



Service Information Mercedes-Benz Trucks Portal Quick Guide After-Sales Ticketing System (ASTiS)

Quick guide for independent service provider and publisher

Mercedes-Benz
Trucks you can trust



Quick Guide – After-Sales Ticketing System (ASTiS)



This Quick Guide is intended to support you in operating the After-Sales Ticketing System (ASTiS) Portal.

<https://retailsupport.daimlertruck.com/aftersales>

For quick and easy understanding of the website, the main screens and functionalities are explained on the following pages.

Each function is explained graphically and in writing and visualized on the respective screens using blue boxes (□)

1. The ASTiS Landing Page

The landing page is the initial screen that is shown when accessing the Daimler Truck After-Sales Ticketing System (ASTiS) via <https://retailsupport.daimlertruck.com/aftersales>.

The screenshot shows the ASTiS landing page with the following elements and callouts:

- DAIMLER TRUCK After-Sales Ticketing System** header.
- KNOWLEDGE CENTER >** with the subtext "Explore and find immediately the useful information you need".
- MY CASES** button.
- TOURS** button.
- FS** (User Profile) button.
- Search** bar with a magnifying glass icon.
- See how the platform works** link.
- SELECT A SUPPORT CASE CATEGORY** section with five buttons:
 - Not available for all users (diagonal banner)
 - Warranty & Goodwill
 - Xentry Truck Portal
 - Daimler Truck Diagnostics
 - Commercial Administration & Access Rights

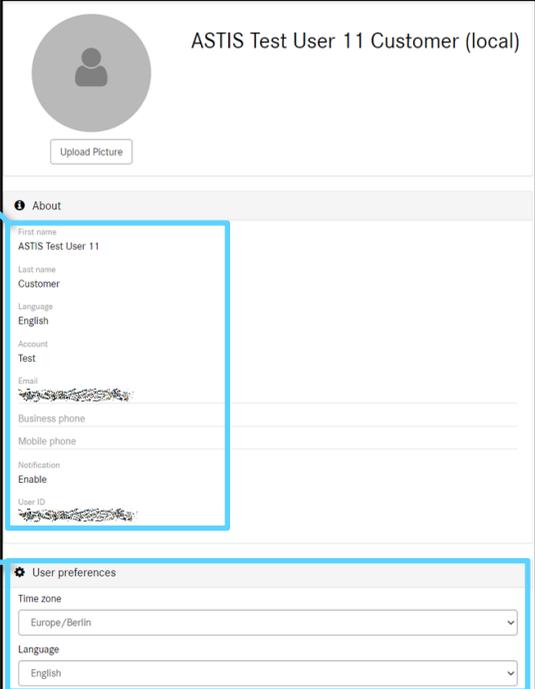
Callout boxes provide the following information:

- The Daimler Truck header is the **home button** to navigate back to the **landing page** from any subpage.
- The **Knowledge Center** contains a collection of with information on ASTiS.
- Support cases** can be opened by clicking on one of the **five available categories** → [Details](#).
- My Cases** shows a list of all cases → [Details](#).
- The **User Profile** can be opened by clicking here → [Details](#).
- A guided tour of ASTiS is available by clicking on **Tours**.
- To search for a specific term, use the **search bar**.

2. User Profile

By opening the User Profile page users can view the stored contact information, change notification settings as well as time zone and language for ASTiS.

Overview of the users **contact information and User ID**



ASTIS Test User 11 Customer (local)

