eAccept – Terms of Use and *pro***Q** – Terms of Use

Supplier handbook for acceptance via electronic confirmation and electronic signature

Welcome to *pro**Q**!*
Please register for the Supplier Portal first.

This document shows how to accept the "*pro**Q*** – 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 of the location of the company you are doing business with.

Thank you!

eAccept - Terms of Use and *pro***Q** – Terms of Use
General information

Supplier Portal

Please first enter your User-ID.
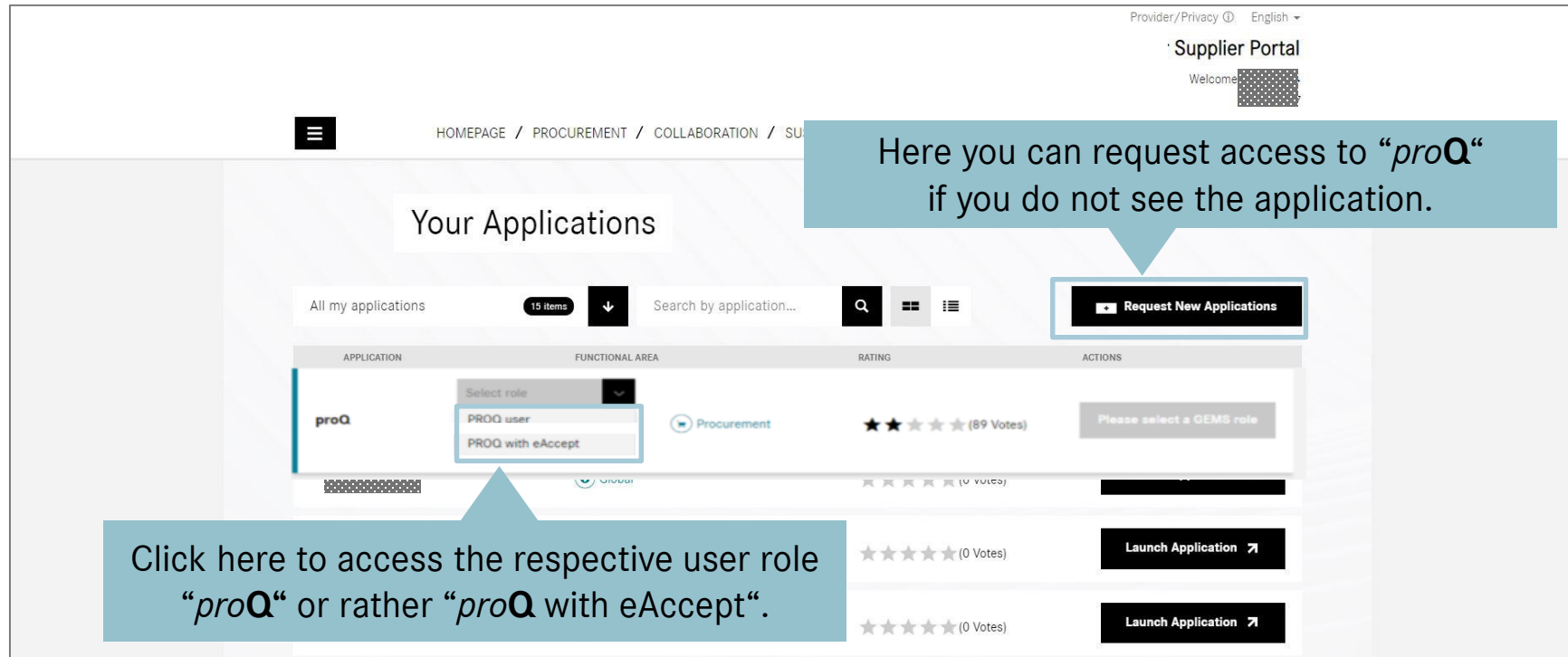
Please enter in a second step your password and afterwards click on „Register".

Please log into the Supplier Portal with your credentials.

Start of „*pro**Q***" application

Here you can request access to "*pro**Q***" if you do not see the application.

Click here to access the respective user role "*pro**Q***" or rather "*pro**Q*** with eAccept".

Please launch the application "*pro**Q***".
If you do not see the application "*pro**Q***", please click "Request New Application".

The different user roles "User" and "User with eAccept"

