

DAIMLER TRUCK

February 20, 2024

Nomenclature/Punctuation



When writing texts, the official rules of spelling and punctuation relating to the respective country must generally be observed. This OMNlplus manual also applies to the use of punctuation marks on brochure or flyer front covers, in headlines, subheading, marginal notes, listings, tables and captions. Furthermore, it is applicable to foreign languages in conjunction with the corresponding spelling rules.

Headlines always appear in Daimler CS Regular without a punctuation mark at the end, and using letters in mixed case. In addition, if the sentences are not complete but the line of demarcation between the headlines is clear, no period is used at the end of the sentence either.

Brochure Front Covers

Headlines of brochures and sublines are always set without a period at the end of the sentence.



Application example of a brochure



Application example of a brochure



Das smart Mobilitätskonzept
Zeit sparen – smart fahren

OMNIplus
Services von Mercedes-Benz und Setra

Application example of a brochure



OMNIplus ServiceCards
Für jeden Bedarf die richtige Karte

OMNIplus
Services von Mercedes-Benz und Setra

Application example of a flyer



OMNIplus 24h SERVICE
Sicherheit rund um die Uhr mit den
OMNIplus ServiceCards

OMNIplus
Services von Mercedes-Benz und Setra

Application example of a flyer



OMNIplus BestAge Repair
Kondition erhalten,
für Busse, die länger laufen

OMNIplus
Services von Mercedes-Benz und Setra

Application example of a flyer

Inside Pages

Headlines

Headlines are always set from Daimler CS Regular without a punctuation mark, and using letters in mixed case.

Margin Columns

Within the margin columns, there are no punctuation marks at the end of a sentence. Exception: If there are whole sentences, punctuation marks should be placed at the end of each sentence. Within a particular design element, however, only one type of sentence composition should be applied in order to ensure a uniform appearance.



Marginal notes on inside pages

Sub-Headlines

Sub-headlines always appear in Daimler CS Regular without a punctuation mark, and using letters in mixed case.

Only the best for my bus and coach

Genuine parts directly from the manufacturer

Genuine parts with manufacturer competence

Exclusive manufacture of series parts

Testing of electromagnetic compatibility

Endurance testing of mechanical, electrical and electronic components

As the manufacturer of Mercedes-Benz and Setra buses and coaches, no one can top our knowledge of the individual parts of the overall product and how they work together. Our parts are mainly series parts; tight tolerances, high dimensional accuracy and reliable materials for the bus as a system are a given. This is what it means to offer OEM quality: all parts are tested by the development departments, in close cooperation with our suppliers and our internal production, for electromagnetic compatibility and an optimum interplay. We conduct comprehensive trials to guarantee unparalleled safety.

Only the perfect combination of well matched parts leads to a complete and convincing whole: genuine parts with manufacturer competence. Keeping originals original.

Sub-headlines on inside pages

Section Headings

Section headings are always set from Daimler CS Regular without a punctuation mark, and using letters in mixed case.

Kompetenz und Aktualität

Mit dem OMNIplus WorkshopTraining entscheiden Sie sich für Trainings auf dem neuesten Stand der Technik, durchgeführt von qualifizierten und hoch motivierten Buspezialisten.

OMNIplus ist die Servicemarke des Herstellers von Mercedes-Benz und Setra Omnibussen. Davon profitieren Sie in vielerlei Hinsicht:

- ❖ Produktionsnahe Trainings
- ❖ Durchführung von Praxisbeispielen an neuesten Fahrzeugen
- ❖ Hochwertige und laufend aktualisierte Teilnehmerunterlagen zur langfristigen Vertiefung der Trainingsinhalte

Um maximale Effizienz mit möglichst geringem Schulungsaufwand zu erreichen, arbeiten wir mit einer idealen Kombination verschiedener Trainingsmethoden:

- ❖ Präsenz-Trainings in Theorie und Praxis
- ❖ Vortrainings als Selbststudienprogramm
- ❖ Onlinetrainings (z. B. das virtuelle Klassenzimmer)

OMNIplus ist in 15 Ländern mit eigenen OMNIplus TrainingCentern vertreten. Unser internationales fachkompetentes Trainerteam ermöglicht damit ein standardisiertes, länderübergreifendes Angebot an mehrsprachigen Trainings.

Für jeden Wissensstand das richtige Training

Unsere OMNIplus WorkshopTrainings sind in drei aufeinander aufbauende Qualifizierungsstufen gegliedert:

- ❖ „Fundamental“
- ❖ „Professional“
- ❖ „Master“

Eingangstests im OMNIplus TrainingPortal helfen Ihnen dabei, Ihre Qualifizierungsstufe und Ihren Wissensstand optimal einzuschätzen. So finden Sie schnell das passende Training.

