

How do I Check the Status of an Open Raised Ticket?

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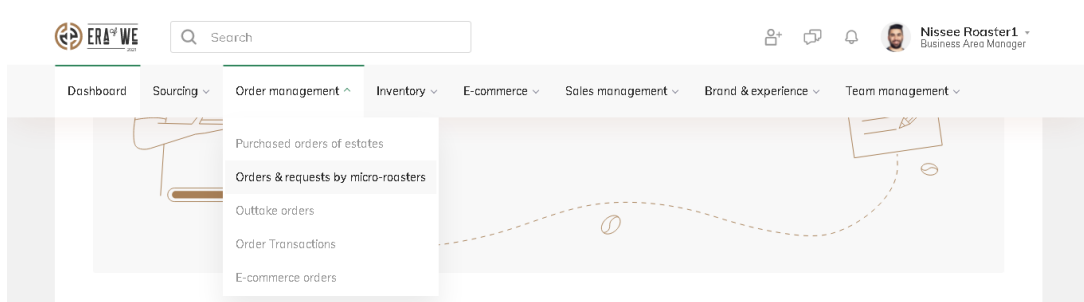
BRIEF DESCRIPTION

The Era of We application allows you to check the status of the open raised tickets with a click of a button.

In this documentation, you will understand how to check the status of an open raised ticket.

STEP BY STEP GUIDE

Step 1: Log in to your account, navigate to the 'Order management' tab and select 'Orders & requests by micro-roasters' from the drop-down.



Step 2: Click on the 'View all my raised tickets' button.

Home > Order Management > Orders & Requests by Micro-Roasters

View all my raised tickets | Export orders

Orders & Requests By Micro-Roasters

Origin | Type of order | Status | Date range | Search by order ID, micro- | Display 10

Orders | Requests

ID	Product na...	Micro-roaster	Date Order...	Origin	Variety	Roaster ref ...	Type	Status	Action
87	Full microlot - ...	New Mr user	5 Jul 2021	El Salvador	Java,Nyasaland -		Booked	Shipped	View order
86	San Antño 004	New Mr user	4 Jul 2021	Brazil	Marsellesa -		Booked	Confirmed	View order
85	nida coffee	New Mr user	3 Jul 2021	Brazil	Marsellesa	85	Booked	Confirmed	View order
84	Asha Test 02	New Mr user	2 Jul 2021	Brazil	Marsellesa -		Booked	Confirmed	View order
83	Full microlot - ...	New Mr user	2 Jul 2021	El Salvador	Java,Nyasaland -		Booked	Placed	View order

On the raised tickets page, you can view all your open raised tickets.

← Return to order list

Raised tickets

Order ID	Estate name	Date ordered	Type of dispute	Status	Actions
451	Finca San Harcepia	07 Jul 2021	Payment delayed	Open	Go to ticket
436	Finca San Harcepia	25 Jun 2021	Payment	Open	Go to ticket
434	Finca San Harcepia	25 Jun 2021	Payment	Open	Go to ticket
432	Finca San Harcepia	24 Jun 2021	Payment	Open	Go to ticket
431	Finca San Harcepia	24 Jun 2021	Payment delayed	Open	Go to ticket
430	Finca San Harcepia	24 Jun 2021	Payment delayed	Open	Go to ticket
429	Finca San Harcepia	24 Jun 2021	Payment	Open	Go to ticket
428	Finca San Harcepia	23 Jun 2021	Payment delayed	Open	Go to ticket

Thus, you can check the status of an open raised ticket as a roaster.

Related articles: [How do I Raise a Support Ticket/dispute?](#)

“If you still have any queries, then please feel free to connect with our support team.”