

The title "WEB TICKETING" is written in a large, bold, blue, sans-serif font. It is centered and enclosed within a blue bracket-like frame that consists of two horizontal lines with short vertical end caps.

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## Creating a Web Ticket

This gives the customers the ability to enter a web ticket via their dashboard if they need assistance in the B2Bendix.com site or with product help. The web ticketing feature is available only for customer with a sign-in.

### Log into B2Bendix.com

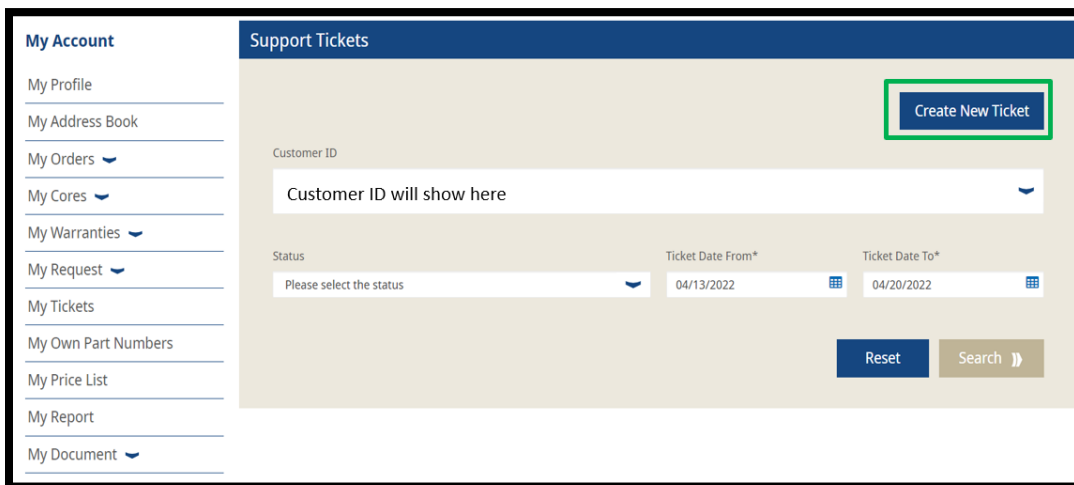
- Customer must be logged into the site
- Click on **My Account**
- Click on **My Tickets**

- After selecting **My Tickets**, the screen will open, here you can create a new ticket or search the status on an already created ticket.

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## How to Create a web ticket:

- Make sure you have selected the correct Customer ID
- Click on **Create New Ticket**
- In the **Subject\*** field enter a subject for your issue.
  - For example: (I submitted my order, but I did not receive and email confirmation)
- Select a **Category\*** from the drop-down list
  - Ordering Support
  - Warranty Support
  - Core Support
  - Other Support Issues
- Select **Associated To\*** from the drop-down list. If you select Ordering, Warranty, Cores, or Other Support issues from the category list will you see a list of items Associate To the selected category. **For Example:** If you select Order Support Issues as the category you will see a list of all the orders you placed, so that you can select the specific order you have issues with and need assistance with. Not Applicable can be select.
- Enter a **Message\*** about your issue
- You can add an attachment is you issue if needed - click on the **View/Add** button and follow the prompts.
- To clear your ticket, you can select on **Reset** and start over.
- After you have entered all your information click on the **Submit** button to complete your ticket and you will see the following message at the top of the screen.



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**Create New Ticket**

Customer ID  
Customer ID will show here

Subject\*  
In the Subject\* field enter a subject for your issue

Category\*  
Ordering Support

Associated To\*  
Not Applicable

Message\*  
Enter a Message\* about your issue

**View/Add** (Max: 9 MB)  
(no file selected)

**Reset** **Submit** »

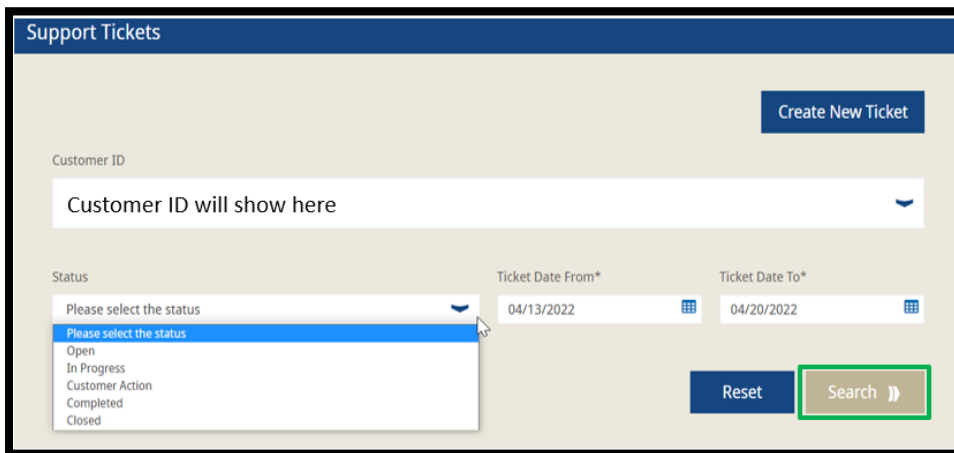
Thank you for submitting your support ticket request. Your message has been sent to our Customer Service team, who will respond back to your request.

