

Instruction "MATRIX - Ticket System"

1. The customer sends an e-mail to the known service addresses.
2. MATRIX will automatically send a receipt with the ticket number to the sender.
3. With this ticket number, the customer can contact the service center at any time.
4. All employees have access to the program, all important data is entered by the employees into the system, so that the current status is always visible.
5. As soon as the defective article arrives at BMZ, the customer automatically receives a goods receipt confirmation.
6. When the repaired items are sent to the customer and the ticket is closed, an automatic info goes out to the dealer again.
7. For written inquiries, please always put a # in front of the ticket number in the subject line, so the e-mail will land directly in the correct ticket (for example, call # CS14816), or respond directly to the automatic return mail from the ticket system.