

Order Issues



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 - [By ticket number \(in "Number" column\)](#)
 - [By order number \(ORD...\)](#)
 - [By user's login \(in "Customer" column\)](#)
 - [By status: new or unanswered](#)
 - [By created date \("Date" column\)](#)
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Navigate to: Admin panel header Support Order issues in the administration area of your website.

Orders issues New 2 Unanswered 2

Filter panel:

- Ticket number:
- User:
- Order number: ORD-
- Date: from to
- State: ☒ New ☒ Unanswered
- [Apply filter](#)

Table:

Issue	Messages Total / New	Date	Category	Customer	Number
ORD-0000000063 (1)					
The package has been damaged	1 / 1	15.01.2019, 11:13	Common	Kenzo-2	Ticket-2
ORD-0000000065 (1)					
Check the condition	1 / 1	15.01.2019, 11:12	Goods selection	Kenzo-2	Ticket-1

Right sidebar: Select ticket to view comments

Description

Customer submits ticket to Technical support if he/she has any questions about order payment and delivery or needs assistance with choosing items. Ticket will be brought to "Order issues" section **in case order number is selected**. Notification about new issues looks like the following:

Support (3 / 3)

Orders issues (2 / 2)

General issues (1 / 1)

HelpSettingsSuperAdmin

Orders issues

New 2Unanswered 2

Ticket number

User

Order number

ORD-

Date

fromto

State

☒ New☒ Unanswered

Apply filter

10

Issue	Messages Total / New	Date	Category	Customer	Number
ORD-0000000063 (1)					
The package has been damaged	1 / 1	15.01.2019, 11:13	Common	Kenzo-2	Ticket-2
ORD-0000000065 (1)					
Check the condition	1 / 1	15.01.2019, 11:12	Goods selection	Kenzo-2	Ticket-1

Select ticket to view comments

Working with issues

“Working with issues” section consists of three blocks: filters, a list of tickets and comments for tickets.

Support > Orders issues

Orders issues

General issues

Orders issues

New 2 Unanswered 2

Ticket number

User

Order number

ORD-

Date

fromto

State

☒ New

☒ Unanswered

Apply filter

Select ticket to view comments

10

Issue	Messages Total / New	Date	Category	Customer	Number
ORD-0000000063 (1) The package has been damaged	1 / 1	15.01.2019, 11:13	Common	Kenzo-2	Ticket-2
ORD-0000000065 (1) Check the condition	1 / 1	15.01.2019, 11:12	Goods selection	Kenzo-2	Ticket-1

Description

A table of tickets lists the following data:

- Subject
- Comments (All and new)
- Date/time last comment created
- Category
- A user's login (Clicking on a user's login opens a user profile in the administration area)
- Issue number

10

Issue	Messages Total / New	Date	Category	Customer	Number
ORD-0000000063 (1) The package has been damaged	1 / 1	15.01.2019, 11:13	Common	Kenzo-2	Ticket-2
ORD-0000000065 (1) Check the condition	1 / 1	15.01.2019, 11:12	Goods selection	Kenzo-2	Ticket-1

Filters

There are several ways to find necessary ticket.

By ticket number (in “Number” column)

Support

Orders issues

Orders issues

General issues

Orders issues

New 2 Unanswered 2

Ticket number

User

Order number

ORD-

Date

from

to

State

☒ New

☒ Unanswered

Apply filter

10

Issue	Messages Total / New	Date	Category	Customer	Number
ORD-0000000063 The package has been damaged	1 / 1	15.01.2019, 11:13	Common	Kenzo-2	Ticket-2

Select ticket to view comments

Enter ticket number into the corresponding field.

Orders issues

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Orders issues

New 2 Unanswered 2

Ticket number

User

Order number

ORD-

Date

from

to

State

☒ New

☒ Unanswered

Apply filter

10

Issue	Messages Total / New	Date	Category	Customer	Number
ORD-0000000063 The package has been damaged	1 / 1	15.01.2019, 11:13	Common	Kenzo-2	Ticket-2
ORD-0000000065 Check the condition	1 / 1	15.01.2019, 11:12	Goods selection	Kenzo-2	Ticket-1

Select ticket to view comments

Click “Apply filter” button.