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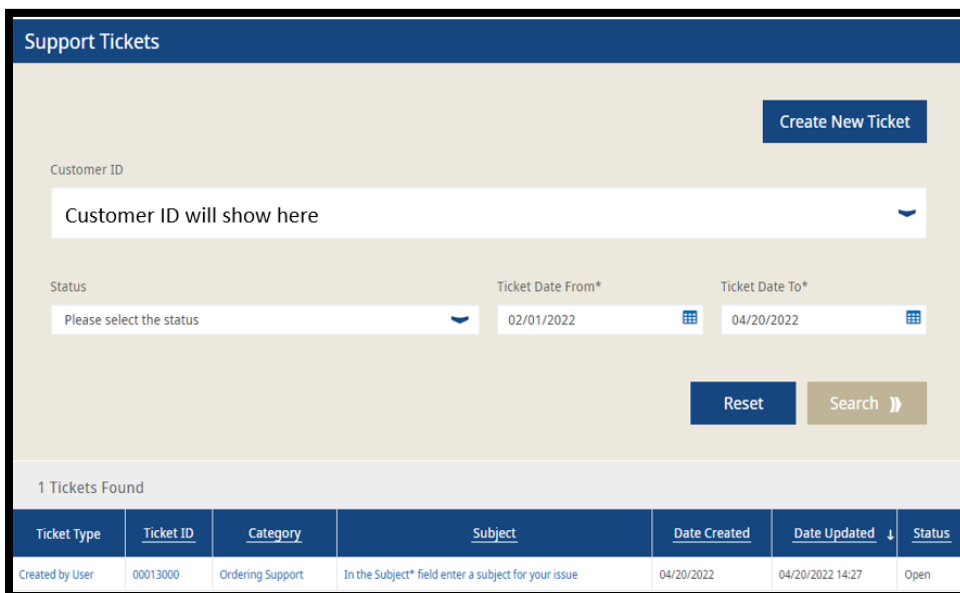
## How to Search for a web ticket:

- Make sure you have selected the correct Customer ID
- You can select a **Status**, or you can leave it at the default "Please select the Status."
  - Open
  - In Progress
  - Customer Action
  - Completed
  - Closed
- Select **Ticket From Date\*** and **Ticket To Date\***
- To clear your ticket, you can select on **Reset** and start over.
- After you have entered all your information click on the **Search** button to get your search results.



The screenshot shows the 'Support Tickets' search interface. At the top right is a 'Create New Ticket' button. Below it is a 'Customer ID' field with the placeholder text 'Customer ID will show here'. The 'Status' dropdown menu is open, showing options: 'Please select the status', 'Open', 'In Progress', 'Customer Action', 'Completed', and 'Closed'. The 'Ticket Date From\*' field is set to '04/13/2022' and the 'Ticket Date To\*' field is set to '04/20/2022'. At the bottom right are 'Reset' and 'Search' buttons.

- Results will show at the bottom of the page



The screenshot shows the 'Support Tickets' search interface with search results. The 'Status' dropdown is now closed. The 'Ticket Date From\*' field is set to '02/01/2022' and the 'Ticket Date To\*' field is set to '04/20/2022'. Below the search fields, it says '1 Tickets Found'. A table displays the search results:

| Ticket Type     | Ticket ID | Category         | Subject  | Date Created | Date Updated ↓   | Status |
|-----------------|-----------|------------------|--|--------------|------------------|--------|
| Created by User | 00013000  | Ordering Support | In the Subject* field enter a subject for your issue | 04/20/2022   | 04/20/2022 14:27 | Open   |

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- Click on the column headers to sort
- To open a web ticket, click on ticket type, ticket ID, category, or subject.
- Once you open a ticket you can see your original message entered on the ticket and any comments added to your ticket by a Bendix customer service agent.

