

## ClubCard for EPC and WIS

Mercedes-Benz ClubCard holders have a free service at their disposal in the Mercedes-Benz ClubLounge. Cardholders have access not only to the **Electronic Parts Catalogue** (EPC net) service, but also to the **Workshop Information System** (WIS.net) tool. Valid access to the ClubLounge takes the user automatically to both the EPC and WIS services.

The WIS contains detailed instructions for repair work. It provides information on vehicle-specific retrofits and any effects these may have on maintenance or repairs.

In addition, EPC net gives support with such tasks as determining parts volumes or creating estimates and invoices. The parts can be rapidly assembled using the advanced search and navigation functions.

The Mercedes-Benz ClubLounge can be found online at <http://clublounge.mercedes-benz-clubs.com>

### Preparations

Access to the system is only available to Mercedes-Benz ClubCard holders. Club Members can apply for their ClubCard by downloading the application form on the Club's website and sending it in. It takes a while for the ClubCard to be delivered as it's supplied from Germany.

Of course, you'll need a personal computer and an email address. Java must be installed on your PC, if not, you will need to install it by downloading it from [www.java.com](http://www.java.com)

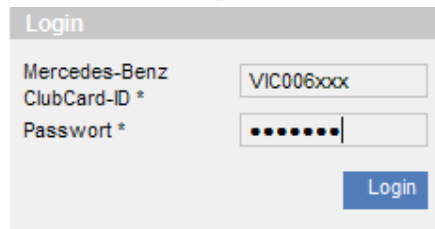
### How to login

Enter the following address in your browser address line <http://clublounge.mercedes-benz-clubs.com>

The login page is displayed. The language is German, but we'll ignore this for now.

Enter the ClubCard ID shown on the lower left on the back of the card. This ID begins with "VIC" and you must enter this in capital letters.

Enter your default password, which is your surname in lower case.



If your entry is recognised, the next page displayed is your contact details. If you haven't already done so, the way to change the language to English is NOT go to the bottom of the web page and click the same "English" link as before (this brings you back to the login page), instead there is a new blue link labelled "English" near the bottom and you click that instead.



The page containing your contact details is now displayed in English.

### Update your registration

We suggest you update your password and contact details (if required); you will need to also enter your email address here.

Go to the "Forum" tab and change the board-language to use after your next login to "English" and the timezone to GMT+10.



Click the “Save” button.

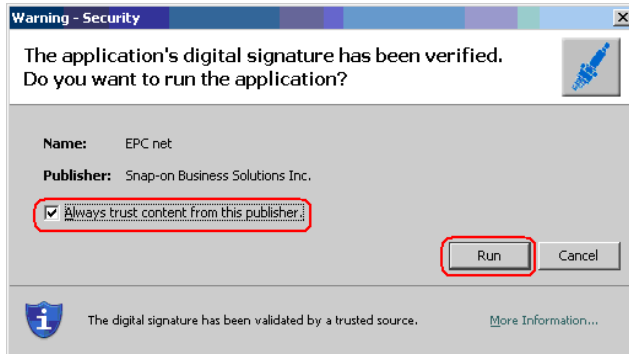
## Access the Electronic Parts Catalogue

Click the “EPC” tab.

From that tab click the “EPC net” button.

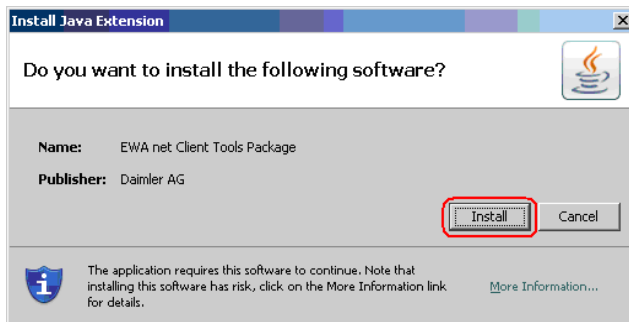


A Java application will start and the following message (or similar) is displayed.