Trainings auf Ihre Bedürfnisse zugeschnitten

Damit Sie das Erlernte auch direkt umsetzen können, sind unsere Trainings auf Sie und Ihr Fahrzeug ausgerichtet.

Individuelle Fragen beantworten unsere Trainer gerne und Trainingsinhalte können bei Bedarf flexibel angepasst werden.

Darüber hinaus führen wir individuelle Trainings auch bei Ihnen vor Ort durch.

Alles auf einen Blick – unser Trainingsplakat

Zusätzlich zu diesem Onlineangebot bieten wir Ihnen eine Lehrgangsübersicht im Plakatformat mit den verschiedenen Qualifizierungsstufen an. Diese ermöglicht Ihnen eine detaillierte und effiziente Qualifizierungsplanung im Dialog mit Ihren Mitarbeitern.

Gerne schicken wir Ihnen diese Lehrgangsübersicht zu.

Alles auf einen Klick – das OMNIplus TrainingPortal

Sie finden detaillierte Informationen zum OMNIplus WorkshopTraining im OMNIplus TrainingPortal unter www.omniplus.com


- ❖ Inhaltsbeschreibungen
- ❖ Termine
- ❖ Online-Anmeldung

Sollte einmal kein konkreter Termin für das nächste Training feststehen, können Sie sich in die Warteliste eintragen. Sie werden informiert, sobald ein neuer Termin angeboten wird.

Section headings on inside pages

Headlines in Short Texts with Listing Character

Headlines do not have a punctuation mark. Exceptions are question marks and exclamation marks.



OMNIplus Mobilitätsleistungen

- ✦ **Reparatur- und Teile-Service**
Die OMNIplus ServiceCards ermöglichen Ihnen eine bargeldlose Begleichung anfallender Kosten für Servicearbeiten sowie erforderliche Originalteile und -zubehör für Mercedes-Benz und Setra Omnibusse an allen Servicestützpunkten des OMNIplus ServiceNetztes.
- ✦ **OMNIplus 24h SERVICE**
Die OMNIplus ServiceCard ist Voraussetzung für eine schnelle und fachmännische Hilfe im Pannenfall – den 24h SERVICE – europaweit und rund um die Uhr. Sie rufen einfach bei unserer OMNIplus 24h SERVICE Leitstelle unter 00800 40204020* an und wir organisieren den Rest. Natürlich kostenfrei für Sie: ohne Vermittlungsgebühr oder Interventionspauschale.
- ✦ **Zahlungsabsicherung**
Im Pannenfall und bei Reparaturen bieten die ServiceCards der Werkstatt eine sichere Zahlungsgarantie. Diese Zahlungsabsicherung ermöglicht es dem Servicestützpunkt, unverzüglich mit seiner Arbeit zu beginnen und Ihr Bus ist schnell wieder mobil.
- ✦ **Internationale Abrechnungsstandards**
Neben unseren hohen Standards für die Reparaturausführung und die Qualifikation haben wir für die Abwicklung unseres OMNIplus 24h SERVICE europaweit gültige Abrechnungsstandards vorgegeben. Sie sorgen für einheitliche Kilometerpauschalen und fest definierte Zuschläge auf Lohn und Ersatzteilverkauf außerhalb der regulären Öffnungszeiten. Dabei wird für den Einsatz Ihrer Karte in unserem OMNIplus ServiceNetz kein extra Aufschlag berechnet.
- ✦ **Abrechnungssystem**
Die Abrechnung Ihrer Kartentransaktionen erfolgt 14-tägig zentral durch den Servicekartenanbieter UTA. Dank eines detaillierten Einzelpostennachweises haben Sie immer einen genauen Überblick über Ihre aktuellen Kosten.

*Gültig in fast allen europäischen Ländern. Nummern für weitere Länder finden Sie im OMNIplus Servicenezetz unter www.omniplus.com.

Headlines in short texts on inside pages

Listings

Headlines in a list do not have a punctuation mark. Exception: Question and exclamation mark. If a list consists of whole sentences, punctuation marks should be placed at the end of each sentence. Otherwise, this is not done. Within a particular design element, however, only one type of sentence composition should be applied in order to ensure a uniform appearance.



Die Vorteile des OMNIplus Expert-Handling Trainings auf einen Blick:

Training bei Ihnen vor Ort

- ✦ Alle Fahrer, die Sie vor Ort einsetzen, werden detailliert geschult.
- ✦ Wir verwenden Ihre Fahrzeuge und bieten damit Ihren Fahrern ein praxisnahes Training in vertrauter Umgebung.

