

eAccept – Terms of Use and *proQ* – Terms of Use

Supplier handbook for acceptance via electronic confirmation and electronic signature





Welcome to *proQ*!

Please register for the Supplier Portal first.

This document shows how to accept the “*proQ* – Terms of Use” and “eAccept – Terms of Use”. As a prerequisite, you must have registered yourself in the Supplier Portal as a user.

Please visit <https://supplier.mercedes-benz.com> (for Cars/Vans) or <https://supplier.daimlertruck.com> (for Trucks/Buses) with your browser.

If you experience display issues, please consider clearing your browser cache. Furthermore, it is recommended to use the latest browser version.

Please note that the exact appearance of the screens shown in this manual may differ depending on the location of your business or the location of the company you are doing business with.

Thank you!

eAccept - Terms of Use and *proQ* - Terms of Use

General information





Willkommen

Benutzer-ID

Weiter

Passwort ändern | Passwort vergessen?

Ein Login. Alle Marken. IAM Identity & Access Management

Please first enter your User-ID.



Willkommen

Passwort

Angemeldet bleiben

Anmelden

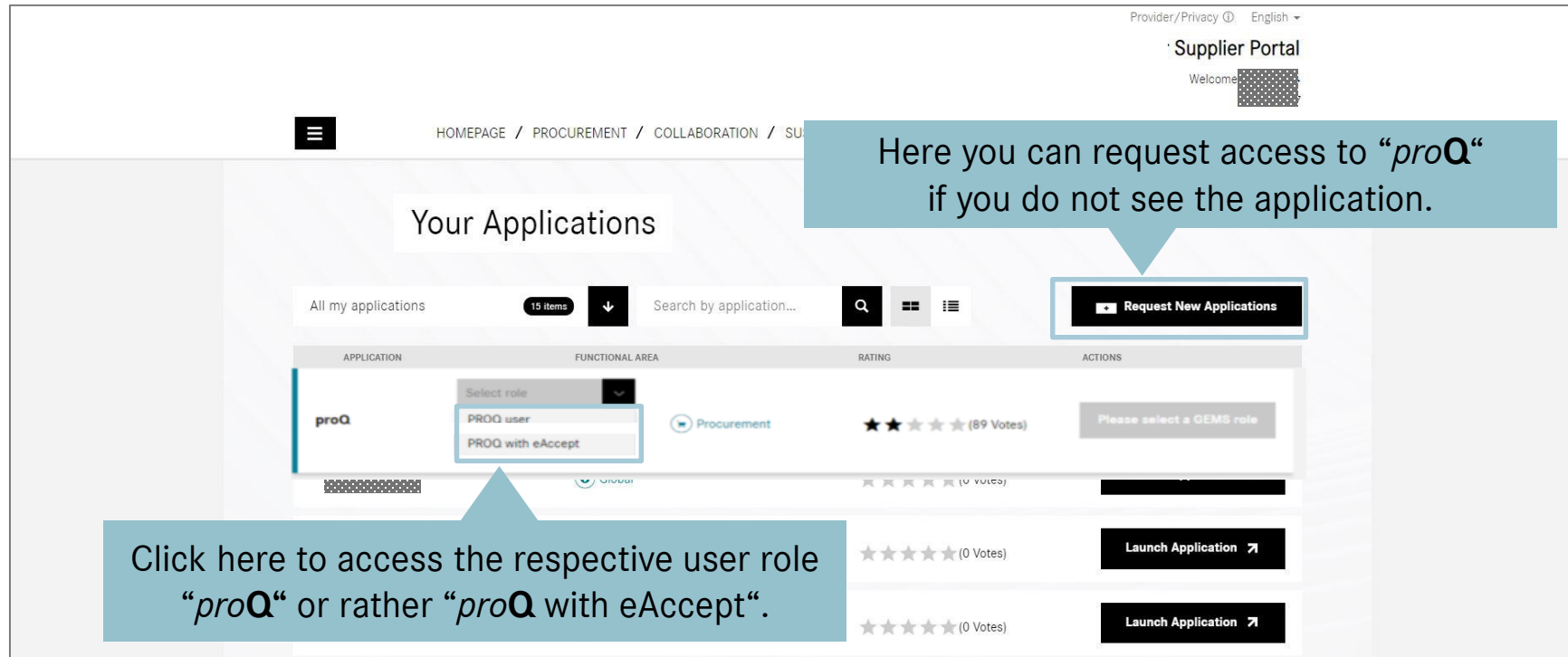
Passwort ändern | Passwort vergessen?

Ein Login. Alle Marken. IAM Identity & Access Management

Please enter in a second step your password and afterwards click on „Register“.

Please log into the Supplier Portal with your credentials.

Start of „proQ” application



The screenshot shows the 'Supplier Portal' interface. At the top right, it says 'Provider/Privacy' and 'English'. Below that, 'Supplier Portal' and 'Welcome' are visible. A navigation breadcrumb shows 'HOME PAGE / PROCUREMENT / COLLABORATION / SU...'. The main heading is 'Your Applications'. Below this, there's a search bar with 'All my applications' and '15 Items'. A 'Request New Applications' button is highlighted with a blue box and a callout: 'Here you can request access to “proQ” if you do not see the application.' Below the search bar is a table with columns: APPLICATION, FUNCTIONAL AREA, RATING, and ACTIONS. The first row shows 'proQ' with a 'Select role' dropdown menu open, showing 'PROQ user' and 'PROQ with eAccept'. A callout points to these options: 'Click here to access the respective user role “proQ” or rather “proQ with eAccept”.' The table also shows a rating of 5 stars (89 Votes) and a 'Please select a GEMS role' button. Other rows show 0 votes and 'Launch Application' buttons.

Please launch the application “proQ”.
If you do not see the application “proQ”, please click “Request New Application”.

The different user roles “User” and “User with eAccept”

proQ Role	Possible actions	Prerequisites
<p>User</p>	<p>“User” can</p> <ul style="list-style-type: none"> • See and download contract offers, fully accepted contracts, price agreements and RfQs including the RfQ documents • Upload a bid • In some cases, upload a manually signed copy to confirm a contract offer 	<p>Terms of Use to be confirmed</p> <ul style="list-style-type: none"> • Every “User” has to accept the “proQ – Terms of Use”
<p>User with eAccept</p>	<p>“User with eAccept” can</p> <ul style="list-style-type: none"> • See and download contract offers, fully accepted contracts, price agreements and RfQs including the RfQ documents • Upload a bid • Electronically accept contract offers using the eAccept feature 	<p>Terms of Use to be confirmed</p> <ul style="list-style-type: none"> • Every “User” has to confirm the “proQ – Terms of Use” • An authorized representative has to confirm the “eAccept – Terms of Use”

Please apply for the right user role in alignment with the portal manager registered for your company. The portal manager will receive an email and needs to approve your request.



User request approval to the "proQ functions" by Portal Manager

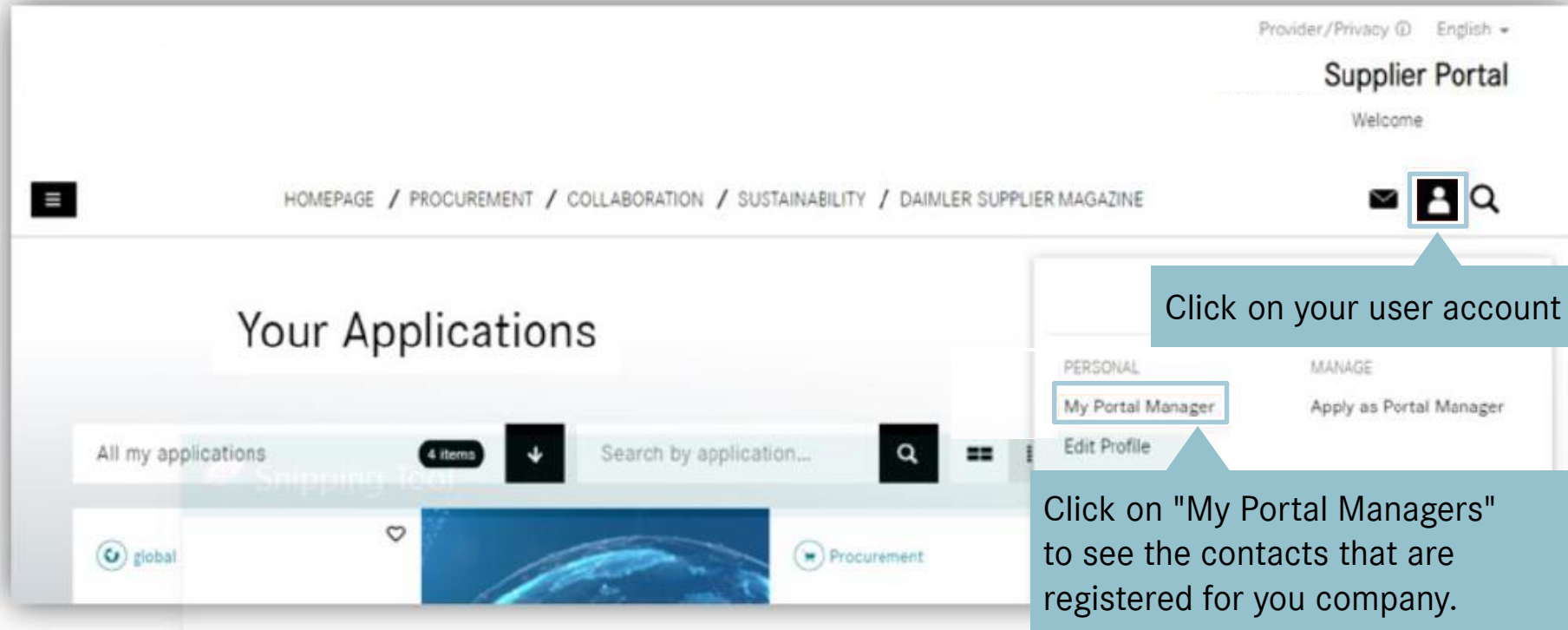
Via the "Tasks" tile Portal Manager will get access to his/her task.

