



# *IT Support Ticket* Self-Management

**SEKO**<sup>®</sup>

USER GUIDE



## TABLE OF CONTENTS

Revision History .....	2
Purpose .....	2
Questionnaire .....	3
Support Matrix .....	3
Self-managed ticket - Step by step guide .....	6

### Revision History

Date	By	Comments
2-Feb-2022	ME	Version 1

### Purpose

The purpose of this document is to explain how a user can submit and self-manage their support tickets.

## Questionnaire

Questionnaire (to be included in your support request)	Response
Brief description of the issue including timestamp (and time zone) of the issue:	
Is it happening to all orders (Y/N):	
If not all orders, how often does it happen/how many parcels is it happening to (i.e., intermittent a couple of times per month, all orders from AU to NZ, all orders today, etc):	
Consignment details (consignment number, sender details, recipient details - even if the shipment creation wasn't completed):	
Full API request, Response and API key (attach or copy/paste):	
Error message:	
If you have a list of impacted consignments, please attach (respond 'yes' if attached):	
Platform which returned the error message (direct from OmniParcel; /OmniReturns/ through integration partner, etc):	
OmniParcel account number/account name (this is for OmniParcel related issues only):	
Best contact number if we need to organise a call with you regarding your request:	
Other relevant information:	

## Support Matrix

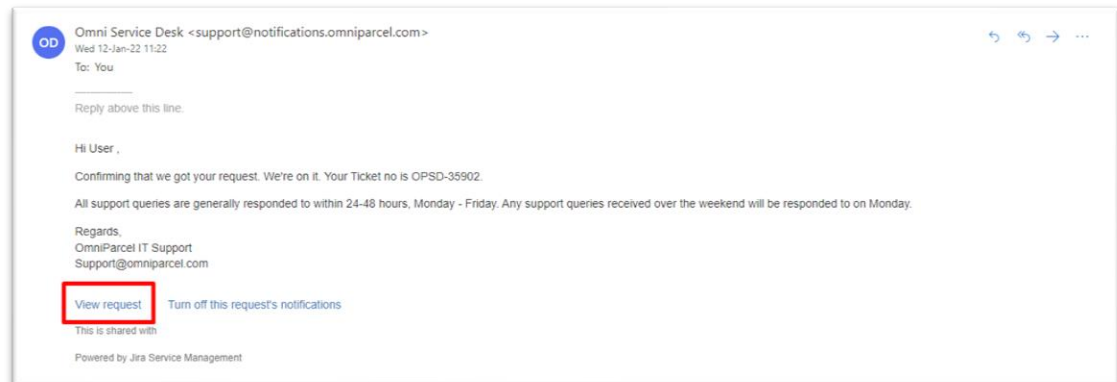
Information	
Helpdesk	Information on how to use OmniParcel and common troubleshooting tips can be found in our knowledge base which can be accessed using your OmniParcel username and password at <a href="https://helpdesk.omniparcel.com">https://helpdesk.omniparcel.com</a>
	Information on how to use OmniReturns and OmniRPS can be found here: <a href="https://seko-omni.atlassian.net/wiki/spaces/RSC/overview">https://seko-omni.atlassian.net/wiki/spaces/RSC/overview</a>
Submitting a Support Ticket	For any IT related support requests that cannot be resolved through the Helpdesk, an email is to be sent to <a href="mailto:support@omniparcel.com">support@omniparcel.com</a> or a request submitted through the IT support portal <a href="https://seko-omni.atlassian.net/servicedesk/">https://seko-omni.atlassian.net/servicedesk/</a>

New Support Requests	Please create a new ticket for each request, as we do not monitor closed tickets.
Supported systems	<p>Our IT support can provide help with below systems:</p> <ul style="list-style-type: none"> <li>OmniParcel</li> <li>OmniReturns</li> <li>OmniRPS</li> <li>OmniWMS</li> <li>OmniCardPay</li> <li>Omni Helpdesk</li> <li>Tableau</li> </ul> <p>* We have separate channels to manage customer service, operations and SEKO US products, please contact your Account Manager for assistance with these areas.</p>
Email subject	<p>Email subject: Email subject should only include Severity + your company name/area impacted and issue (i.e., Severity 1 - OmniParcel tracking portal not loading/Severity 1 - "Client name" unable to print labels)</p> <p>Please note: If forwarding an email to <a href="mailto:support@omniparcel.com">support@omniparcel.com</a>, please edit the subject as per the above.</p>
Support Categories	<p>IT Support tickets are classified into 3 categories:</p> <p><b>Severity 1:</b> System down. The most critical tickets in support. Resolution is provided within 4 hours of a Severity 1 being confirmed by the support team.</p> <p><b>Severity 2:</b> Issue in system causing disruption. The second highest category in support. Resolution is provided within 24 - 48 hours.</p> <p><b>Severity 3:</b> Issue in system not causing disruption, or minor change requests. These tickets are general tickets with lower priority and a resolution is provided within 3-5 working days.</p>
Email forwarding	<p>If forwarding an email trail, please summarise the issue, and remove unnecessary information (i.e., if there are 20 emails back and forth and only the last 2 relate, only send those through to make it easier for the team to understand what the issue at hand is).</p> <p>Please make sure you also populate the above questionnaire.</p>
Required information	<p>Populate the above questionnaire with as much information as possible and copy/paste into your email (leave fields blank if not applicable). The more information you provide, the quicker our support team will be able to investigate the issue.</p>

