



No: 15 CSA-10
April 28, 2015

TO: Service Locations

FROM: Detroit - Customer Support Center

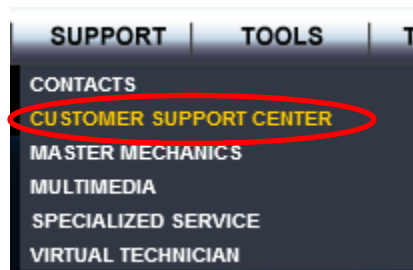
SUBJECT: **The Detroit CSC announcing a new feature – Ability to attach files to an existing CSC ticket**

SUBJECT DETAIL

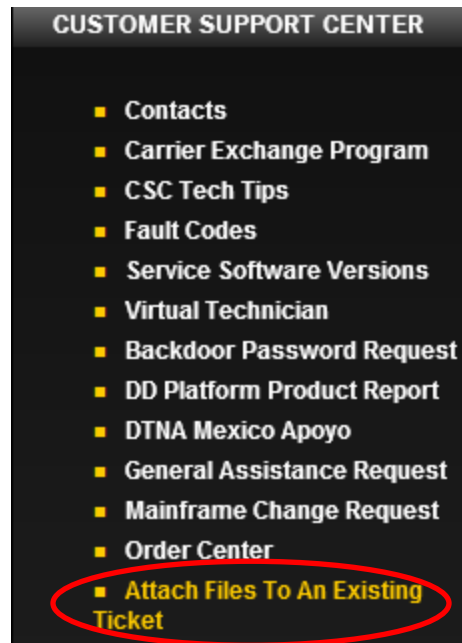
The Detroit Customer Support Center (CSC) is pleased to announce that our Dealer / Distributor Network will now be able to attach files, such as log files, pictures, DDEC Reports, etc. to an existing CSC ticket. This option will allow you to directly communicate with our ticket system.

REQUIRED ACTION

Log onto DDCSN.com using your Single Sign On (SSO) ID. Navigate to the **Support** menu and select **Customer Support Center**.



Select the link **Attach Files To An Existing Ticket**.



The link will display the below page. Follow the steps to complete the form:

Contact Information:

Dealer/Location Code
XXXX

Contact Name
First Name

Contact Email Address

Contact Phone Number

Ticket Information:

Reference #

Note Log

Only the following types of attachment are permitted:
AVI, bmp, cgm, csv, daa, ddl, doc, docx, dot, dwg, gif, htm, html, JP
jpeg, jpg, lnk, mdb, MOV, mp4, msg, pdf, png, pps, ppt, pptx, rtf, tif,
txt, rl, vib, wav, wmv, xls, xlsx, xlt, xml, zip, 3GP, bumper, DrumrollLc
jsd, m4a, mdi, mdv, mht, MPG, oft, par, shs, svg, xlms, xps, XTR

File Name	Max Size	Attach Name
		Attachment
		Attachment2
		Attachment3
		Attachment4

5. The Dealer/Location Code and Contact Name will be pre-populated based on your SSO ID credentials.

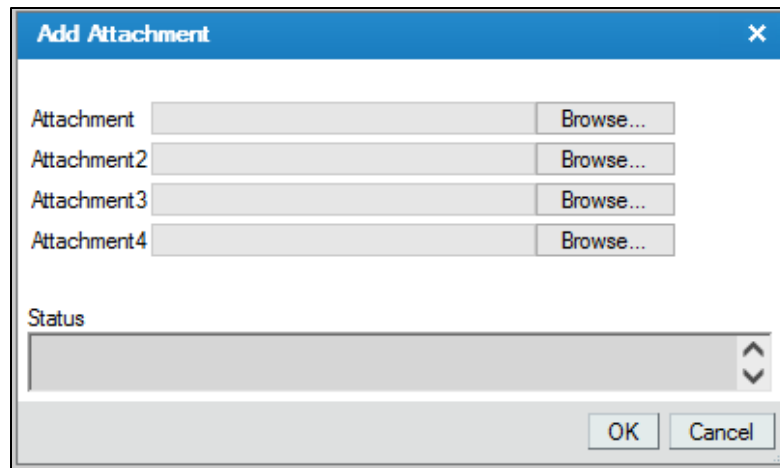
4. Enter your Email Address and Phone Number.

2. Enter the existing CSC ticket number or Reference #. Then select the **Validate** button. (NOTE: If the reference number is not valid, an error will be displayed.)

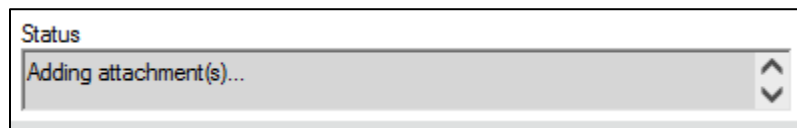
3. Enter your notes to the CSC in this space provided.

1. For more details on adding attachments, see below for instructions.

To add an attachment, click the **Add** button. An **Add Attachment** pop up window will appear.

A dialog box titled "Add Attachment" with a close button (X) in the top right corner. It contains four rows, each with a text input field and a "Browse..." button. The text input fields are labeled "Attachment", "Attachment2", "Attachment3", and "Attachment4". Below these is a "Status" label and a large text area. At the bottom right are "OK" and "Cancel" buttons.

Select **Browse**. Choose your file for upload and click **OK**. You will notice the status window will display "Adding attachment(s)."

A status window with a label "Status" and a large text area. The text area contains the text "Adding attachment(s)..." and has a scroll bar on the right.

Once all fields are completed, the **Save** button will appear in the bottom right hand corner. Click **Save** to submit to the CSC.

A horizontal bar containing two buttons: "Clear" on the left and "Save" on the right. The "Save" button is circled in red.

Note: If you would like to clear the content in the form at any time prior to submitting your attachments, click **Clear**.

CONTACT INFORMATION

Please contact the Detroit Customer Support Center at 800-445-1980 or email csc@daimler.com if you have any questions.