MCCP ticketing documentation

CUSTOMER CARE

You'll need to register before you can use the service ticket module.

MCCP registration process:

- If you don't have an MCCP account yet, please fill in the registration form. Link to the form: customercare.mahle-aftermarket.com/shop/en/EUR/login/register
- The customer service team will confirm your request via email. To create a password, click on "Forgot your password?"
- You will receive an email containing a confirmation link

Returning Customer

Already have an account?
Log in to see CustomerCare.

Email Address

Password

SIGN IN

Forgot your password?

Register

Service ticket module:

Create service tickets

- Create a customized ticket by selecting various options
- E.g., technical or nontechnical complaints or inquiries
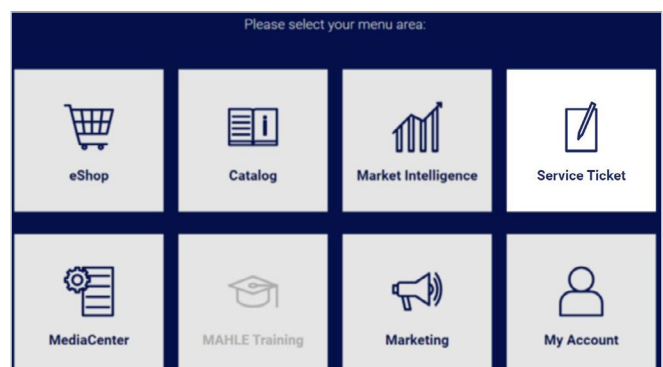- Option to upload attachments

Search for service tickets

- Search for a specific ticket by selecting various options, or see an overview of all tickets

Link: customercare.mahle-aftermarket.com/shop/en/EUR

- Recommended browser: Google Chrome
- If you're having trouble accessing the portal, check your firewall settings and delete the cookies

Sign in: Same login data as for the e-shop

Please select your menu area:

| eShop | Catalog | Market Intelligence | Service Ticket |
| MediaCenter | MAHLE Training | Marketing | My Account |

Returning Customer

Already have an account?
Log in to see CustomerCare.

test@mahle.com

same login as for eShop

SIGN IN

Create a ticket:

Click on "Create ticket."

Step 1: Categories

Please select the appropriate category for your ticket. There are five main categories:

Category 1	Subcategory
Nontechnical/logistic complaint*	Transport damage
	Quantity difference
	Incorrect delivery
	Price difference
	Packaging problem and label error
	Other
Technical complaints*	Installed (broken down by product group)
	Not installed (broken down by product group)
General inquiry	Service and sales partners
	System support
	Suggestion/positive feedback/ criticism
	Other
Nontechnical inquiry*	Certificates and documents
	Shipping costs and time
	Stock clearance
	Promotional items
Technical inquiry	General
	Product inquiry
	Technical problem

* Only available to MAHLE sales partners
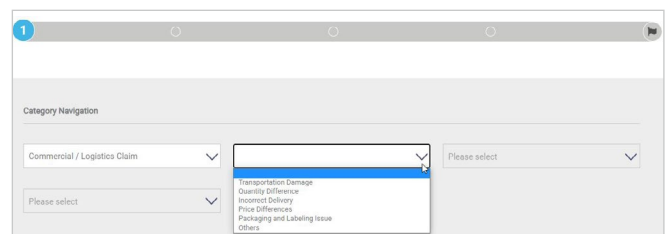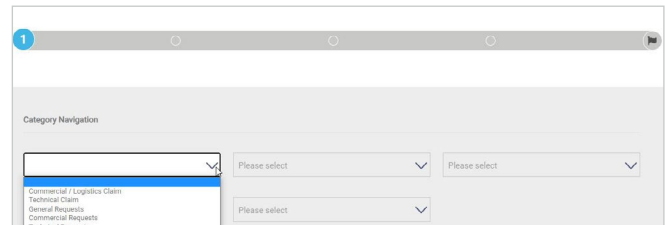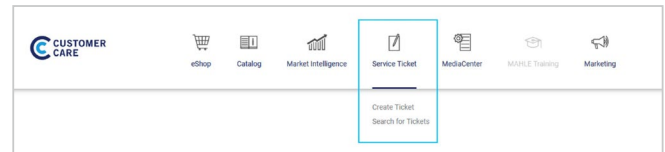
Step 2: General data

This step guides you through the ticket creation process.
Mandatory fields are marked with an asterisk (*).

Step 3: Part identification

Please note that only MAHLE reference numbers can be entered,
not old Hella references, for example.
(Please convert to the MAHLE reference number using the
catalogue: catalog.mahle-aftermarket.com/eu/index.xhtml)

Step 4 (for complaints): Complaint details

The information required depends on the type of complaint.

Step 5: Upload attachments and finalize ticket

If required, you can upload photos, invoices, etc. to the ticket.
This is particularly recommended when submitting technical
complaints. Use either the drag-and-drop function or the
"Browse files" option.

Your ticket has been saved and a ticket ID has been generated.
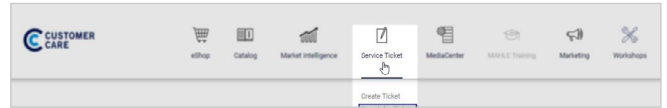
Search for service tickets:

- Overview of all tickets
- Use the search function to find a specific ticket

You can check the status of your ticket and view the details by clicking on the ID.

What various ticket status messages mean:

Ticket status	Meaning
New	Ticket has been created
In progress	Ticket is being processed
Query sent to customer	A query has been sent to the customer; MAHLE is waiting for feedback
Parts received	MAHLE has received the rejected parts
Analysis	Complaint is being reviewed
Closed	Complaint has been reviewed and decision has been made

If the ticket status is set to "Query sent to customer," either your feedback is required or MAHLE is waiting to receive the requested parts.