proQ Role	Possible actions	Prerequisites
User	**"User" can** • **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	**Terms of Use to be confirmed** • Every "User" has to accept the "*pro***Q** – Terms of Use"
User with eAccept	**"User with eAccept" can** • **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	**Terms of Use to be confirmed** • Every "User" has to confirm the "*pro***Q** – 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 "*pro***Q** functions" by Portal Manager
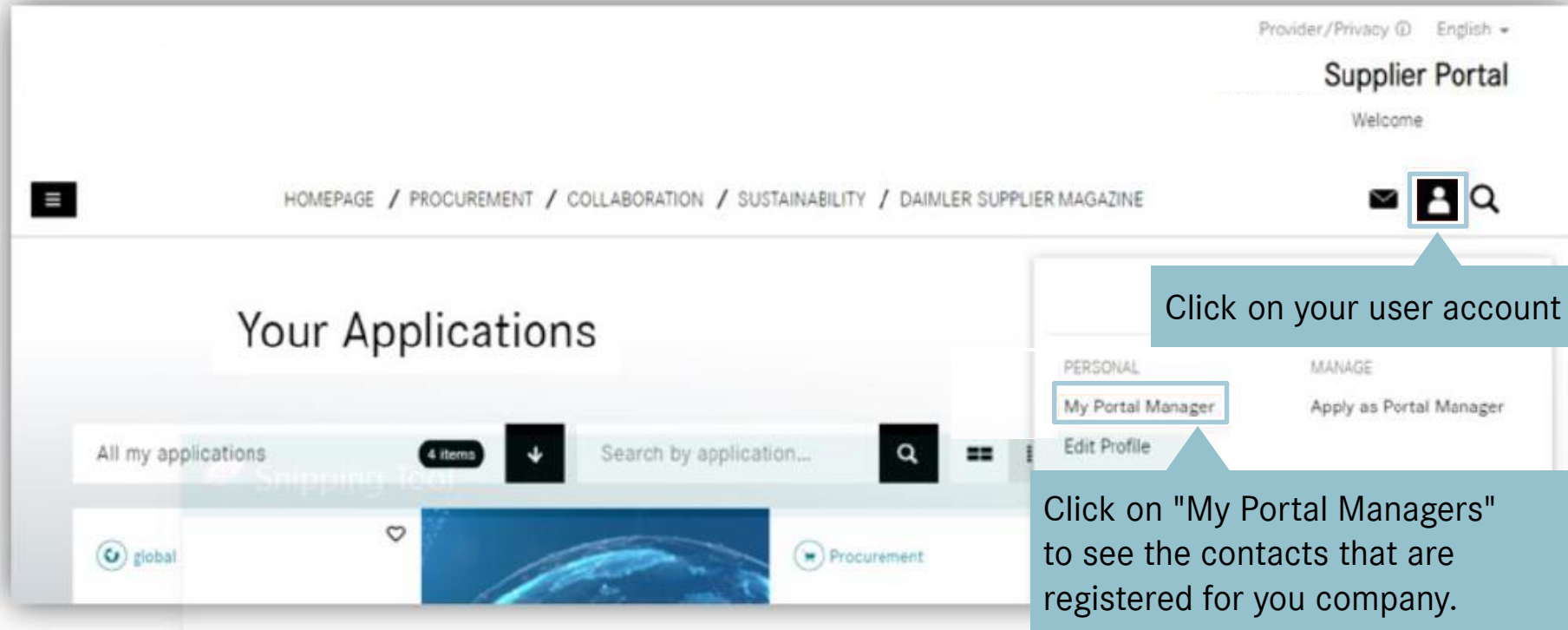
Via the "Tasks" tile Portal Manager will get access to his/her task.

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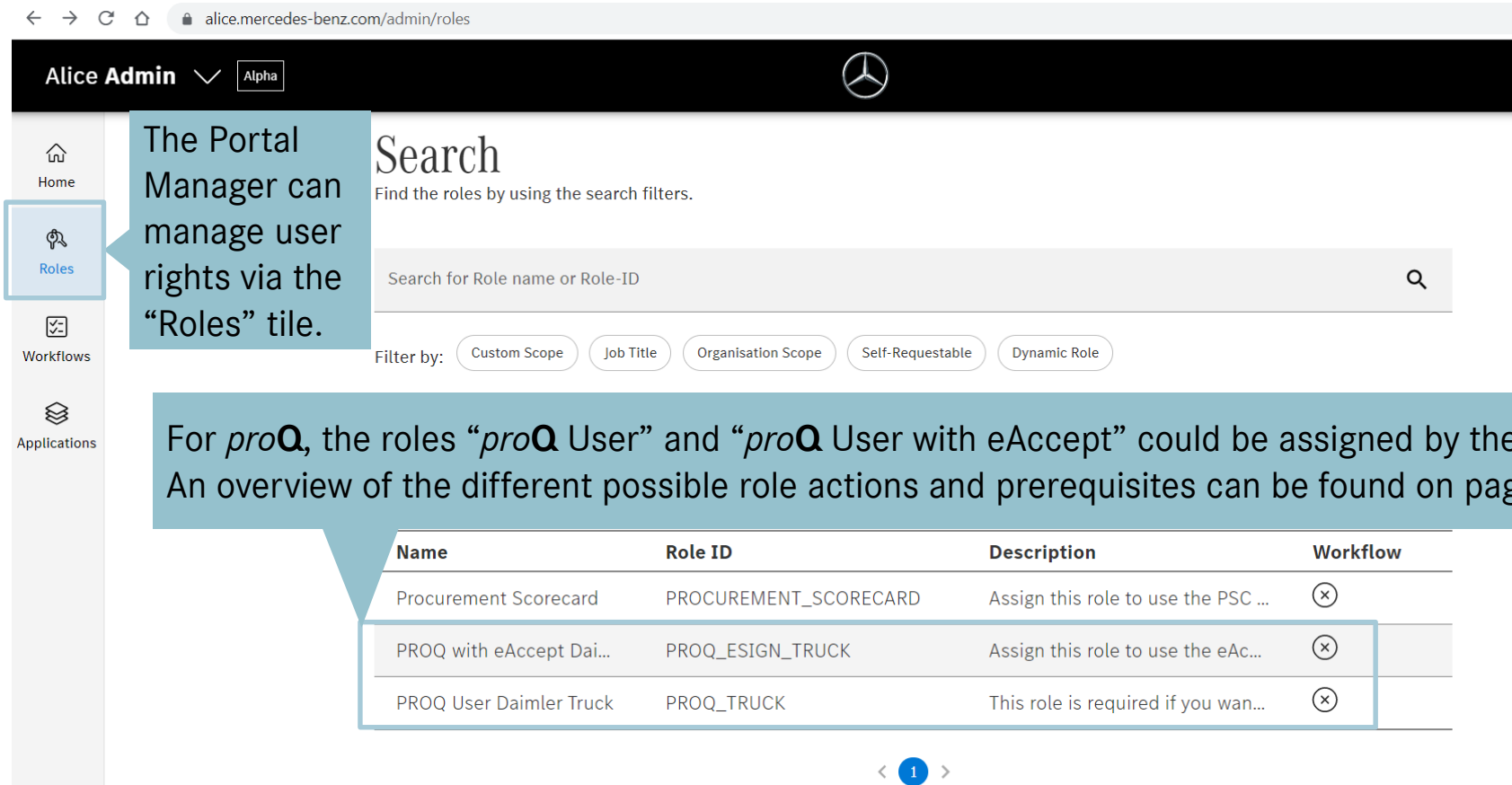
The Portal Manager only has to log in to Alice (Identify and Access Management System) and to approve the access request from his/her task list.
Direct to Alice://alice.mercedes-benz.com/access/tasks

User request approval to the "*pro*Q functions" by Portal Manager

Click on your user account symbol.

