

How do I Raise a Support Ticket/dispute?

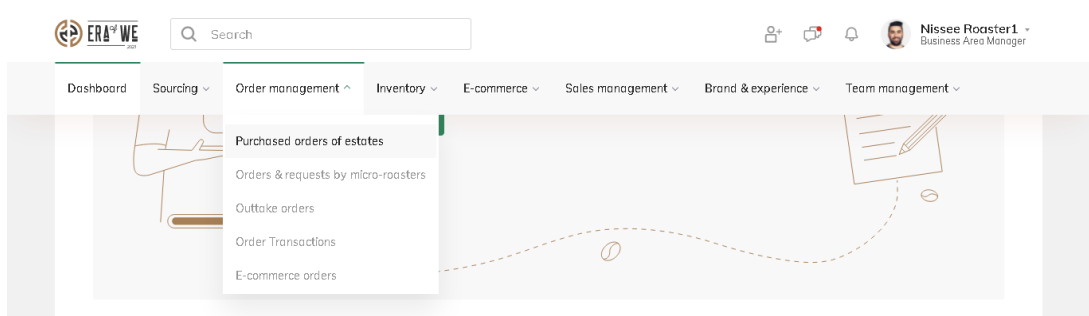
Nehal Gowrish - 2021-09-14 - Order Management

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.

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Home > Order Management > Purchased Orders of Estates

View all my raised tickets Export orders

Purchased Orders Of Estates

Origin Type of order Status Date range Search by order ID, estate Display 10

ID	Estate name	Date Order...	Origin	Species	Price	Roaster ref ...	Type	Status	Action
127	San Antonio	24 Nov 2020	Brazil	hbhjbh	\$7,000.00	TESTREF	Booked	Received	View order
144	Finca San Har...	23 Dec 2020	El Salvador	Castillo	\$70.00	H126HS	Sample	Placed	View order
145	Finca San Har...	23 Dec 2020	El Salvador	Castillo	\$70.00	55547892	Sample	Placed	View order
146	San Antonio	24 Dec 2020	Brazil	hbhjbh	\$70.00	-	Sample	Shipped	View order
153	San Antonio	7 Jan 2021	Brazil	Arabica	\$80.00	-	Pre-Booked	Harvest Ready	View order
154	San Antonio	7 Jan 2021	Brazil	hbhjbh	\$80.00	-	Pre-Booked	Harvest Ready	View order

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.).

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Home > Order Management > Order 297

Order placed : 11 May, 2021

Order #297 Booked Order Invoice

Order Placed

Order Placed Order Confirmed Payment Shipped Delivered Confirm

By Anna Nordström 11 May 2021

Order details Documents Grade Info Have a problem?

Origin	Variety	Quantity	Rate per kg	Total
Sweden		100 Bags x 20 kg	\$100.00	\$600,000.00

View lot details

Pickup address

#510, Hiravillu 1, Apartment 42, 516228 - Andhra Pradesh, Sweden

Order #297 chat

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*

Whats your solution to the problem? (Optional)

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, caudal

Price : \$7.45 USD/kg

Type of order : Booked

Status : Shipped

[Submit](#)

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

Search..

Anna Nordström - Support Admin

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Describe your problem*

Describe your problem

Whats your solution to the problem? (Optional)

Describe your problem

Attachments (0)

[+ Add File](#)

Price : 200000

Type of order : Gc order

Status : Placed

[Cancel](#) [Submit](#)

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.”