

OSTICKET TUTORIAL

Note that this can only be done if you are a registered member of CSF Couriers. To register with us [Click Here](#)

Creating Ticket – Requesting Curbside Pickup


In this tutorial, we will be showing you how to create tickets from your dashboard. In this example we will be looking at creating a ticket for curb-side pickup. This service allows customers to receive their packages in the comfort of their vehicles. Follow these steps to make this request:


Login

1. Go to csfcouriersltd.com/members
2. Login to the customer dashboard
 - a. Enter BoxID. Eg T-1234
 - b. Enter Account's Password
 - c. Click login
3. Or you can Login with Amazon once you have an Amazon account




LOGIN TO MY CSF DASHBOARD

Enter your box id *  ← a

Enter your password *  ← b

Login ← c

OR

 Login with Amazon

[Forgot Password ?](#)

Fig 1 Login

4. Click on “Open A Ticket”

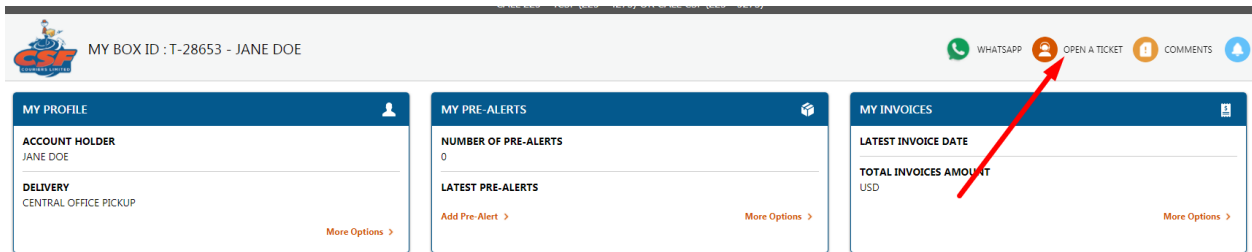


Fig 2 (A)-Creating Ticket

5. Click on “Open a New Ticket in the Support Centre

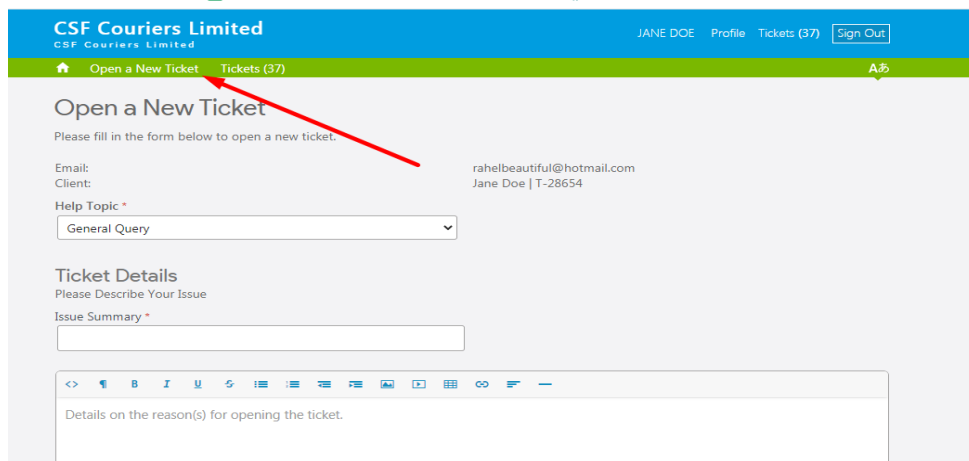


Fig 2 (B)-Creating Ticket

6. Select the Help Topic “Curbside Pickup”

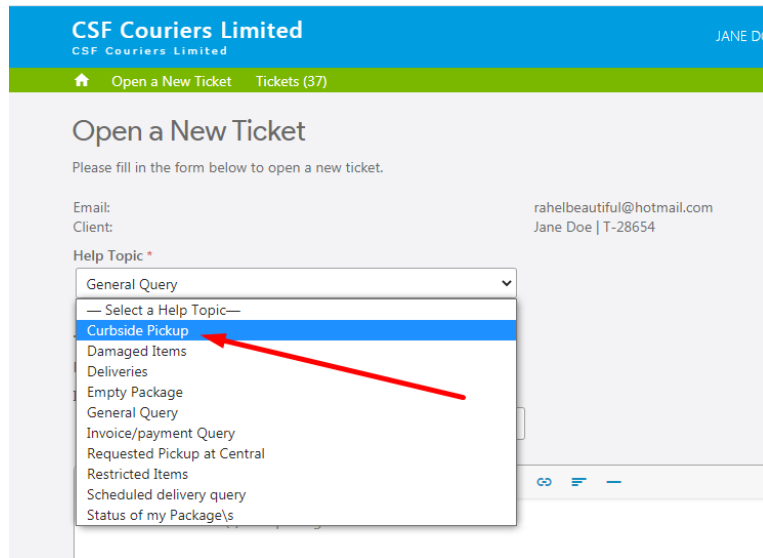


Fig 2 (C)-Creating Ticket

