

DIGITAL CASE EXPERIENCE ON DOW.COM

WHAT IS THE DIGITAL CASE EXPERIENCE?

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?

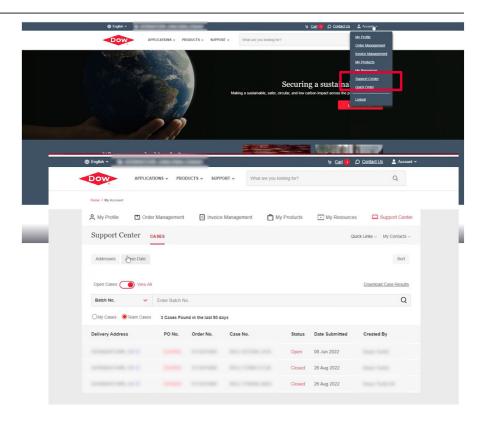
- Easy filtering options
- Search and export reports
- Searchable case history repository



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



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