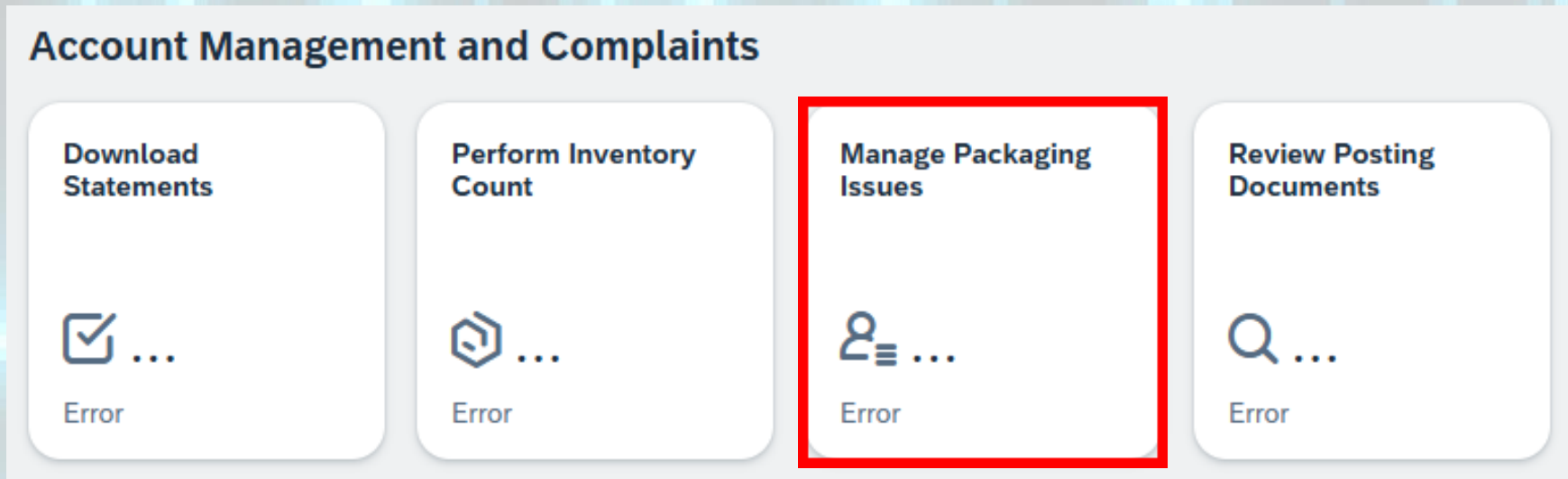


The background of the slide is a photograph of a warehouse interior. On the left, a yellow forklift is visible. In the center, a white pallet jack is positioned. On the right, the front of a white truck with a Mercedes-Benz logo is partially visible. The text "Submit a request to DTAG" is overlaid in the center of the image.

Submit a request to DTAG

Manage Packaging Issues

To submit a request to Daimler Truck AG, open the app “Manage Packaging Issues”.



Submit a new request to Daimler Truck

Editing Status:

All

Issue ID:

Material:

Returnable Packaging Account:

Location Partner:

Exchange Partner:

Delivery Note Number:

Posting Document Number:

Category:

Status:

x

New

x

5 more

Processor:

Go

Adapt Filters (2)

Packaging Issues (178)

Create

When you click “Create,” you initiate the process to generate a new ticket.

Provide request information

SAP

Manage Packaging Issues

Search

New Object

Location Partner Code: -

Created By:

Status

Requester

Processor

Priority

Category

Location Partner: -

Created On/At:

-

-

-

Medium

Inquiry

Exchange Partner Code: -

Changed By:

-

-

-

-

-

Exchange Partner: -

Changed On/At:

-

-

-

-

-

General Information

Attachments

Comments

Change Log

General Information

General Details

Description: *

80 characters remaining

Priority:

Medium

Additional Details

Category: *

Inquiry

Subcategory:

Exchange Partner: *

Issues (1)

Issue Type

Original Value

Requested Value *

Accepted Value

Action

Create

Discard Draft

Description: Enter the title of the request.

Exchange Partner: Enter the supplier number.

Select the appropriate subcategory

Subcategories:

110 - General inquiry

Questions about Daimler Truck AG and the processes

120 - Pool LT Rental

Questions about the rental of pool load carriers

130 - SLT Rental

Inquiries regarding the rental of special load carriers

140 - Discrepancy Handling

Questions about bookings, claims, and claim processing

150 - Inventory Transfer

Request to rebook inventory to a different supplier number or index

160 - Returnable Packaging Management

Questions related to load carrier supply

170 - LT without Movement

Questions about the load carrier process without movement

180 - Inventory Pool LT

Questions about the inventory of pool load carriers

190 - Inventory SLT

Questions about the inventory of special load carriers

200 - Difference pre Dez24


Questions regarding discrepancies prior to December 2024

Add attachment and send request

You can optionally add an attachment to provide 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 the other details to offer extra information and support the processing of your request.

Attachments


Attachments (0)



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.

Create [Cancel Draft](#)

You can optionally enter a comment.

After you have entered all required information, click "Create" to complete the request and send it to Daimler Truck. In the next step, Daimler Truck can process the request.

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 displays the SAP 'Leihgutticket' (Leasing Ticket) interface. At the top, the status is set to 'Requester Response Awaited'. Below this, there are fields for 'Lokationspartnercode', 'Lokationspartner', 'Austauschpartnercode', and 'Austauschpartner'. To the right, there are fields for 'Angelegt von', 'Angelegt am/um', 'Geändert von', and 'Geändert am/um'. A red box highlights the 'Status' field, which contains the text 'Requester Response Awaited'. Below the status field, there are tabs for 'Allgemeine Informationen', 'Anlagen', 'Anmerkungen', and 'Änderungsprotokoll'. The 'Allgemeine Informationen' tab is selected, showing a 'Beschreibung' field and a 'Priorität' dropdown menu. At the bottom right, there are three buttons: 'Submit Response' (highlighted with a red box), 'Save', and 'Discard Draft'. A red line connects the 'Submit Response' button to the text box on the right, and another red line connects the 'Save' button to the text box on the left.

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 **"Save"**, 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.