

◆ **Most Scenarios of the Complaints sent to Merchant Team**

- a) Merchant Notification.
- b) Be a Merchant Request.
- c) Requesting for a new supplier contact.
- d) Claim Emails / Cancellation requests (Hunger Station Drivers - Uber Driver - Careem Captains - Nana)

- a) Kindly check the following Merchant's request
- b) Please find below the request for being a merchant.
- c) Please provide us with the supplier contacts for the below transaction:

Product Name	
Serial	
Supplier Name	

- d) Would you please cancel the below voucher as per **** request? / as it was duplicated on Admin as per the attached photo?

Product Name	Serial	Transaction Number	Request
			Cancelation request

Sending Emails:

From (support@onecard.net)

To (merchantsupport@onecard.net) **CC** (ahmed.abdulhay@onecard.net)

Process:

- Send by new ticket, then add a note in the original ticket with the new ticket No.