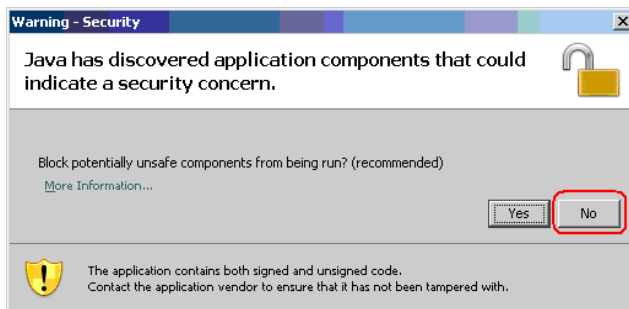


Click Run.

The following message is then displayed.



Click Install.



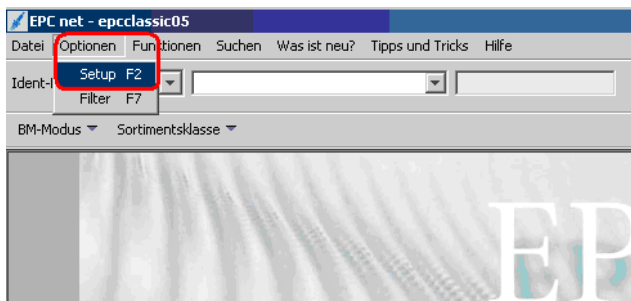
It's scary, but you have to answer “No” to the security warning. Otherwise the application will not run.  
C:\ain\Saved attachments from Outlook Express\ClubCard and EPC access.doc

The EPC net application is displayed in a new window.

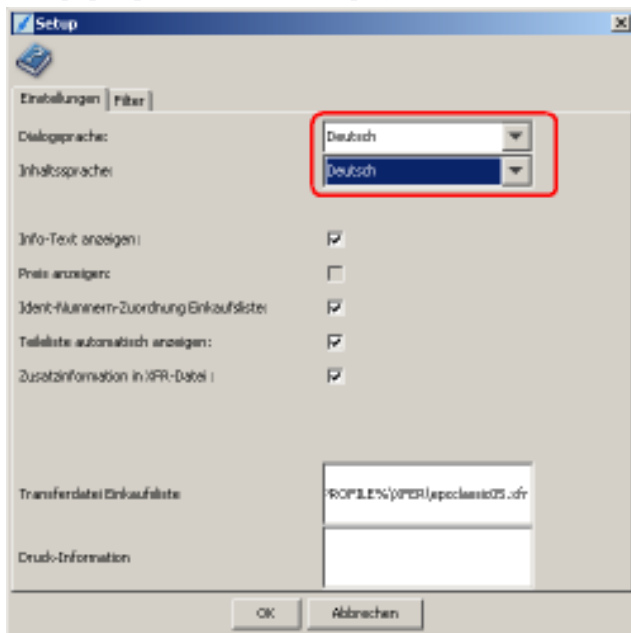


## Configuring EPC

Change the language from German to English next. Do this from the menu “Optionen” and “Setup”

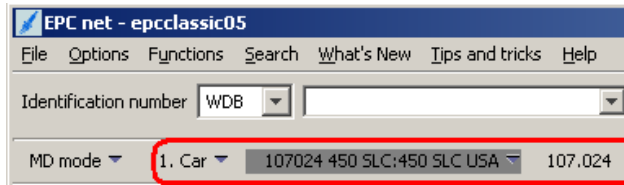


This pops up a window that displays



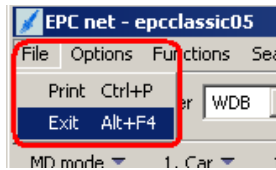
Change the “Deutsch” to “English” to both options and click OK.

Note: you may need to exit the EPC application and restart it for your language preference to be recognised.

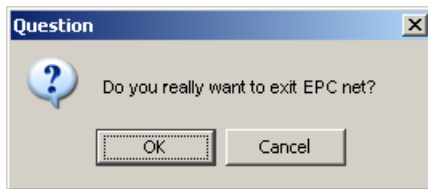


Nominate the vehicle type and component you are interested in and away you go!

## ***Exit***



Select "File – Exit" from the menu.



Click OK to confirm your action.

## ***Access the Workshop Information System***

The installation and setup of the WIS application is similar to EPC so I won't repeat them here.

## ***Exit the Club Lounge***

Please remember to logout from the ClubLounge.