ONLINE TICKETING SUPPORT SYSTEM

http://support.globalpinoyremittance.com

USER MANUAL

Dealers, Hub, Retailers, Franchise

Online Support system link: http://support.globalpinoyremittance.com/
Online support System is the ticketing system addressing all the queries concerning the system and transactions of Unified Products and Services.

Online Support System

Online Support System > Online Support System





Knowledgebase

» Top Knowledgebase articles:

Views

No articles yet

» Latest Knowledgebase articles:

Date added

No articles yet

» View entire Knowledgebase

Go to Administration Panel

2. Creating a ticket

Click the Hyperlink "Create a ticket"

Online Support System

Online Support System > Online Support System





Knowledgebase

» Top Knowledgebase articles:

Views

No articles yet

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Date added

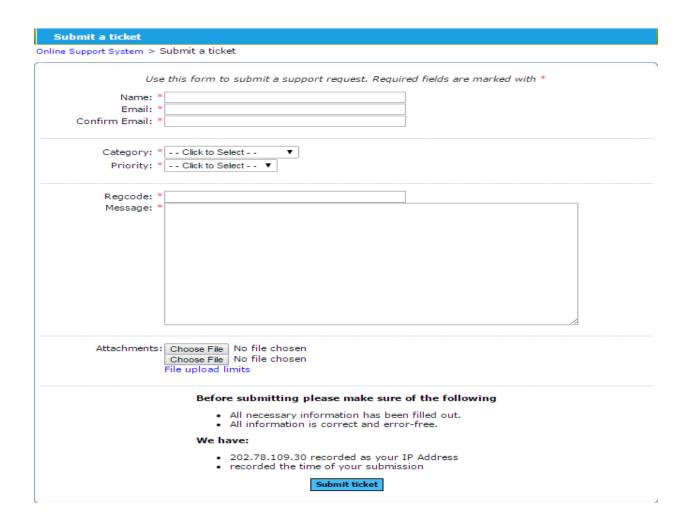
No articles yet

» View entire Knowledgebase

Go to Administration Panel

3. Form to create a ticket

- 3.1 Fill up the form correctly (Please indicate your active email address to send the copy of reference id)
- 3.2 Under category, client can choose:
 - a. Customer Support general concerns such as Roll back and Load Fund follow up; log in password, transaction password, transaction confirmation, etc.
 - b. Ticketing Support includes concerns for Airline booking and shipping and hotel reservation.
 - c. UPS Hub Support all concerns from the Hub
 - d. Moneygram Payout concerns about moneygram payout lies in this category
 - e. Smartmoney send for smartmoney remittance send.
 - f. Transfast Payout for transfast
 - g. Iremit Payout for Iremit
 - h. RBC all general concerns from the RBC (Registered Business Centers)
 - i. Corporate Account all general concerns from corporate partners of GPRS
 - j. Ecash Reload via Credit card dragon pay ecash reload
 - k. Loading above 5,000



4. The Reference Id will be generated after filling the form. It will automatically send to the email used by the client.

Ticket submitted

Online Support System > Online Support System > Ticket submitted



Your ticket has been successfully submitted! Reference ID: 4QG-XSM-UM1W

*Note: Please Save your Reference ID

View your ticket

* An email containing the reference id has been sent to jorelgdizon@gmail.com.



5. When viewing a ticket after creating, press the hyperlink: "View your ticket" below the note

Ticket submitted

Online Support System > Online Support System > Ticket submitted



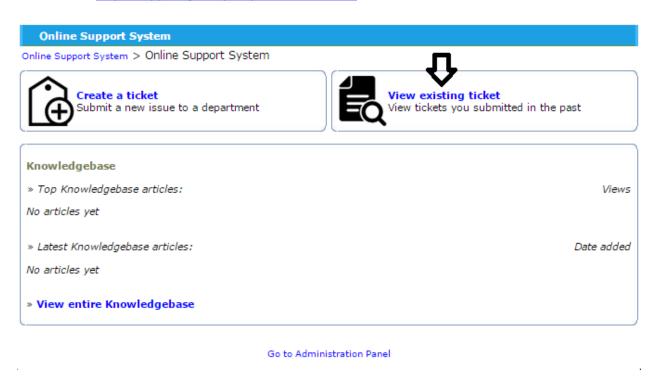
Your ticket has been successfully submitted! Reference ID: 4QG-XSM-UM1W

*Note: Please Save your Reference ID

View your ticket

* An email containing the reference id has been sent to jorelgdizon@gmail.com.

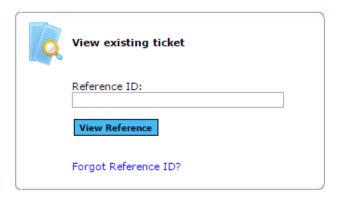
6. Another way to view the ticket status is by clicking the "View existing ticket" Link: http://support.globalpinoyremittance.com/



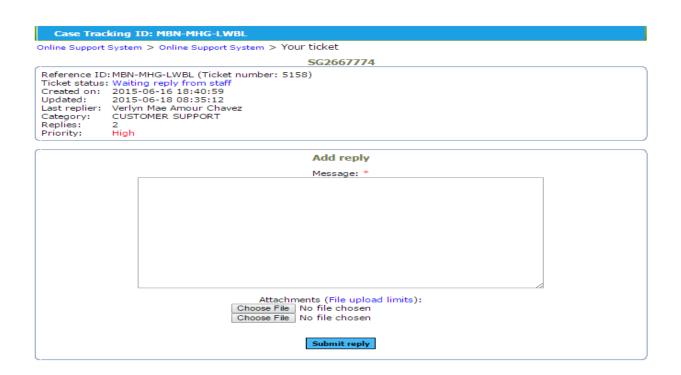
7. Type the reference number then click "view reference"

View Reference

Online Support System > Online Support System > View Reference



- 8. Ticket Information will be shown such as:
 - a. Reference Id (Including ticket number)
 - b. Ticket status (In progress, On hold, Waiting reply from staff, Resolved)
 - c. Date created
 - d. Updated time
 - e. Last replier
 - f. Category
 - g. Number of replies
 - h. Priority level



9. Chat history between the staff and client are also shown including the duration of time. Refresh the page to keep updated.

Note: Staff reply can be viewed only through the ticket, no reply will be sent to the email.



8. Click "Forgot Reference ID" to restore ticket that will be sent to the email. There are options for the client to choose either sending all the tickets or open tickets only.