Click on "My Portal Managers" to see the contacts that are registered for you company.

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

User request approval to the "*pro**Q*** functions" by Portal Manager

alice.mercedes-benz.com/admin/roles

Alice **Admin** ⌄ Alpha

Home
Roles
Workflows
Applications

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 |

For *pro**Q***, the roles "*pro**Q*** User" and "*pro**Q*** 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.

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...	⊗

‹ **1** ›

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 *pro***Q** application and its "Terms of Use" tiles
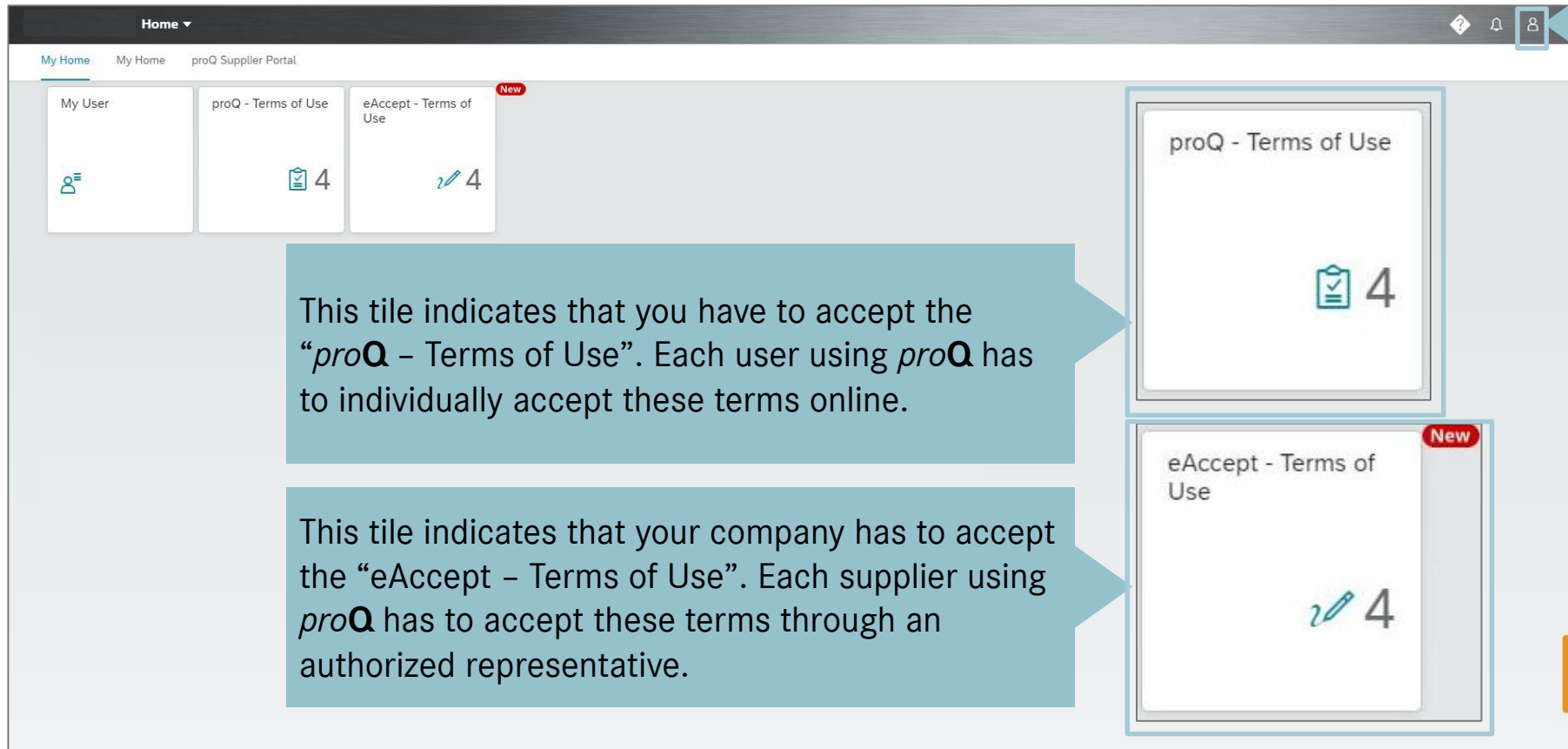
If these tiles are not visible, please check the "App Finder" and pin the required tile to your Launchpad.

This tile indicates that you have to accept the "*pro***Q** – Terms of Use". Each user using *pro***Q** has to individually accept these terms online.

This tile indicates that your company has to accept the "eAccept – Terms of Use". Each supplier using *pro***Q** 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 "*pro*Q – Terms of Use" acceptance process

The "*proQ* – 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.

