



No.: 14 CSA-6  
April 8, 2014

TO: Service Locations  
FROM: Service Systems Development, Service Communications  
SUBJECT: **Detroit Document Distribution**

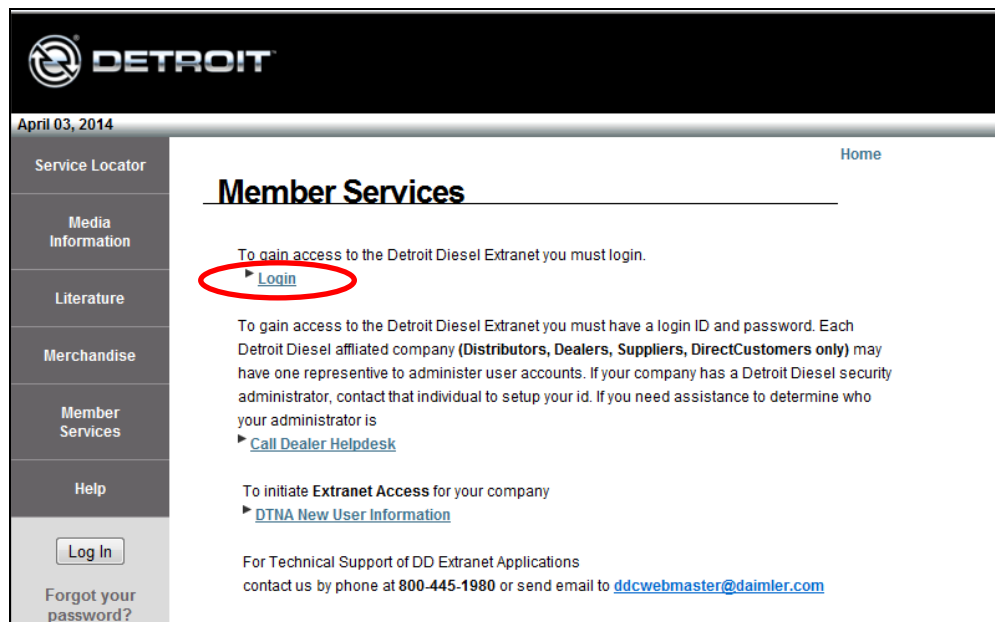
**Detroit has reinstated the Member Services Link which allows users to modify their letter preferences. The process has a few changes which are outlined in this document.**

New users are no longer required to sign up through a separate process. All users are auto-subscribed to letters based on their Single Sign-On (AccessFreightliner) ID profile. Instructions for access, modifying letter preferences and unsubscribing are below.

