

# Order Issues



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**Navigate to:** Admin panel header Support Order issues in the administration area of your website.

Support (3 / 3)

Help Settings SuperAdmin en

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
<div>ORD-0000000063 (1)</div> <div>The package has been damaged</div>	1 / 1	15.01.2019, 11:13	Common	<a href="#">Kenzo-2</a>	Ticket-2
<div>ORD-0000000065 (1)</div> <div>Check the condition</div>	1 / 1	15.01.2019, 11:12	Goods selection	<a href="#">Kenzo-2</a>	Ticket-1

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

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General issues

Orders issues

New 2 Unanswered 2

Ticket number

User

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ORD-

Date

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State

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☒ Unanswered

Apply filter

Select ticket to view comments

10

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

## Filters

There are several ways to find necessary ticket.

By ticket number (in “Number” column)

Support > Orders issues

Orders issuesGeneral issues

Orders issues

New 2Unanswered 2

Ticket number

2

Order numberORD-

State

☒ New☒ Unanswered

User

Date

fromto

Apply filter

10

Issue	Messages Total / New	Date	Category	Customer	Number
<div>ORD-0000000063</div> <div><div>The package has been damaged</div></div>	1 / 1	15.01.2019, 11:13	Common	<a href="#">Kenzo-2</a>	Ticket-2

Select ticket to view comments

Enter ticket number into the corresponding field.

Orders issuesGeneral issues

Orders issues

New 2Unanswered 2

Ticket number

3

Order numberORD-

State

☒ New☒ Unanswered

User

Date

fromto

Apply filter

10

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

☒ New ☒ Unanswered

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 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	<a href="#">Kenzo-2</a>	Ticket-2

Select ticket to view comments

By order number (ORD...)

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	<a href="#">Kenzo-2</a>	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
<div>ORD-0000000063</div> <div> <div></div> <div></div> <div>1</div> </div>					
<div></div> <div>The package has been damaged</div>	1 / 1	15.01.2019, 11:13	Common	<a href="#">Kenzo-2</a>	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

kenzd

Order number

ORD-

Date

from  to

State

☒ New
 ☒ Unanswered

Apply filter

10

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

Select ticket to view comments

Enter user's login into corresponding field.



Support

Orders issues

Orders issuesGeneral issues

Orders issues

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
<div>ORD-0000000063</div> <div><div>The package has been damaged</div></div>	1 / 1	15.01.2019, 11:13	Common	<a href="#">Kenzo-2</a>	Ticket-2
<div>ORD-0000000065</div> <div><div>Check the condition</div></div>	1 / 1	15.01.2019, 11:12	Goods selection	<a href="#">Kenzo-2</a>	Ticket-1

Select ticket to view comments

Click "Apply filter" button.

Support

Orders issues

Orders issuesGeneral issues

Orders issues

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
<div>ORD-0000000063</div> <div><div>The package has been damaged</div></div>	1 / 1	15.01.2019, 11:13	Common	<a href="#">Kenzo-2</a>	Ticket-2
<div>ORD-0000000065</div> <div><div>Check the condition</div></div>	1 / 1	15.01.2019, 11:12	Goods selection	<a href="#">Kenzo-2</a>	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

kenzo

Order number

ORD-

Date

from

to

State

☒ New

☒ Unanswered

Apply filter

10

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

Select ticket to view comments

By status: new or unanswered

Support

Orders issues

Orders issuesGeneral issues

Orders issues

New 2Unanswered 2

Ticket number

User

Order number

ORD-

Date

from

to

State

☒ New

☒ Unanswered

Apply filter

10

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

ORD-

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) <a href="#">🔗</a>					
<a href="#">🚩 The package has been damaged</a>	1 / 1	15.01.2019, 11:13	Common	<a href="#">Kenzo-2</a>	Ticket-2
ORD-0000000065 (🚩, 1) <a href="#">🔗</a>					
<a href="#">🚩 Check the condition</a>	1 / 1	15.01.2019, 11:12	Goods selection	<a href="#">Kenzo-2</a>	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) <a href="#">🔗</a>					
<a href="#">🚩 The package has been damaged</a>	1 / 1	15.01.2019, 11:13	Common	<a href="#">Kenzo-2</a>	Ticket-2
ORD-0000000065 (🚩, 1) <a href="#">🔗</a>					
<a href="#">🚩 Check the condition</a>	1 / 1	15.01.2019, 11:12	Goods selection	<a href="#">Kenzo-2</a>	Ticket-1