By clicking on "All Tasks" the request will be displayed.

Please note:
Due to technical reasons in the URL as well as in the Alice system itself, "Mercedes-Benz" is displayed even it is a Daimler Truck access request.

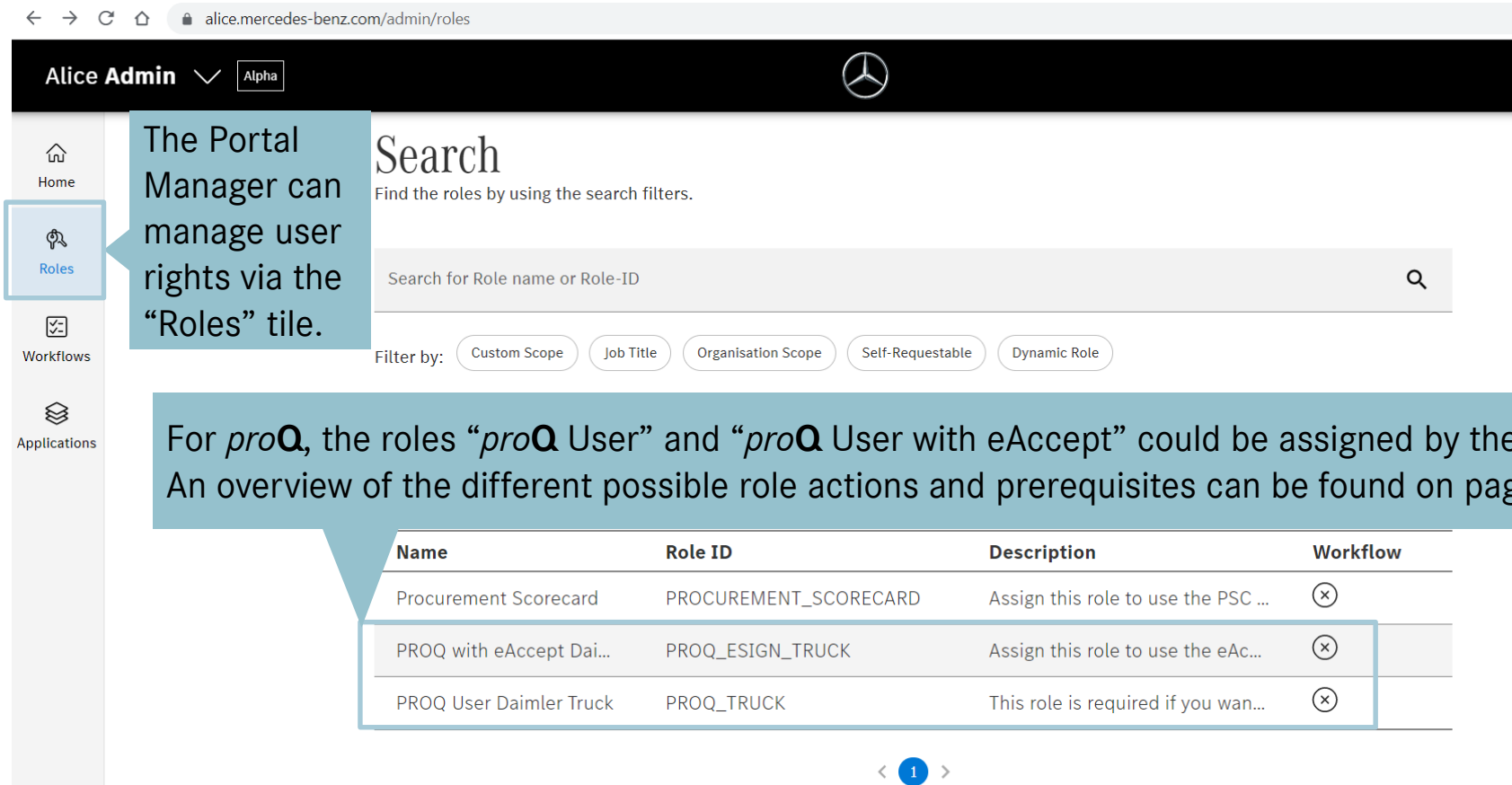
The Portal Manager only has to log in to Alice (Identify and Access Management System) and to approve the access request from his/her task list.
Direct to Alice: //alice mercedes-benz .com/access/tasks

User request approval to the "proQ functions" by Portal Manager



By clicking on your user account symbol, you will be displayed the registered contacts for you company.

User request approval to the "proQ functions" by Portal Manager



The Portal Manager can manage user rights via the "Roles" tile.

Search
Find the roles by using the search filters.

Search for Role name or Role-ID

Filter by: Custom Scope Job Title Organisation Scope Self-Requestable Dynamic Role

Name	Role ID	Description	Workflow
Procurement Scorecard	PROCUREMENT_SCORECARD	Assign this role to use the PSC ...	⊗
PROQ with eAccept Dai...	PROQ_ESIGN_TRUCK	Assign this role to use the eAc...	⊗
PROQ User Daimler Truck	PROQ_TRUCK	This role is required if you wan...	⊗

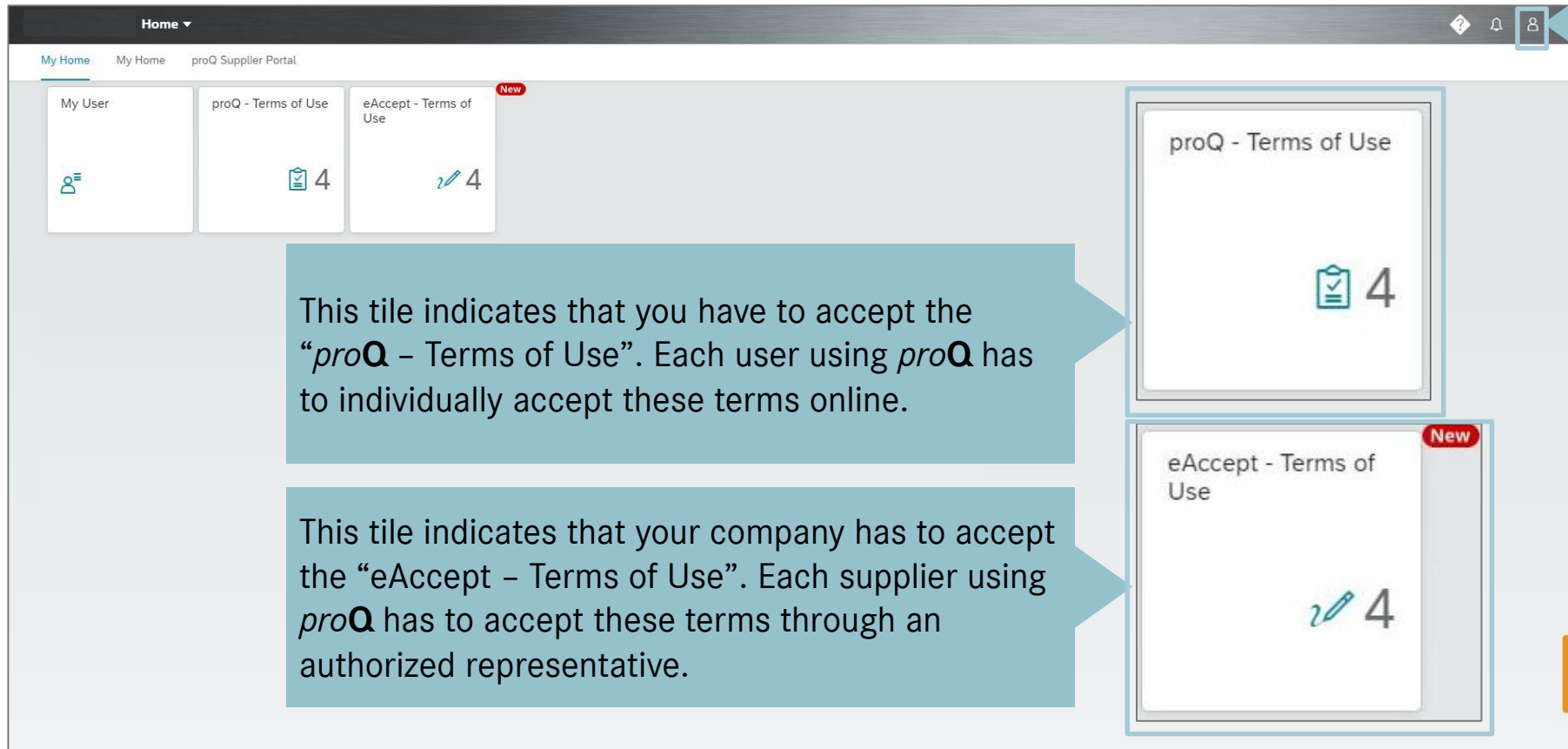
For *proQ*, the roles "*proQ* User" and "*proQ* User with eAccept" could be assigned by the Portal Manager. An overview of the different possible role actions and prerequisites can be found on page 6 of this supplier handbook.

Please note:
Due to technical reasons in the URL as well as in the Alice system itself, "Mercedes-Benz" is displayed even it is a Daimler Truck access request.

The Portal Manager only has to log in to Alice (Identify and Access Management System) and can manage/edit access requests directly.

Direct to Alice: //alice.mercedes-benz.com/access/tasks

The *proQ* application and its “Terms of Use” tiles



If these tiles are not visible, please check the “App Finder” and pin the required tile to your Launchpad.