Orders issues

General issues

Orders issues

New 2 Unanswered 2

Ticket number

3

User

Order number

ORD-

Date

from

to

State

☒ New ☒ Unanswered

Apply filter

10

Your search returns the following results.

Support > Orders issues

Orders issues

General issues

Orders issues

New 2 Unanswered 2

Ticket number

3

User

Order number

ORD-

Date

from

to

State

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Apply filter

10

No match found

Select ticket to view comments

Another filter or another value should be used for search if ticket number is not found.

Support

Orders issues

Orders issuesGeneral issues

Orders issues

New 2Unanswered 2

Ticket number

2

User

Order number

ORD-

Date

from

to

State

☒ New☒ Unanswered

Apply filter

10

Issue	Messages Total / New	Date	Category	Customer	Number
ORD-0000000063 (1) The package has been damaged	1 / 1	15.01.2019, 11:13	Common	Kenzo-2	Ticket-2

Select ticket to view comments

By order number (ORD...)

Support

Orders issues

Orders issuesGeneral issues

Orders issues

New 2Unanswered 2

Ticket number

User

Order number

ORD- 63

Date

from

to

State

☒ New☒ Unanswered

Apply filter

10

Issue	Messages Total / New	Date	Category	Customer	Number
ORD-0000000063 (1) The package has been damaged	1 / 1	15.01.2019, 11:13	Common	Kenzo-2	Ticket-2

Select ticket to view comments

Enter order number into corresponding field.

Support

Orders issues

Orders issues

General issues

Orders issues

New 2

Unanswered 2

Ticket number

User

Order number

ORD- 63

Date

from to

State

☒ New
 ☒ Unanswered

Apply filter

10

Issue	Messages Total / New	Date	Category	Customer	Number
ORD-0000000063					
The package has been damaged	1 / 1	15.01.2019, 11:13	Common	Kenzo-2	Ticket-2
ORD-0000000065					
Check the condition	1 / 1	15.01.2019, 11:12	Goods selection	Kenzo-2	Ticket-1

Select ticket to view comments

Click "Apply filter" button.

Support

Orders issues

Orders issues

General issues

Orders issues

New 2

Unanswered 2

Ticket number

User

Order number

ORD- 63

Date

from to

State

☒ New
 ☒ Unanswered

Apply filter

10

Issue	Messages Total / New	Date	Category	Customer	Number
ORD-0000000063					
The package has been damaged	1 / 1	15.01.2019, 11:13	Common	Kenzo-2	Ticket-2
ORD-0000000065					
Check the condition	1 / 1	15.01.2019, 11:12	Goods selection	Kenzo-2	Ticket-1

Select ticket to view comments

Your search returns the following results.

[Support](#) > [Orders issues](#)

[Orders issues](#)
[General issues](#)

Orders issues

New 2 Unanswered 2

Ticket number

User

Order number
ORD- 63

Date
from to

State
☒ New ☒ Unanswered

Apply filter

10 ▾

Issue	Messages Total / New	Date	Category	Customer	Number
ORD-0000000063 (1) The package has been damaged	1 / 1	15.01.2019, 11:13	Common	Kenzo-2	Ticket-2

Select ticket to view comments

By user's login (in "Customer" column)

[Support](#) > [Orders issues](#)

[Orders issues](#)
[General issues](#)

Orders issues

New 2 Unanswered 2

Ticket number

User

Order number
ORD-

Date
from to

State
☒ New ☒ Unanswered

Apply filter

10 ▾

Issue	Messages Total / New	Date	Category	Customer	Number
ORD-0000000063 (1) The package has been damaged	1 / 1	15.01.2019, 11:13	Common	Kenzo-2	Ticket-2
ORD-0000000065 (1) Check the condition	1 / 1	15.01.2019, 11:12	Goods selection	Kenzo-2	Ticket-1

Select ticket to view comments

Enter user's login into corresponding field.