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.**
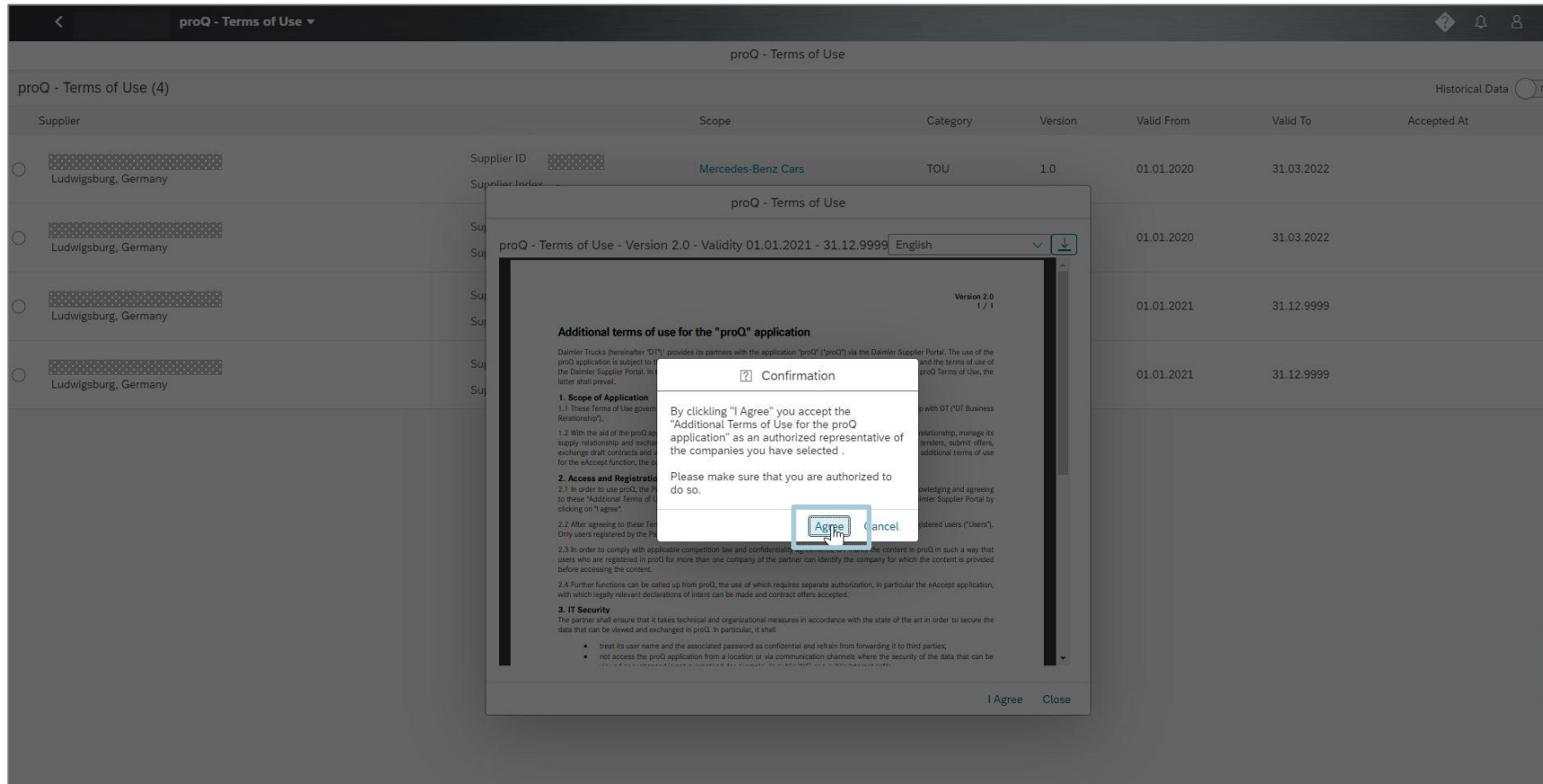
The "*pro**Q*** – Terms of Use" acceptance process

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 "*pro**Q*** – Terms of Use".

The "*pro**Q*** – Terms of Use" acceptance process

Please click "Agree" to confirm the acceptance process.
If you do not agree with the "*pro**Q*** – 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

