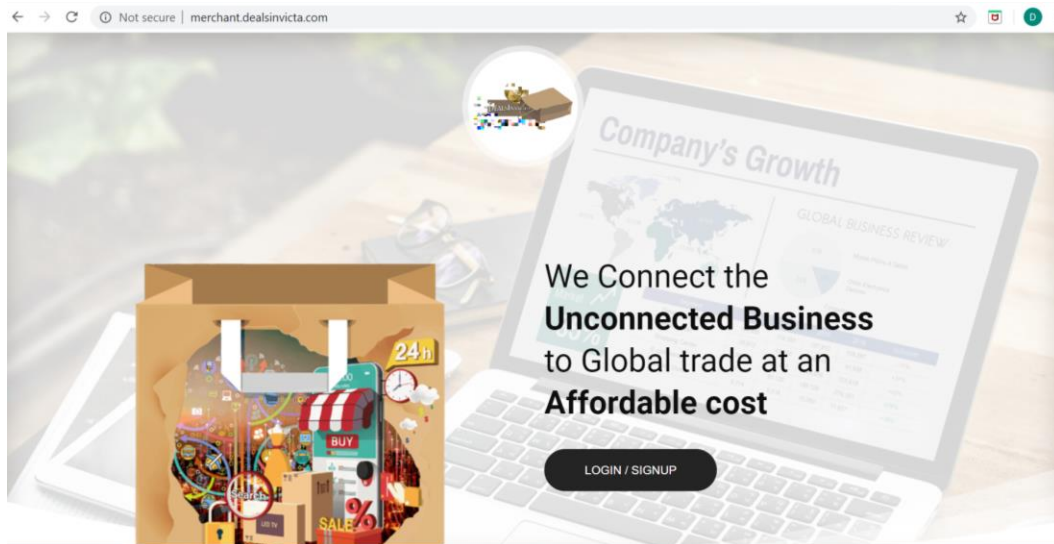
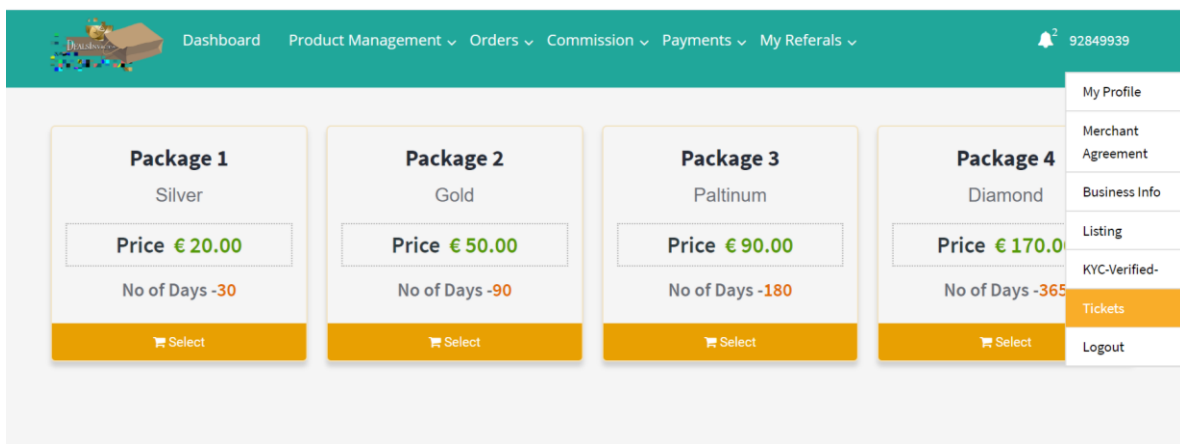