This tile indicates that you have to accept the “*proQ* - Terms of Use”. Each user using *proQ* has to individually accept these terms online.

This tile indicates that your company has to accept the “eAccept - Terms of Use”. Each supplier using *proQ* has to accept these terms through an authorized representative.

Please start the “Terms of Use” accepting process by selecting one of the tiles. The “eAccept - Terms of Use” tile is only visible if you applied for the role “User with eAccept”.

The “*proQ* – Terms of Use” acceptance process



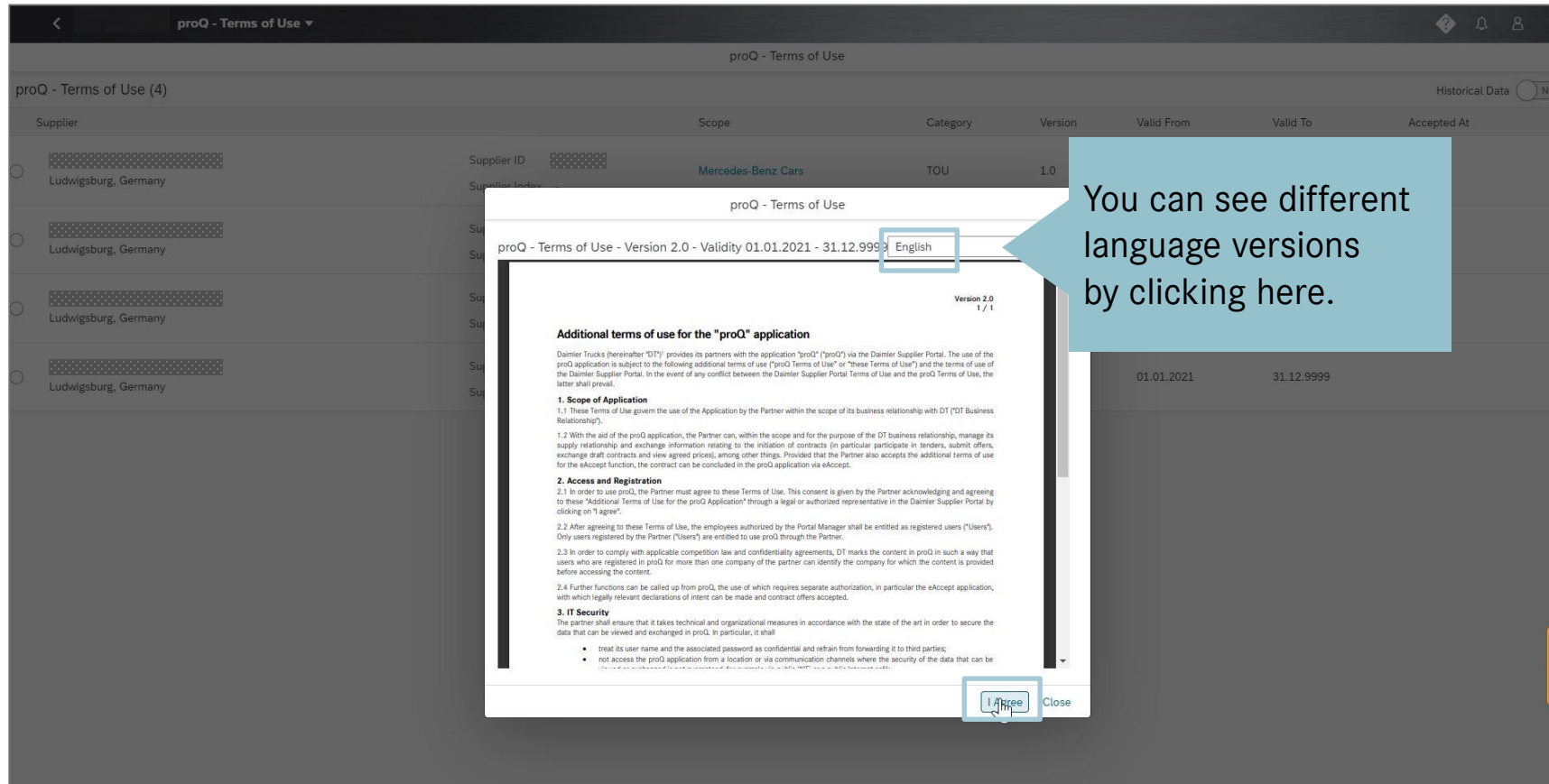
The “*proQ* – Terms of Use” acceptance process

proQ - Terms of Use								
proQ - Terms of Use (4) Historical Data <input type="checkbox"/> NO								
Supplier	Supplier ID	Supplier Index	Scope	Category	Version	Valid From	Valid To	Accepted At
Ludwigsburg, Germany	[REDACTED]	-	Mercedes-Benz Cars	TOU	1.0	01.01.2020	31.03.2022	
Ludwigsburg, Germany	[REDACTED]	-	Daimler Trucks	TOU	1.0	01.01.2020	31.03.2022	
Ludwigsburg, Germany	[REDACTED]	-	Mercedes-Benz Cars	TOU	2.0	01.01.2021	31.12.9999	
Ludwigsburg, Germany	[REDACTED]	-	Daimler Trucks	TOU	2.0	01.01.2021	31.12.9999	30.11.2021, 14:11:38

Please note that due to technical reasons, any confirmation received between August and November 2021 will be shown as November 30, 2021.

Here you can see all valid versions of the *proQ* – Terms of Use. During renewal periods, old and new versions are visible. Please select the “Terms of Use” entry which you want to read. To finish the *proQ* acceptance process successfully, please always choose the **version 2.0**.

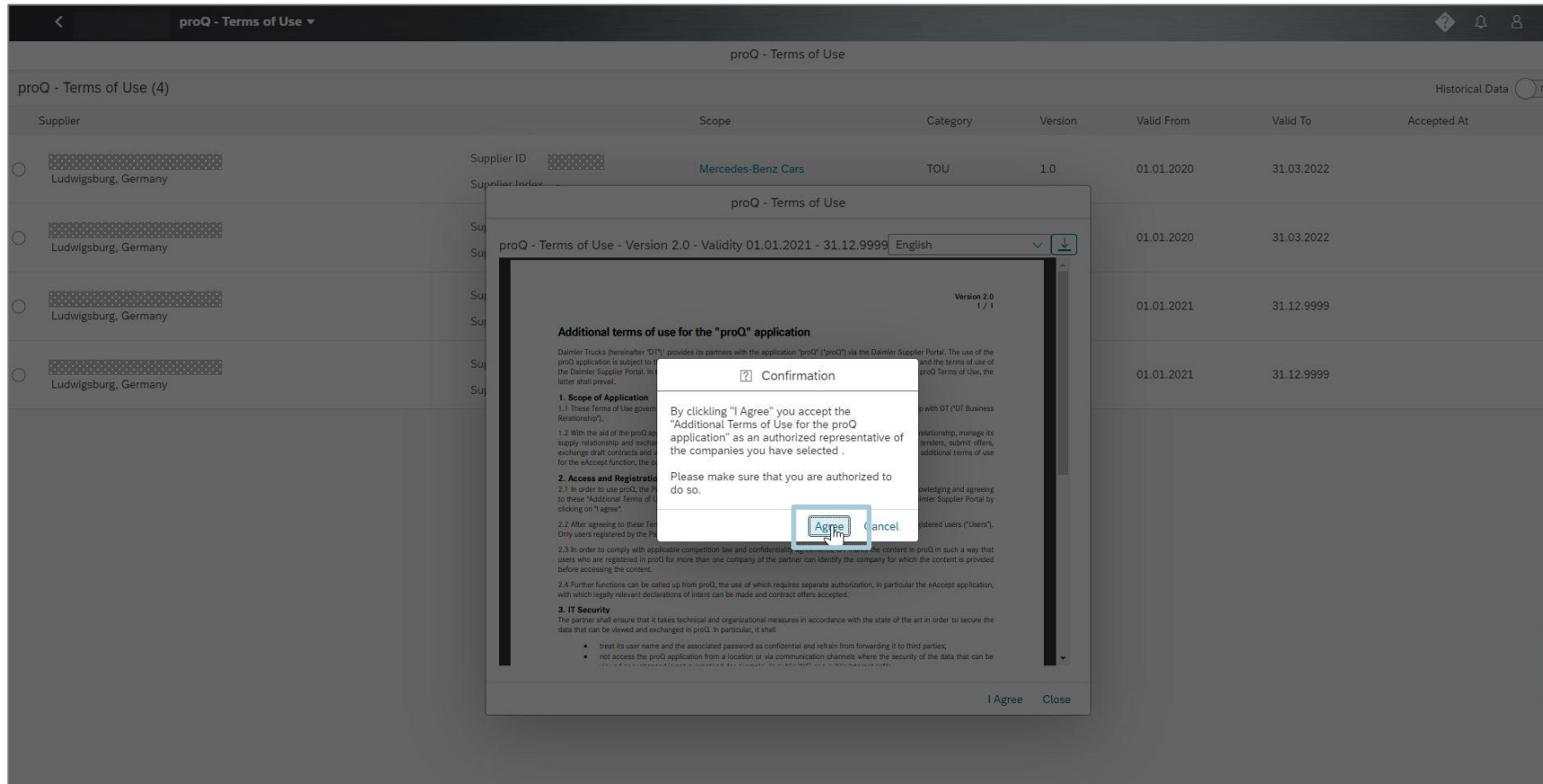
The “proQ – Terms of Use” acceptance process



The screenshot displays the 'proQ - Terms of Use' interface. At the top, there is a navigation bar with a back arrow and the title 'proQ - Terms of Use'. Below this, a table lists suppliers with columns for Supplier, Supplier ID, Scope, Category, Version, Valid From, Valid To, and Accepted At. The first row shows a supplier from Ludwigsburg, Germany, with a Supplier ID, Scope of 'Mercedes-Benz Cars', Category 'TOU', Version '1.0', and Valid From '01.01.2021' to '31.12.9999'. A popup window is overlaid on the table, showing the 'proQ - Terms of Use' document for the selected supplier. The popup has a title bar with 'proQ - Terms of Use' and a language dropdown menu set to 'English'. The document content includes sections for 'Additional terms of use for the "proQ" application', '1. Scope of Application', '2. Access and Registration', and '3. IT Security'. At the bottom of the popup, there is an 'I agree' button and a 'Close' button. A blue callout box points to the language dropdown menu with the text: 'You can see different language versions by clicking here.'