Support

Orders issues

Orders issuesGeneral issues

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New 2Unanswered 2

Ticket number

User

kenzo

Order number

ORD-

Date

from

to

State

☒ New☒ Unanswered

Apply filter

10

Issue	Messages Total / New	Date	Category	Customer	Number
ORD-0000000063 The package has been damaged	1 / 1	15.01.2019, 11:13	Common	Kenzo-2	Ticket-2
ORD-0000000065 Check the condition	1 / 1	15.01.2019, 11:12	Goods selection	Kenzo-2	Ticket-1

Select ticket to view comments

Click "Apply filter" button.

Support

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Orders issues

New 2Unanswered 2

Ticket number

User

kenzo

Order number

ORD-

Date

from

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☒ New☒ Unanswered

Apply filter

10

Issue	Messages Total / New	Date	Category	Customer	Number
ORD-0000000063 The package has been damaged	1 / 1	15.01.2019, 11:13	Common	Kenzo-2	Ticket-2
ORD-0000000065 Check the condition	1 / 1	15.01.2019, 11:12	Goods selection	Kenzo-2	Ticket-1

Select ticket to view comments

Your search returns the following results.

Support

Orders issues

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Orders issues

New 2Unanswered 2

Ticket number

User

kenzo

Order number

ORD-

Date

from

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State

☒ New☒ Unanswered

Apply filter

10

Issue	Messages Total / New	Date	Category	Customer	Number
ORD-0000000063 The package has been damaged	1 / 1	15.01.2019, 11:13	Common	Kenzo-2	Ticket-2
ORD-0000000065 Check the condition	1 / 1	15.01.2019, 11:12	Goods selection	Kenzo-2	Ticket-1

Select ticket to view comments

By status: new or unanswered

Support

Orders issues

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Orders issues

New 2Unanswered 2

Ticket number

User

Order number

ORD-

Date

from

to

State

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Apply filter

10

Issue	Messages Total / New	Date	Category	Customer	Number
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ORD-0000000065 Check the condition	1 / 1	15.01.2019, 11:12	Goods selection	Kenzo-2	Ticket-1

Select ticket to view comments

Check or uncheck the box next to necessary setting.

Orders issues

General issues

Orders issues

New 2 Unanswered 2

Ticket number

User

Order number

Date

from to

State

☒

New

☐

Unanswered

Apply filter

Select ticket to view comments

10

Issue	Messages Total / New	Date	Category	Customer	Number
ORD-0000000063 (1)					
The package has been damaged	1 / 1	15.01.2019, 11:13	Common	Kenzo-2	Ticket-2
ORD-0000000065 (1)					
Check the condition	1 / 1	15.01.2019, 11:12	Goods selection	Kenzo-2	Ticket-1

Click "Apply filter" button.

Orders issues

General issues

Orders issues

New **2** Unanswered **2**

Ticket number

User

Order number

Date

from to

State

☒ New ☐ Unanswered

Apply filter

10 ▼

Issue	Messages Total / New	Date	Category	Customer	Number
ORD-0000000063 (1, 1)					
The package has been damaged	1 / 1	15.01.2019, 11:13	Common	Kenzo-2	Ticket-2
ORD-0000000065 (1, 1)					
Check the condition	1 / 1	15.01.2019, 11:12	Goods selection	Kenzo-2	Ticket-1

Your search returns the following results.

Support > Orders issues

Orders issues **General issues**

Orders issues

New **2** Unanswered **2**

Ticket number

User

Order number ORD-

Date from to

State ☒ New ☐ Unanswered **Apply filter**

10 ▾

Issue	Messages Total / New	Date	Category	Customer	Number
ORD-0000000063 (🚩, 1) 🔗					
🚩 The package has been damaged	1 / 1	15.01.2019, 11:13	Common	Kenzo-2	Ticket-2
ORD-0000000065 (🚩, 1) 🔗					
🚩 Check the condition	1 / 1	15.01.2019, 11:12	Goods selection	Kenzo-2	Ticket-1

Select ticket to view comments

By created date ("Date" column)

