

# 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. Rollback - Request for crediting of refund due to failed or erroneous transaction
- i. Loadfund – Requesting for fund
- j. RBC - all general concerns from the RBC (Registered Business Center of UPS)
- k. Corporate Account - all general concerns from franchise or corporate partners of GPRS
- l. Ecash Reload via Credit card - dragon pay ecash reload
- m. 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: \*

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Category: \* -- Click to Select -- ▼

Priority: \* -- Click to Select -- ▼

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Regcode: \*

Message: \*

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

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**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

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”

Link: <http://support.globalpinoyremittance.com/>

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**Knowledgebase**

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*No articles yet*

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*No articles yet*


» [View entire Knowledgebase](#)

[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:
- a. Reference Id (Including ticket number)
  - b. Ticket status (In progress, On hold, Waiting reply from staff, Resolved)
  - c. Date created
  - d. Updated time
  - e. Last replier
  - f. Category
  - g. Number of replies
  - h. 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):

<input type="button" value="Choose File"/>	No file chosen
<input type="button" value="Choose File"/>	No file chosen

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](mailto: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:

[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