The popup shows the Terms of Use for the selected Supplier ID and Scope. Please read the terms and click “I agree” if you agree with the “proQ – Terms of Use”.

The “*proQ* – Terms of Use” acceptance process



The screenshot displays the 'proQ - Terms of Use' interface. A table lists various terms of use for different suppliers (Ludwigsburg, Germany) and categories (Mercedes-Benz Cars). A modal dialog box titled 'Confirmation' is overlaid on the table, asking for agreement to the 'Additional terms of use for the "proQ" application'. The dialog includes a warning icon, the text 'By clicking "I Agree" you accept the "Additional Terms of Use for the proQ application" as an authorized representative of the companies you have selected.', and a reminder to 'Please make sure that you are authorized to do so.'. The dialog has 'Agree' and 'Cancel' buttons. The background table has columns for Supplier, Supplier ID, Scope, Category, Version, Valid From, Valid To, and Accepted At.

Supplier	Supplier ID	Scope	Category	Version	Valid From	Valid To	Accepted At
Ludwigsburg, Germany	[REDACTED]	Mercedes-Benz Cars	TOU	1.0	01.01.2020	31.03.2022	
Ludwigsburg, Germany	[REDACTED]				01.01.2020	31.03.2022	
Ludwigsburg, Germany	[REDACTED]				01.01.2021	31.12.9999	
Ludwigsburg, Germany	[REDACTED]				01.01.2021	31.12.9999	

Please click “Agree” to confirm the acceptance process.
If you do not agree with the “*proQ* – Terms of Use”, click “Cancel”.

The “eAccept – Terms of Use” acceptance process

Option 1: Digital Signature* – simple, fast & efficient



The “eAccept – Terms of Use” acceptance process

Please note that due to technical reasons, any confirmation received between August and November 2021 will be shown as November 30, 2021.

If you are enabled for several Supplier IDs, you see several entries here.

Supplier		Scope	Category	Version	Valid From	Valid To	Status	Document	Accepted At	Accepted By
[Redacted]	Supplier ID [Redacted] Ludwigsburg, Germany	Mercedes-Benz Cars	EACCEPT	1.0	01.02.2021	31.12.9999	Uploaded			
[Redacted]	Supplier ID [Redacted] Ludwigsburg, Germany	Mercedes-Benz Cars	EACCEPT	1.0	01.02.2021	31.12.9999	eAccept Req Expired			
[Redacted]	Supplier ID [Redacted] Stuttgart, Germany	Daimler Trucks	EACCEPT	1.0	01.01.2021	31.12.9999	Uploaded			
[Redacted]	Supplier ID [Redacted]	Daimler Trucks	EACCEPT	0.9	01.02.2021	31.12.9999	Not Started			
[Redacted]	Supplier ID [Redacted]	Daimler Trucks	EACCEPT	0.9	01.02.2021	31.12.9999	Not Started			

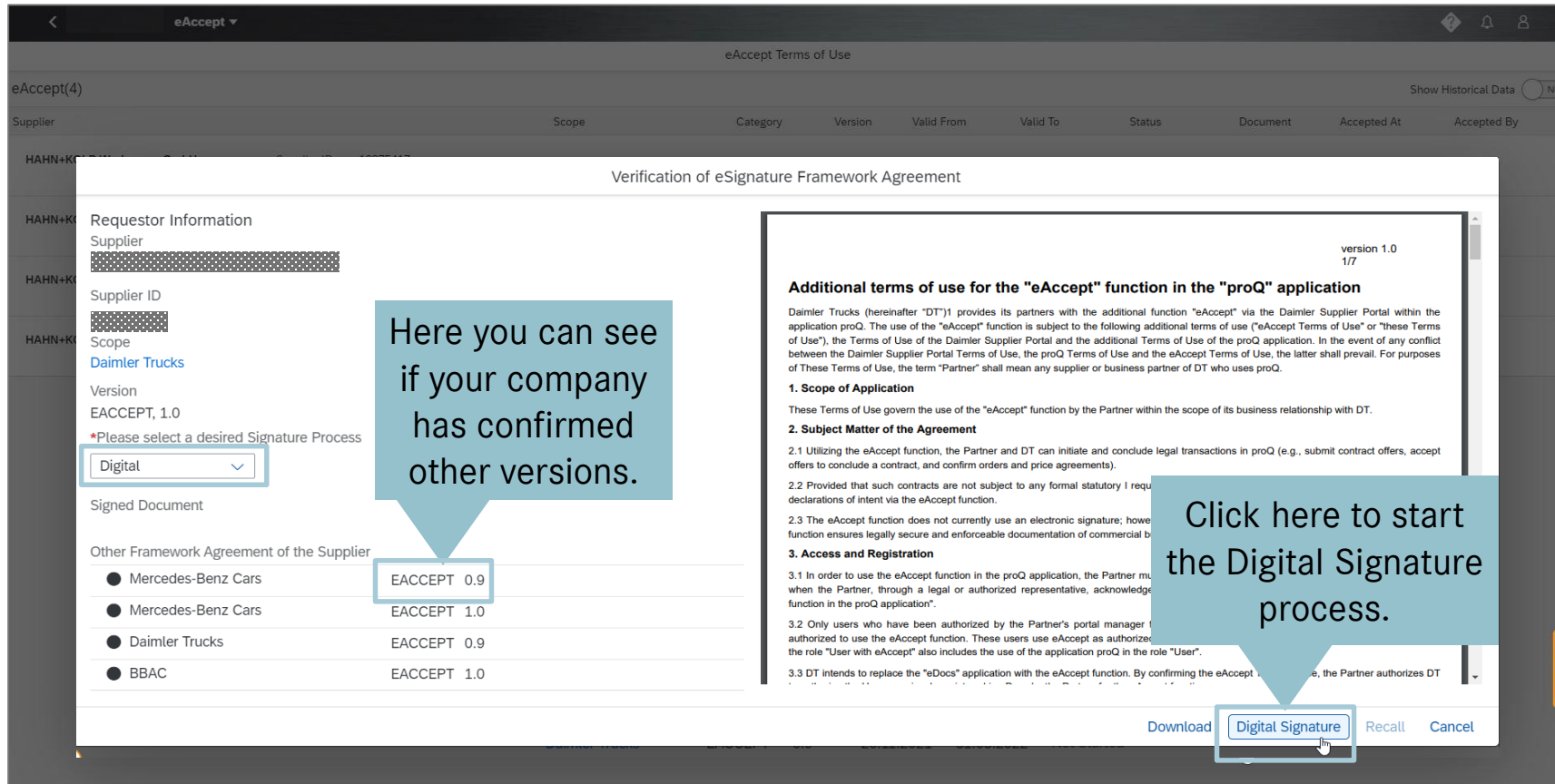
Show Historical Data NO

For technical reasons, you may see a “0.9” version if you were “eDocs User” or “eDocs Admin” earlier.

You see all valid versions of the eAccept – Terms of Use.
 During renewal periods, several versions are visible.
 Please select the “Terms of Use” entry which you want to read.
 To finish the eAccept acceptance process successfully, please always choose the **version 1.0**.

The “eAccept – Terms of Use” acceptance process

Option 1: Digital Signature* – simple, fast & efficient



The screenshot shows the 'eAccept Terms of Use' interface. A modal window titled 'Verification of eSignature Framework Agreement' is open. On the left, 'Requestor Information' includes Supplier, Supplier ID, Scope (Daimler Trucks), and Version (EACCEPT, 1.0). A dropdown menu for 'Signature Process' is set to 'Digital'. Below, a table lists 'Other Framework Agreement of the Supplier' with entries for Mercedes-Benz Cars, Daimler Trucks, and BBAC, each with an 'EACCEPT' version (0.9 or 1.0). On the right, the 'Additional terms of use for the "eAccept" function in the "proQ" application' are displayed. At the bottom, a 'Digital Signature' button is highlighted. Two callout boxes provide instructions: one points to the 'Digital' dropdown and the other points to the 'Digital Signature' button.

