

FAQ

No.	Question	Answer
1	Will I continue to receive emails alongside communication in the customer portal?	Yes, currently both communication channels (customer portal & email) are used in parallel – for all types of cases.
2	What can the search function be used for?	It can be used to find cases – currently only by case number or short description.
3	What is meant by "Technical Support"?	You will receive help with technical issues in the customer portal (e.g., if a button does not work).
4	Is it possible to display cases specifically for certain ZAN numbers?	Only cases related to ZAN numbers assigned to the respective customer employee are visible. The assigned ZAN numbers can be viewed in the user profile. Cases of colleagues can also be viewed and edited.
5	Can cases be sorted or filtered?	Yes, via the list view.
6	Does the CS number need to be included in the email subject for it to be assigned to the case?	No, replying to the email automatically assigns it to the correct case.
7	Is it necessary to respond to every message in the customer portal?	No, if no response to Nagel Service is required, you can click "Remove Action Required" in the case.
8	Are the customer's case agents listed in the overview?	Yes, under "Customer Agent" the employee who last edited the case is shown.
9	When does the name appear under "Customer Agent"?	It appears when work has been done on the case, for example, when a comment has been recorded or a disposition has been made or the case has been assigned to an employee.
10	Will daily EDI messages continue to be transmitted?	Yes.
11	When will there be a notification via the bell icon?	A red number appears when a response is sent to the personal contact. In all other cases (e.g., response to a shared mailbox or another colleague), the response from Nagel is shown via the "Action Required" tile.
12	Does the case display start from zero?	No, all cases created from July 25, 2025 onward are displayed in the customer portal with their respective status.
13	How can I request delivery receipts (POD) in the future?	This will continue to be done via the eLogistics Portal (Tracking & Tracing).
14	Will the eLogistics Portal continue to exist?	Yes, with existing access you can also use Single Sign-On from the customer portal to access functions such as Tracking & Tracing and order entry.
15	What does cancelled cases under the tile "Cancelled" mean?	These are cases that were cancelled, for example because they were entered twice, or shipments that were actually delivered despite an earlier report stating otherwise. No action is required from the customer.