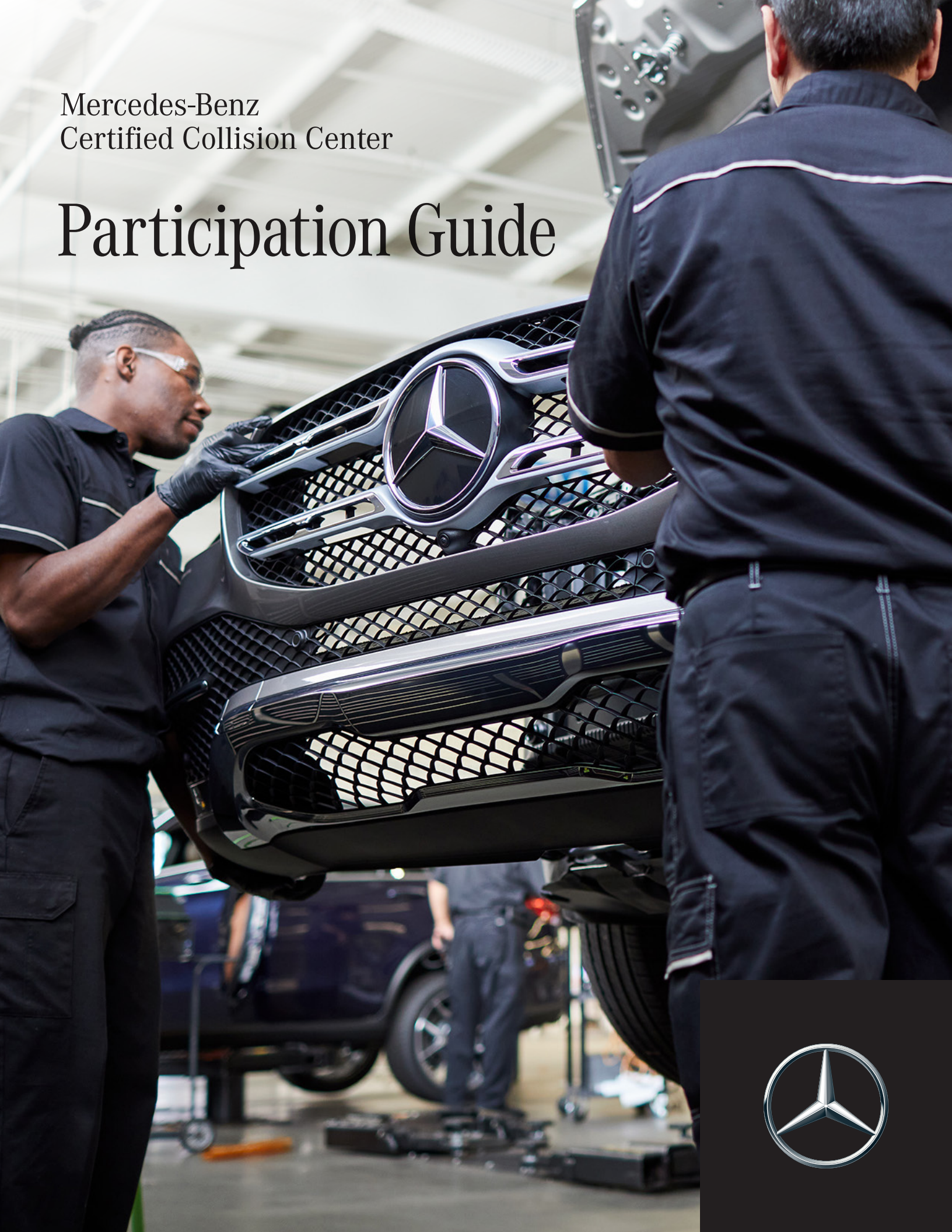


Mercedes-Benz  
Certified Collision Center

# Participation Guide



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# Welcome to the Mercedes-Benz Certified Collision Program

Thank you for your interest and participation. We hope you take full advantage of the variety of resources and support this program and MBUSA will provide. Once certified, you'll receive a certification plaque, as well as marketing materials and access to exclusive training modules. Plus, we will keep you informed of your certification status, as well as available training courses to meet your requirements.

This guide will outline the responsibilities of the collision centers, dealerships, and MBUSA. This information should ensure a smooth integration into the Certified Collision Program.