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

Please note that due to technical reasons, any confirmation received between August and November 2021 will be shown as November 30, 2021.
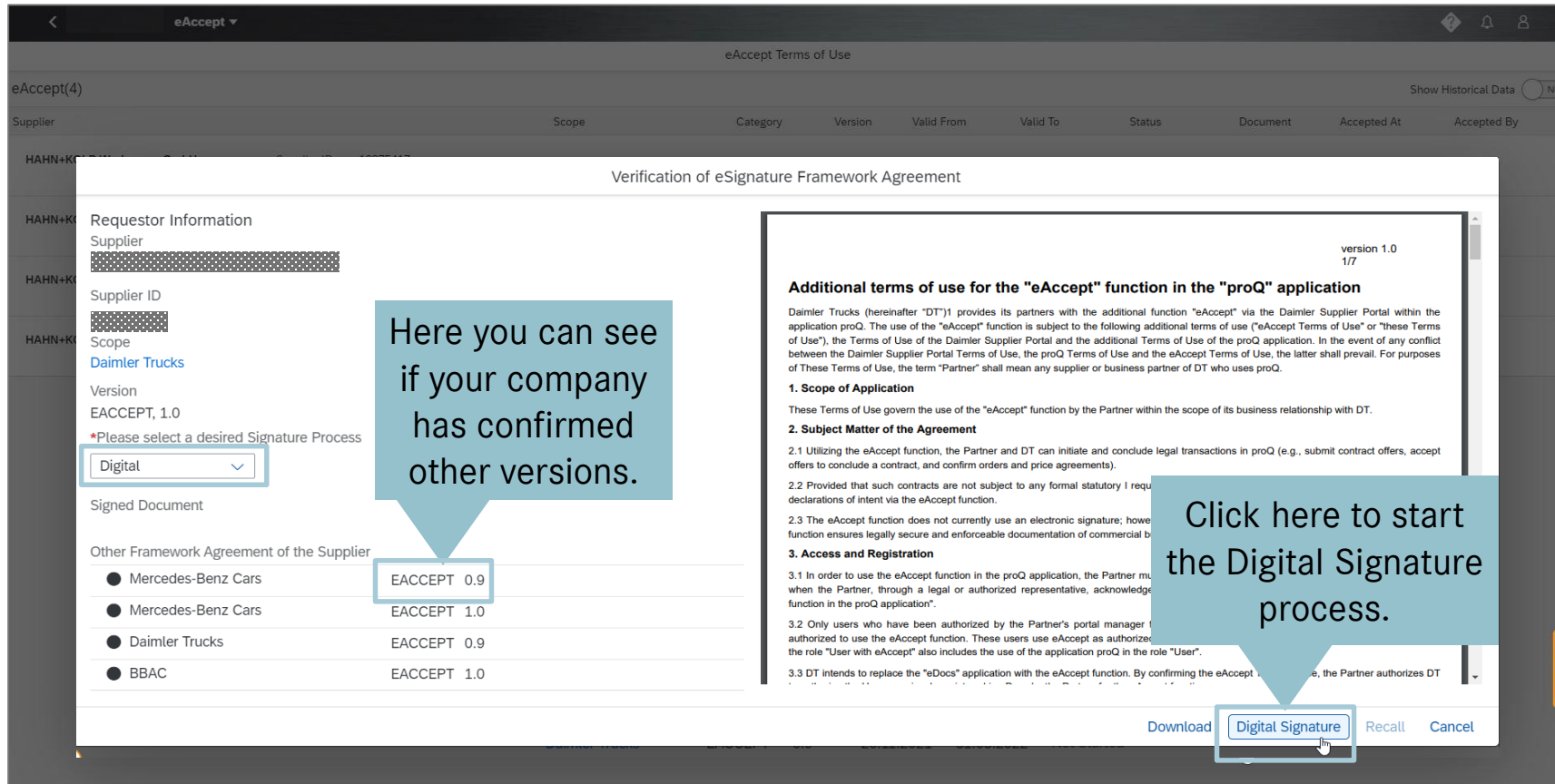
For technical reasons, you may see a "0.9" version if you were "eDocs User" or "eDocs Admin" earlier.

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

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).

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

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 "+").