### Update Support Ticket

|   |  |                             |
|---|--|-----------------------------|
| <b>Subject</b><br>I have an issue with my order | <b>Ticket ID</b><br>00034001             |                             |
| <b>Date Updated</b><br>29-04-21 03:40 PM        | <b>Date Created</b><br>29-04-21 01:40 PM | <b>Status</b><br>In Process |
|   |  | <b>Category</b><br>Ordering |

- Once you open your ticket you can add a message to an "Open" or "In process" ticket by Clicking on **Add Message**.

Messages
Add Message

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**Customer Service on 29-04-21 03:40 PM**

The online site is for contracted Bendix distributors & dealers to place orders, submit warranty claims, and get their core information. Your business is not under any of these, so I had to deny your request.


B2Bendix.com is always available for anyone to browse our products without needing a log in. Thank You!

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**Debra Collins on 29-04-21 01:40 PM**

You should be able to log into the site now. Also, we made you the customer admin for any (Company Name) locations. If you are not the person for this role, please let us know who it should be.

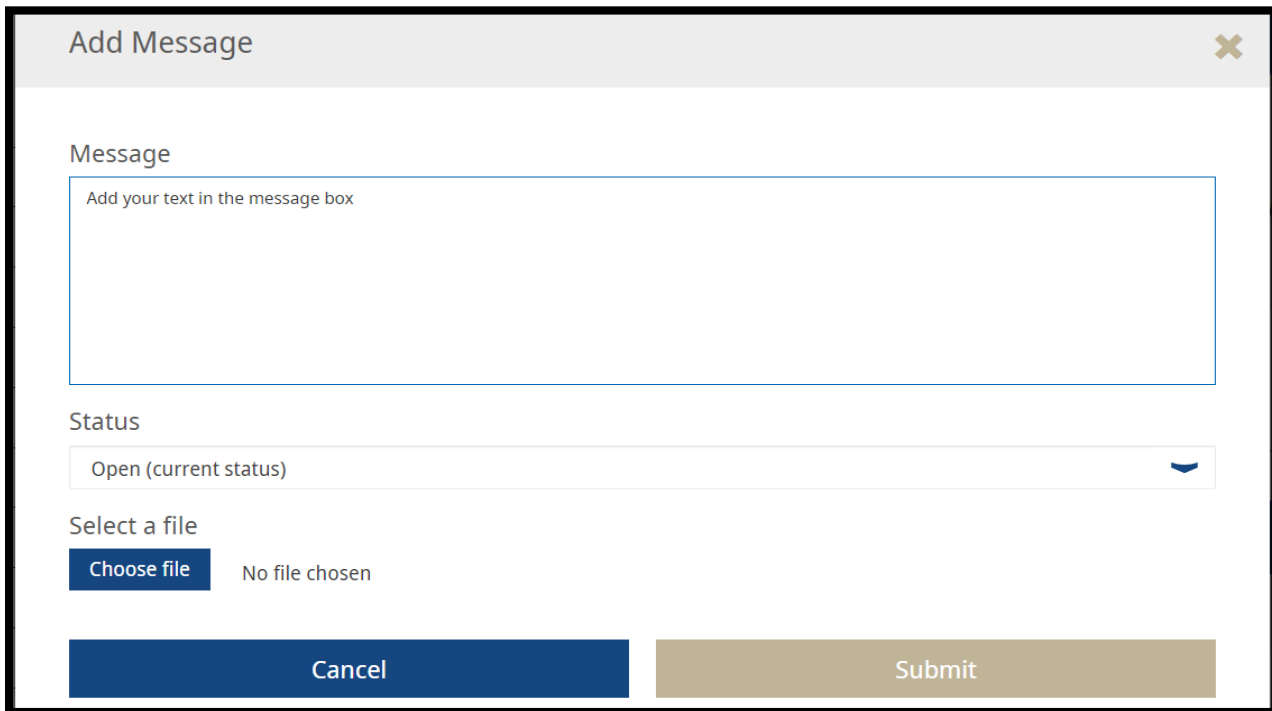
Attached is the user instructions for this role. Please let us know if you have any questions. Thank you

 Order error.jpg

- Add your text in the message box.

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- If you feel that the Bendix customer service agent has addressed and corrected your issue, you can select **Complete** under the **Status** dropdown. If your issue is still open, you will leave the **Status** as **Open (status)**.
- You can upload an attachment by clicking on **Choose file** button
- Click on **Submit**

You will receive an email when your ticket have been commented on.

**If you have any questions or need further assistance.**

You can contact the Bendix e-Commerce team at [support@bendix.com](mailto:support@bendix.com) or click on the **Contact form** link found in the footer of every page on the site.

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