Please keep a copy of this information for future reference.

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## Mercedes-Benz Certified Collision Program Tiers

Authorized to perform collision repair work on all Mercedes-Benz passenger vehicles except those requiring aluminum welding.

Mercedes-Benz  
Certified Collision Center

BASE

Authorized to perform all collision repairs on all Mercedes-Benz passenger vehicles including aluminum structural repairs.

Mercedes-Benz  
Certified Collision Center

ELITE

Authorized to perform collision repairs on all Mercedes-Benz Electric Vehicles.

Mercedes-Benz  
Certified Collision Center

MERCEDES-EQ

Authorized to perform structural and cosmetic repairs on **Sprinter and Metris** vehicles.

Mercedes-Benz  
Certified Collision Center

VANCARE

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# Useful Websites

SYSTEM	CONTENT	HOW TO ACCESS
<b>MB Collision Site</b> <a href="https://www.mbcollisioncenters.com">https://www.mbcollisioncenters.com</a>	Access to program materials, information, and helpful links	C7 or D7 logins and passwords
<b>Audit Site</b> <a href="https://mbusacollision.sciusa.com">https://mbusacollision.sciusa.com</a>	Access to survey, audit tracking, and training records	Access code provided by Summit Consulting
<b>MB Academy</b> <a href="https://learn.mbusa.com">https://learn.mbusa.com</a>	Ability to register for training courses	C7 or D7 logins and passwords
<b>ISP Portal</b> <a href="https://www.startekinfo.com">https://www.startekinfo.com</a> <b>Note: This is for Dealer-Sponsored collision centers only.</b>	Access to WIS, other online resources, and ability for collision centers to create C7 numbers	Follow instructions on page 5

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# Contacts

## **Oladimeji Oladele**

Collision Program Analyst, MBUSA, LLC

Phone: (770) 705-2007

Email: [oladele.oladimeji@mbusa.com](mailto:oladele.oladimeji@mbusa.com)

## **Benito Cid**

Collision Business Development Manager, MBUSA, LLC

Phone: (770) 705-2014

Email: [benito.cid@mbusa.com](mailto:benito.cid@mbusa.com)

## **John T. Perryman**

Department Manager, Product Management Parts, MBUSA, LLC

Phone: (201) 783-6353

Email: [john.perryman@mbusa.com](mailto:john.perryman@mbusa.com)



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# AOI Sponsoring Guidelines

The goal of the Certified Collision Program is to offer a Mercedes-Benz Certified Collision Center to all customers, which means successfully filling all open Areas of Influence (AOI). Dealerships can sponsor as many collision centers as needed to address their customers' needs. Applying/interested collision centers should be in their sponsoring dealership's sales area or within a reasonable distance as determined by MBUSA. The dealership's AOI and Units in Operation (UIO) will be analyzed and the approval will be determined by MBUSA. If there is not adequate coverage within a market, the dealership may receive a letter from MBUSA. If the dealer does not take action to sponsor a Collision Center within six months from the notice, MBUSA will extend the opportunity to dealers outside of the AOI.

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## Dealer-Sponsored: ISP Portal Registration

To register your ISP, visit [www.startekinfo.com](http://www.startekinfo.com) and click the "New User" button to begin inputting your ISP's information. For more information on how to register your ISP, please reference the [New User Registration](#) document.

By default, the admin for the ISP Portal is the person who registers or completes registration for the Collision Center. Additional admins can also be created by checking the box "Assign as administrator of organization" when creating the C7 number for the employee. For more information on how to add additional admins or how to obtain C7 IDs, please reference page 10 of the [ID Now User Guide](#).

All staff working on Mercedes-Benz vehicles should have C7 logins, as C7 logins are necessary to access training. However, if you or your employees do not have training access, Collision Centers should send an email to [mbcollision@mbusa.com](mailto:mbcollision@mbusa.com), once they receive the Org ID. Admins have access to Learning Link and DPMS, while other employees only have access to Learning Link and additional subscriptions.

For questions pertaining to setting up WIS access, begin by logging into the ISP Portal, and clicking the "Subscribe" button at the top of the page and following the prompts.

**For more information on the ISP Portal, and how to create C7 logins, please reference the [ISP Portal Manual](#).**

**Note: This only pertains to Dealer-Sponsored Collision Centers.**

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# Setting Up ID Now

ID must be completed by all admins in order to manage their roster in the ISP Portal—personal information and documents will be required during this process. Once completed, it generally takes up to a day or two for it to be approved. Once approved, you will be able to add new users and manage your roster. For more information, please reference the following document.

