

# OSTICKET TUTORIAL

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**Note that this can only be done if you are a registered member of CSF Couriers. To register with us [Click Here](#)**

## Creating Ticket – Requesting Curbside Pickup

In this tutorial, we will be showing you how to create tickets from your dashboard. In this example we will be looking at creating a ticket for curb-side pickup. This service allows customers to receive their packages in the comfort of their vehicles. Follow these steps to make this request:

### Login

1. Go to [csfcouriersltd.com/members](http://csfcouriersltd.com/members)
2. Login to the customer dashboard
  - a. Enter BoxID. Eg T-1234
  - b. Enter Account's Password
  - c. Click login
3. Or you can Login with Amazon once you have an Amazon account



### LOGIN TO MY CSF DASHBOARD

Enter your box id \*  ← a

Enter your password \*  ← b

**Login** ← c

OR

 Login with Amazon

[Forgot Password ?](#)

**Fig 1 Login**

4. Click on “Open A Ticket”

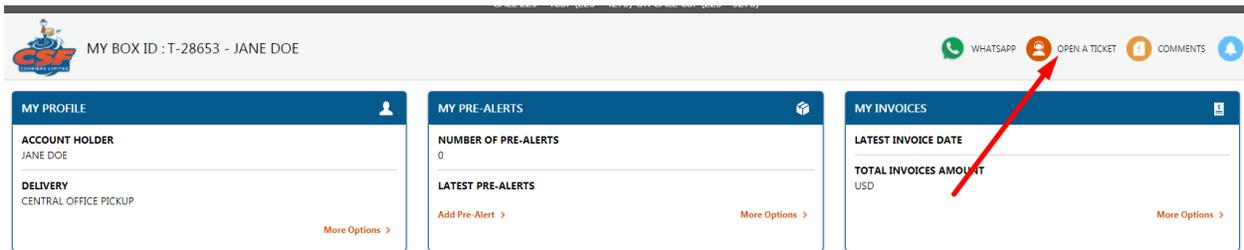


Fig 2 (A)-Creating Ticket

5. Click on “Open a New Ticket in the Support Centre

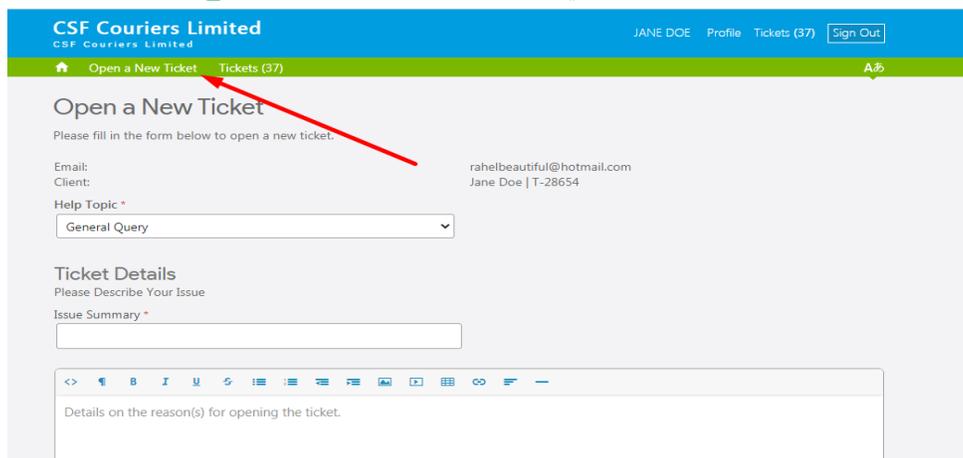


Fig 2 (B)-Creating Ticket

6. Select the Help Topic “Curbside Pickup”

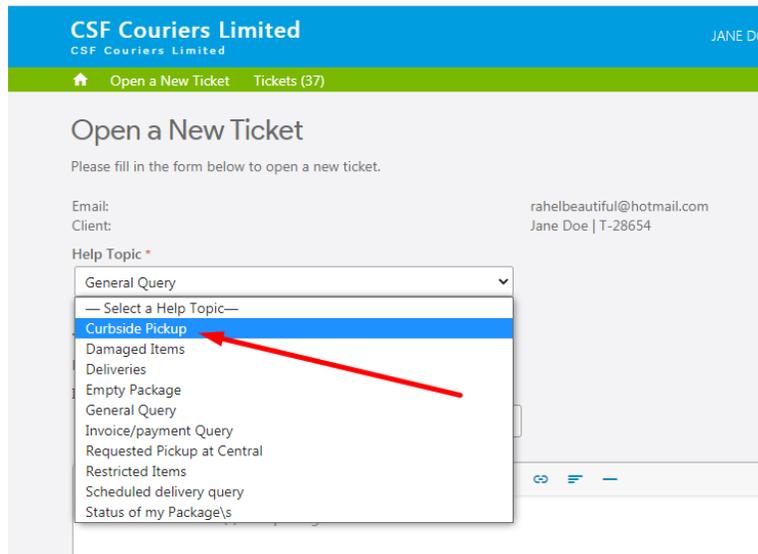


