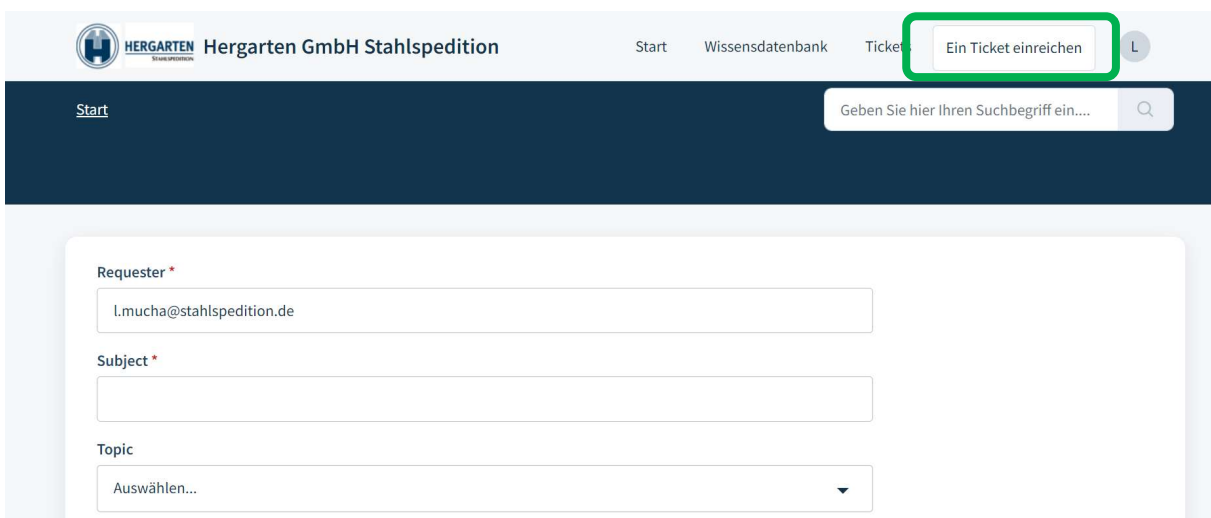


How to raise a service call with Hergarten Service Desk

In case of urgently needed support, please kindly raise a ticket with our service desk.

Please follow the instructions:



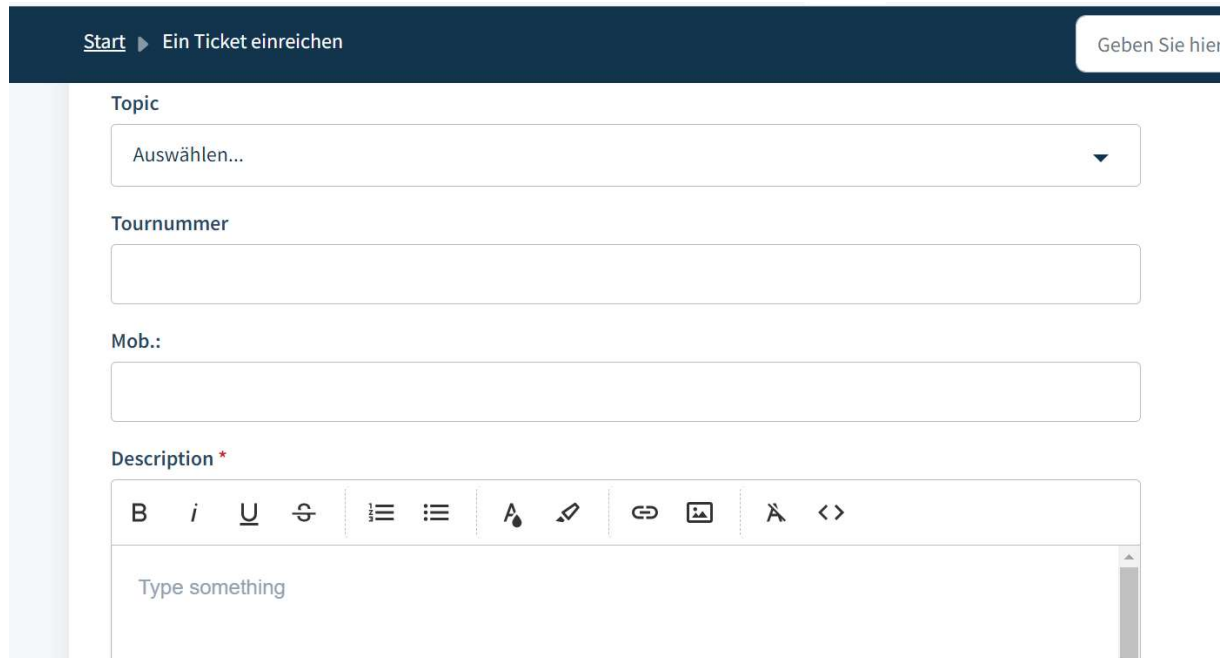
The screenshot shows the top navigation bar of the Hergarten GmbH Stahlspedition website. The logo is on the left, followed by the company name. To the right are links for 'Start', 'Wissensdatenbank', and 'Tickets'. The 'Ein Ticket einreichen' button is highlighted with a green rectangle. Below the navigation bar is a dark blue header with a 'Start' link and a search bar. The main content area displays a ticket form with three fields: 'Requester' (containing 'l.mucha@stahlspedition.de'), 'Subject', and 'Topic' (a dropdown menu with 'Auswählen...' selected). The 'Requester' and 'Subject' fields are marked with a red asterisk, indicating they are mandatory.