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## Dealer-Owned: D7 ID

Once the dealership assigns the MBID numbers to the collision center employees they should also have their Security Administrator assign them D7 logins.

**Note: This only pertains to Dealer-Owned collision centers.**

1. Click on the link icon at the top of the navigation bar.

2. Click “See All.”

3. Search for “WIS” in “Available Links.”

4. Select “TIPS, WIS/ASRA, Xentry Portal Access Request.”

5. Complete and submit the launched form.

# Audit Process

After the preliminary approval notification by the Mercedes-Benz Collision Team, the collision center will be contacted by Summit Consulting Int'l, Inc. (SCI). SCI is the audit partner for MBUSA. They are responsible for conducting the facility audits for certification and recertification for the Certified Collision Program.

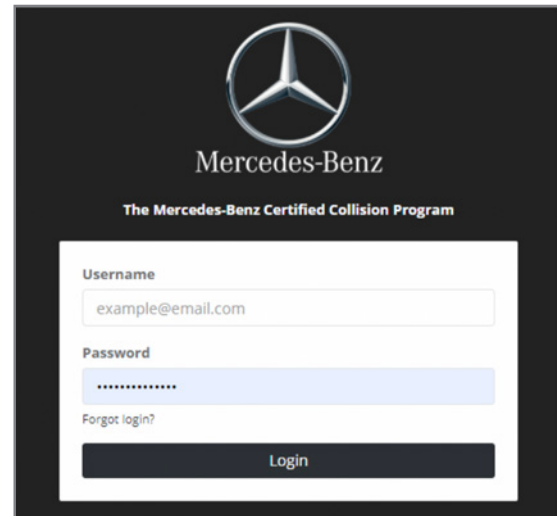
## Mercedes-Benz Certified Collision Audit Website (<https://mbusacollision.sciusa.com>)

Once a Collision Center's application has been approved by MBUSA, the primary contact will be set up as a user on the Mercedes-Benz Certified Collision Program website. An email with a temporary password will be sent to the primary contact. At that time you can use the email address provided as the login, along with the temporary password provided to log in to the website. →

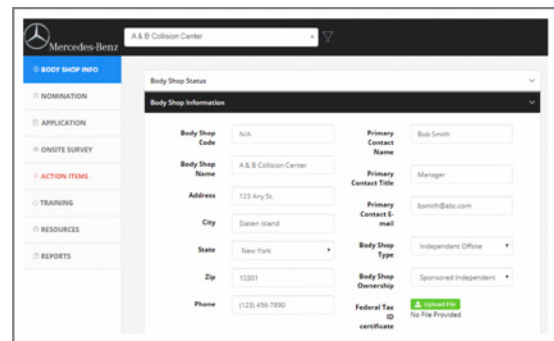
After initially logging in, please review all shop information on the Body Shop Information tab for accuracy, and notify [collision@sciusa.com](mailto:collision@sciusa.com) with any changes that need to be made. →

The primary contact is also able to add any additional users they would like to have access to the Training status and the Action Items. This is done under the Body Shop Contacts tab. →

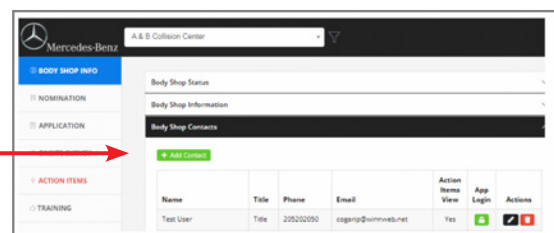
The site can be used to track your collision center's progress on open action items and training requirements. There are also multiple Resource documents on the Resources tab.



The login screen features the Mercedes-Benz logo at the top. Below it, the text "The Mercedes-Benz Certified Collision Program" is displayed. The login form includes fields for "Username" (with the example "example@email.com") and "Password" (masked with dots). A "Forgot login?" link is positioned below the password field. A black "Login" button is at the bottom of the form.