Produktnutzen

- ✦ Entspannte Fahrgäste durch souveräne Fahrer aufgrund der angepassten Produkterweisung.
- ✦ Weniger Kraftstoffverbrauch durch die optimale Nutzung Ihres neuen Busses.
- ✦ Schonung der Umwelt durch Ausschöpfung des Potenzials der technologischen Systeme unserer Fahrzeuge.

Listings on inside pages



OMNIplus DriverTraining
Diese Trainings richten sich an Ihre Fahrer.



OMNIplus WorkshopTraining
Diese Trainings richten sich an Ihr Werkstattpersonal.



Vor-Ort-Training
Diese Trainings können wahlweise in unseren Schulungsräumlichkeiten oder auch bei Ihnen vor Ort stattfinden.



Teilweise Vor-Ort-Training
Nur manche dieser Trainings sind wahlweise bei Ihnen vor Ort oder in unseren Schulungsräumlichkeiten möglich. Für andere sind spezielle Fahrsicherheitszentren notwendig.

Allgemeine Informationen zu den Trainings

- ✦ Für Omnibusfahrerinnen und -fahrer (Fahrerlaubnisklasse D1 bis DE)
- ✦ Mindestens 8 bis maximal 12 Teilnehmer pro Kurs
- ✦ Persönliche Beratung und Anmeldung OMNIplus DriverTraining
Tel. +49 621 740-2487
Fax +49 621 740-2469
- ✦ Persönliche Beratung und Anmeldung OMNIplus WorkshopTraining
Tel. +49 731 181-2189
Fax +49 731 181-2859
- ✦ Bequeme Onlineanmeldung für die Trainings im OMNIplus TrainingPortal mit detaillierten Informationen zu Zielen, Inhalten, Terminen, Kosten und Bezuschussungsmöglichkeiten unter www.omniplus.com

8

Listings on inside pages

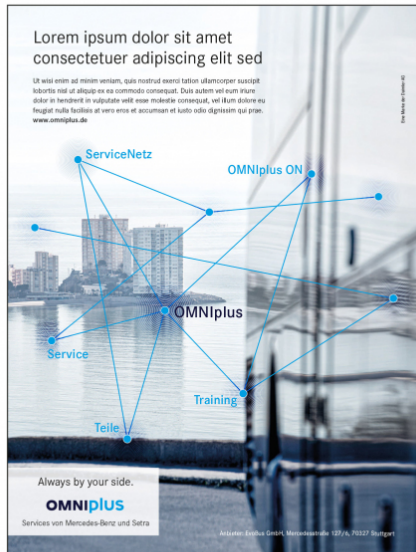
Advertisements

Image, Product and Campaign Advertisement Headlines

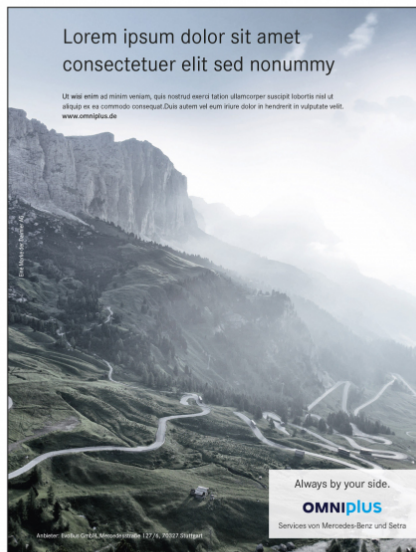
Headlines always appear in Daimler CS Regular without a punctuation mark, and using letters in mixed case.



Headline for image, product and campaign advertisements



Headline for image, product and campaign advertisements



Headline for image, product and campaign advertisements

Advertisement Headlines with Listing Character

Headlines in advertisements with a sole listing character do not have punctuation marks. Exception: exclamation or question marks.

+++ mit Fahrerdatenverwaltung ++ mit Fahrerdatenverwaltung +++

OMNIplus FahrerTraining

- + Alle Trainings entsprechen den gesetzlichen Anforderungen (BKrFQG).
- + Die EvoBus GmbH ist als Weiterbildungsstätte anerkannt.
- + Trainings mit hohem Praxisanteil.
- + Bequeme online-Anmeldung (TrainingPortal).

www.omniplus.de

Anbieter: EvoBus GmbH,
Mercedesstraße 127/6,
70327 Stuttgart

OMNIplus
Services von Mercedes-Benz und Setra

Advertisement headlines with listing character

Journalistic Texts

Headlines

Running titles and headlines are always set from Daimler CS Regular without a punctuation mark, and using letters in mixed case. Exception: Exclamation or question marks.

