

ONLINE TICKETING SUPPORT SYSTEM

<http://support.globalpinoyremittance.com>

USER MANUAL


Dealers, Hub, Retailers, Franchise


1. 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

**Create a ticket**
Submit a new issue to a department

**View existing ticket**
View tickets you submitted in the past

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”

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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

Submit a ticket

Online Support System > Submit a ticket

Use this form to submit a support request. Required fields are marked with *

Name: *

Email: *

Confirm Email: *

Category: *

Priority: *

Regcode: *

Message: *

Attachments: No file chosen
 No file chosen
[File upload limits](#)

Before submitting please make sure of the following

- All necessary information has been filled out.
- All information is correct and error-free.

We have:

- 202.78.109.30 recorded as your IP Address
- recorded the time of your submission

Submit ticket

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

✓ **Success:** 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

✓ **Success:** 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”

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Date added

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[Go to Administration Panel](#)

7. Type the reference number then click “view reference”

View Reference

Online Support System > Online Support System > View Reference

**View existing ticket**

Reference ID:

View Reference

[Forgot Reference ID?](#)

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

Case Tracking ID: MBN-MHG-LWBL

Online Support System > Online Support System > Your ticket

SG2667774

Reference ID: MBN-MHG-LWBL (Ticket number: 5158)

Ticket status: [Waiting reply from staff](#)

Created on: 2015-06-16 18:40:59

Updated: 2015-06-18 08:35:12

Last replier: Verlyn Mae Amour Chavez

Category: CUSTOMER SUPPORT

Replies: 2

Priority: **High**

Add reply

Message: *

Attachments (File upload limits):

Choose File

No file chosen

Choose File

No file chosen

Submit reply

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.

Date: 2015-06-18 08:35:12
Name: Verlyn Mae Amour Chavez

Message:

HI hello, follow up ko lang ung sa insurance please. thank you!

Date: 2015-06-17 13:35:36
Name: JEREMY

Message:

Good day!

We will send you your COC, after we generate it.

Respectfully yours,

Jeremy B. Sabalberino
Customer Service Representative

Unit 103 Jocfer Bldg., Brgy. Holy Spirit,
Commonwealth Ave., Quezon City, Philippines
Tel # 961-8010
Mobile # 0908-444-2728; 0917-8917260; 0932-6882376

Rated as helpful

Date: 2015-06-16 18:40:59
Name: Verlyn Mae Amour Chavez
Email: vmachavez (at) gmail (dot) com

Message:

Hi! Good day I would like to insure my new member in our Malayan Insurance, diba as a the new policy of unified may free Malayan insurance sila. Please assist.. thank you.

Here is the ff info of my member

LASTNAME: Suarez
FIRSTNAME: Ploren
MIDDLE NAME: Silubrico
BIRTHDATE: Feb. 21, 1977
MOBILE NO.: 09392930639
EMAIL ADD: ploren_suarez@yahoo.com
ADDRESS: 166c I Lopez St. Brgy. New Zaniga Mandaluyong City

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.

View Reference

[Online Support System](#) > [Online Support System](#) > [View Reference](#)



View existing ticket

Reference ID:

[View Reference](#)

[Forgot Reference ID?](#)



Forgot Reference ID?

No worries! Enter your **Email address** and we will send you your tracking ID right away:

- ☒ Send me only open tickets
☐ Send me all my tickets

[Send me my tracking ID](#)