



**DIGITAL CASE EXPERIENCE  
ON DOW.COM**

# WHAT IS THE DIGITAL CASE EXPERIENCE?

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You can now access your complaint case history and details on Dow.com! This information is located in a new Cases section in the Support Center under My Account.

## What are the benefits?

- Improved visibility of progress from case opening through resolution
- Transparent Case details and history
- Single repository of exchanged communications with Dow
- Easy connection to order and shipment tracking

## What are the key features?

- Easy filtering options
- Search and export reports
- Searchable case history repository



# HOW CAN YOU USE THE DIGITAL CASE EXPERIENCE?

1. At the top of the page, there is a toggle button which allows you to choose between “Open Cases” and “View All.”
2. If you have a certain level of access, you may see the option to choose between “My Cases” or “Team Cases.” “My Cases” are those submitted directly by you, while selecting “Team Cases” will display all the cases associated with your company address, submitted by any of your team members.
3. There are also additional filter capabilities. Under the Addresses tab, you can filter your list of cases by a specific delivery or company address that you have access to.
4. To narrow down your list of cases even more, simply use the search bar.
5. Once you find the case you want within the list, you will see that the case is marked as “open” or “closed” under the status column. You can click here to open a more detailed view of that specific case.

[Tutorial Video](#)

The screenshot displays the Dow digital case experience interface. At the top, there is a navigation bar with the Dow logo, menu items for APPLICATIONS, PRODUCTS, and SUPPORT, and a search bar. A user account menu is visible on the right, with options like My Profile, Order Management, Invoice Management, My Products, My Resources, Support Center, Quick Order, and Logout. The main content area features a banner with a globe and the text "Securing a sustainable future" and "Making a sustainable, safer, circular, and low carbon impact across the product lifecycle". Below the banner, there is a navigation bar with "Home / My Account" and various menu items. The "Support Center" section is active, showing a "CASES" tab. There are filters for "Addresses" and "Type Date", and a search bar for "Batch No.". A table of cases is displayed below, with columns for Delivery Address, PO No., Order No., Case No., Status, Date Submitted, and Created By. The table shows three cases: one "Open" case from 08 Jun 2022 and two "Closed" cases from 26 Aug 2022.

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