Support > Orders issues

Orders issues **General issues**

Orders issues

New **2** Unanswered **2**

Ticket number

User

Order number ORD-

Date from to

State ☒ New ☒ Unanswered **Apply filter**

10 ▾

Issue	Messages Total / New	Date	Category	Customer	Number
ORD-0000000063 (🚩, 1) 🔗					
🚩 The package has been damaged	1 / 1	15.01.2019, 11:13	Common	Kenzo-2	Ticket-2
ORD-0000000065 (🚩, 1) 🔗					
🚩 Check the condition	1 / 1	15.01.2019, 11:12	Goods selection	Kenzo-2	Ticket-1

Select ticket to view comments

January 2019

Mo	Tu	We	Th	Fr	Sa	Su
31	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31	1	2	3
4	5	6	7	8	9	10

Select time interval to view ticket you need. Click calendar icon.

Support > Orders issues

Orders issues General issues

Orders issues

New 2 Unanswered 2

Ticket number

User

Order number
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Apply filter

10 ▾

Issue	Messages Total / New	Date	Category	Customer	Number
ORD-0000000063 (1)					
The package has been damaged	1 / 1	15.01.2019, 11:13	Common	Kenzo-2	Ticket-2
ORD-0000000065 (1)					
Check the condition	1 / 1	15.01.2019, 11:12	Goods selection	Kenzo-2	Ticket-1

Select ticket to view comments

Select date and click it to make it appear in the corresponding field.

Support > Orders issues

Orders issues General issues

Orders issues

New 2 Unanswered 2

Ticket number

User

Order number
ORD-

Date
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State
☒ New ☒ Unanswered

Apply filter

10 ▾

Issue	Messages Total / New	Date	Category	Customer	Number
ORD-0000000063 (1)					
The package has been damaged	1 / 1	15.01.2019, 11:13	Common	Kenzo-2	Ticket-2
ORD-0000000065 (1)					
Check the condition	1 / 1	15.01.2019, 11:12	Goods selection	Kenzo-2	Ticket-1

Select ticket to view comments

Do the same with both fields.

[Support](#) > [Orders issues](#)

Orders issues

General issues

Orders issues

New 2 Unanswered 2

Ticket number

User

Order number

ORD-

Date

from 15.01.2019to 15.01.2019

State

☒ New ☒ Unanswered

Apply filter

10

Issue	Messages Total / New	Date	Category	Customer	Number
ORD-0000000063 1					
The package has been damaged	1 / 1	15.01.2019, 11:13	Common	Kenzo-2	Ticket-2
ORD-0000000065 1					
Check the condition	1 / 1	15.01.2019, 11:12	Goods selection	Kenzo-2	Ticket-1

Select ticket to view comments

Click "Apply filter" button.

[Support](#) > [Orders issues](#)

Orders issues

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Orders issues

New 2 Unanswered 2

Ticket number

User

Order number

ORD-

Date

from 15.01.2019to 15.01.2019

State

☒ New ☒ Unanswered

Apply filter

10

Issue	Messages Total / New	Date	Category	Customer	Number
ORD-0000000063 1					
The package has been damaged	1 / 1	15.01.2019, 11:13	Common	Kenzo-2	Ticket-2
ORD-0000000065 1					
Check the condition	1 / 1	15.01.2019, 11:12	Goods selection	Kenzo-2	Ticket-1

Select ticket to view comments

Your search returns the following results.

Support

Orders issues

Orders issuesGeneral issues

Orders issues

New 2Unanswered 2

Ticket number

User

Order number

ORD-

Date

from

15.01.2019

to

15.01.2019

State

☒ New☒ Unanswered

Apply filter

10

Issue	Messages Total / New	Date	Category	Customer	Number
ORD-0000000063 (1) The package has been damaged	1 / 1	15.01.2019, 11:13	Common	Kenzo-2	Ticket-2
ORD-0000000065 (1) Check the condition	1 / 1	15.01.2019, 11:12	Goods selection	Kenzo-2	Ticket-1

Select ticket to view comments

Read

Click appropriate issuesubject if you want to read an issue.