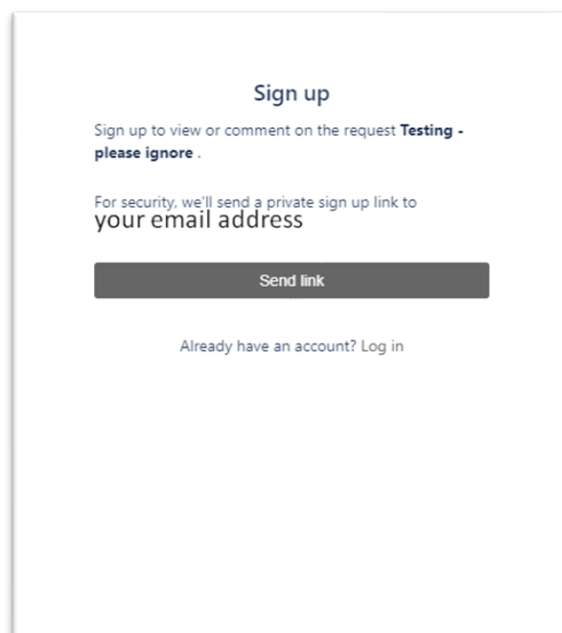
Multiple consignments	If multiple consignments are impacted, please attach, or copy/paste a list of the impacted consignments so that the team can better understand the scale of the issue and make sure that all impacted consignments are resolved.
Closing ticket	<p>Once your ticket is resolved or you no longer require the item investigated, notify support so that we have a record of the issue being resolved, and so that our support team can be freed up to progress to other tickets in the queue.</p> <p>You can notify support via the existing email trail for your ticket, or via <a href="https://seko-omni.atlassian.net/servicedesk/">https://seko-omni.atlassian.net/servicedesk/</a>. Do not send a new email to notify support that the ticket has been resolved, as this will only create a new ticket.</p>
Closed issue re-appearing	If a closed issue is re-appearing, please raise a new ticket with support. If you have the OPSD-number for the previous request, please include this in the copy of your new support request, as this will provide helpful context for the support team.
Escalating a ticket	If your ticket has not been resolved within 3-5 business days, the same issue has happened 3 or more times in the past 24 hours or the issue is a Severity 1, please escalate the issue to your account manager.
Managing support tickets	You can manage your tickets through the SEKO support portal here: <a href="https://seko-omni.atlassian.net/servicedesk/">https://seko-omni.atlassian.net/servicedesk/</a>

## Self-managed ticket - Step by step guide

1. Submit your ticket to support
2. You will get an automated email response from our support team. This email has a link that you can click on to manage your ticket:



3. When you click on the link, you will be taken to <https://seko-omni.atlassian.net/servicedesk/customer/portal>, and you will be asked to create an account. This account allows you to manage all support tickets submitted using your email address:



4. Click on 'Send link'
5. You will receive a new email, click 'Sign up':



- On the next screen, follow the prompts and click 'Sign up':

Sign up

Email address

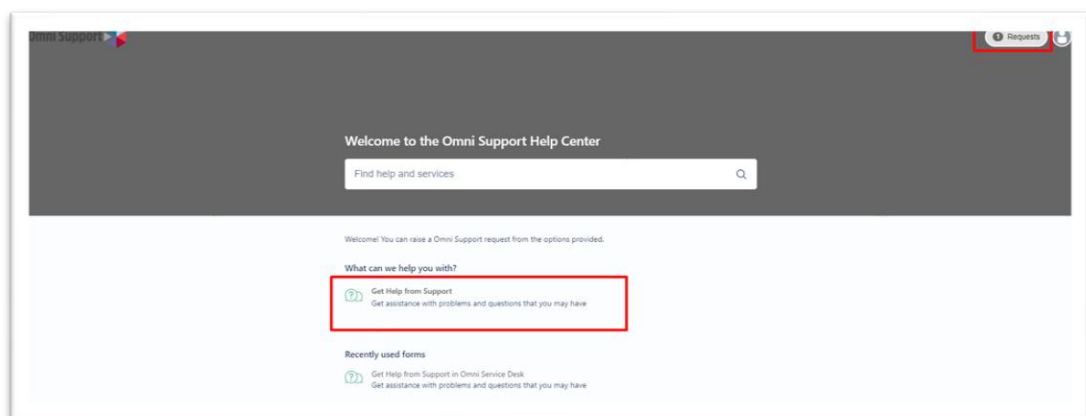
Full name

Choose a password

By clicking *Sign up*, you agree to the Privacy Policy and this Notice and Disclaimer.