Captions

Captions always have a punctuation mark. If the caption is a mere mapping (e.g. from left to right) and names punctuation marks won't be used.



Das moderne und hochwertige Interieur der BusWorld Home Hamburg sorgt für ein einzigartiges Kundenerlebnis.

Neu es Ersatzteillager, neue Waschhalle, neue Prüfhalle, neue Ausstellungs- und Auslieferungshalle, neues Verwaltungsgebäude inklusive Einrichtung. Neu gestalteter Betriebshof, zusätzliche Stellplätze für Fernlinienbusse. Zum Abschluss folgt nun eine neue Lackier-Setra Generalvertretung sind im gleichen Haus angesiedelt. Das verkürzt die Wege der Kunden und schafft intern einen kurzen Draht. Stichwort Kunden: Die BWH Hamburg arbeitet eng mit Großkunden wie der Hamburger Hochbahn und den Verkehrsbetrieben Hamburg-Holstein sowie mit den

Example of caption



Das Projektteam „Fit for Future“ - bestehend aus Reinhold Unmuth, Ralf Anderhofstadt, Simon Mayer, Walter Matthies und Jürgen Eisele (v. l. n. r.).

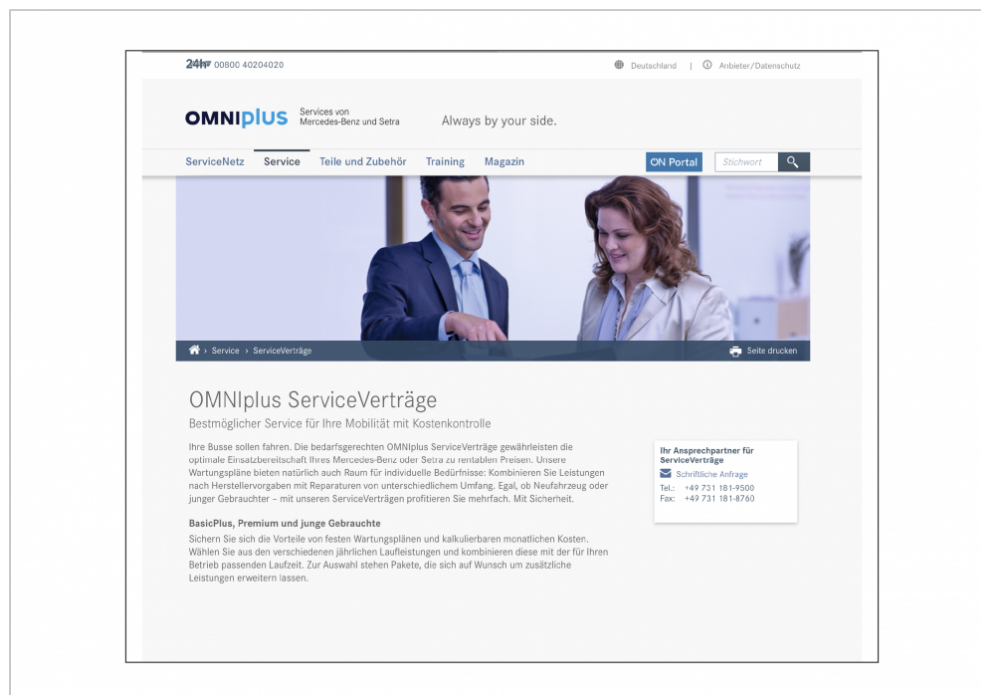
2

Example of caption

Digital Applications (e.g. Web Pages)

Headlines and Subheadings

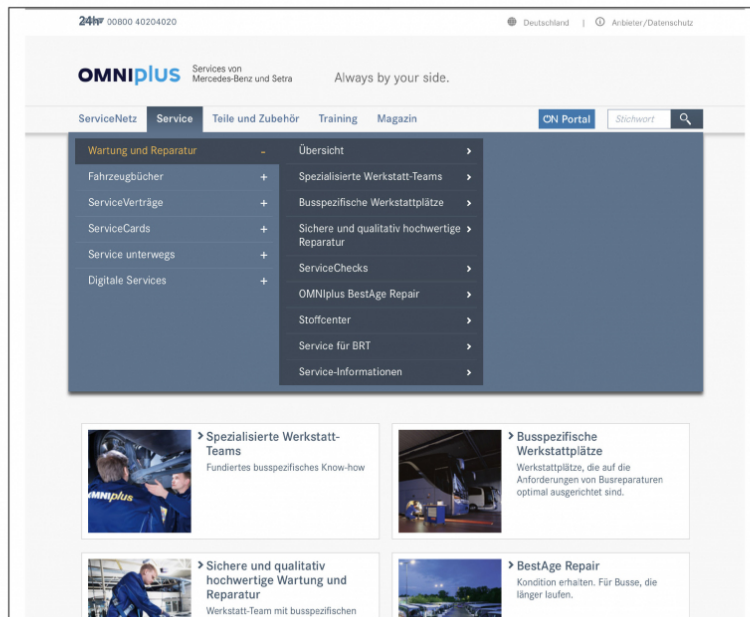
Headlines, subtitles and subheadings always appear in Daimler CS Regular without a punctuation mark have a punctuation mark, and using letters in mixed case.



