



# 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 several callout boxes:

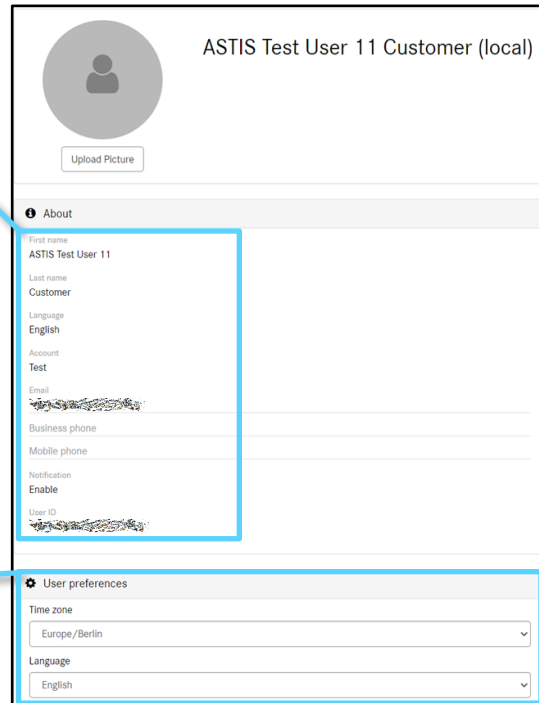
- Top Left:** The Daimler Truck header is the **home button** to navigate back to the **landing page** from any subpage.
- Top Center:** The **Knowledge Center** contains a collection of with information on ASTiS.
- Top Right:** **My Cases** shows a list of all cases → [Details](#).
- Top Right:** The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

The landing page itself features a header with the Daimler Truck logo and 'After-Sales Ticketing System'. Navigation links for 'MY CASES', 'TOURS', and 'FS' are present. A search bar is located on the right. Below the header is a banner image with a hand interacting with a tablet. Underneath the banner is a section titled 'SELECT A SUPPORT CASE CATEGORY' with five buttons: 'Not available for all users', 'Warranty & Goodwill', 'Xentry Truck Portal', 'Daimler Truck Diagnostics', and 'Commercial Administration & Access Rights'.

## 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

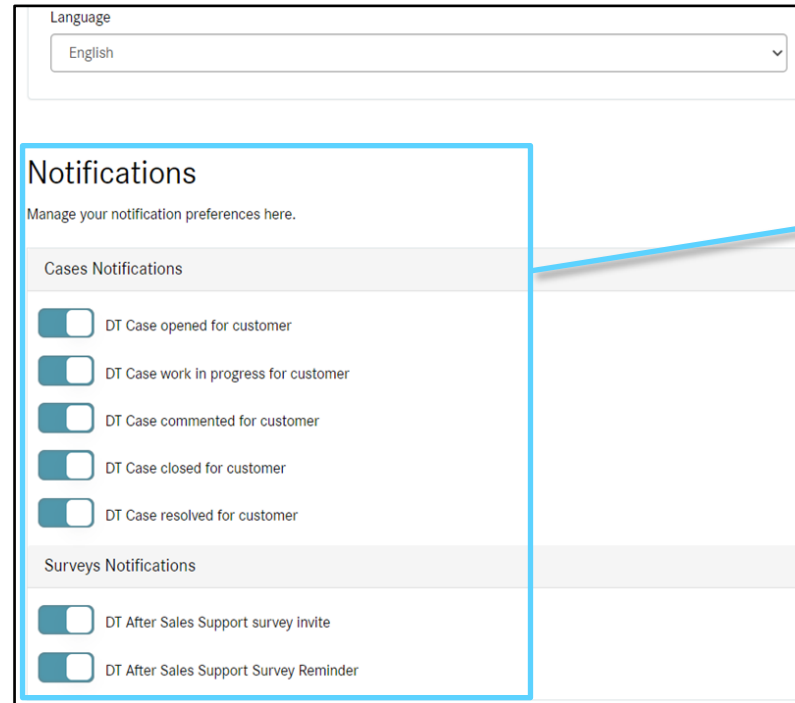
User ID

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' and 'TOURS' with a notification badge '15'. The main form is titled 'Repair- and Maintenance Information (RMI)'. It features two dropdown menus: '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, there is a section for 'Required information' with buttons for 'FIN or VIN', 'Product category', and 'Brand'. The main form area contains several fields: 'Requester' (with a red error icon), 'FIN or VIN', 'WMC', 'Product category', 'Brand', 'Plant', and 'Support case'. All these fields have a red asterisk indicating they are required. At the bottom right of the form, there is an 'Add attachments' button with a paperclip icon. The footer of the page includes '© 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 15

Category: Xentry Truck Portal Case: ASTiS Support

Submit

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

\* Support case

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

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

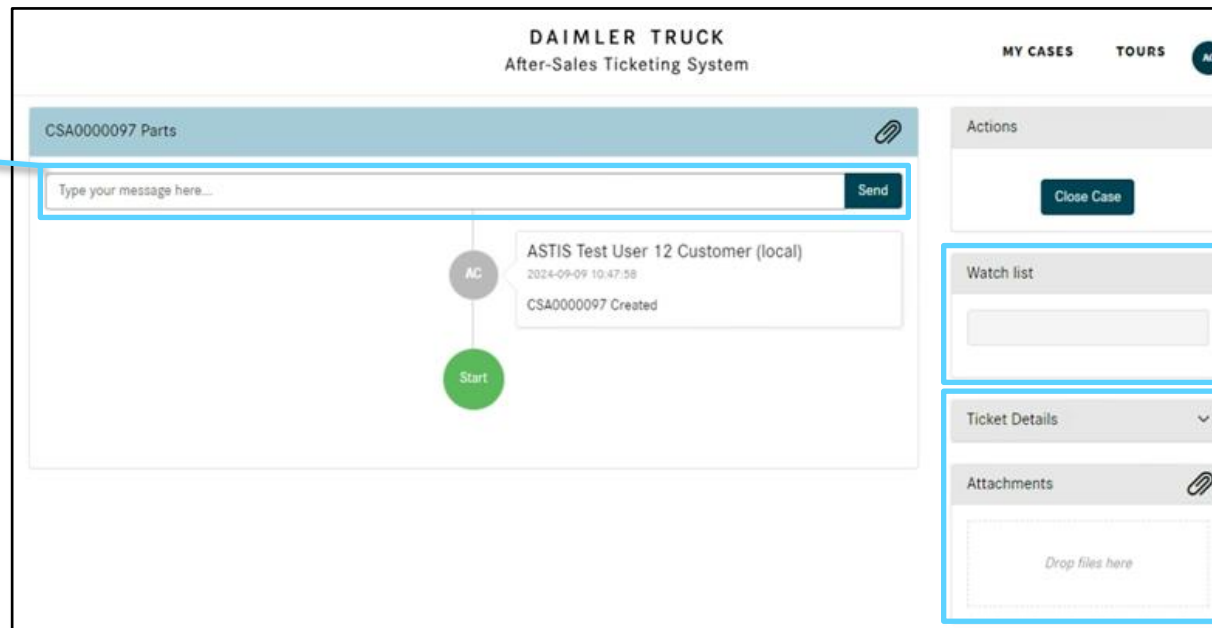
Additional information and case details are available by clicking on the case number

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