# How to create a ticket if you have a query or an issue on the platform?

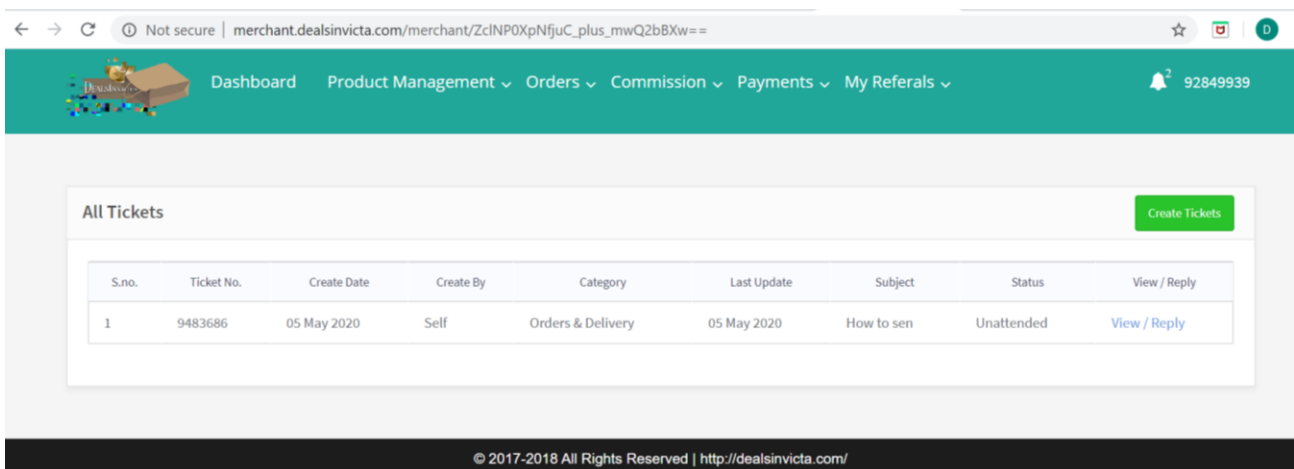
1. Log onto the dealsinvicta.com platform via link <http://merchant.dealsinvicta.com/>



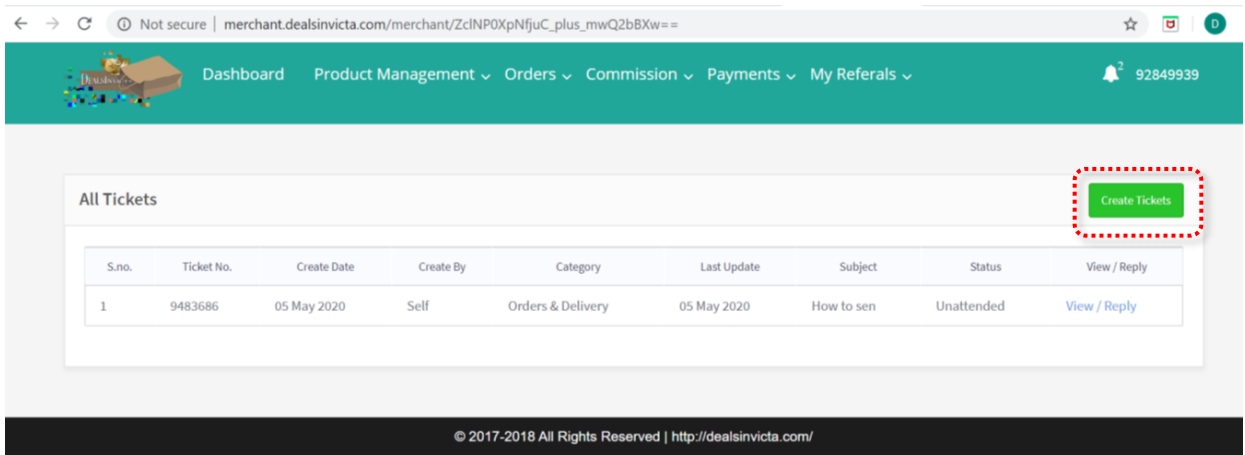
2. Go to the menu next to the bell button on the upper right hand side and select 'Tickets' option.



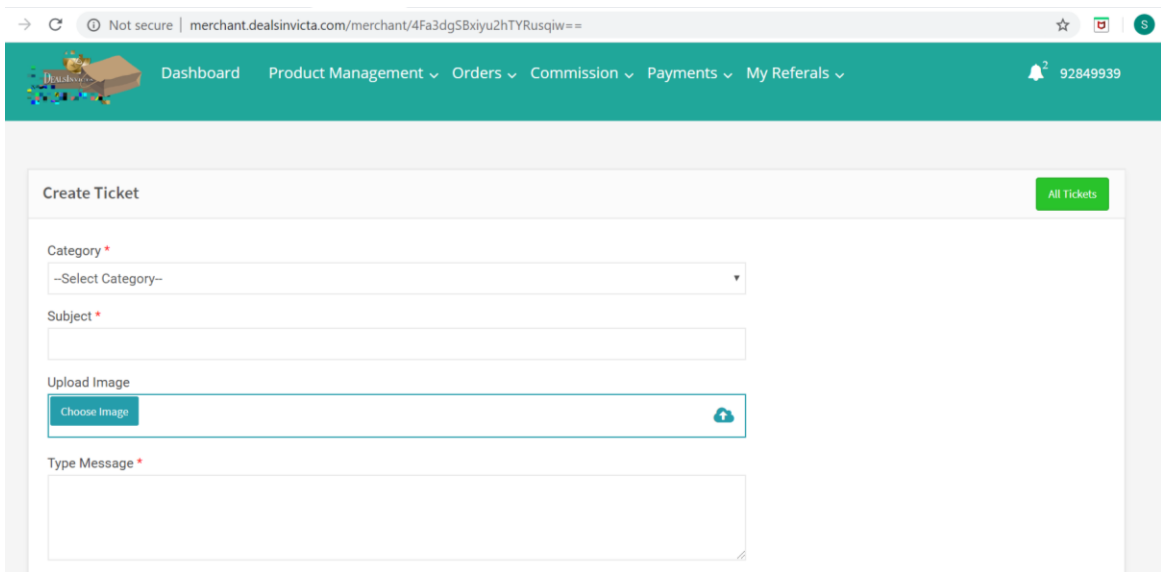
3. This window is going to appear.