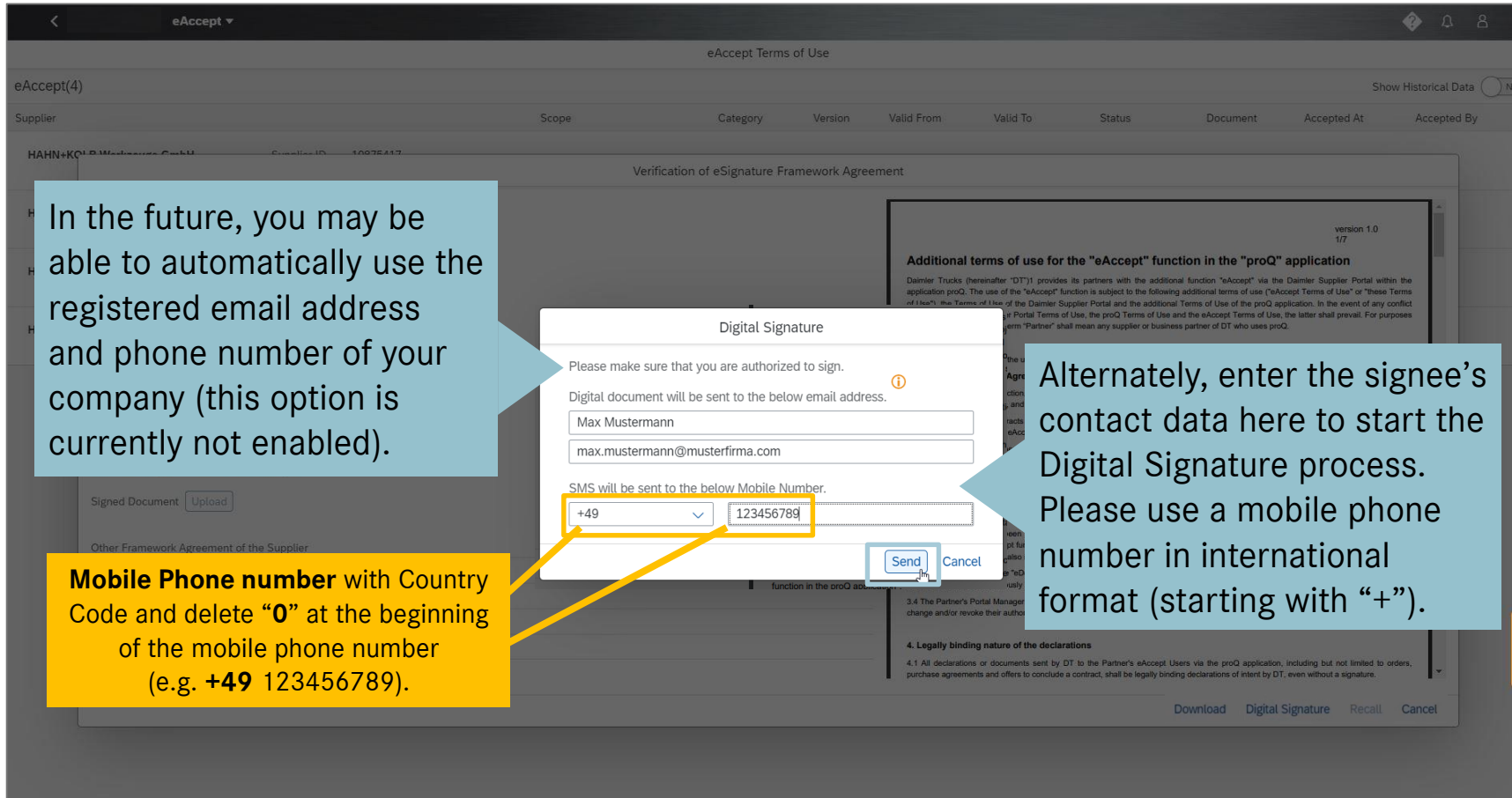
Here you can see if your company has confirmed other versions.

Click here to start the Digital Signature process.

Please read the “eAccept – Terms of Use” and decide how to process your acceptance. If you want to use an electronic signature to accept the Terms of Use, please select “Digital” in the drop-down menu and afterwards click on “Digital Signature”.

The “eAccept – Terms of Use” acceptance process

Option 1: Digital Signature* – simple, fast & efficient



In the future, you may be able to automatically use the registered email address and phone number of your company (this option is currently not enabled).

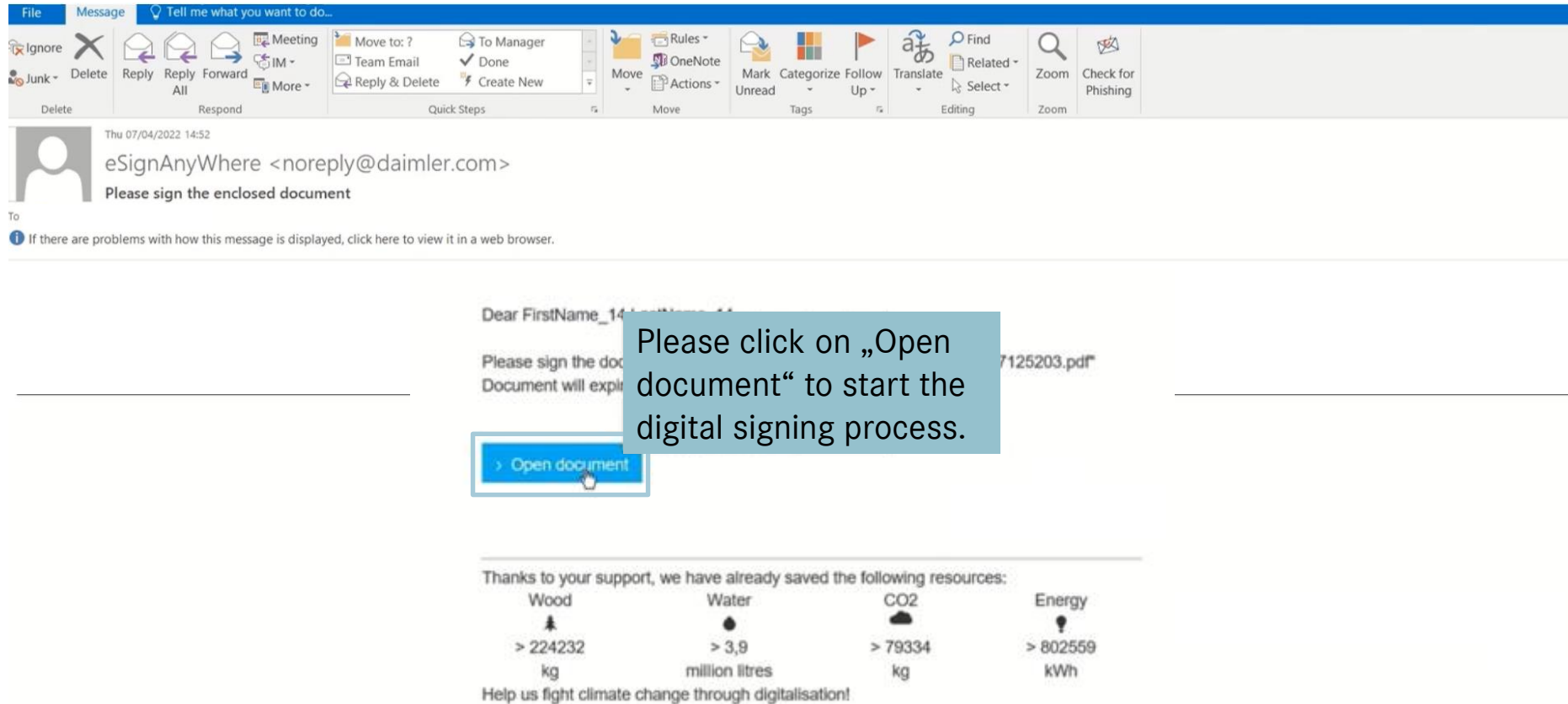
Alternately, enter the signee’s contact data here to start the Digital Signature process. Please use a mobile phone number in international format (starting with “+”).

Mobile Phone number with Country Code and delete “0” at the beginning of the mobile phone number (e.g. **+49** 123456789).

Please enter the signee’s email and mobile phone number (starting with “+”) to start the Digital Signature process to accept the Terms of Use.

The “eAccept – Terms of Use” acceptance process

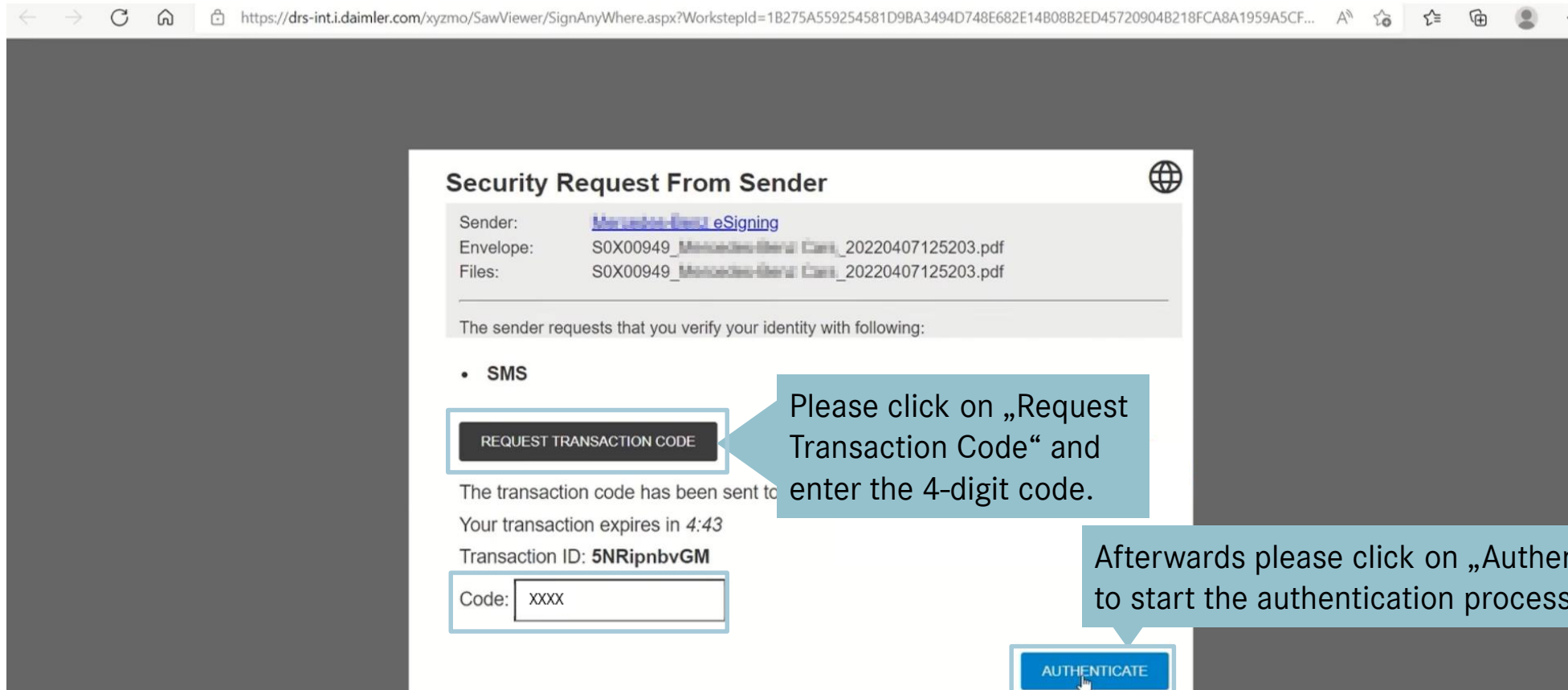
Option 1: Digital Signature* – simple, fast & efficient



You do not have received an email from sender „eSignAnywhere“?
Please also check your SPAM-folder of your email application.