Fig 2 (C)-Creating Ticket

7. Enter Curbside Pickup request for issue summary. See **Fig 2 (D)**
8. In body of the ticket, state the details of the item such as Name, BoxID, Description, Invoice Number and Weight of package. See **Fig 2 (D)**
9. After entering all necessary information, click on “Create Ticket” as shown in **Fig 2 (D)**:

**Ticket Details**  
Please Describe Your Issue

Issue Summary \*

Curbside Pickup Request

Rich Text Editor:  
Good Day,  
I would like to request Curbside Pickup for the following package:  
Name: Jane Doe  
BoxID: T-28654  
Item: Clothing  
Invoice Number: HAWB2243542  
Weight: 2lb  
Estimated Time of Arrival (ETA): 2:30 PM  
Car Registration Number: PBX7854  
Thank you,

Drop files here or [choose them](#)

Buttons: Create Ticket, Reset, Cancel

**Fig 2 (D) Ticket**

You will then receive an email stating that your ticket has been created. A CSF rep will then attend to your request.

## When a ticket is created on your behalf by a CSF Agent

- When a ticket is created on your behalf, you will get an email stating the following:

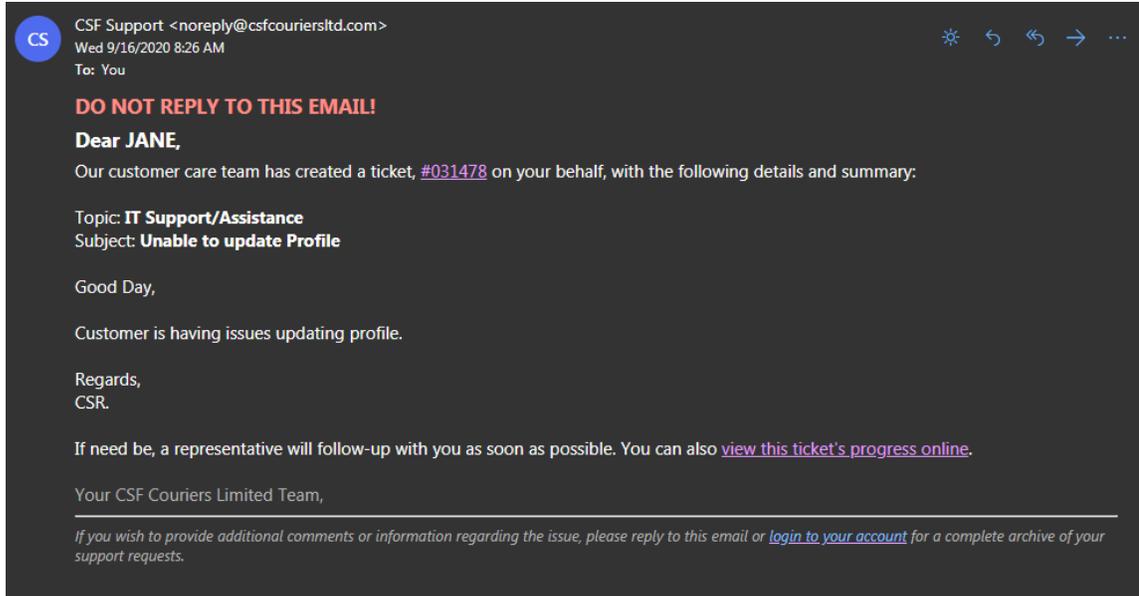


FIG 3

- To respond or track this ticket, you simply click on “View the ticket’s progress online”. See FIG 4 below:

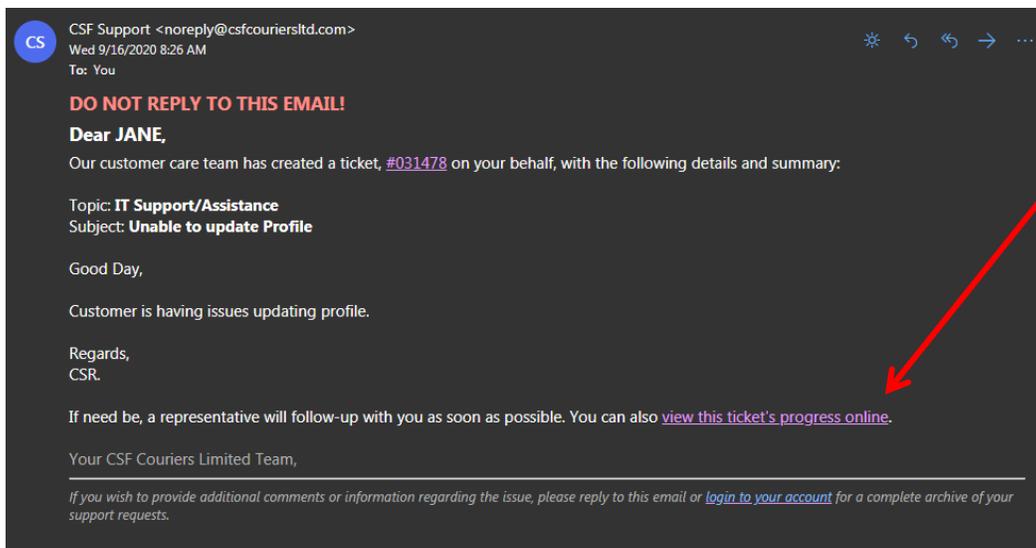


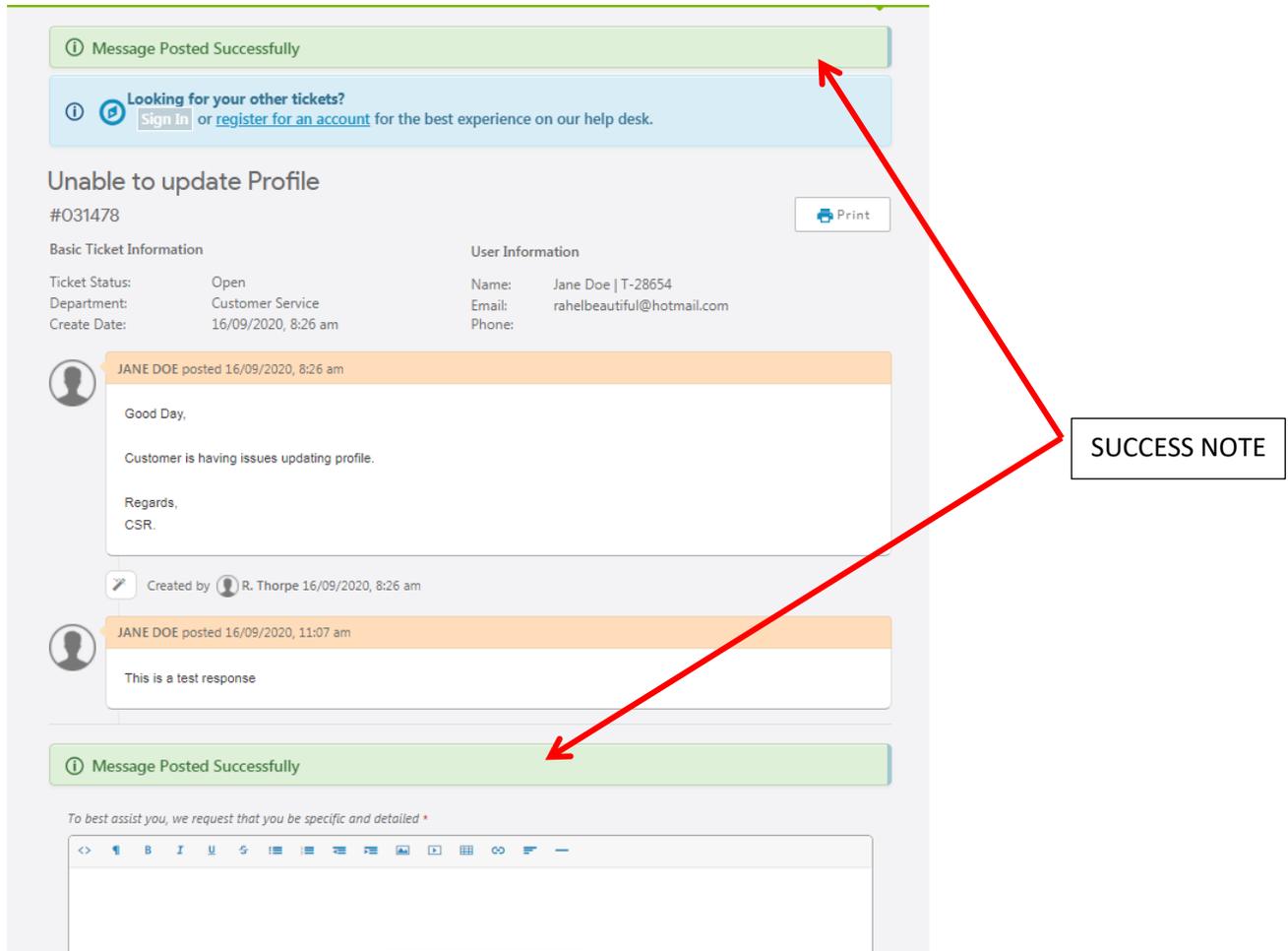
FIG 4

- By clicking that link, you will then be redirected to the ticket on our support site where you can now post a reply. See FIG 5:

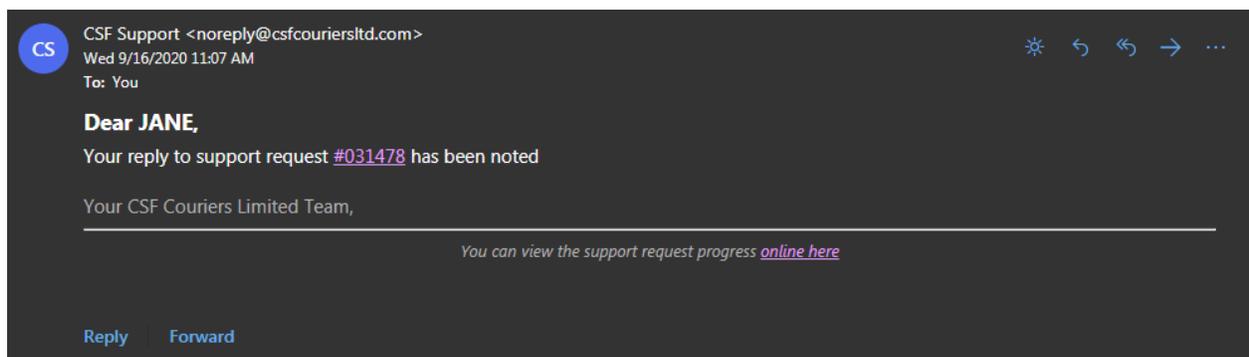
The screenshot displays the CSF Couriers Limited support interface. At the top, there is a blue header with the company name and navigation links like 'Open a New Ticket' and 'View Ticket Thread'. Below this, a light blue banner prompts users to sign in or register. The main content area shows a ticket titled 'Unable to update Profile' with ID #031478. It includes sections for 'Basic Ticket Information' and 'User Information'. A post from 'JANE DOE' is visible, followed by a reply form. The form contains a text area with 'This is a test response' and a file upload section. At the bottom of the form are three buttons: 'Post Reply', 'Reset', and 'Cancel'. Red arrows and text boxes provide annotations: 'RESPONSE AREA' points to the text input; 'Posts reply' points to the 'Post Reply' button; 'Used to cancel reply' points to the 'Cancel' button; and 'Reset button removes anything typed in the response section' points to the 'Reset' button.

**FIG 5**

- After successfully posting a reply, you would be notified on the OSTicket Page and an email will also be sent to user. FIG 6 shows success note and FIG 7 shows email the user receives:



**FIG 6**



**FIG 7**