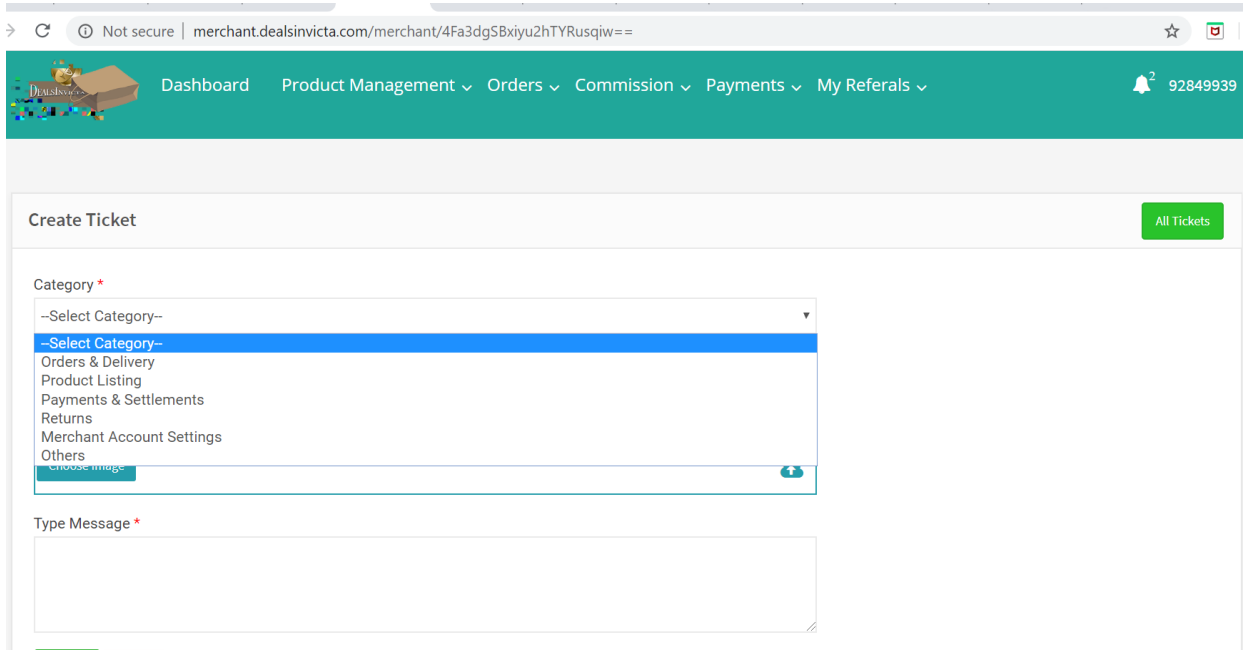
4. Go to 'Create Tickets' button



5. A create a ticket window is going to pop up



6. Fill in the category from the dropdown menu



7. Fill in your subject and message, upload a photo/screenshot/picture if needed.

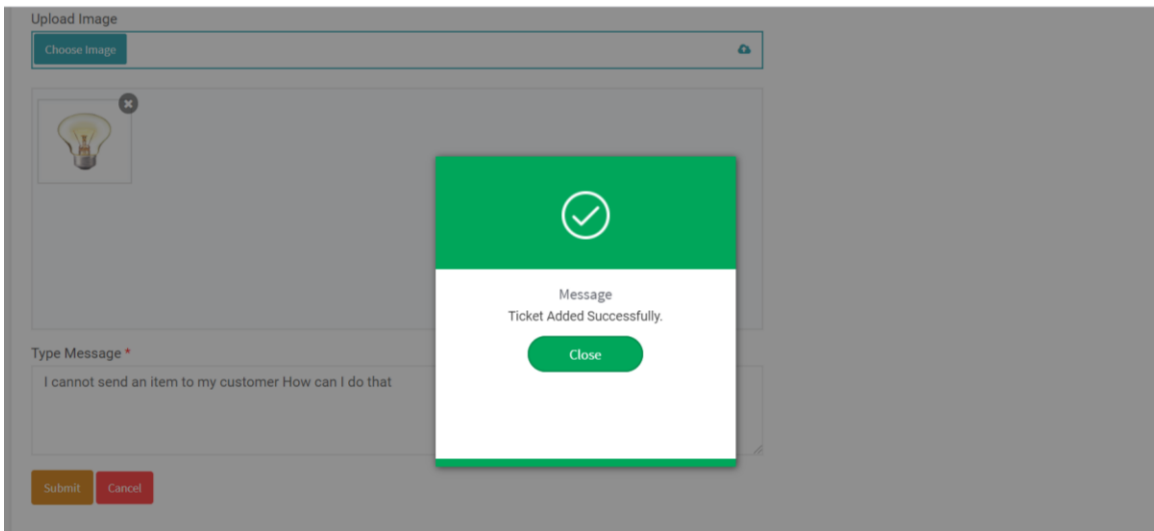
The screenshot shows a web browser window with the URL `merchant.dealsinvicta.com/merchant/4Fa3dgSBxiyu2hTYRusqiw==`. The page title is "Create Ticket". In the top right corner, there is a green button labeled "All Tickets". The form contains the following elements:

- Category \***: A dropdown menu with "--Select Category--" selected.
- Subject \***: An empty text input field.
- Upload Image**: A section with a "Choose Image" button and a cloud icon.
- Type Message \***: A large text area for entering the message.
- At the bottom left, there are two buttons: a green "Submit" button and a red "Cancel" button.

8. Click Submit

This screenshot is identical to the previous one, but the green "Submit" button at the bottom left is enclosed in a red dashed rectangular box to indicate it should be clicked.

9. The system is going to accept your ticket has been filled in successfully.



## 10. View the reply from dropdown menu on the upper righthand side, 'Tickets' option

The screenshot shows the DealsInvicta dashboard with a teal header. The navigation menu includes Dashboard, Product Management, Orders, Commission, Payments, and My Referrals. A user profile icon shows the number 2 and the ID 92849939. A dropdown menu is open on the right, listing options: My Profile, Merchant Agreement, Business Info, Listing, KYC-Verified, Tickets (highlighted in orange), and Logout. The main