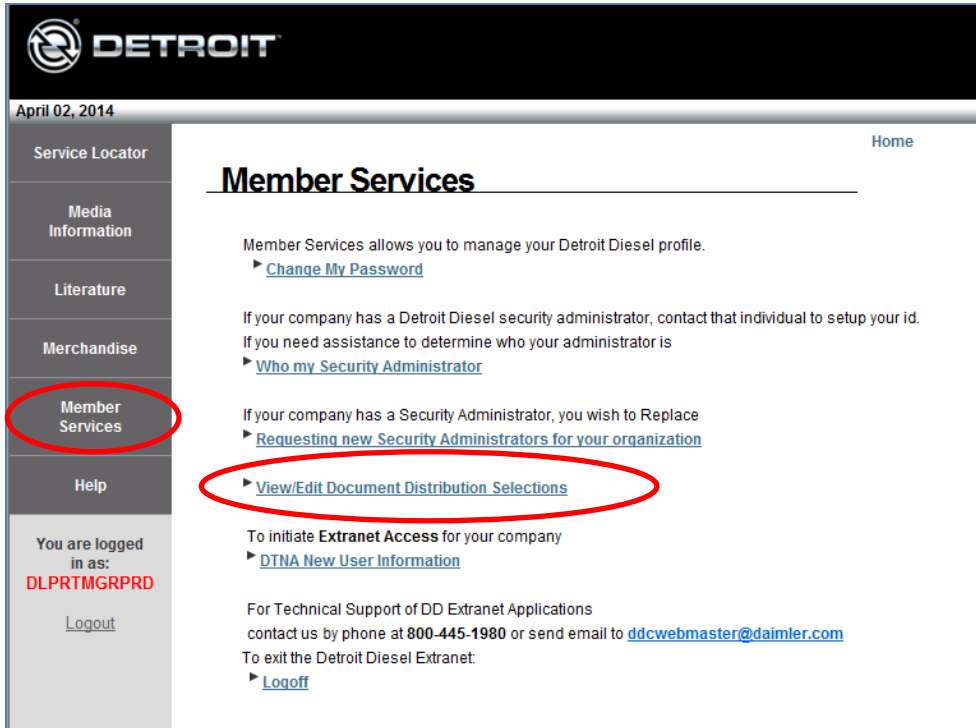
**Instructions**

Access Member Services: <https://extranet-ddc.freightliner.com/Home/enroll.aspx>

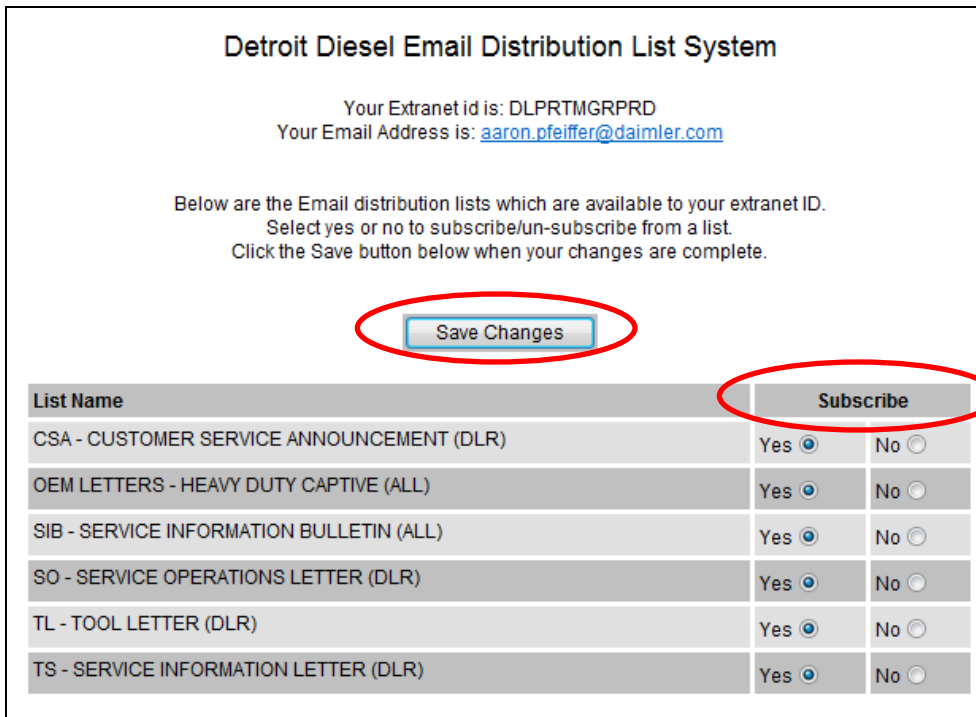
1. Login with your Single Sign-On (AccessFreightliner) ID.



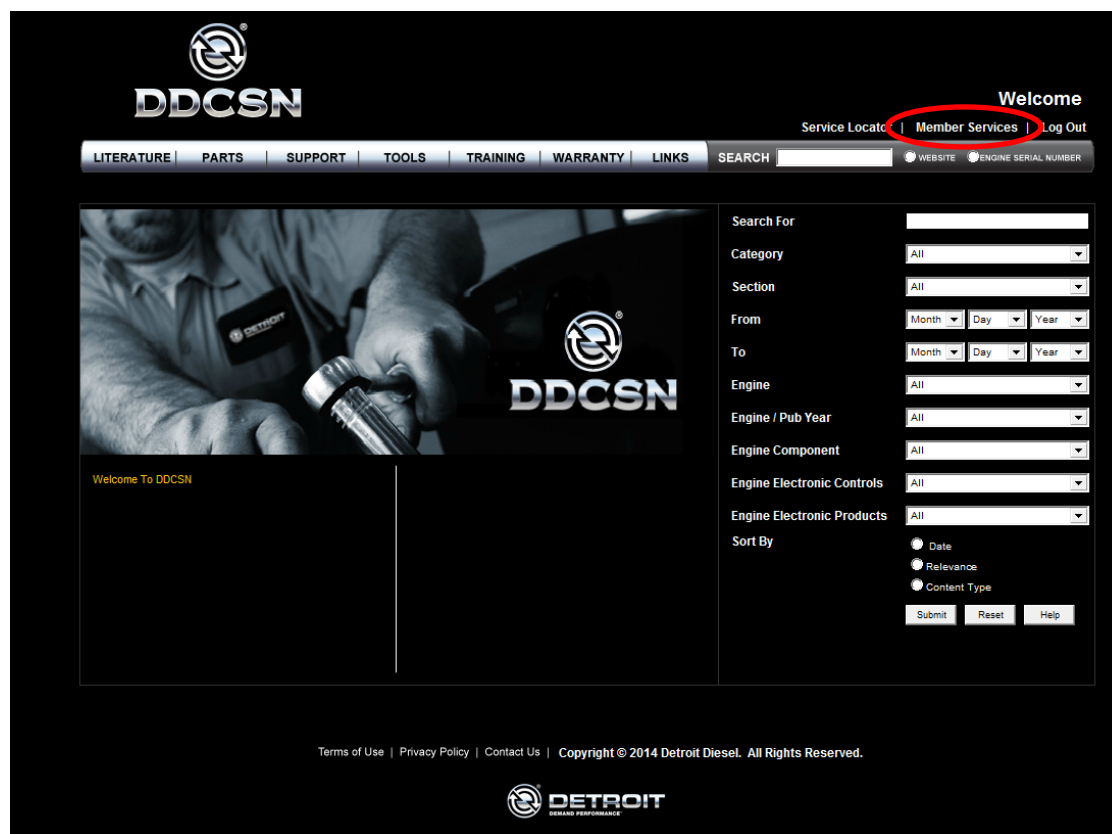
2. Select "Member Services"
3. Select "View / Edit Document Distribution Selections"



4. Simply change the selection to "No" to be unsubscribed from a specific letter type and click "Save Changes". You can subscribe again by clicking "Yes" and "Save Changes". You'll receive automated confirmations about your changes.



Additionally, the Member Services Link will also be reinstated on the DDCSN home page.



## CONTACT INFORMATION

Not seeing the correct letters?

Contact your location's **Security Administrator** for Single Sign-On (AccessFreightliner) ID set-up and changes. This includes the business role and e-mail address. Both of these need to be correct to receive notifications.

Users and Security Administrators can view the letters assigned to each business role by clicking the link below:

<https://extranet-ddc.freightliner.com/Home/DocumentDistributionListsSummary.pdf>

Security Administrators can always contact the Dealer Helpdesk for general assistance.

### **Dealer Help Desk**

855-639-8690

[Dealer.HelpDesk@daimler.com](mailto:Dealer.HelpDesk@daimler.com)

For any questions or concerns with the Detroit Letters themselves, please e-mail:

[ssd@daimler.com](mailto:ssd@daimler.com)