This form displays the "Body Shop Information" tab. It contains various input fields for shop details: Body Shop Code, Body Shop Name, Address, City, State, Zip, and Phone. It also includes fields for Primary Contact Name, Title, and Email. Dropdown menus are provided for Body Shop Type and Body Shop Ownership. A "Federal Tax ID" field is at the bottom right, with a green "Submitted" status indicator and the note "No File Provided".



This screen shows the "Body Shop Contacts" tab. It features a table with columns for Name, Title, Phone, Email, Action Items View, App Login, and Actions. A "Test User" is listed in the table. Above the table is a green "Add Contact" button.

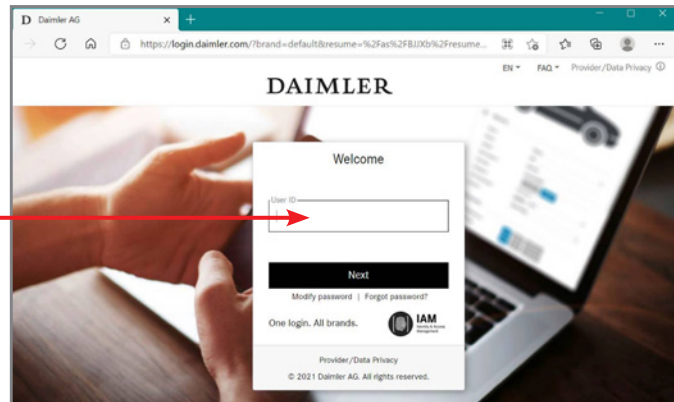
Name	Title	Phone	Email	Action Items View	App Login	Actions
Test User	Title	205202050	cogroup@summitweb.net	Yes	Yes	Yes

# Training Website

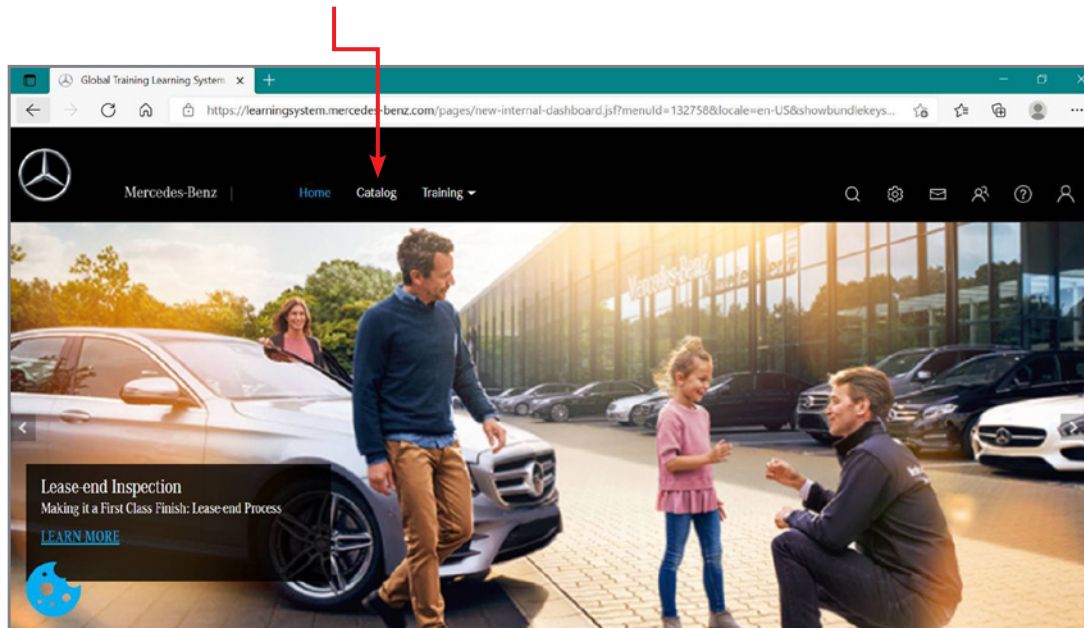
Training is a requirement that all certified centers must meet. To review your facility's training records, please visit the Audit Site and click on the "Training" section. Collision centers have access to the Mercedes-Benz Academy to take the required training. See the detailed instructions below.

You may access the Mercedes-Benz Academy through [www.mbcollisioncenters.com](http://www.mbcollisioncenters.com) or <https://learn.mbusa.com>. Dealer-Sponsored collision centers can also access through <https://www.startekinfo.com>.