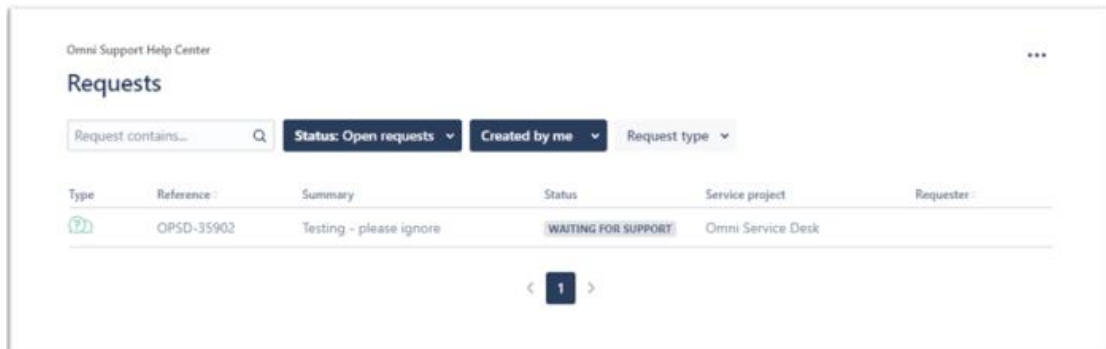
[Sign up](#)

- Once logged in, you can submit a new support request from here by clicking 'Get Help From Support' or you can manage your requests:

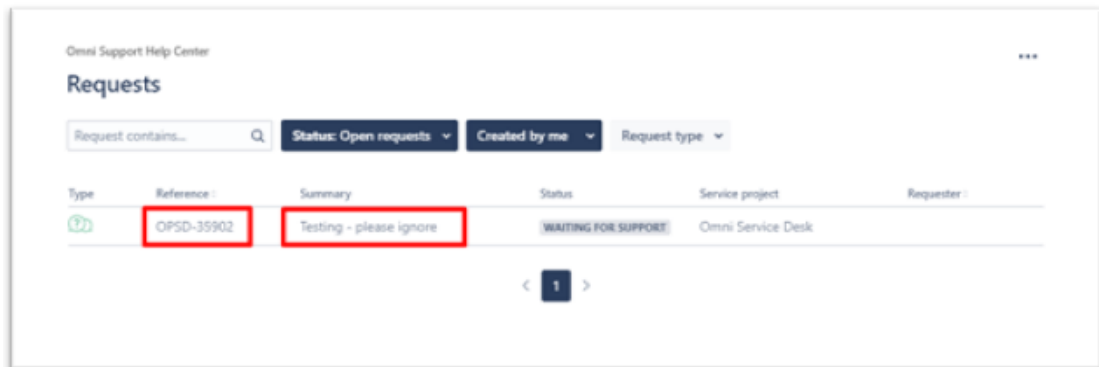


- When you click on 'Requests' you have the option to view 'Created by me' or 'All'. 'Created by me' are the tickets that you yourself have created, and 'All' are tickets where a colleague or a team member have included you in the support request.

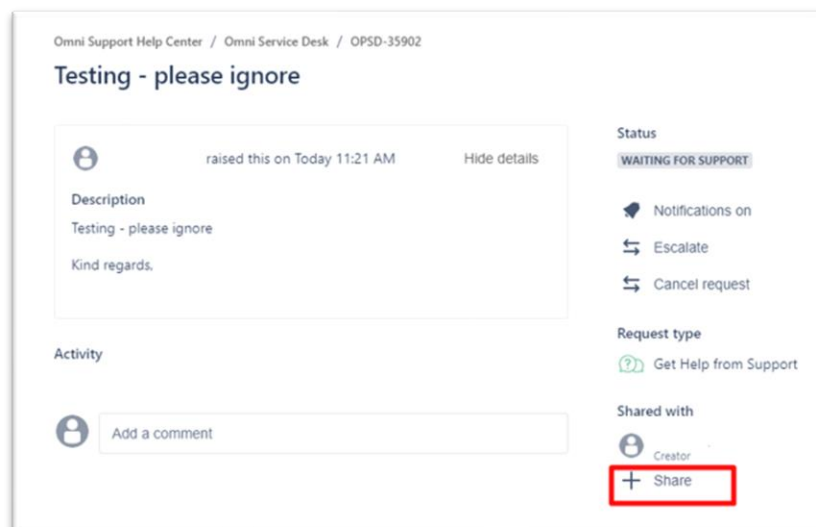
9. Once you have selected 'Created by me' or 'All', you will be taken to a list of all relevant support tickets:



10. From here you can view each support ticket by clicking on the reference or the summary:

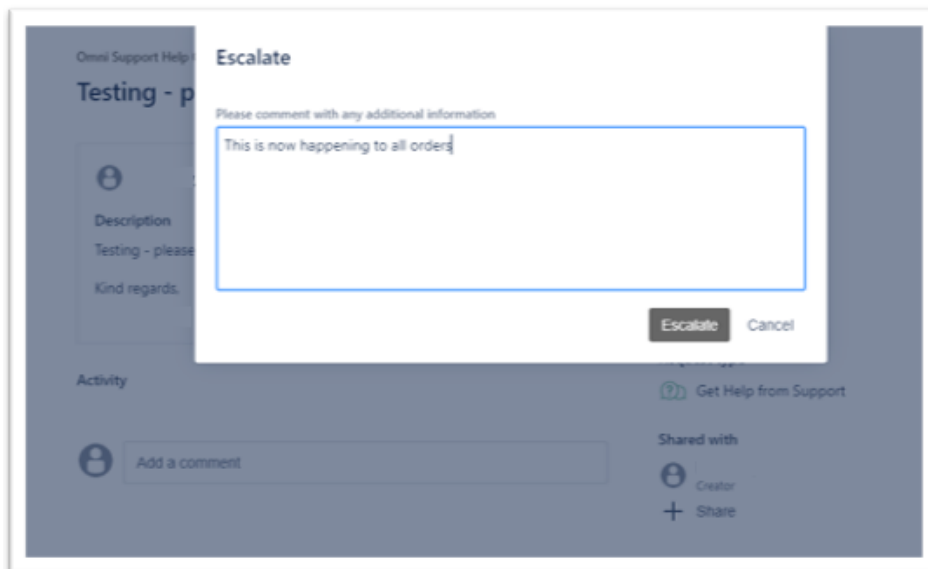


11. Once you've opened the ticket, you can add a question or comment, escalate or cancel the request, or you can share it with a team member or colleague as required.
12. Share a request:  
Click on 'Share', type in an email address in the input box and click 'Add'. The user will be notified via email that they have been added to a support request.

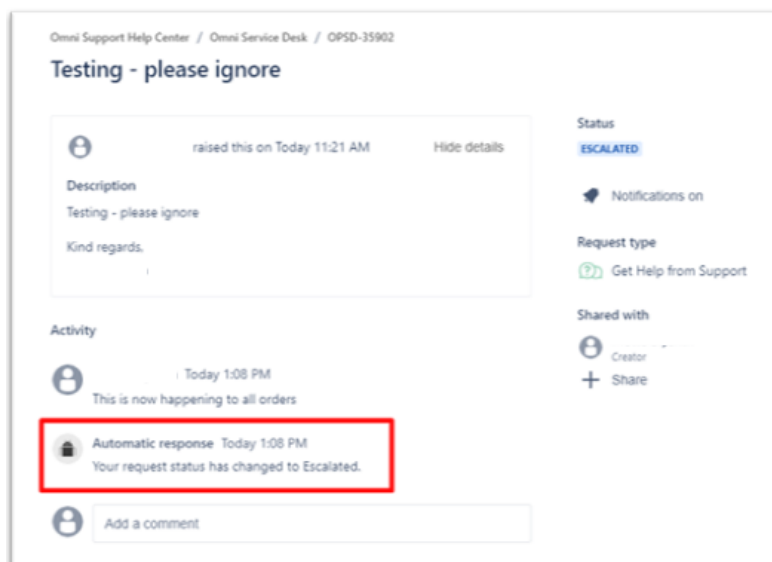




13. Cancel a request: If your request was in error, please cancel the request by clicking 'Cancel request'. If your ticket has been resolved, please write that as a comment or in the email thread for your support ticket so that we have a record of the resolution. The Support Team will then close the ticket.
14. Escalate a request: Click on 'Escalate'. Please add any relevant comments in the pop-up box that appears, such as 'This is now happening to all orders', then click on 'Escalate' in the pop-up box.



15. Your request status has now changed to 'Escalated'. Please note: when needing to escalate a ticket, always share the ticket with your SEKO Account Manager at the same time so that they are across the issue.



16. If you have any questions, please reach out to [support@omniparcel.com](mailto:support@omniparcel.com) or your Account Manager.