSMENT "XENTRY Tab, XENTRY Tab 2, XENTRY Pad"

By answering all questions NO, the assessor confirms that the battery is safe for transportation.

A positive reply on any of the questions below or an incomplete form should result in the product not to be transported by DHL and/or any other Couriers. Closer investigation is required by an expert to determine the correct mode of transport (using specialized transport company). Please Call the Panasonic Helpdesk via the contact numbers below to report the issue.

9. Once all data has been entered and the return has been successfully verified, the status will be set to closed. You can then use the button to download the generated return label.

⚠️ PLEASE NOTE THE SHIPPING INSTRUCTIONS!

View Existing Returns

You can also access already registered returns later and download the return label. To do this, go to the "View existing returns" category.

1. To retrieve an existing return, you will need your customer number:
   a.   GS-ID e.g. GS12345678
   b.   CRISP-ID e.g. I00000XX12
   Next, in an EOL case, enter the known system number, e.g. 123456
   Then confirm by clicking "Continue".

2. For confirmation, you will again need the already registered system number. Please enter it.

3. You will then see an overview of your request and can view its current status:
   a.   Open: Battery test protocol still needs to be completed
   b.   Closed: Battery test protocol completed

4. Next, the data for the battery test protocol "Battery Safety Assessment" must be reviewed, entered, or supplemented if necessary. You can do this using the following button:

5. Once all data has been entered and the return has been successfully verified, the status will be set to closed. You can then use the button to download the generated return label.