Headline and subline in digital applications

Listings

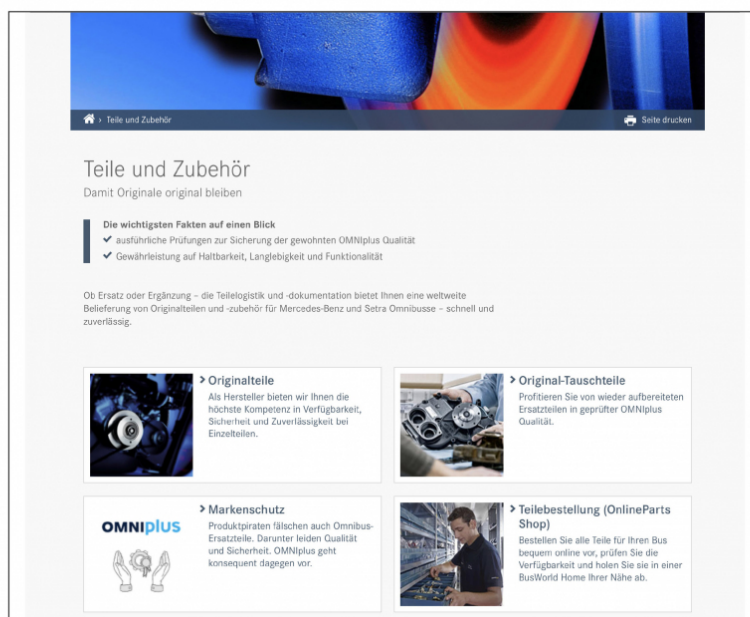
Headlines of listings do not have a punctuation mark. Exception: question and exclamation mark.



Listings in digital applications

Headlines in Short Texts with Listing Character

Headlines do not have a punctuation mark. Exception: question and exclamation mark.



Headline in short texts with listing character in digital applications

OMNIplus Nomenclature

OMNIplus In connection with the brand OMNIplus, there are a few fixed definitions. These definitions ensure the recognizability and the affiliation to the brand OMNIplus.

The brand OMNIplus should always precede the product name, e.g. OMNIplus BusDoc (exception: BusPoint). This may be omitted, if the context is clear. In the following, the fixed definitions of the brand OMNIplus are shown and explained in German. (Status: 2018):

In general, there is a differentiation between the category 1 (brand like terms) and category 2 (OMNIplus communication terms with consistent application). Terms of the category 1 (brand like terms) must never be translated and have to be adopted in foreign languages, including the spelling. These terms are generally in English (e.g. BusWorld). Additionally, the American English spelling must be applied regarding English terms (e. g. Center, Tire). A uniform appearance in all markets is our aim.

Terms of the category 2 (terms with consistent application) may be translated into the respective local languages. The translation rules: Always translate literally and do not alter the descriptive term. Here the form of representation defined in the German language must be adopted with regard to the use of capitals in the word.

Furthermore: If the term is composed of two words, the first letter of each word is written with a capital letter (e. g. ServiceNetwork). When there are three words, two are written together and the third one stands apart, each with a capital letter (e.g. CentruAutovehicule Rulate or Centro VehículosOcasión). Words with two parts stay unhyphenated. If this should be incomprehensible or wrong in the respective local languages, these terms can be changed in convention with the Corporate Marketing.

If terms generic, general descriptive and not related to the performance of OMNIplus, the grammatically correct spelling is binding:

“A service network is required in order to retain customers.” (general use)

“That’s why we develop our OMNIplus Service Network continuously.” (specific use)

Terms of the Category 1

In the following, a list of the translations in the respective national languages of the subsidiaries is presented. Terms of category 1 must be used firmly and worldwide.

Brand Like Terms

Terms of the category 1 (brand like terms) must never be translated and have to be adopted in foreign languages, including the spelling.
Exception: If it seems sensible, a plural “s” as attachment to a category 1 word is permitted, for example “OMNIplus Service Cards” if both cards are meant in the text.