The “eAccept – Terms of Use” acceptance process

Option 1: Digital Signature* – simple, fast & efficient



Security Request From Sender

Sender: [Mercedes-Benz eSigning](#)

Envelope: SOX00949_Mercedes-Benz Cars_20220407125203.pdf

Files: SOX00949_Mercedes-Benz Cars_20220407125203.pdf

The sender requests that you verify your identity with following:

- SMS

REQUEST TRANSACTION CODE

The transaction code has been sent to your mobile phone.
Your transaction expires in 4:43
Transaction ID: 5NRipnbvGM

Code:

AUTHENTICATE

Please click on „Request Transaction Code“ and enter the 4-digit code.

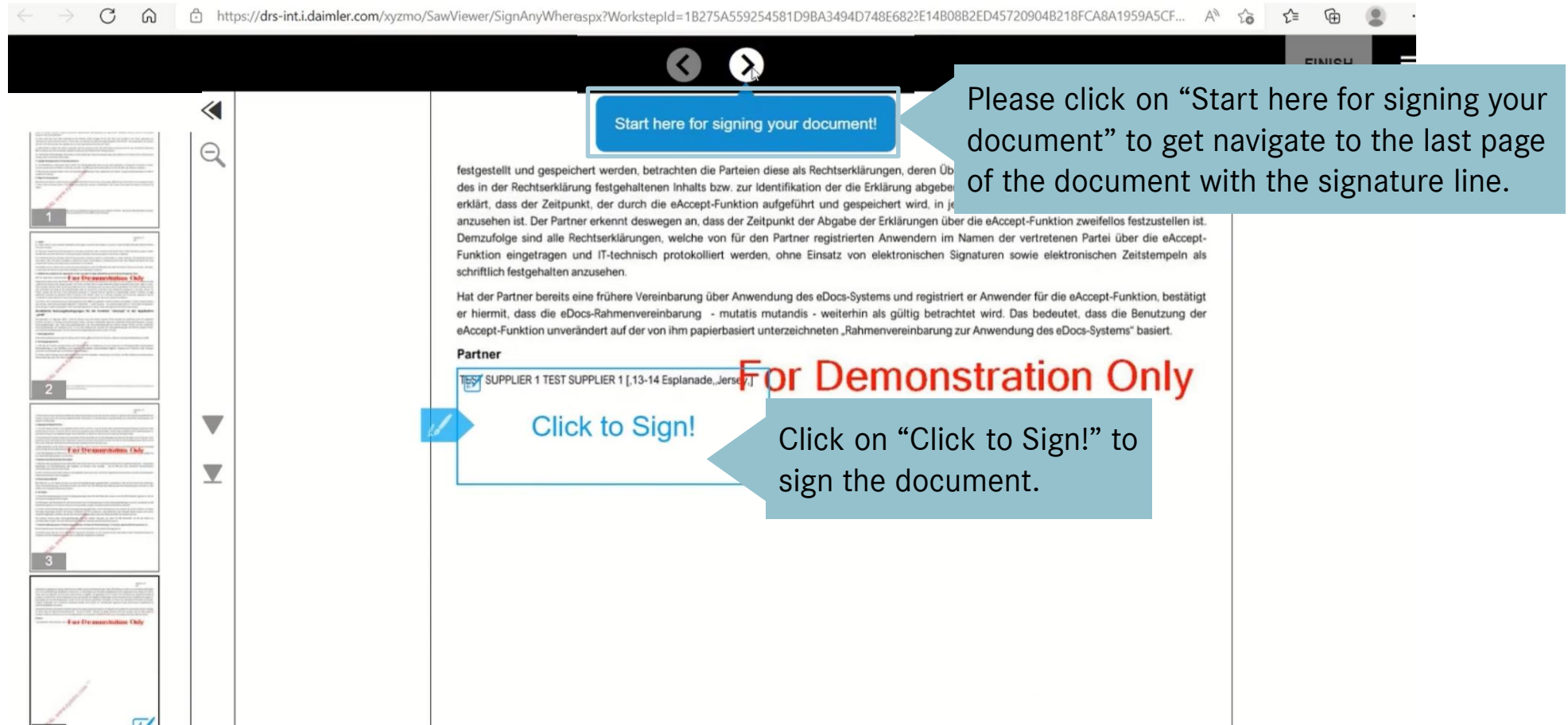
Afterwards please click on „Authenticate“, to start the authentication process.

Loading the document may take a few seconds, please wait a few moments and **do not close** the browser window.

Please enter the 4-digit code you received by text message on your mobile phone.
The second step is the authenticity check.

The “eAccept – Terms of Use” acceptance process

Option 1: Digital Signature* – simple, fast & efficient

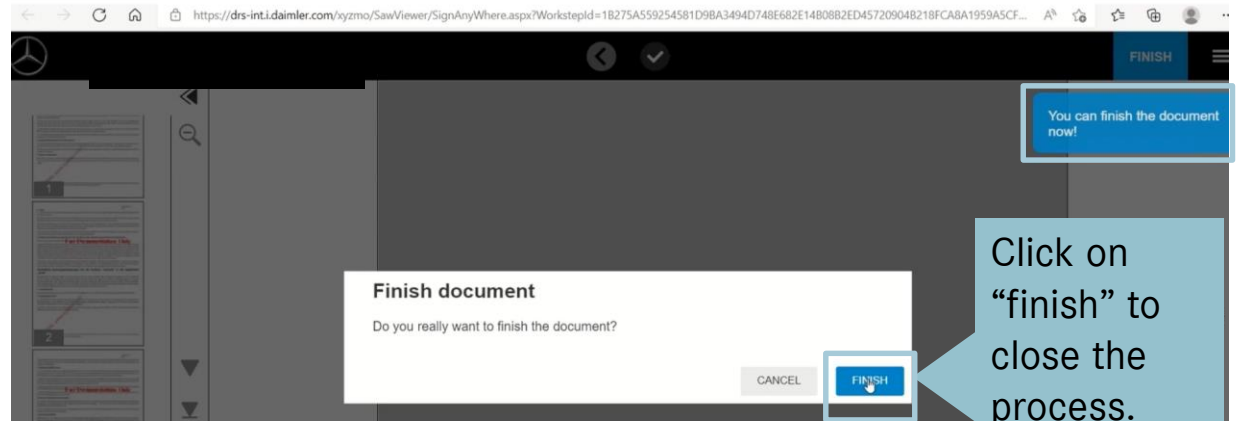
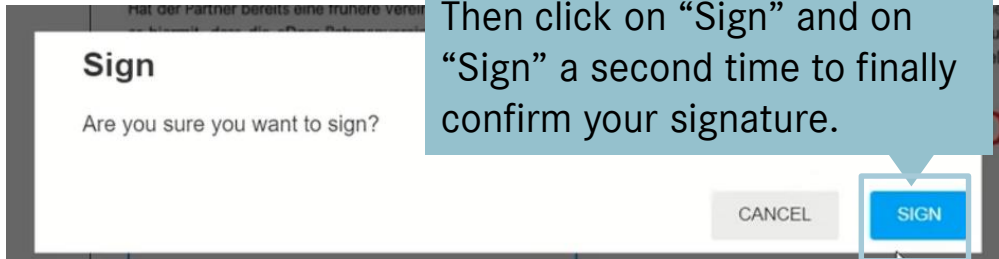
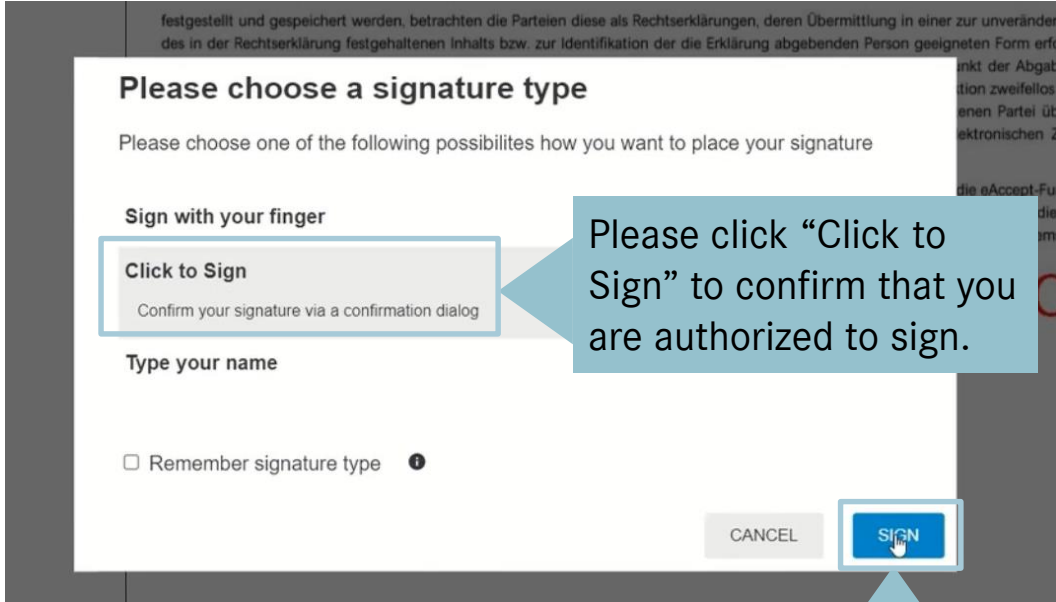