1. Log in with your C7 or D7 login and password.

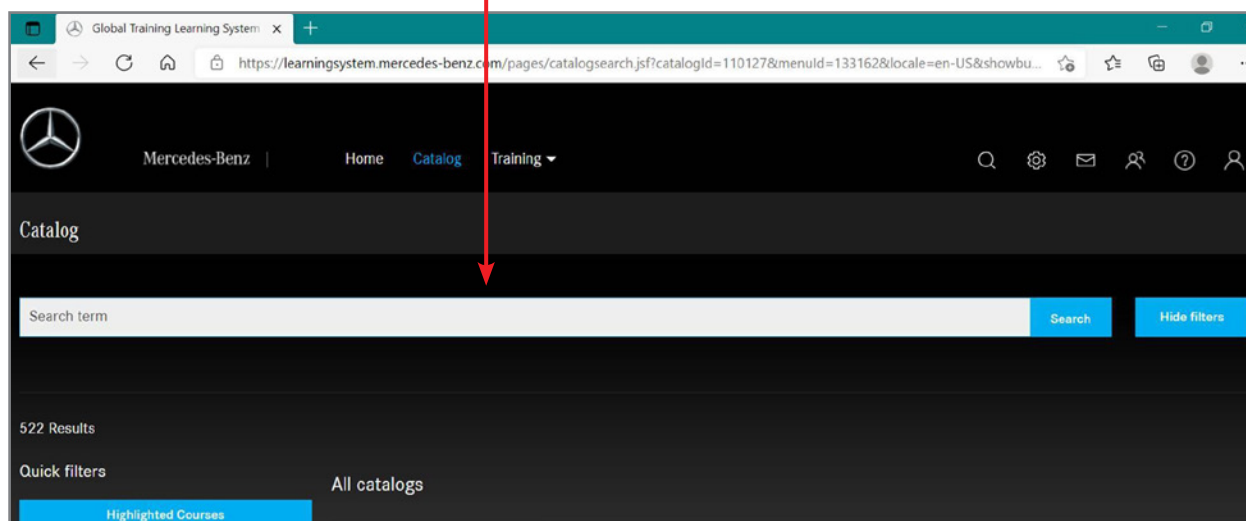


2. Once you are logged in, click on "Catalog."

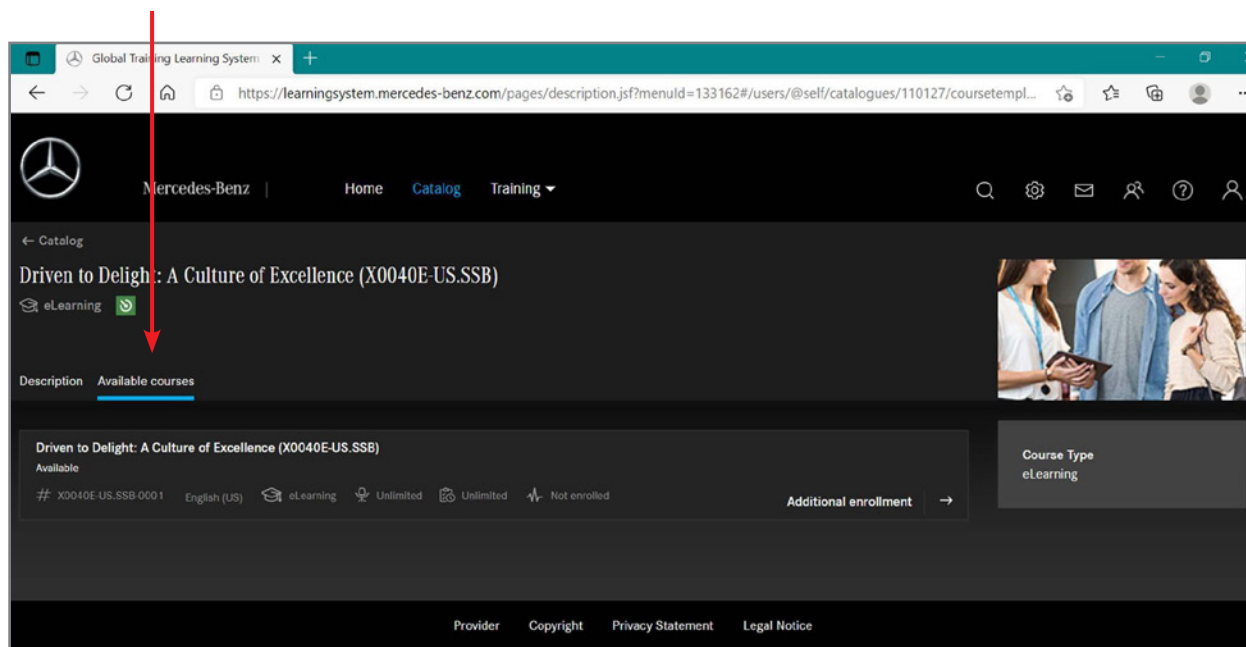




3. Choose the appropriate course. For an easier search, enter the course code or course name and select “Search.”



4. Finally, select “Available courses” to register or begin the training course.  
Be sure to complete the test and keep a copy of your certificate once complete.



For the required hands-on training that is done at one of our training centers, you are responsible for arranging flight and hotel accommodations. If the collision center is over 300 miles away, Mercedes-Benz USA will reimburse a set dollar amount for the flight. Please work with your sponsoring dealer to receive the reimbursement. Lodging is not covered by Mercedes-Benz but we do have preferred hotels near the training centers that offer reduced rates and additional benefits like breakfast and shuttle transportation. At this time you should reach out to the hotel and advise them that you are participating in Mercedes-Benz training and provide your technicians travel information to ensure you receive the preferred rate and the courtesy shuttle service.

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# Elite Aluminum Certification Course

Please provide the Mercedes-Benz Collision Team with the names and C7 or D7 IDs of the technicians that you will be sending to the Aluminum Certification Course. The class dates will be provided for the next available class. Space is limited in these classes. Please note that the initial Aluminum Certification Course is a ten-day investment from your technician. The Mercedes-Benz Collision Team will confirm with the technical training staff in Grapevine that your technician is signed up for the course.