Term	
OMNIplus 24h Service	OMNIplus OnlineParts Shop
OMNIplus BestAge Repair	OMNIplus PartsExpress
OMNIplus BusDoc	OMNIplus ServiceCard
OMNIplus BusParts Catalog	OMNIplus ServiceCheck
BusPoint	OMNIplus ServiceTraining
OMNIplus BusPool	OMNIplus SmallRepair
OMNIplus BusPort	OMNIplus SmartMobility
OMNIplus BusWorld	OMNIplus TireService
OMNIplus BusWorld Home	OMNIplus TrainingCenter
OMNIplus DriverTraining	OMNIplus TrainingPortal
OMNIplus EconomyService	OMNIplus WorkshopTraining
OMNIplus MobileRepair	

Terms of the Category 2

Terms with Consistent Use*

Danish	German	English
Aftersales	Aftersales	Aftersales
BusDepot Management	BusDepot Management	BusDepot Management

Customer Services & Parts	Customer Services & Parts	Customer Services & Parts
EcoUddannelse	EcoTraining	Driver Eco Training
ErsatzteilLogistik Center	ErsatzteilLogistik Center	SpareParts LogisticsCenter
ExpertHandling Training	ExpertHandling Training	ExpertHandling Training
n/a	GlassService	Windscreen/Glazing Replacement Service
KommunikationsUddannelse	KommunikationsTraining	Communications Training
Merchandising Shop	Merchandising Shop	Merchandising Shop
Kursus i håndtering af uheld	NotfallTraining	Emergency Breakdown Training
Online Kundeundersøgelse	Online Kundenumfrage	Online Customer Survey
Originaltauschteile	Originaltauschteile	Genuine remanufactured parts
Originalteile	Originalteile	Genuine parts
ServiceNet	ServiceNetz	Service Network
Serviceværksted	Servicestützpunkt	Service Point
Service Kontrakt	ServiceVertrag	Service Contract
ServiceFortegnelse	ServiceVerzeichnis	Service Directory
SikkerhedsUddannelse	SicherheitsTraining	Safety Training
TeknikUddannelse	TechnikTraining	Technical Training
Telediagnose	Telediagnose	Telediagnosis

French	Greek	Italian
Service Après-Vente/SAV	Aftersales	After Sales
BusDepot Management	BusDepot Management	BusDepot Management
Customer Services & Parts	Customer Services & Parts	Customer Services & Parts
formation à la conduite rationnelle	Εκπαίδευση οικονομικής οδήγησης	Training guida economica
ErsatzteilLogistik Center	ErsatzteilLogistik Center	Centro Logistico Ricambi
Formation OMNIplus de prise en mains du véhicule - Niveau Expert	ExpertHandling Training	OMNIplus Training - Professionisti della guida

ServiceVitres	GlassService	Servizio sostituzione vetri
formation communication	Εκπαίδευση σε θέματα επικοινωνίας με τους πελάτες	Training di comunicazione
Boutique	Shop	Merchandising Shop
formation aux situations d'urgence	Εκπαίδευση για την αντιμετώπιση καταστάσεων έκτακτης ανάγκης	Training gestione emergenze
enquête de satisfaction client	Online Έρευνα Πελατών	Sondaggio clienti online
Originaltauschteile	Originaltauschteile	Componenti ricondizionati originali
Originalteile	Originalteile	Ricambi originali
réseau de service	Δίκτυο Service	Rete di assistenza
Point Service	Σημείο τεχνικής υποστήριξης	Punto di assistenza
Contrat Service	Συμβόλαιο συντήρησης	Contratto di assistenza
ServiceDirectory	ServiceDirectory	Elenco punti di assistenza
formation sécurité	Εκπαίδευση ασφαλούς οδήγησης	Training di guida sicura
formation technique	Τεχνική εκπαίδευση	Training tecnico
Telediagnose	Telediagnose	Telediagnose

Dutch	Polish	Portuguese
aftersales	Aftersales	Após-Venda
BusDepot Management	BusDepot Management	BusDepot Management
Customer Services & Parts	Customer Services & Parts	Customer Services & Parts
EcoTraining	EcoTraining	EcoTraining
Logistieke OnderdelenCenter	ErsatzteilLogistik Center	ErsatzteilLogistik Center
ExpertTraining	ExpertHandling Training	ExpertHandling Training
GlassService	GlassService	n/a
CommunicatieTraining	CommunicationTraining	Formação em Comunicação