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

Please click on „Open document" to start the digital signing process.
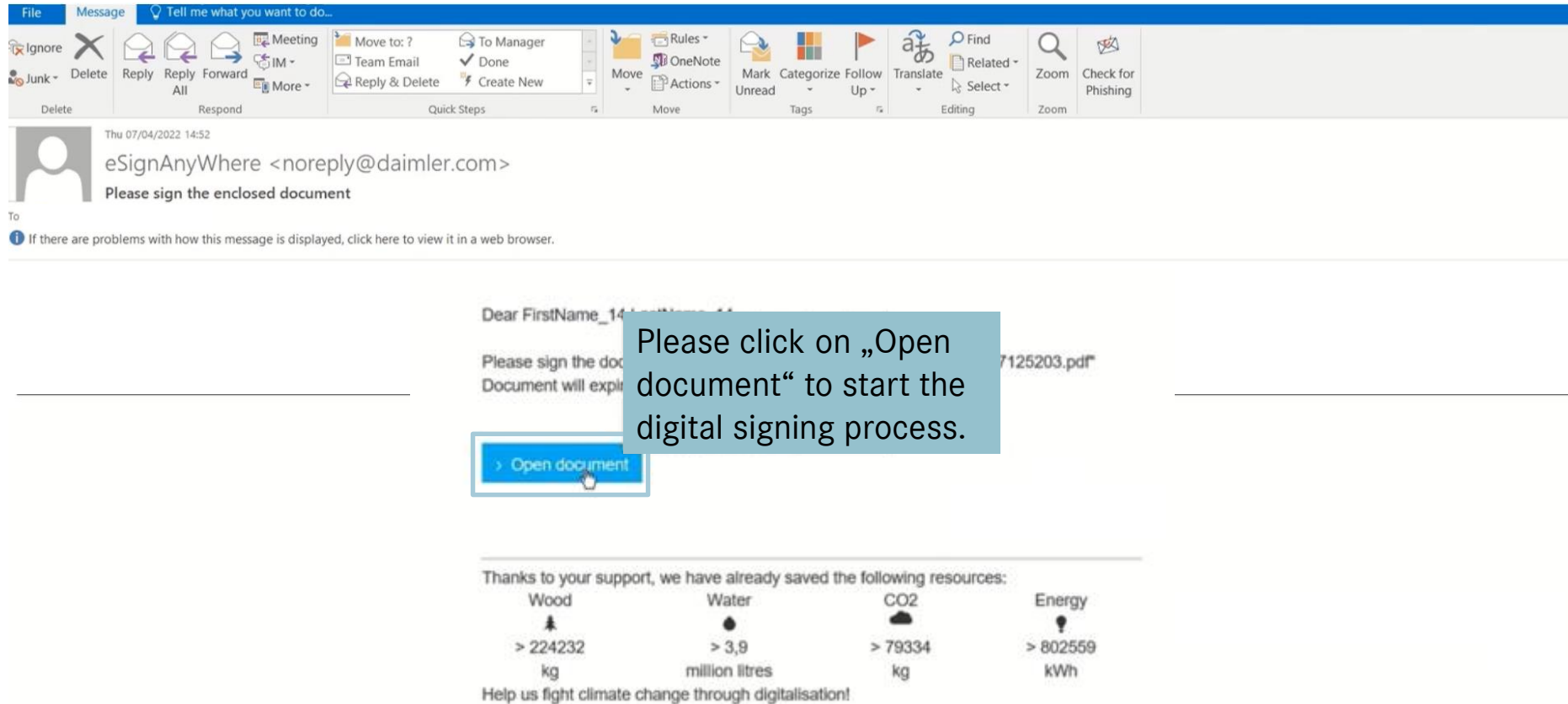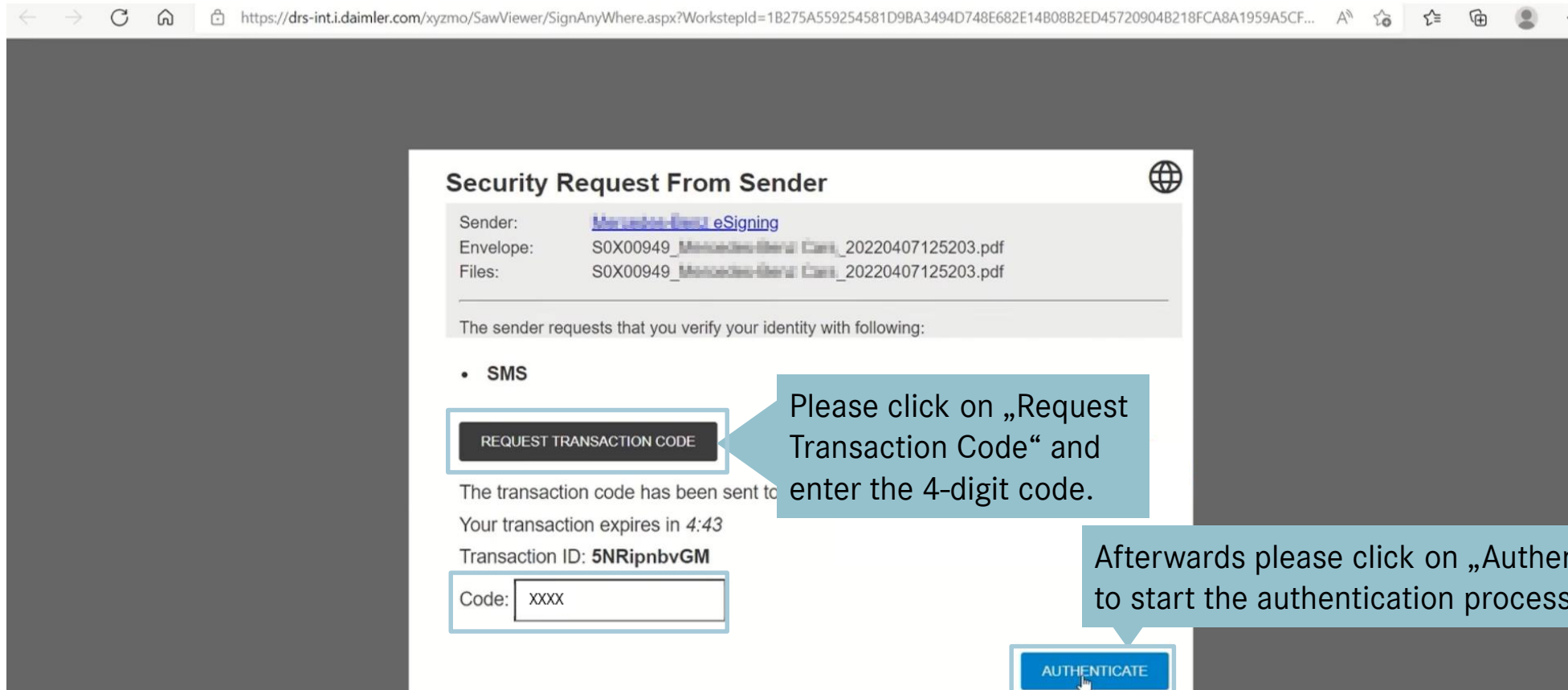
You do not have received an email from sender „eSignAnywhere"?
Please also check your SPAM-folder of your email application.

The "eAccept – Terms of Use" acceptance process
Option 1: Digital Signature* – simple, fast & efficient