content area displays a table titled 'All Tickets' with a 'Create Tickets' button. The table has columns for S.no., Ticket No., Create Date, Create By, Category, Last Update, Subject, Status, and View / Reply. One ticket is listed with ID 9483686, created on 05 May 2020, with the subject 'How to sen' and status 'Solved'. A 'View / Reply' link is visible in the 'View / Reply' column.

S.no.	Ticket No.	Create Date	Create By	Category	Last Update	Subject	Status	View / Reply
1	9483686	05 May 2020	Self	Orders & Delivery	05 May 2020	How to sen	Solved	<a href="#">View / Reply</a>

## 11. This is the created ticket. View the reply from the View/Reply button.

This screenshot is similar to the previous one, showing the 'All Tickets' table. The 'View / Reply' link for the first ticket is highlighted with a red dashed rectangular box.

S.no.	Ticket No.	Create Date	Create By	Category	Last Update	Subject	Status	View / Reply
1	9483686	05 May 2020	Self	Orders & Delivery	05 May 2020	How to sen	Solved	<a href="#">View / Reply</a>

## 12. This is the received reply

The screenshot shows the 'View/Reply Ticket' page. It displays ticket details for ticket number 9483686, including creation and update dates, category, subject, and message. Below the details, there is a section for '(1) Replies' showing a reply from 'Support' dated May 5 2020 1:42PM.

**Ticket No.** 9483686

Created Date	May 5 2020 1:33PM	Last Updated	May 5 2020 1:42PM
Category	Orders & Delivery	Status	SOLVED
Subject	How to sen	Attachment	<a href="#">(View Ticket Attachments)</a>
Message	I cannot s		

**(1) Replies**

**Support**  
Hi, You are able to work with a courier company. Best regards, DealsInvicta team  
May 5 2020 1:42PM