The screenshot shows a web browser window with a URL starting with `https://drs-int.i.daimler.com/xyzmo/SawViewer/SignAnyWhere.aspx?WorkstepId=1B275A559254581D9BA3494D748E682E14B08B2ED45720904B218FCA8A1959A5CF...`. The interface displays a document with a table of contents on the left and a main content area. A blue callout box with a right-pointing arrow says "Start here for signing your document!" and points to a button in the top navigation bar. A larger blue callout box with a right-pointing arrow says "Please click on 'Start here for signing your document' to get navigate to the last page of the document with the signature line." Below the document text, a red callout box says "For Demonstration Only" and points to a blue button labeled "Click to Sign!". A smaller blue callout box with a right-pointing arrow says "Click on 'Click to Sign!' to sign the document." and points to the "Click to Sign!" button.

Please start the final signature process via “Start here for signing your document” and “Click to Sign!”.

The “eAccept – Terms of Use” acceptance process

Option 1: Digital Signature* – simple, fast & efficient



In the first step, please confirm that you are authorized to sign.
 In the second step, please confirm twice if you now want to finally sign the document.
 After finishing, your successful submitted signature is displayed and the eAccept functions are activated.

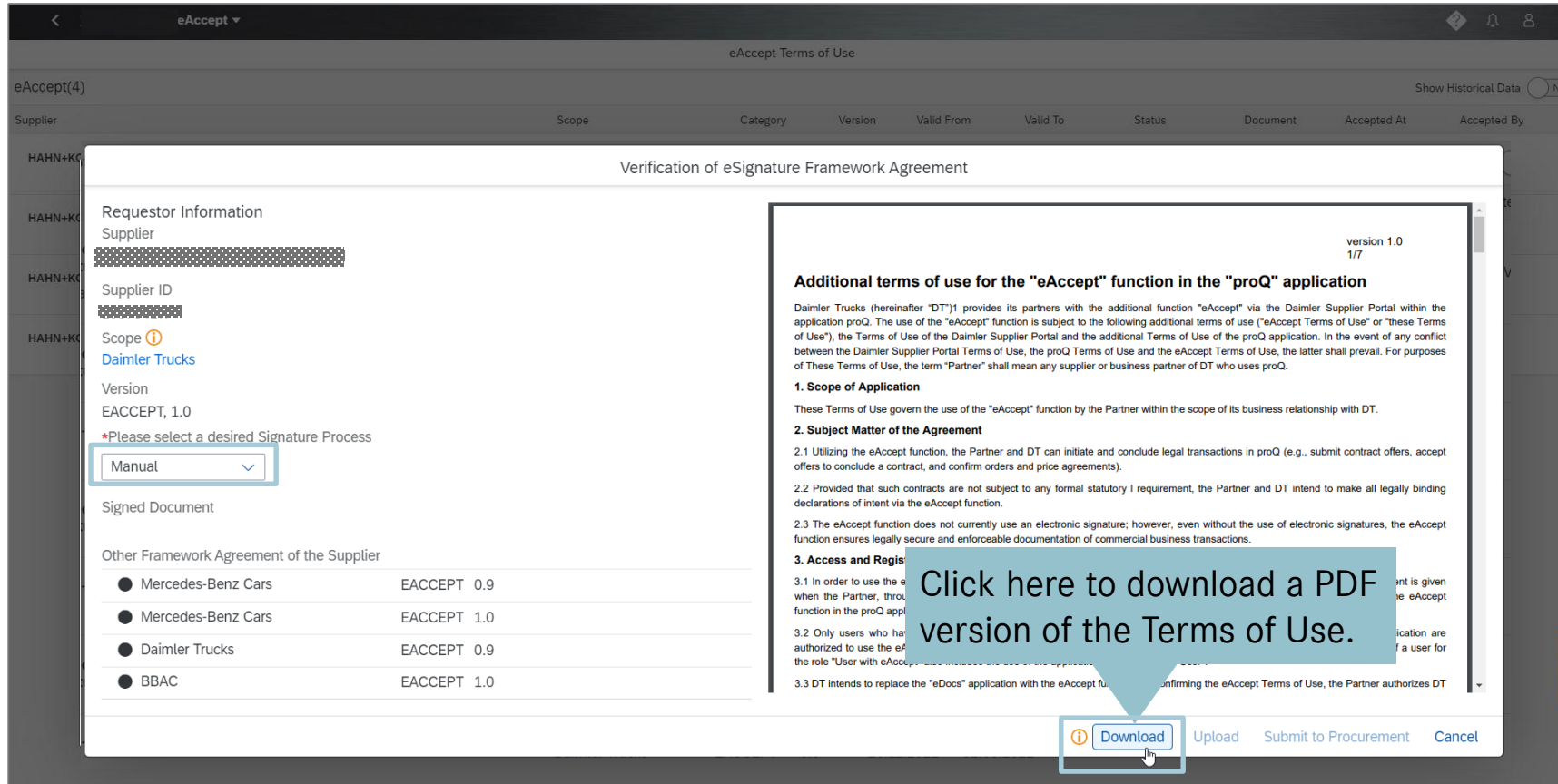
The “eAccept – Terms of Use” acceptance process

Option 2: Manual Signature



The “eAccept – Terms of Use” acceptance process

Option 2: Manual Signature



Verification of eSignature Framework Agreement

Requestor Information

Supplier
[Redacted]

Supplier ID
[Redacted]

Scope ⓘ
Daimler Trucks

Version
EACCEPT, 1.0

*Please select a desired Signature Process

Manual

Signed Document

Other Framework Agreement of the Supplier

<input checked="" type="radio"/> Mercedes-Benz Cars	EACCEPT 0.9
<input checked="" type="radio"/> Mercedes-Benz Cars	EACCEPT 1.0
<input type="radio"/> Daimler Trucks	EACCEPT 0.9
<input type="radio"/> BBAC	EACCEPT 1.0

Additional terms of use for the "eAccept" function in the "proQ" application

version 1.0
1/7

Daimler Trucks (hereinafter "DT") provides its partners with the additional function "eAccept" via the Daimler Supplier Portal within the application proQ. The use of the "eAccept" function is subject to the following additional terms of use ("eAccept Terms of Use" or "these Terms of Use"), the Terms of Use of the Daimler Supplier Portal and the additional Terms of Use of the proQ application. In the event of any conflict between the Daimler Supplier Portal Terms of Use, the proQ Terms of Use and the eAccept Terms of Use, the latter shall prevail. For purposes of These Terms of Use, the term "Partner" shall mean any supplier or business partner of DT who uses proQ.

1. Scope of Application

These Terms of Use govern the use of the "eAccept" function by the Partner within the scope of its business relationship with DT.

2. Subject Matter of the Agreement

2.1 Utilizing the eAccept function, the Partner and DT can initiate and conclude legal transactions in proQ (e.g., submit contract offers, accept offers to conclude a contract, and confirm orders and price agreements).

2.2 Provided that such contracts are not subject to any formal statutory requirement, the Partner and DT intend to make all legally binding declarations of intent via the eAccept function.

2.3 The eAccept function does not currently use an electronic signature; however, even without the use of electronic signatures, the eAccept function ensures legally secure and enforceable documentation of commercial business transactions.

3. Access and Registration

3.1 In order to use the eAccept function, the Partner, through the Daimler Supplier Portal, must register as a user for the eAccept function in the proQ application.

3.2 Only users who have been authorized to use the eAccept function by DT are authorized to use the eAccept function. The role "User with eAccept" is used for this purpose.

3.3 DT intends to replace the "eDocs" application with the eAccept function. Upon confirming the eAccept Terms of Use, the Partner authorizes DT