Merchandising Shop	Merchandising Shop	Merchandising Shop
NoodgevalTraining	szkolenie z jazdy w warunkach ekstremalnych	Formação em Emergências
online klantenenquête	badanie opinii Klientów online	Inquérito Online de Satisfação do Cliente
originele ruilonderdelen	oryginalne części regenerowane	Originaltauschteile
originele onderdelen	oryginalnych części	Originalteile
ServiceNetwerk	sieć serwisowa	Rede de Serviço
servicesteunpunt	punkt serwisowy	Oficina Autorizada
servicecontract	umowa serwisowa	Contrato de Serviço
ServiceDirectory	wykaz serwisów	Índice de Serviço
VeiligheidsTraining	szkolenie bezpiecznej jazdy	Formação de Segurança
TechniekTraining	szkolenie techniczne	Formação Técnica
Telediagnose	Telediagnose	Telediagnose

Rumanian	Russian	Swedish
Servicii Post-Vânzare	Послепродажное Обслуживание	eftermarknad
BusDepot Management	BusDepot Management	BusDepot Management
Customer Services & Parts	Customer Services & Parts	Customer Services & Parts
EcoTraining	ЭкоТренинг	EcoTraining
ErsatzteilLogistik Center	ErsatzteilLogistik Center	ErsatzteilLogistik Center
ExpertHandling Training	Тренинг по профессиональному вождению	Kundtraining på plats
GlassService	n/a	GlasService
școlarizare de comunicare	Коммуникативный Тренинг	KommunikationsTraining
magazinul cu articole promoționale	Магазин аксессуаров	Merchandising Shop
școlarizare pentru situații de urgență	Тренинг по действию в Экстренных Ситуациях	JourTraining

sondajul online pentru clienți	Онлайн Опрос Клиентов	Online Kundundersökning
Originaltauschteile	Originaltauschteile	Originaltauschteile
Originalteile	Originalteile	Originalteile
rețea de service	СервиснаяСеть	servicenät
centru de service	сервисный центр	serviceverkstad
contract de service	сервисный контракт	serviceavtal
catalogul rețelei de service	Обзор Сервисных Центров	serviceförteckning
școlarizare de siguranță	Тренинг по Безопасному Вождению	SäkerhetsTraining
școlarizare tehnică	Технический Тренинг	TeknikTraining
Telediagnose	Telediagnose	Telediagnose

Spanish	Czech	Hungarian
posventa	Poprodejní služby	Vevőszolgálat
BusDepot Management	BusDepot Management	BusDepot Management
Customer Services & Parts	Customer Services & Parts	Customer Services & Parts
formación conducción económica	Kurz hospodárné jízdy	Eco tréning
Almacén Logístico de piezas de recambio	ErsatzteilLogistik Center	ErsatzteilLogistik Center
ExpertHandling Training	Kurz pro řidiče profesionály	Autóbuszkezelői Szaktanfolyam
servicio de lunas	Kurz opravy skel	Szélvédő szerviz
formación en comunicación	Kurz komunikace	Kommunikációs térning
boutique	Prodej doplňků a příslušenství	Merchandising Shop
formación servicios 24h de averías	Kurz pro řešení nouzových situací	Vészhelyzeti tréning
encuesta online	Online zákaznický dotazník	Online ügyfél felmérés
piezas reacondicionadas originales	Originaltauschteile	Originaltauschteile
recambios originales	Originalteile	Originalteile

red de servicio	Servisní síť	Szervizhálózat
punto de servicio	Servisní středisko	Szervizpont
contrato de servicio	Servisní smlouva	Szerviz szerződés
Guía de Talleres Autorizados	Seznam servisních středisek	Szervizpartner lista
formación en conducción segura	Kurz bezpečné jazdy	Biztonságtechnikai tréning
formación técnica	Technické školení	Műszaki tréning
Telediagnose	Telediagnose	Telediagnose

* Terms that only have meaning in individual countries are not listed here (e.g. GlassService).

Glossary

OMNIplus: is the service brand for Mercedes-Benz and Setra buses. It is not allowed to use the brand mark OMNIplus in headlines. In own texts the brand name OMNIplus is always written with OMNI in capital letters and plus in small letters in the font Daimler CS. Is the brand name used in texts by one or more other parties (e.g. brochures, product brands, press information), the font must be chosen analogue to the own publications accordingly to the font used in the application. For further information, please, see the corresponding CI/CD manuals as well.

OMNIplus 24h Service: The 24h Service provides technical assistance for Mercedes-Benz and Setra buses throughout Europe in the event of a breakdown.

Aftersales: All measures of a manufacturer which, after a successful business transaction or sale, tie the customer to the product and the own brands. These involve services, which accompany the product and, from the customer view, ensure an optimized usage of a product, regarding economic factors.

