How do I Raise a Support Ticket/dispute?
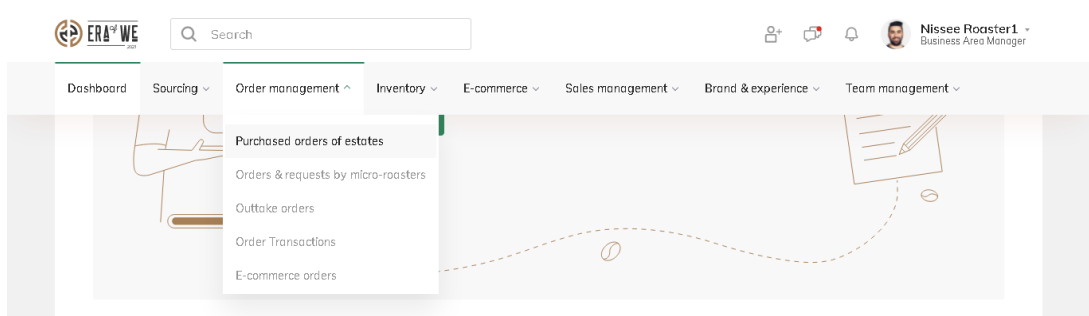
Nehal Gowrish - 2021-09-14 - Order Management

BRIEF DESCRIPTION

The Era of We application allows you to raise a support ticket
for better customer experience. This centralized support system helps you to easily report your issues and track the progress. In this documentation, you will understand how to raise a support ticket.

STEP BY STEP GUIDE

Step 1: Log in to your admin account, navigate to the 'Order
Management' tab, and select 'Purchased orders of estates' option from the drop-down menu.

Step 2: Click on the order for which you want to raise a ticket.

Step 3: Click on the 'Have a problem' button. Now you will see options
for which you can raise a ticket (payment, requesting samples, etc.).

Step 3: Next, fill in the necessary details such as
order number, the issue you are facing, details of the issue, and why you are raising a
ticket. You can also suggest a possible solution and upload attachments
to further illustrate your problem.

Raise a ticket

Order ID #

12416   ✏ change order

What can we help you with?*

Payment   ⌄

Why do you want to dispute the order?

Why do I have to pay before the coffee is shipped?   ⌄

Describe your problem*

Describe your problem

Whats your solution to the problem? (Optional)

Describe your problem

Attachments

+ Add file

Order details

Estate name : Finca La Pampa
Owner : Ronnie Lowe

Estate name : Finca La Pampa
Owner : Ronnie Lowe

Origin :   Colombia

Variety :   Bourbon, coutai

Price : $7.45 USD/kg

Type of order :   Booked

Status :   Shipped

Submit

Step 4: Click on the 'Submit' button to raise the ticket.

Thus, you can raise a support ticket/dispute as a roaster.

Related articles: [How do I Check the Status of an Open Raised Ticket?](#)

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