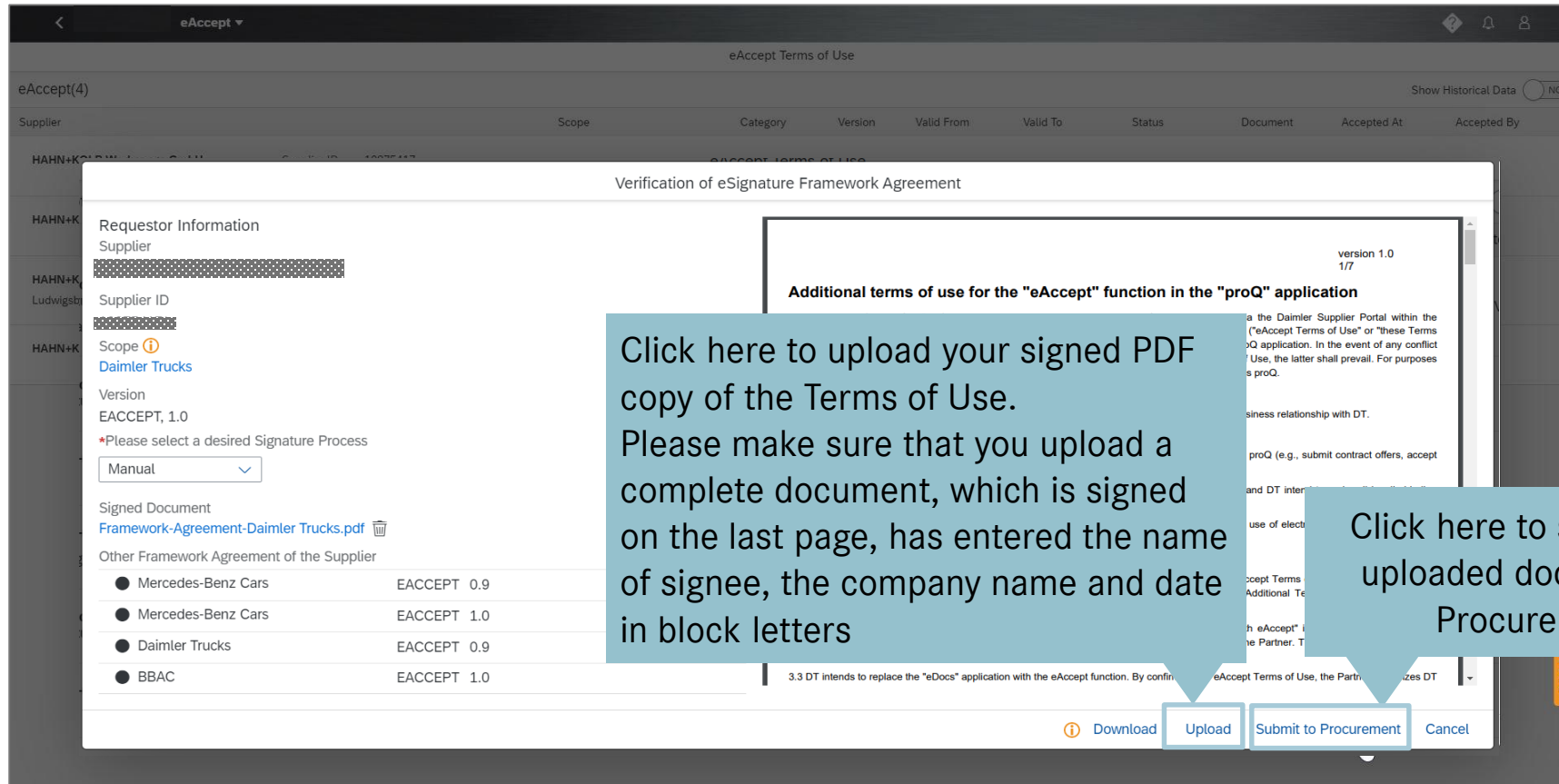
Click here to download a PDF version of the Terms of Use.

Download Upload Submit to Procurement Cancel

If you cannot use the Digital Signature tool to accept the Terms of Use, please select “Manual” in the drop-down menu. Afterwards download a PDF copy and sign it offline, scanning in the signed document to upload a signed document.

The “eAccept – Terms of Use” acceptance process

Option 2: Manual Signature



Verification of eSignature Framework Agreement

Requestor Information

Supplier
[Redacted]

Supplier ID
[Redacted]

Scope ⓘ
Daimler Trucks

Version
EACCEPT, 1.0

*Please select a desired Signature Process
Manual

Signed Document
Framework-Agreement-Daimler Trucks.pdf

Other Framework Agreement of the Supplier

Supplier	Version
Mercedes-Benz Cars	EACCEPT 0.9
Mercedes-Benz Cars	EACCEPT 1.0
Daimler Trucks	EACCEPT 0.9
BBAC	EACCEPT 1.0

Additional terms of use for the "eAccept" function in the "proQ" application

version 1.0
1/7

Click here to upload your signed PDF copy of the Terms of Use. Please make sure that you upload a complete document, which is signed on the last page, has entered the name of signee, the company name and date in block letters

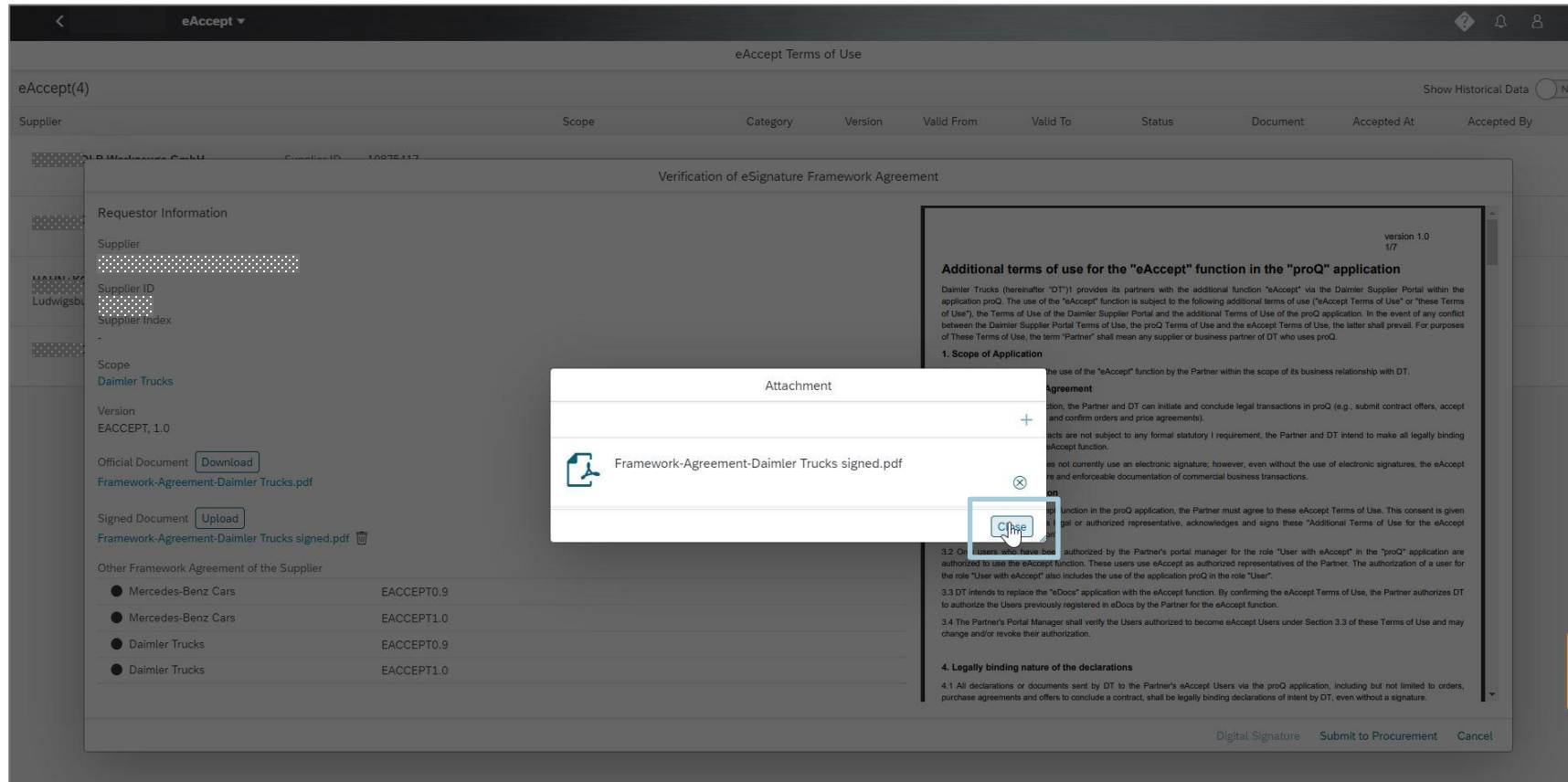
Click here to submit the uploaded document to Procurement

Download Upload Submit to Procurement Cancel

After uploading your signed version, please click “Submit to Procurement” to complete your action.

The “eAccept – Terms of Use” acceptance process

Option 2: Manual Signature



The screenshot displays the 'eAccept Terms of Use' interface. On the left, there is a sidebar with 'Requestor Information' including Supplier (Daimler Trucks), Supplier ID, Supplier Index, Scope, Version (EACCEPT, 1.0), and a list of 'Other Framework Agreement of the Supplier'. The main content area shows the 'Verification of eSignature Framework Agreement' for 'Additional terms of use for the "eAccept" function in the "proQ" application'. A modal dialog box titled 'Attachment' is open, showing a list of files with 'Framework-Agreement-Daimler Trucks signed.pdf' selected. A 'Click here' button is highlighted over the document icon in the attachment list. At the bottom of the main interface, there are buttons for 'Digital Signature', 'Submit to Procurement', and 'Cancel'.

After your uploaded copy has been verified, the eAccept features are enabled.

FAQ



1. What to do if my manual uploaded document was rejected?

→ Please check the entered comment. Then click on the „Download“ button and upload a new document via the „Upload“ button.

2. What do to if you want to reset the digital signature process?

- If the document is not signed within 30days and now has the status „expired“, please click on the „Recall“ button to reset the workflow.
- Same approach could be used to switch from the digital to the manual signature process.

3. Who can be contacted for technical support?

→ Please see support overview page: <https://supplier.daimlertruck.com/docs/DOC-1314>

If you are facing issues with the Daimler Truck Supplier Portal or any other application within the supplier portal you can try to solve the issue with the provided FAQs or reach out to our helpdesk.

Your options for reaching the helpdesk:

Support.Supplier-Portal@daimlertruck.com

+49 711 17-95120

Global toll free: +(00)800 71170372

Remark on toll free number: “+” for mobile phones.

“00” for land lines may differs in your country or with your phone provider

Please have following data available when reaching out for the helpdesk:

- Supplier code
- User ID (if available)
- Detailed description of the problem you're facing (application name, browser configuration, if reaching out via mail, please provide detailed screenshots)