Support

Orders issues

Orders issuesGeneral issues

Orders issues

New 2Unanswered 2

Ticket number

User

Order number

ORD-

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from

15.01.2019

to

15.01.2019

State

☒ New☒ Unanswered

Apply filter

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Issue	Messages Total / New	Date	Category	Customer	Number
ORD-0000000063 (1) The package has been damaged	1 / 1	15.01.2019, 11:13	Common	Kenzo-2	Ticket-2
ORD-0000000065 (1) Check the condition	1 / 1	15.01.2019, 11:12	Goods selection	Kenzo-2	Ticket-1

Select ticket to view comments

Selected issue will open in the window displayed in yellow on the right-hand side.

Support > Orders issues

Orders issuesGeneral issues

Orders issues

New 1Unanswered 2

Ticket number

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Order number

ORD-

Date

from

15.01.2019

to

15.01.2019

State

☒ New☒ Unanswered

Apply filter

10

Order: [ORD-0000000063](#)

Comments on an issue « The package has been damaged »

+ Add comment

☒ **Иванов Иван**

15.01.2019 11:13

The box with the order was crumpled. Please use other boxes.

Reply

Click dashed blue underlined text "Add comment" if you want to reply.

Support

Orders issues

Orders issues

General issues

Orders issues

New 1 Unanswered 2

Ticket number

User

Order number

ORD-

Date

from

15.01.2019

to

15.01.2019

State

☒ New

☒ Unanswered

Apply filter

10

Issue	Messages Total / New	Date	Category	Customer	Number
ORD-0000000063 The package has been damaged	1 / 1	15.01.2019, 11:13	Common	Kenzo-2	Ticket-2
ORD-0000000065 Check the condition	1 / 1	15.01.2019, 11:12	Goods selection	Kenzo-2	Ticket-1

Order: [ORD-0000000063](#)

Comments on an issue « The package has been damaged»

+ Add comment

Иванов Иван

15.01.2019 11:13

The box with the order was crumpled. Please use other boxes.

Type a reply in the window that opens.

Support

Orders issues

Orders issues

General issues

Orders issues

New 1 Unanswered 2

Ticket number

User

Order number

ORD-

Date

from

15.01.2019

to

15.01.2019

State

☒ New

☒ Unanswered

Apply filter

10

Issue	Messages Total / New	Date	Category	Customer	Number
ORD-0000000063 The package has been damaged	1 / 1	15.01.2019, 11:13	Common	Kenzo-2	Ticket-2
ORD-0000000065 Check the condition	1 / 1	15.01.2019, 11:12	Goods selection	Kenzo-2	Ticket-1

Order: [ORD-0000000063](#)

Comments on an issue « The package has been damaged»

+ Add comment

Thanks you. We will change the package type of parcels.

Add

Cancellation

Иванов Иван

15.01.2019 11:13

The box with the order was crumpled. Please use other boxes.

Click "Add" button.

Support

Orders issues

Orders issues

General issues

Orders issues

New 1 Unanswered 2

Ticket number

User

Order number

ORD-

Date

from 15.01.2019

to 15.01.2019

State

☒ New
 ☒ Unanswered

Apply filter

10

Order: ORD-0000000063

Comments on an issue « The package has been damaged »

Add comment

Thanks you. We will change the package type of parcels.

Add

Cancellation

Иванов Иван

15.01.2019 11:13

The box with the order was crumpled. Please use other boxes.

Once you do that, a reply will appear both in admin area and in Customer's personal account.

Support

Orders issues

Orders issues

General issues

Orders issues

New 1 Unanswered 1

Ticket number

User

Order number

ORD-

Date

from 15.01.2019

to 15.01.2019

State

☒ New
 ☒ Unanswered

Apply filter

10

Order: ORD-0000000063

Comments on an issue « The package has been damaged »

Add comment

Message text

Add

Cancellation

Operator

15.01.2019 11:50

Thanks you. We will change the package type of parcels.

Иванов Иван

15.01.2019 11:13

The box with the order was crumpled. Please use other boxes.

1

Home

How to order

Unread

Thanks you. We will change the package type of parcels.