OMNIplus BestAge Repair: The entirety of OMNIplus services and parts services especially for older vehicles.

OMNIplus BusDoc: is the central documentation platform for Mercedes-Benz and Setra vehicles provided for authorized Service Points and partially customers.

OMNIplus BusParts Catalog: Starting in 2012 the BusParts Catalog is an online spare parts catalog for Mercedes-Benz and Setra buses and coaches.

OMNIplus BusPool: A bus replacement service, which has stipulated and fair conditions as a basis. If a bus or coach vendor has a locally irreparable damage, he will get a replacement bus including a driver (other OMNIplus customer. This service is only valid in Germany.

BusPoint: The BusPoint is part of the performance categorization of the OMNIplus ServiceNetwork.

OMNIplus BusPort: The BusPort is part of the performance categorization of the OMNIplus Service Network.

OMNIplus BusWorld: The BusWorld is part of the performance categorization of the OMNIplus Service Network.

OMNIplus BusWorld Home: The BusWorld Homes indicate the manufactured Service Points and are consequently one part of the performance categorization of the OMNIplus Service Network.

OMNIplus DriverTraining: The DriverTraining imparts bus driver's special knowledge.

EcoTraining: The Eco Training gives the theoretical background for an economic way of driving.

OMNIplus EconomyService: The EconomyService is a maintenance package, e.g. for vehicles six years and older.

ExpertHandling Training: Is a training from the OMNIplus Driver - training portfolio. Customers and their drivers will be thoroughly inducted into the handling of the vehicle. The training will be offered at the customers' sites.

GlassService: The complete glass-related repair processing (from small repairs to complete glass replacement), whether at the service base of the OMNIplus service network or on site with additional services, such as the attachment of rockfall protection films.

CommunicationTraining: The Communication Training imparts basic dynamic interpersonal communication skills.

Merchandising Shop: is an online shop system for the acquisition of brochures, giveaways and flags, especially for the authorized Service Points.

OMNIplus MobileRepair: With this mobile repair concept, a service offered by OMNIplus, the Service Points offer repairs directly at the customers sites (no emergency service).

Emergency Breakdown Training: The Emergency Breakdown Training imparts the way of proceeding in case of an unexpected stop caused by a sudden accident, despite driving carefully.

Online Customer Survey: The customer can evaluate the performance of the Service Points concerning service and spare parts supply in most of the Daimler Buses subsidiaries.

OMNIplus OnlineParts Shop: The OMNIplus OnlineParts Shop is the spare parts ordering system for the customers of the own retail Service Points.

OMNIplus PartsExpress: The delivery of spare parts from the Service Points (not the Headquarters).

OMNIplus ServiceCard: The OMNIplus ServiceCard Basic and the OMNIplus ServiceCard Premium offers a large variety of mobility service to bus customers.

OMNIplus ServiceCheck: Defined scopes of maintenance at a fixed price (partial with defined spare part requirements).

Service Network: The Service Network has over 600 authorized Service Points making it the largest and most concentrated bus and coach Service Network in Europe.

Service Point: Service bases are defined as all workshops in the OMNIplus service network, irrespective of the service categorization and irrespective of whether they are own workshops or workshops of third parties.

OMNIplus ServiceTraining: The ServiceTraining shows the employees from OMNIplus Service Points competencies for professional maintenance, repairs or retrofits.

Service Contract: An OMNIplus Service Contract is a contractual agreement between

the Daimler Buses GmbH and a bus or bus customer about the preventive maintenance as well as the overhaul of technical failures of Mercedes-Benz and Setra buses.

Service Directory: By means of the Service Directory all specific Service Points in the customer's vicinity can be found easily. The Service Directory is available as brochure format or as an online version.

Safety Training: The Safety Training improves the safety thinking and necessary skills of the drivers in all situations.

OMNIplus SmallRepair: With OMNIplus SmallRepair minor damages on the bus can be removed within a day.

OMNIplus SmartMobility: During the repair of a bus the customer will get a smart for a small protective charge. So, he will keep his mobility.

Technical Training: The Technical Training teaches the knowledge of general automotive engineering and several systems.

OMNIplus TireService: The TireService offers competent and rapid aid in the event of a flat tire, 24 hours a day and in nearly all European countries.

OMNIplus TrainingCenter: The TrainingCenter is the location where OMNIplus trainings are performed.

OMNIplus TrainingPortal: The TrainingPortal is the online version for all training activities.

OMNIplus WorkshopTraining: The WorkshopTraining imparts expertise for professional routine maintenance, accident repairs or retrofit works to bus customers.