Once we have confirmed registration, we will send out dates and information well in advance so that the collision center can make any travel arrangements. Please be advised that MBUSA does not cover the flight costs, hotel accommodations, or any other travel expenses for the initial or recertification courses.

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# Collision Program Website

Once the collision center is preliminarily approved, they have access to [www.mbcollisioncenters.com](http://www.mbcollisioncenters.com). The collision center will use its C7 or D7 ID and password to access this website. This website will have additional information for the collision centers, such as training information, position statements, program material, news updates, and much more.

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# Marketing Materials & Standards

To effectively market and maintain the integrity of Mercedes-Benz, collision centers can leverage the **Brand Communication Standards** document found here: <https://www.mbcollisioncenters.com>. This document is comprised of ready-to-use materials, customizable templates, and marketing guidelines for creating your own materials.

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# Collision Center Locator

Once a collision center is certified as a Mercedes-Benz Certified Collision Center, the collision center will be added to the locator. The locator allows customers and insurance companies to search for a Mercedes-Benz Certified Collision Center online.

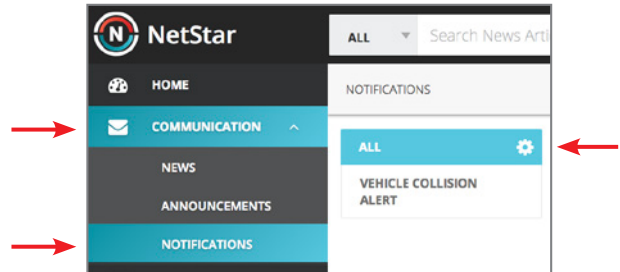
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# Collision Assist Notifications

