



# View and edit ticket

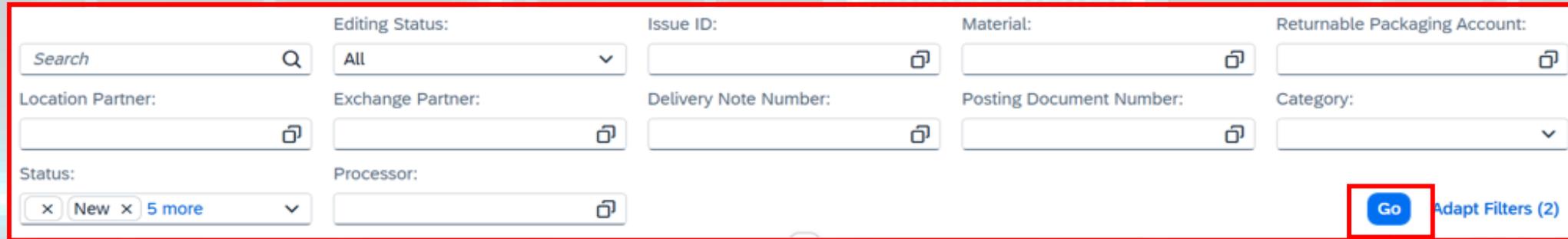
## Manage Packaging Issues

To view or edit a ticket, open the app “Manage Packaging Issues”

### Account Management and Complaints

<b>Download Statements</b>  ... Error	<b>Perform Inventory Count</b>  ... Error	<b>Manage Packaging Issues</b>  ... Error	<b>Review Posting Documents</b>  ... Error
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## Targeted search for processed tickets using filter criteria



The screenshot shows a search interface for packaging issues. It features several filter fields arranged in a grid:

- Search:** A text input field with a magnifying glass icon.
- Editing Status:** A dropdown menu currently set to "All".
- Issue ID:** A text input field with a copy icon.
- Material:** A text input field with a copy icon.
- Returnable Packaging Account:** A text input field with a copy icon.
- Location Partner:** A text input field with a copy icon.
- Exchange Partner:** A text input field with a copy icon.
- Delivery Note Number:** A text input field with a copy icon.
- Posting Document Number:** A text input field with a copy icon.
- Category:** A dropdown menu.
- Status:** A dropdown menu showing "New" and "5 more".
- Processor:** A text input field with a copy icon.

At the bottom right of the filter area, there is a blue "Go" button and a link labeled "Adapt Filters (2)". A red box highlights the "Go" button, and a red arrow points from it to a text box below.

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

Editing Status:  Issue ID:  Material:  Returnable Packaging Account:

Location Partner:  Exchange Partner:  Delivery Note Number:  Posting Document Number:  Category:

Status:   Processor:  Requester:

[Go](#) [Adapt Filters \(2\)](#)

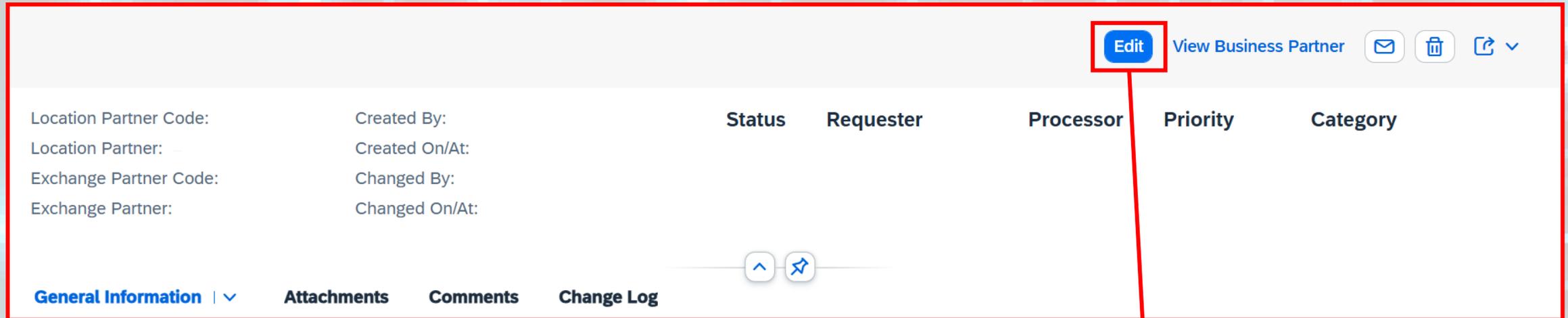
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**Packaging Issues (180)** [Create](#) [📄](#) [⚙️](#) [🏠](#) [v](#)

Issue ID	Category	Status	Changed On/At	Issue Description	Material Code	Material Descri..
New Object	Inquiry		Jul 15, 2025, 10:48:47 AM			<a href="#">&gt;</a>

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

## Activate edit mode



The screenshot shows a ticket management interface. At the top right, there is a blue button labeled "Edit" which is highlighted with a red rectangular box. To its right are links for "View Business Partner" and three icons: an envelope, a trash can, and a share icon with a dropdown arrow. Below this is a table with columns: "Status", "Requester", "Processor", "Priority", and "Category". On the left side, there are fields for "Location Partner Code:", "Location Partner:", "Exchange Partner Code:", and "Exchange Partner:". To the right of these are fields for "Created By:", "Created On/At:", "Changed By:", and "Changed On/At:". At the bottom left, there are tabs for "General Information" (with a dropdown arrow), "Attachments", "Comments", and "Change Log". In the center, there are two circular icons: one with an upward arrow and one with a star.

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

The screenshot displays a web form with two main sections: 'Attachments' and 'Comments'. The 'Attachments' section is at the top, featuring a large white area with a document icon and the text 'No files found. Drop file to upload, or use the "Upload" button.' An 'Upload' button is located in the top right corner of this section. Below this is the 'Comments' section, which includes a text input field with a placeholder 'Post something here' and a blue 'Create' button. To the right of the 'Create' button is a link that says 'Discard Draft'. A red rectangular box highlights the 'Attachments' section, the 'Comments' input field, and the 'Create' button.

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**

  200 characters remaining

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

**Change Log**

Field Name	Old Value	New Value	Changed On/At	Updated By	Operation Mode
<p><span>Save</span> <span>Discard Draft</span></p>					

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.

The screenshot shows the SAP interface for a 'Leihgutticket'. The status is 'Requester Response Awaited'. The interface includes fields for 'Lokationspartnercode', 'Austauschpartnercode', 'Angelegt von', 'Angelegt am/um', 'Geändert von', and 'Geändert am/um'. There are also buttons for 'Submit Response', 'Save', and 'Discard Draft'. A red box highlights the status field, and another red box highlights the 'Submit Response' button. A red line connects the text in the first box to the status field, and another red line connects the text in the second box to the 'Submit Response' button.

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.