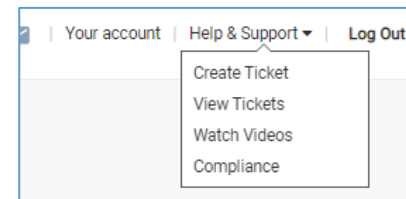
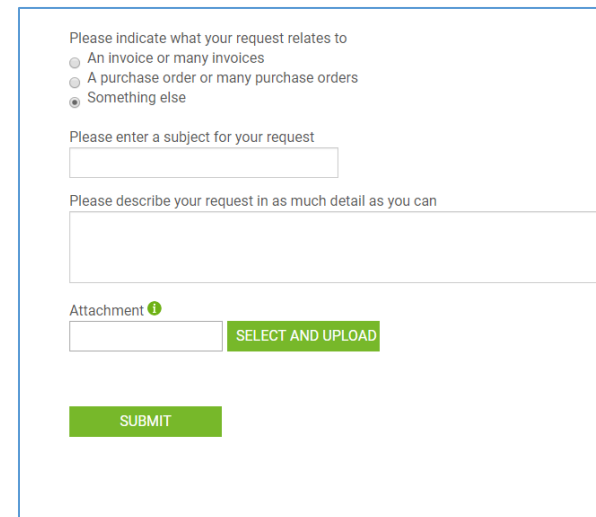


HOW TO RAISE AND TRACK YOUR TICKETS WITH TUNGSTEN NETWORK SUPPORT

1. Log on to the Tungsten Network Portal at www/tungsten-network.com/login
2. Once you have logged in click on Help and Support on the top right hand side of the page and then click on Create Ticket



3. Please enter your query, including as many details as possible
Click Submit. You will now be given a ticket reference number



The screenshot shows the 'Create Ticket' form. It includes the following elements:

- A heading: "Please indicate what your request relates to"
- Three radio button options:
 - An invoice or many invoices
 - A purchase order or many purchase orders
 - Something else
- A text input field: "Please enter a subject for your request"
- A larger text area: "Please describe your request in as much detail as you can"
- An "Attachment" section with an information icon (i) and a "SELECT AND UPLOAD" button.
- A "SUBMIT" button at the bottom.

You can follow responses and the progress of your tickets via the e-mail notifications or by viewing your requests in the Help area. This can be accessed by Clicking 'Help' on the top right had side of the main portal screen, followed by View Tickets. Here you will see a list of all your support tickets. Click the View Item to see a specific ticket and to respond

Support requests Help with this page

View the latest information on your support requests.

ACTIVE (2) OPEN (2) RESOLVED (0) CLOSED

Active requests					
Ticket number	Created by	Last updated	Status	View	Cancel
00161111	Ashritha Assistance in running reports	less than a minute from now	Open		
00161106	Ashritha Failed invoice	less than a minute ago	Open		

Navigation icons | Page size: | Displaying page 1 of 1, Items 1 to 2 of 2

OPEN A SUPPORT TICKET

Once support believe your query has been resolved support will mark your case as Resolved.

If you believe, it is not resolve you can Re-Open your ticket to continue the discussion until you are satisfied your query has been answered.

If you are happy with the answer received you may click Accept.

Request #3272675

Resolved

Raised by: EDI - Wednesday, August 7, 2019 2:56:32 PM
Subject: No 997s received

Your ticket has been marked as resolved. If you still have a query on this subject, please reopen the issue. If you are happy that it has been resolved click the Accept button below. Tickets marked as resolved will be closed automatically closed after five days of inactivity.

ACCEPT
RE-OPEN