7. Enter Curbside Pickup request for issue summary. See **Fig 2 (D)**
8. In body of the ticket, state the details of the item such as Name, BoxID, Description, Invoice Number and Weight of package. See **Fig 2 (D)**
9. After entering all necessary information, click on “Create Ticket” as shown in **Fig 2 (D)**:

Ticket Details
Please Describe Your Issue

Issue Summary *

Curbside Pickup Request

Rich Text Editor:
Good Day,
I would like to request Curbside Pickup for the following package:
Name: Jane Doe
BoxID: T-28654
Item: Clothing
Invoice Number: HAWB2243542
Weight: 2lb
Estimated Time of Arrival (ETA): 2:30 PM
Car Registration Number: PBX7854
Thank you,

Drop files here or [choose them](#)

Create Ticket Reset Cancel

Fig 2 (D) Ticket

You will then receive an email stating that your ticket has been created. A CSF rep will then attend to your request.

When a ticket is created on your behalf by a CSF Agent

- When a ticket is created on your behalf, you will get an email stating the following:

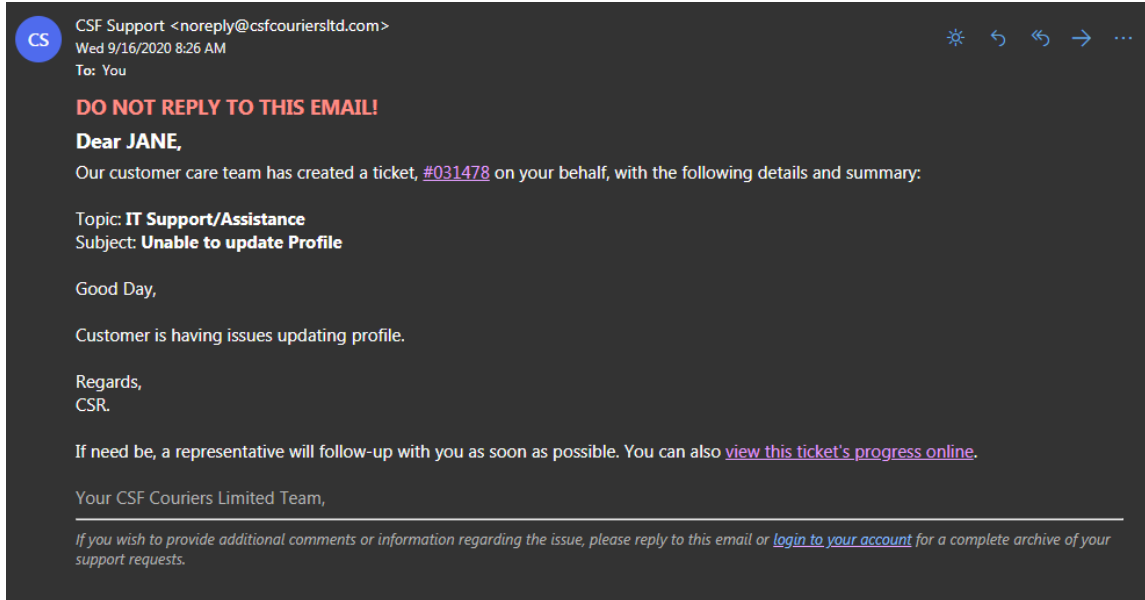


FIG 3

- To respond or track this ticket, you simply click on “View the ticket’s progress online”. See FIG 4 below:

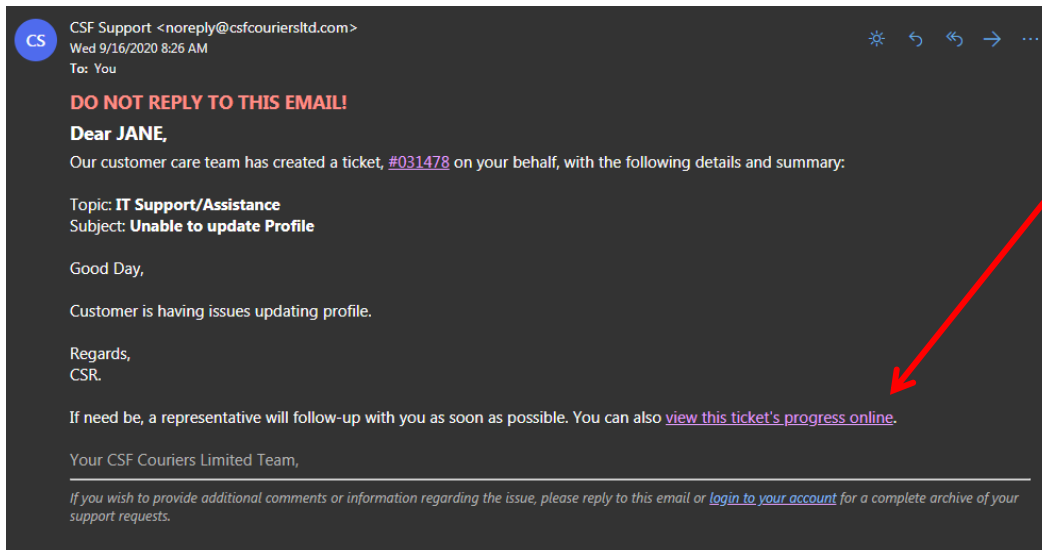


FIG 4

- By clicking that link, you will then be redirected to the ticket on our support site where you can now post a reply. See FIG 5:

The screenshot displays the CSF Couriers Limited support interface. At the top, there is a blue header with the company name and navigation links for 'Open a New Ticket' and 'View Ticket Thread'. A green bar below the header contains a home icon and the text 'Aあ'. A light blue banner prompts users to 'Sign In' or 'register for an account'. The main content area features a title 'Unable to update Profile' with ticket ID '#031478' and a 'Print' button. Below this, 'Basic Ticket Information' and 'User Information' are presented in two columns. A post by 'JANE DOE' is shown with a profile picture and text: 'Good Day, Customer is having issues updating profile. Regards, CSR.' Below the post, it says 'Created by R. Thorpe 16/09/2020, 8:26 am'. A red-bordered 'RESPONSE AREA' contains a rich text editor with the text 'This is a test response'. Below the editor is a file upload area with the text 'Drop files here or choose them'. At the bottom of the response area are three buttons: 'Post Reply' (highlighted in green), 'Reset', and 'Cancel'. Red arrows point from text boxes to these elements: 'Posts reply' points to the 'Post Reply' button, 'Used to cancel reply' points to the 'Cancel' button, and a larger box at the bottom states 'Reset button removes anything typed in the response section' with an arrow pointing to the 'Reset' button.

FIG 5

- After successfully posting a reply, you would be notified on the OSTicket Page and an email will also be sent to user. FIG 6 shows success note and FIG 7 shows email the user receives:

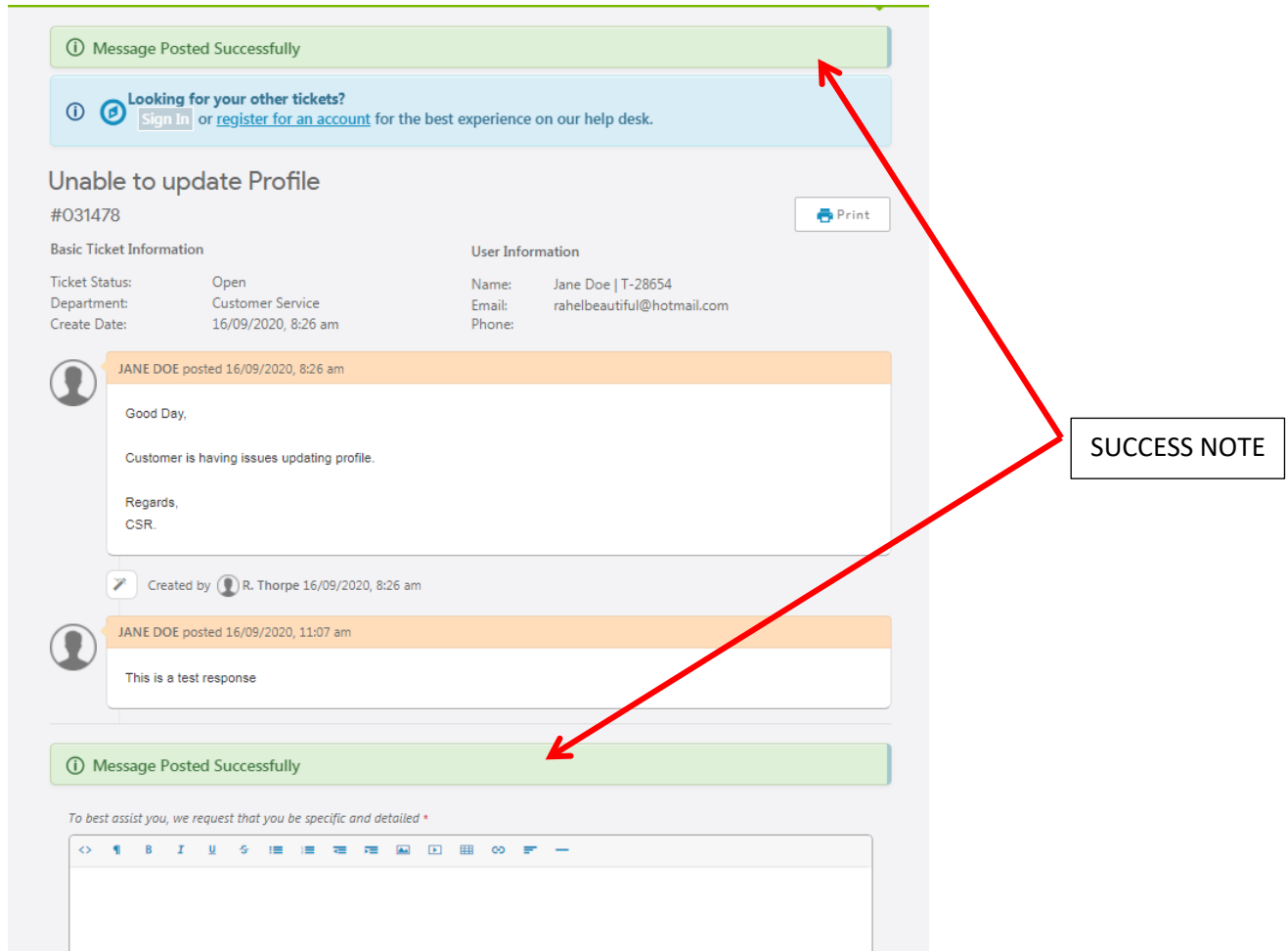


FIG 6

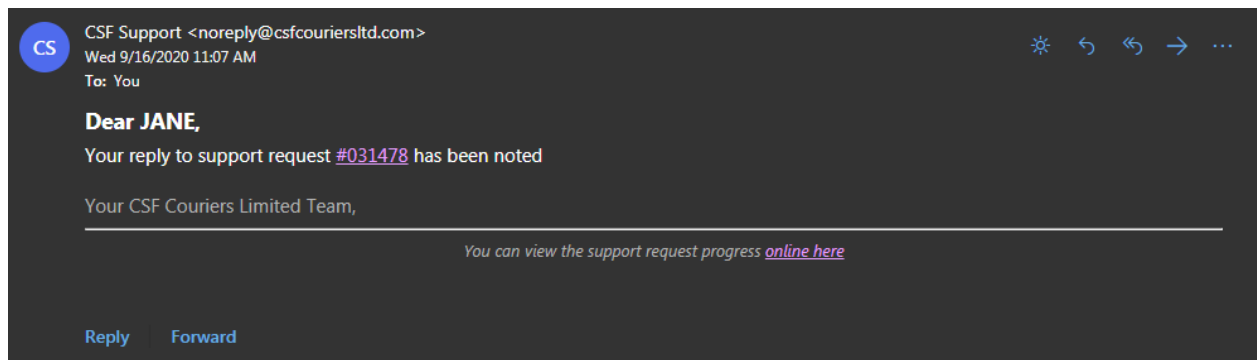


FIG 7