Upload Picture

About

First name
ASTIS Test User 11

Last name
Customer

Language
English

Account
Test

Email

Business phone

Mobile phone

Notification
Enable

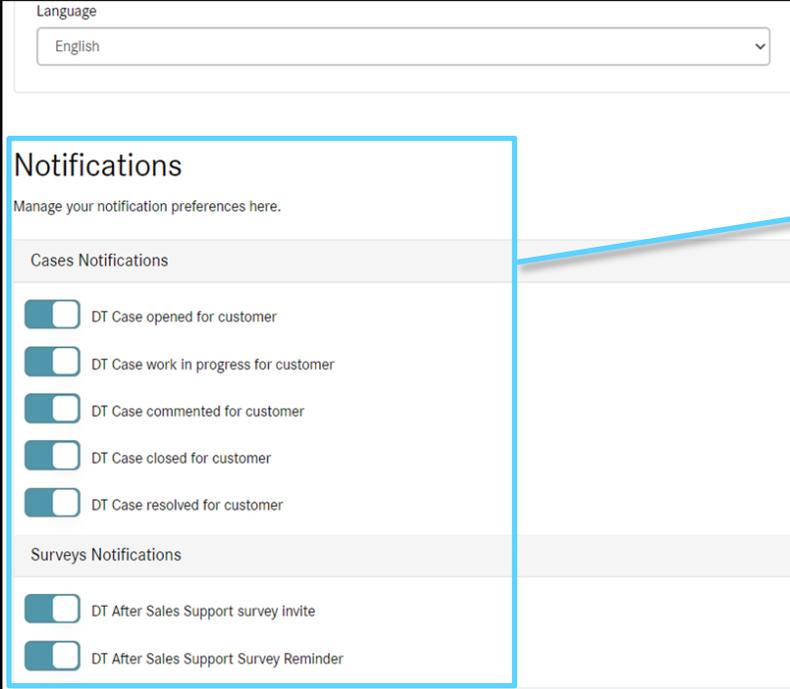
User ID

User preferences

Time zone
Europe/Berlin

Language
English

Option to set the preferred **time zone and language** for ASTiS



Language
English

Notifications

Manage your notification preferences here.

Cases Notifications

DT Case opened for customer

DT Case work in progress for customer

DT Case commented for customer

DT Case closed for customer

DT Case resolved for customer

Surveys Notifications

DT After Sales Support survey invite

DT After Sales Support Survey Reminder

Overview of the current **notification settings**. These can be changed to meet user preferences

3. Create a New Case

New cases can be created for a specific case category directly from the landing page: <https://retailsupport.daimlertruck.com/aftersales>.

Support cases can be opened by clicking on one of the **five available categories**. After clicking on a category, a new page opens

DAIMLER TRUCK
After-Sales Ticketing System

MY CASES TOURS FS

KNOWLEDGE CENTER >
Explore and find immediately the useful information you need

Search

See how the platform works

SELECT A SUPPORT CASE CATEGORY

Not available for all users

Warranty & Goodwill

Xentry Truck Portal

Daimler Truck Diagnostics

Commercial Administration & Access Rights

More information on creating new cases
is available on the next page

3. Create a New Case

New cases can be created for a specific case category directly from the landing page: <https://retailsupport.daimlertruck.com/aftersales>.

The **case category** can be chosen in the **dropdown menu** from the five available categories

Case information can be entered into the available fields, mandatory fields must be filled out. Relevant **attachments can be added** when needed

The screenshot shows the 'DAIMLER TRUCK After-Sales Ticketing System' interface. At the top, there are navigation links for 'MY CASES', 'TOURS', and 'FS'. The main form is titled 'Repair- and Maintenance Information (RMI)'. It features two dropdown menus at the top: 'Category:' (set to 'Xentry Truck Portal') and 'Case:' (set to 'Repair- and Maintenance Information (RMI)'). A 'Submit' button is located to the right of these menus. Below the dropdowns, the form is divided into two columns. The left column contains several mandatory fields, each marked with a red asterisk: 'Requester' (with a red error icon), 'FIN or VIN', 'Product category', 'Plant', and 'Support case'. The right column contains 'WMC' and 'Brand' fields. At the bottom right of the form, there is an 'Add attachments' button with a paperclip icon. The footer of the page includes the copyright notice '© 2024 Daimler Truck AG. All rights reserved.', 'Data Protection', and 'Imprint'.

A case **subcategory** can be chosen from the **dropdown menu**

Once all information is filled out, click the **submit button to submit** the case

More information on creating new cases is available on the next page 

3. Create a New Case – ASTiS Support

New cases for support regarding ASTiS itself can be created by choosing category “Xentry Truck Portal” and case “ASTiS Support”.

