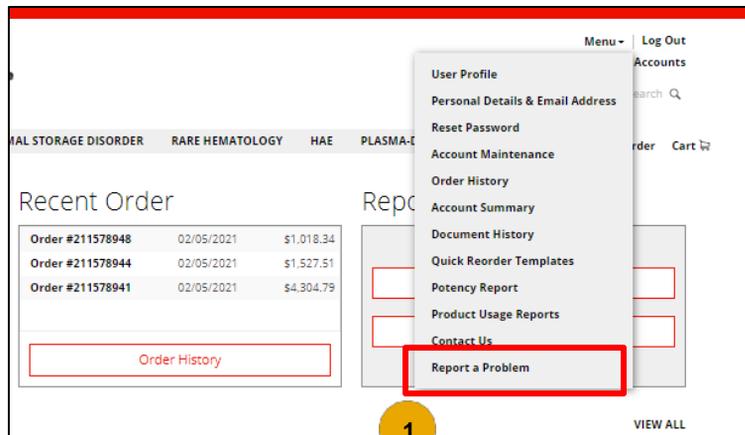


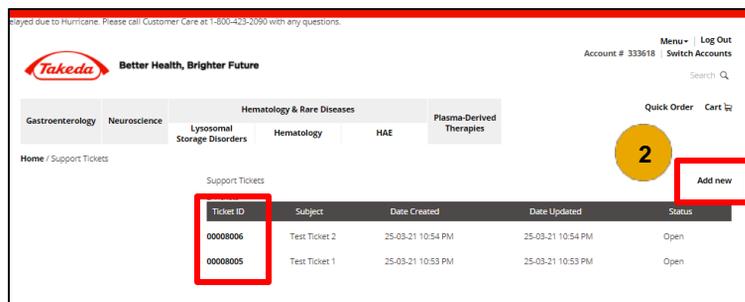


Creating and managing customer support tickets for issues and inquiries

1. **Logged into an account, click on the Menu dropdown, and select the option Report a Problem**



2. On the **Support Tickets** page, all tickets raised by the account are recorded, and Ticket ID, Subject, Date Created, Updated and Status are provided
 - Select a ticket by clicking on its **Ticket ID**
 - Click **Add New** to create a new ticket

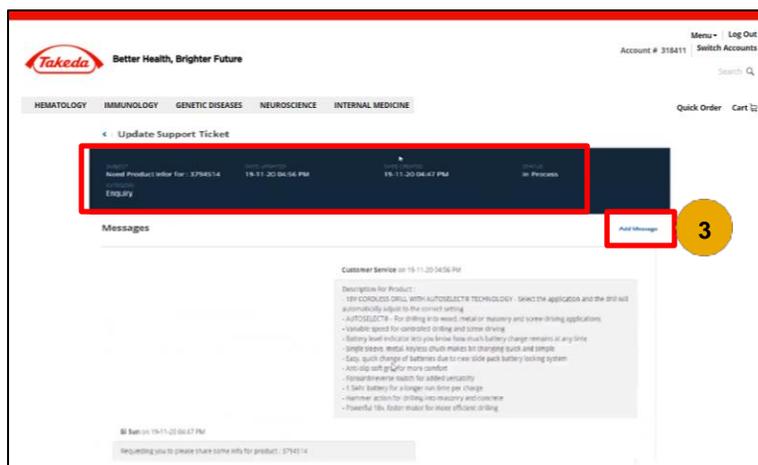


Useful Resources

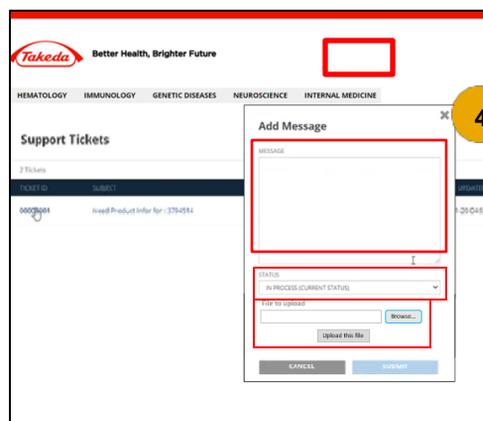


Key Contacts

3. On the **Ticket Details** page, additional details on the selected ticket are viewable:
- **Subject** line of ticket
 - **Category** of ticket form filled
 - **Date Updated & Date Created**
 - **Status** of ticket (new/closed/open)
- **Messages** section for communications with customer support to assist with the ticket
- Click the **Add Message** button to prompt the pop-up for messaging customer support



4. On the Ticket Add Message pop-up
- Messages can be typed in the first field
 - Changing the ticket status can be done in the second field
 - Add attachments in the third field
- Click Submit to send the message to Customer Support



Useful Resources



Key Contacts

5. After clicking **Add New** on the Support Tickets dashboard, select a ticket category from the radio buttons to generate the respective inquiry form

5

HEMATOLOGY IMMUNOLOGY GENETIC DISEASES NEUROSCIENCE INTERNAL MEDICINE

Report a problem

Product Complaint/Adverse Events EDI Request/Issue

Web Page Issue Invoice Issue

Other

6. Once a form is selected, complete all fields before submitting clicking Submit.

6

HEMATOLOGY IMMUNOLOGY GENETIC DISEASES NEUROSCIENCE INTERNAL MEDICINE

Report a Problem

Product Complaint/Adverse Events EDI Request/Issue

Web Page Issue Invoice Issue

Other

Report a Problem
EDI Request/Issue

Account Details UNIV NORTH CAROLINA HOSPS | SHIP TO 123456 | SOLD TO 123456 | BILL TO XXX

Email [Prefilled by Hybris]

Phone [Prefilled by Hybris]

Subject [Response in 30 characters or less]

Description [Response]

File to upload

Upload this file

Submit

Once a ticket is submitted, it will be routed to the correct Takeda team for review.

7. After submitting a ticket, save the ticket number provided to use when referring back to the ticket in the Ticket Support dashboard.

7

HEMATOLOGY IMMUNOLOGY GENETIC DISEASES NEUROSCIENCE INTERNAL MEDICINE

Thank you for submitting your inquiry to the Takeda Store. Here is your ticket # [Ticket number generated in Hybris].

A team member will address this case shortly, and will reach out with for any follow up questions or details.



Useful Resources



Key Contacts