Please click on „Request Transaction Code" and enter the 4-digit code.
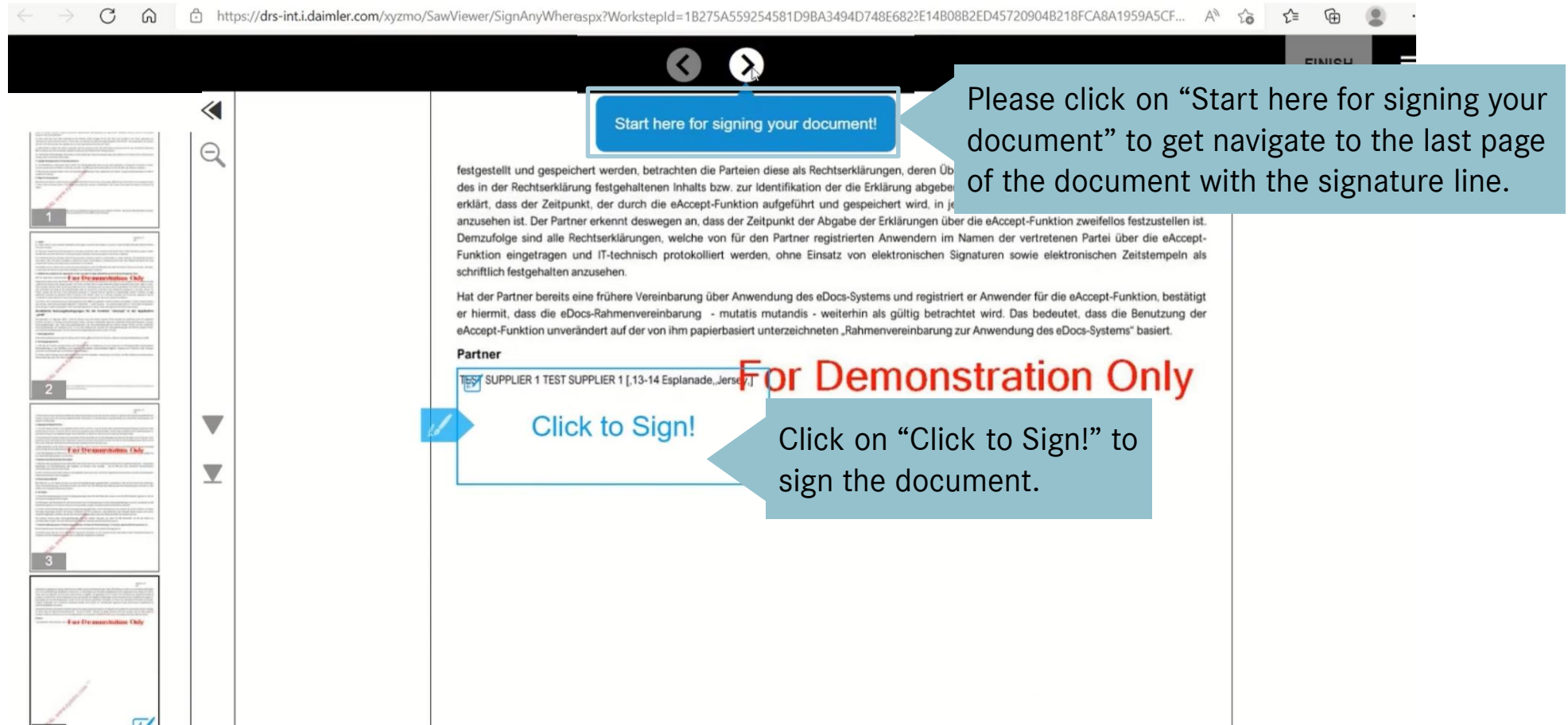
Afterwards please click on „Authenticate", to start the authentication process.

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

Please click on "Start here for signing your document" to get navigate to the last page of the document with the signature line.

Click on "Click to Sign!" to sign the document.

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

Please click "Click to Sign" to confirm that you are authorized to sign.

Then click on "Sign" and on "Sign" a second time to finally confirm your signature.

Click on "finish" to close the process.

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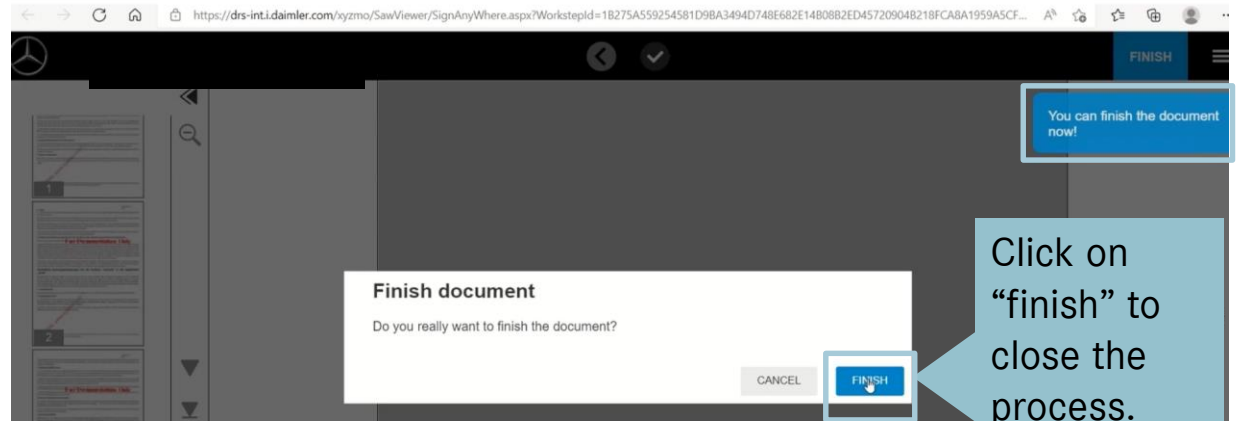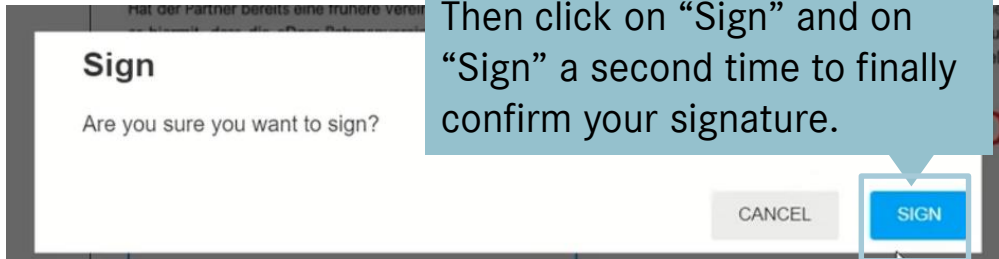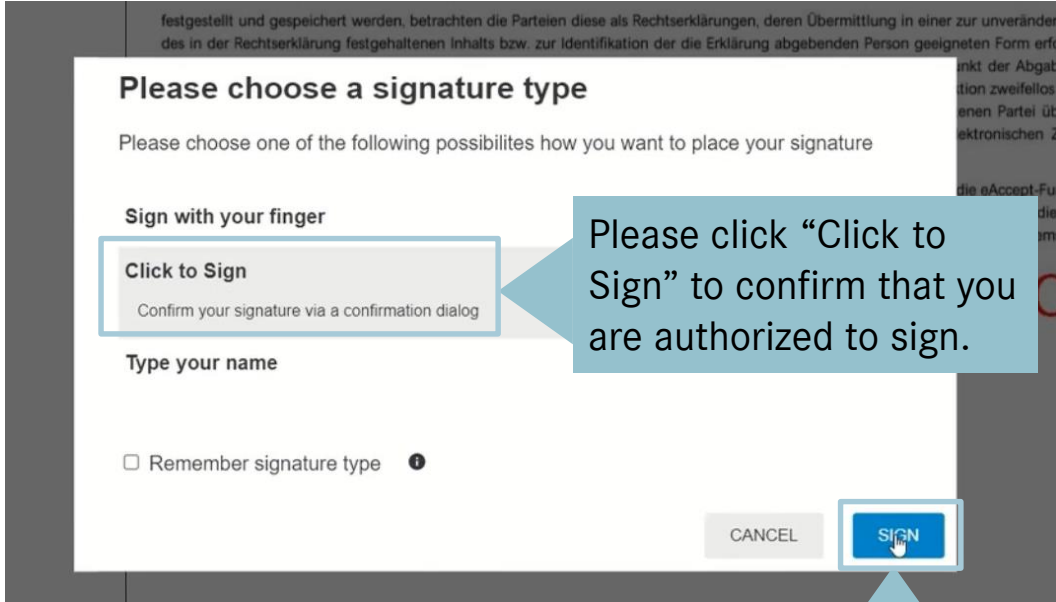
In the first step, please confirm that you are authorized to sign.
In the second step, please confirm twice if you now want to finally sign the document.
After finishing, your successful submitted signature is displayed and the eAccept functions are activated.

