View and edit ticket
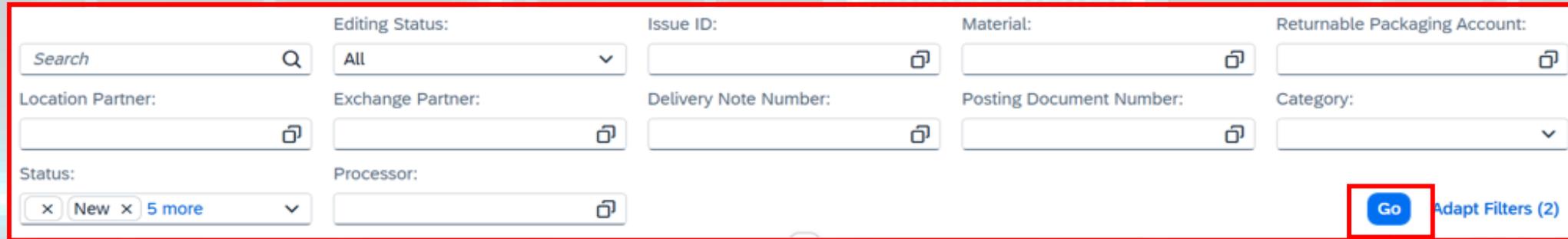
To view or edit a ticket, open the app "Manage Packaging Issues"

Account Management and Complaints

Download Statements	Perform Inventory Count	Manage Packaging Issues	Review Posting Documents
☑ …	◈ …	⧆ …	🔍 …
Error	Error	Error	Error

Targeted search for processed tickets using filter criteria

Search 🔍	**Editing Status:** All ⌄	**Issue ID:** ⬚	**Material:** ⬚	**Returnable Packaging Account:** ⬚
Location Partner: ⬚	**Exchange Partner:** ⬚	**Delivery Note Number:** ⬚	**Posting Document Number:** ⬚	**Category:** ⌄
Status: ✕ New ✕ 5 more ⌄	**Processor:** ⬚			**Go** Adapt Filters (2)

To find a ticket using specific filter criteria, relevant search parameters are entered. By clicking "Go," all matching results will be displayed.

View ticket details

Search

Editing Status:
All

Issue ID:

Material:

Returnable Packaging Account:

Location Partner:

Exchange Partner:

Delivery Note Number:

Posting Document Number:

Category:

Status:
× New × 5 more

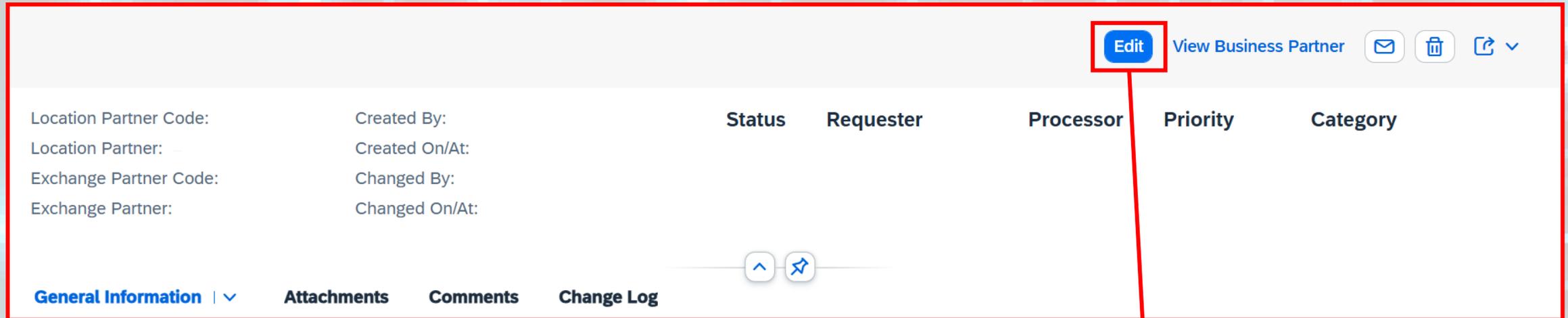Processor:

Requester:

Go   Adapt Filters (2)

Packaging Issues (180)   Create

Issue ID	Category	Status	Changed On/At ≡	Issue Description	Material Code	Material Descri..
New Object	Inquiry		Jul 15, 2025, 10:48:47 AM			>

Click the arrow to open the detail view for this row.

Activate edit mode

Edit   **View Business Partner**

| Location Partner Code: | Created By: | **Status** | **Requester** | **Processor** | **Priority** | **Category** |

Location Partner: Created On/At:

Exchange Partner Code: Changed By:

Exchange Partner: Changed On/At:

General Information | ⌄   **Attachments**   **Comments**   **Change Log**

Click "Edit" to activate edit mode. The ticket will then open for editing, allowing you to modify the information within the ticket.

Add comment or note, save ticket and send notification

Attachments

Attachments (0)   Upload

No files found.

Drop file to upload, or use the "Upload" button.

Comments

Post something here

Create   iscard Draft

You can optionally add an attachment to include additional information or documents with your request to Daimler Truck. Select the desired file from your device and upload it. The attachment will be submitted along with your other details to provide further context and support the processing of your request.

You can optionally enter a comment.

Once you have provided all the required information, click "Create" to complete your request and send it to Daimler Truck. In the next step, Daimler Truck will begin processing your request.

Click "Save" to save changes

Attachments (0)   Upload

No files found.

Drop file to upload, or use the "Upload" button.

Comments

Post something here

200 characters remaining

There are no comments yet
When there are, you'll see it here.

Change Log

Change Log

Field Name	Old Value	New Value	Changed On/At	Updated By	Operation Mode

Save   Discard Draft

Click "Save" to save the changes and update them in the system.

Responding to follow-up questions from DTAG tickets

After the ticket has been answered or queried by a DTAG agent, its status is set to "**Requester Response Awaited**". This means that further processing is now the responsibility of the supplier.

As soon as the follow-up question in the ticket is answered, the status automatically changes back to "**In Progress**" – and the ticket can be further processed by Daimler Truck.

The current ticket status always reflects whether it is under processing by the supplier or Daimler Truck.

By "**Submit Response**", the ticket status changes to **"In Progress"** and Daimler Truck resumes processing the ticket.

However, if the processing is completed only by **saving**, the status remains unchanged and the ticket stays in 'draft mode' in the supplier's ToDo list – Daimler Truck is therefore unable to proceed with further processing of the ticket.