List of all references

New message

元 | Delivery to Kenzo-2 (1 006 019 py6.) Favorites 0 Cart 0

Online demo shop by Opentao.net

Q

Search among 800.000.000 goods from China

Search

Taobao Warehouse 1688.com

Home > Account > Support service

General information

Orders

Account

Profile

Support service (1)

Referral system

Message list

New appeal

The number of messages	Order number	Date	Category	Subject	Messages	Unread
Ticket-3		2019-01-15 11:14	Payment	Do you accept paypal?	1	0
Ticket-2	ORD-0000000063	2019-01-15 11:13	Common	The package has been damaged	2	1
Ticket-1	ORD-0000000065	2019-01-15 11:12	Goods selection	Check the condition	1	0

Site map

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Categories

Q

Search among 800.000.000 goods from China

Search

Taobao Warehouse 1688.com

Home > Account > Support service > Ticket-2

General information

Orders

Account

Profile

Support service (1)

Referral system

Order number ORD-0000000063 (The package has been damaged)

Message list

Иванов Иван2019-01-15 11:13

The box with the order was crumpled. Please use other boxes.

operator2019-01-15 11:50

Thanks you. We will change the package type of parcels.

New message

Message: *

Send a message

Close an issue

Click gear button.

Support

Orders issues

Orders issues

General issues

Orders issues

New 1

Unanswered 1

Ticket number

User

Order number

ORD-

Date

from 15.01.2019 to 15.01.2019

State

☒ New
 ☒ Unanswered

Apply filter

10

Issue	Messages Total / New	Date	Category	Customer	Number
ORD-0000000063 (1) The package has been damaged	1 / 1	15.01.2019, 11:13	Common	Kenzo-2	Ticket-2
ORD-0000000065 (1) Check the condition	1 / 1	15.01.2019, 11:12	Goods selection	Kenzo-2	Ticket-1

Order: ORD-0000000063

Comments on an issue « The package has been damaged »

+ Add comment

Message text

Add

Cancellation

Operator

15.01.2019 11:50

Thanks you. We will change the package type of parcels.

Иванов Иван

15.01.2019 11:13

The box with the order was crumpled. Please use other boxes.

Select "Close ticket" option from dropdown list.

Support

Orders issues

Orders issues

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New 1

Unanswered 1

Ticket number

User

Order number

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from 15.01.2019 to 15.01.2019

State

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 ☒ Unanswered

Apply filter

10

Issue	Messages Total / New	Date	Category	Customer	Number
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Order: ORD-0000000063

Comments on an issue « The package has been damaged »

+ Add comment

Message text

Close ticket

Add

Cancellation

Operator

15.01.2019 11:50

Thanks you. We will change the package type of parcels.

Иванов Иван

15.01.2019 11:13

The box with the order was crumpled. Please use other boxes.

After that, comments are no longer allowed and text message "Ticket is closed" will show up.

[Support](#) > [Orders issues](#)

Orders issuesGeneral issues

Orders issues

New 1Unanswered 1

Ticket number

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Order number

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Issue	Messages Total / New	Date	Category	Customer	Number
ORD-0000000063 (1)					
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ORD-0000000065 (1)					
Check the condition	1 / 1	15.01.2019, 11:12	Goods selection	Kenzo-2	Ticket-1

Order: [ORD-0000000063](#)

Comments on an issue « The package has been damaged »

Ticket is closed

Operator

15.01.2019 11:50

Thanks you. We will change the package type of parcels.

Иванов Иван

15.01.2019 11:13

The box with the order was crumpled. Please use other boxes.

Once you do that, the issue will be moved to the bottom of the list.

[Support](#) > [Orders issues](#)

Orders issuesGeneral issues

Orders issues

New 1Unanswered 1

Ticket number

User

Order number

Date

State

Apply filter

10

Issue	Messages Total / New	Date	Category	Customer	Number
ORD-0000000065 (1)					
Check the condition	1 / 1	15.01.2019, 11:12	Goods selection	Kenzo-2	Ticket-1
ORD-0000000063 (0)					

Select ticket to view comments