The "eAccept – Terms of Use" acceptance process
Option 2: Manual Signature

The "eAccept – Terms of Use" acceptance process
Option 2: Manual Signature

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

If you cannot use the Digital Signature tool to accept the Terms of Use, please select "Manuel" 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

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
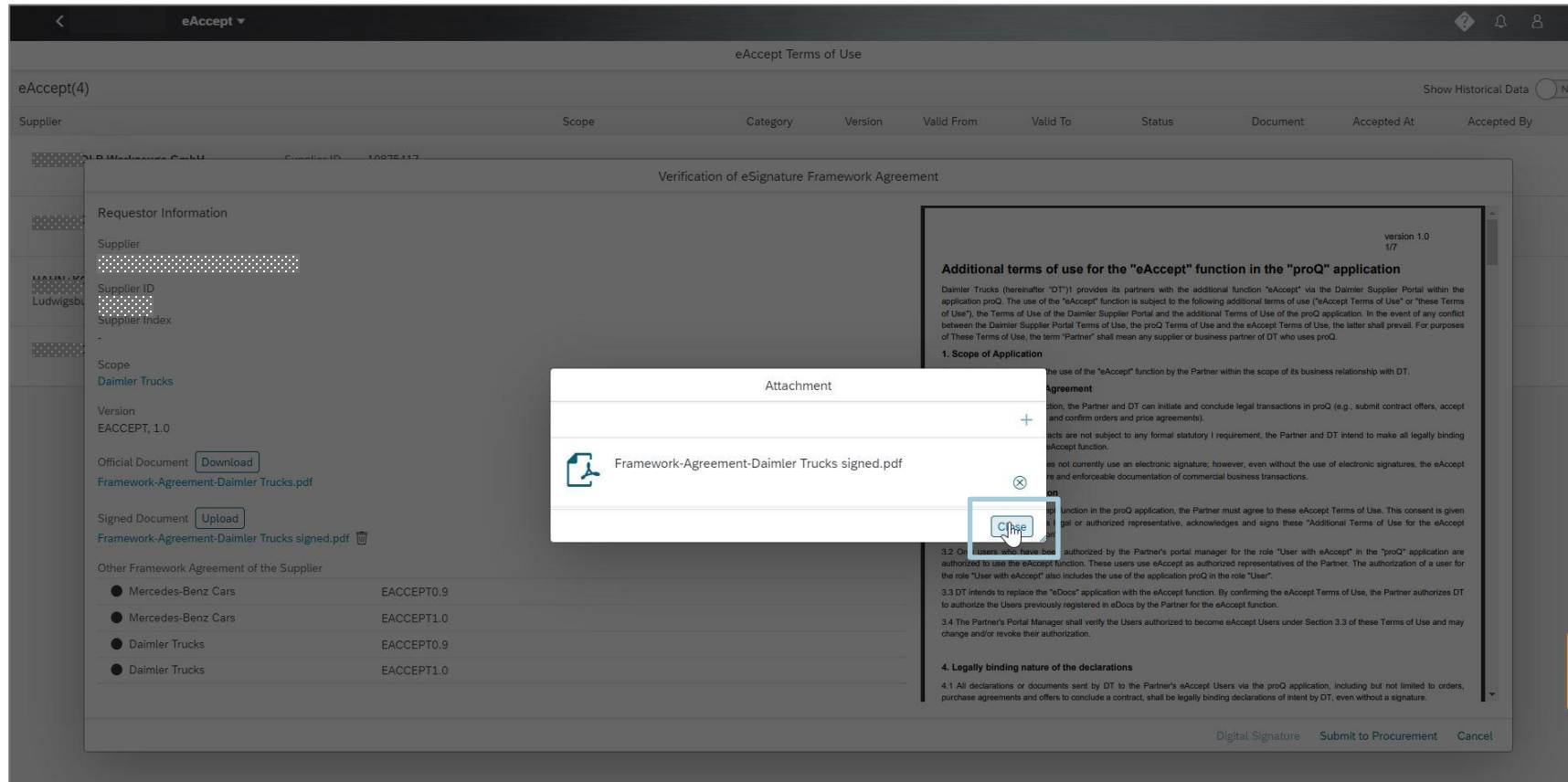
Click here to submit the uploaded document to Procurement

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

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

FAQ

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)