Support tickets regarding **ASTiS itself** can be created by choosing category “Xentry Truck Portal” and case “ASTiS Support”

Choose a **relevant support case** from the dropdown menu. Depending on the selection, additional fields will be shown. **Enter further relevant information**

DAIMLER TRUCK
After-Sales Ticketing System

MY CASES TOURS PS

Category: Xentry Truck Portal Case: ASTiS Support

ASTiS Support

The request should only be used for ASTiS related technical inquiries.

No tickets are processed for the following topics:

- Content - and technical related questions for other systems (e.g.: Xentry Truck Portal, VeDoc, XOT, Clara,...)
- Content - and technical related questions for other products (e.g.: Daimler Truck Diagnostics, Parts,...)
- Commercial Issues like invoices
- Access rights

* Indicates required

* Requester [blurred name]

* Support case

- None –
- None –
- Knowledge Base
- Case Routing
- Portal specific questions
- Interface related information
- Others

Submit

Required information

Support case

Data Protection Imprint

Once all information is filled out, click the **submit button to submit** the case

4. View Open Cases

Open Cases can be viewed and additional information or comments added by clicking on “My Cases” in the ASTiS header.

Several lists are available, showing only open, closed or all cases

Case	Contact	Company	Channel	State	Priority	Assigned to	Updated
Part technical inquiry CSA0000001			Web	New	2 - High		2024-09-27 10:24:53

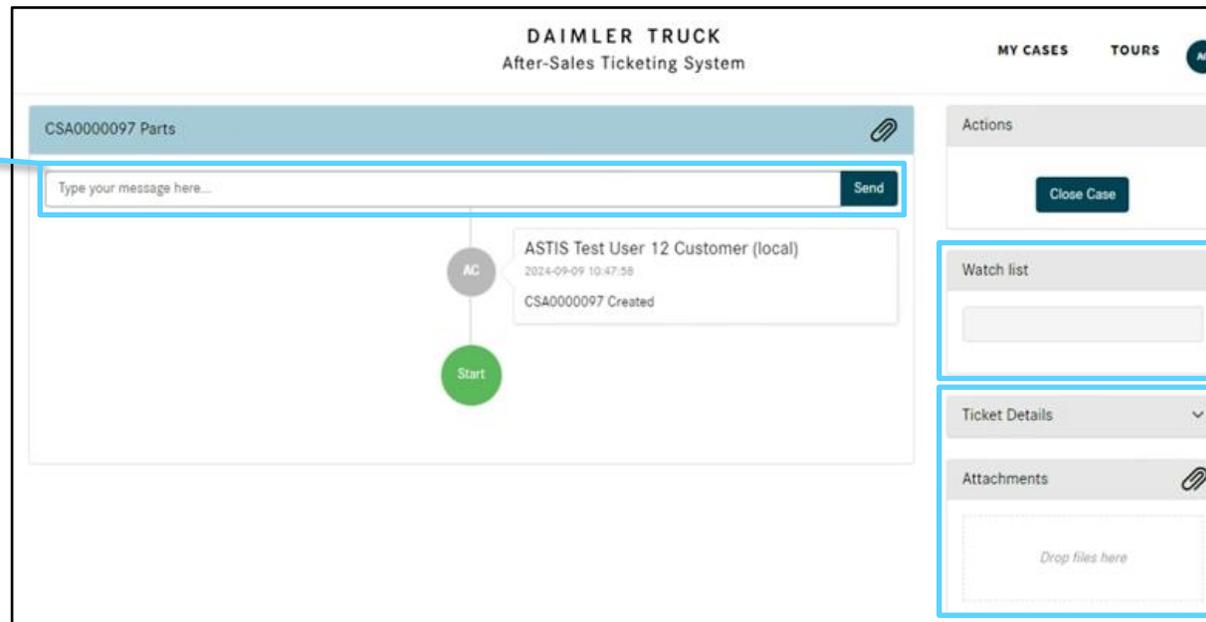
Case priority and date of last update are shown

Additional information and case details are available by clicking on the case number

More information on viewing open cases
is available on the next page

4. View Open Cases – Case Details

After clicking on a case number, all available case information is shown. Additional information can be sent via message.



Additional information or questions relevant to the case can be sent via message

Additional users of the same organization can be added to the watch list to receive all notifications and updates to the ticket

Available ticket details and attachments can be viewed