In the upper right corner of the screen you find the field „ Ein Ticket einreichen “, please click on it. Now the ticket template is shown on your screen.

Here you could give us all relevant information concerning your issue.

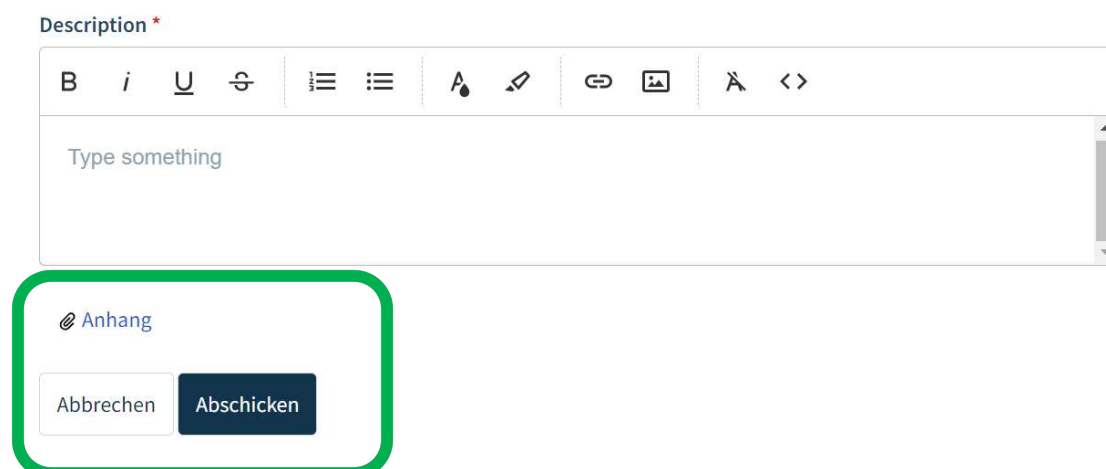
Please take note that all with the red star marked fields are mandatory and are needed to qualify your concern. Without filling out this fields you won't be able to raise a service ticket with us.

Afterwards fill in all relevant fields for your issue. The golden rule is the more information we get the faster we can solve your service request. It saves yours and our time and a lot of probably unnecessary communication.



In field „Description“, which also is a mandatory field you can describe in short and pregnant words, what your issue is about.

After filling out the template and describing your issue you can also add an attachment in case it is relevant for your concern. Everything is almost done and now click on the field “Abschicken”.



Please take note that we always try to solve your issue asap and thank you for your collaboration and patience in advance.