Select ticket to view comments

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  
ORD-

Date  
from  to

State  
☒ New ☒ Unanswered

Apply filter

10 ▾

Issue	Messages Total / New	Date	Category	Customer	Number
ORD-0000000063 <span>(1)</span>					
<a href="#">The package has been damaged</a>	1 / 1	15.01.2019, 11:13	Common	<a href="#">Kenzo-2</a>	Ticket-2
ORD-0000000065 <span>(1)</span>					
<a href="#">Check the condition</a>	1 / 1	15.01.2019, 11:12	Goods selection	<a href="#">Kenzo-2</a>	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  
from  to

State  
☒ New ☒ Unanswered

Apply filter

10 ▾

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

Select ticket to view comments

Do the same with both fields.

Support

Orders issues

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Orders issues

New 2Unanswered 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
<div>ORD-0000000063</div> <div><div>The package has been damaged</div></div>	1 / 1	15.01.2019, 11:13	Common	<a href="#">Kenzo-2</a>	Ticket-2
<div>ORD-0000000065</div> <div><div>Check the condition</div></div>	1 / 1	15.01.2019, 11:12	Goods selection	<a href="#">Kenzo-2</a>	Ticket-1

Select ticket to view comments

Click "Apply filter" button.

Support

Orders issues

Orders issuesGeneral issues

Orders issues

New 2Unanswered 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
<div>ORD-0000000063</div> <div><div>The package has been damaged</div></div>	1 / 1	15.01.2019, 11:13	Common	<a href="#">Kenzo-2</a>	Ticket-2
<div>ORD-0000000065</div> <div><div>Check the condition</div></div>	1 / 1	15.01.2019, 11:12	Goods selection	<a href="#">Kenzo-2</a>	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
<div>ORD-0000000063 (1)</div> <div>The package has been damaged</div>	1 / 1	15.01.2019, 11:13	Common	<a href="#">Kenzo-2</a>	Ticket-2
<div>ORD-0000000065 (1)</div> <div>Check the condition</div>	1 / 1	15.01.2019, 11:12	Goods selection	<a href="#">Kenzo-2</a>	Ticket-1

Select ticket to view comments

# Read

Click appropriate issuesubject if you want to read an issue.

Support

Orders issues

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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
<div>ORD-0000000063 (1)</div> <div>The package has been damaged</div>	1 / 1	15.01.2019, 11:13	Common	<a href="#">Kenzo-2</a>	Ticket-2
<div>ORD-0000000065 (1)</div> <div>Check the condition</div>	1 / 1	15.01.2019, 11:12	Goods selection	<a href="#">Kenzo-2</a>	Ticket-1

Select ticket to view comments

Fold a list of issues



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

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

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  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

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  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

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

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

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

Close ticket

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.

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

User

Order number

Date

State

Apply filter

10

Issue	Messages Total / New	Date	Category	Customer	Number
<div>ORD-0000000063 (1)</div> <div>The package has been damaged</div>	1 / 1	15.01.2019, 11:13	Common	<a href="#">Kenzo-2</a>	Ticket-2
<div>ORD-0000000065 (1)</div> <div>Check the condition</div>	1 / 1	15.01.2019, 11:12	Goods selection	<a href="#">Kenzo-2</a>	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
<div>ORD-0000000065 (1)</div> <div>Check the condition</div>	1 / 1	15.01.2019, 11:12	Goods selection	<a href="#">Kenzo-2</a>	Ticket-1
<div>ORD-0000000063 (0)</div>					

Select ticket to view comments