

♦ **Most Scenarios of the Complaints sent to Technical Team**

- a) Request (data/order ID - Reference number – Pin – Barcode)
- b) Request an archived card's data on admin
- c) Checking a customer technical account complaint.
- d) Removing a customer's credit card data.
- e) Different problems with the admin or the websites.

a) Please provide us with the Order ID & Reference Number for the below voucher.

Product Name	Voucher Serial	Transaction No.	Issue/Request

b) Please retrieve full details for the mentioned below archived voucher on admin

Product Name	
Serial / Password	
Other Details	

c) Could you please check our user below account issue and advise?

Username	
Store	
Issue	
Notes	

d) Could you please assist in removing user credit card data from website as per his request?

Username	
Store	
Request	Remove credit card data

Sending Emails:

From (support@onecard.net)

To (technical.support@onecard.net) **CC** (ahmed.abdulhay@onecard.net)

Process:

- 1- Create new ticket with issue and assign it to (Technical Support Group)
- 2- Add Note in the original ticket with the new ticket no. & it's content.