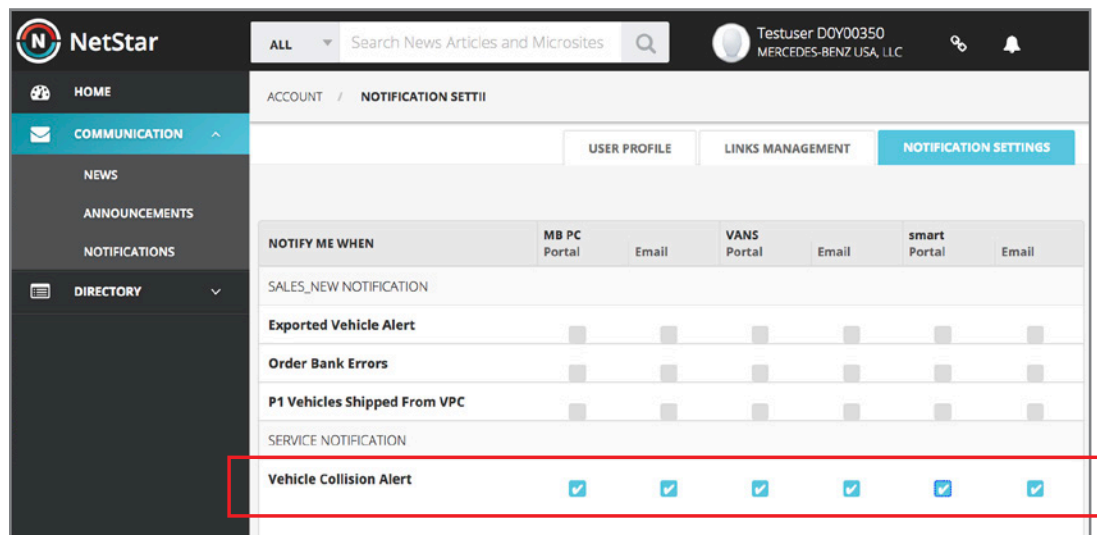
For a dealer to receive notifications from Mercedes me, NetStar users must have the MBUSA VEHICLE COLLISION NOTIFICATIONS role added to their security profile in GEMS. Once the role has been added, users will be able to subscribe to receive the alerts in the Notifications area of NetStar.

To subscribe:

1. Go to the NetStar “Communications” area, select “Notifications” and click the Settings icon.



2. Once the subscription tray appears, locate the “Vehicle Collision Notifications” topic and check the box to subscribe. Exit the screen.



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# Mercedes-EQ Certification Program

If a collision center is interested in applying for the Mercedes-EQ Certified Collision Program, please consult with your sponsoring dealership and fill out an application.

Please note, in order to apply for a Mercedes-EQ certification the collision center must be Elite certified and must have at least 1 Battery Specialist on staff. The facility must provide the name and C7 ID to the MB Collision team.

We will review the collision center to confirm that all standards have been met.

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# Vans Certification Program

If a collision center is interested in applying for the Mercedes-Benz Vans Certified Collision Program (MBVCCP), please consult with your sponsoring dealership and fill out an application. We will review the collision center to confirm that all standards have been met.

Also, the sponsoring dealership must be a Sprinter dealer in order to be considered for the MBVCCP. Only MBVCCs are able to participate in Vans training courses.

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## Change of Ownership

If a collision center or the dealership changes names, owners, or if there is a change of status in the business, the Mercedes-Benz Collision Team must be made aware as soon as possible. A letter from both parties must confirm that they want to continue to participate in the program, and a new Dealer Agreement must be signed under the new conditions. Dealership and collision center contacts and technicians on staff will need to be verified. If the collision center (dealer owned or sponsored) changes owners, we will also need to verify that the collision center still has the required tools and equipment to meet certification requirements.

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## Leaving the Program

**Initiated by the dealer:** The dealer has the right to terminate its participation in the program without cause by giving 30 days written notice of such termination to MBUSA. The dealer must provide written notice to the collision center as well as the MBUSA Collision Team. At that point, MBUSA will remove the collision center from the Certified Collision Program. If the dealership is sold, it is up to the new owner of the dealership to continue the sponsorship. MBUSA must be notified of the decision to either continue or discontinue the sponsorship. Collision centers in good standing that would like to continue to participate will be allowed to obtain sponsorship from an alternative dealership within a reasonable distance of their facility.

**Initiated by MBUSA:** MBUSA has the right to terminate the dealer's participation in the program and the sponsorship of any facility. MBUSA will notify both parties and field staff of the reason for the termination. Please refer to the Dealer Agreement regarding the grounds for termination.

**Initiated by the collision center:** The collision center must notify MBUSA and its sponsoring dealer at least 30 days prior to its next audit review. If the collision center does not notify MBUSA, the dealership may be charged the recertification fee since the audit process has already been started.

In all scenarios, MBUSA will send formal notice to the dealership, collision centers, and Mercedes-Benz Field Staff. From the date of the notice, both the dealer and the facility must cease representing themselves as a Mercedes-Benz Certified Collision Center. All program marketing materials, including the plaque, must be returned to the Mercedes-Benz Field Staff.

Mercedes-Benz  
Certified Collision Center

