

To begin, use this link on your store computer/iPad:  
<https://myedible.com/login>

Use the store email and daily pin from SMS/nCompass to log in to the landing page.

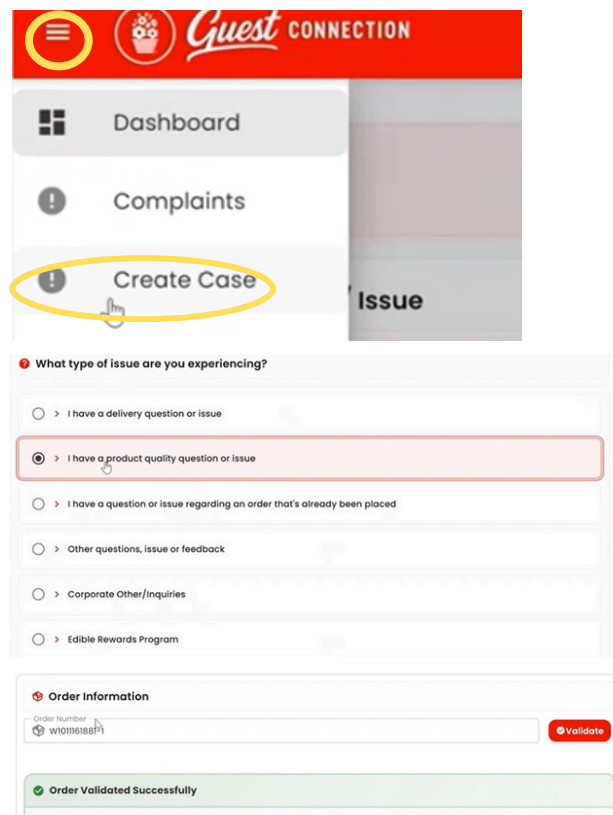
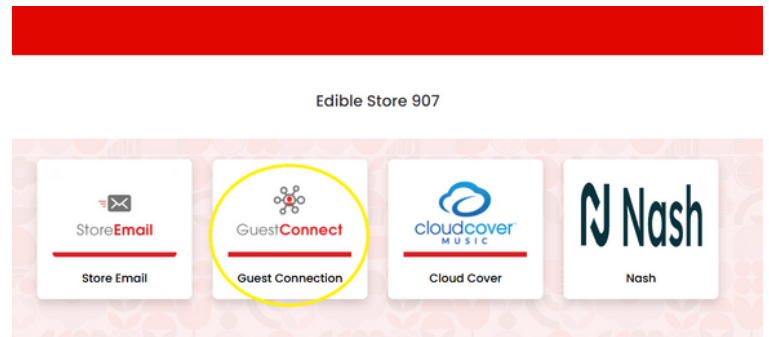
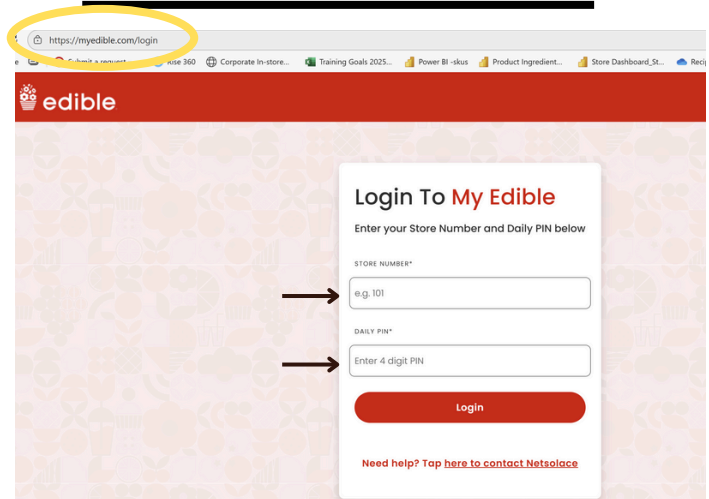
Select App interface:  
GuestConnection  
MyTickets

## GuestConnect

### Create a case:

1. Select hamburger in top right
2. Select **Create Case**
3. Enter type of issue from options
  - Click Next
4. Select **"Specific issue"**
  - Click Next
5. Enter **"Order Number"**
  - Select **"Validate"**
6. If order number if not known, write NA.
7. Verify the information
8. Select **"Customer"** or **"Recipient"**
  - Click "Next"
9. Enter Guest information and message regarding concerns.
10. Click **Submit**
11. A window will show up **"Case submitted successfully"**.
12. The order will then be displayed on the dashboard under **"NEW"**.
  - **IMPORTANT:** SMS will display notifications of new Guestconnect tickets, but the tickets can only be accessed through the GuestConnect app. To access, refer to next page.

## Images



## Images

### Addressing Complaints Tickets:

GuestConnection Dashboard will display all tickets within their status category.

- The category will not open if there are no tickets.
- Tickets are separated into 4 categories: Delivery, Product Quality and Other issues.

1. Select the Category to view all tickets.

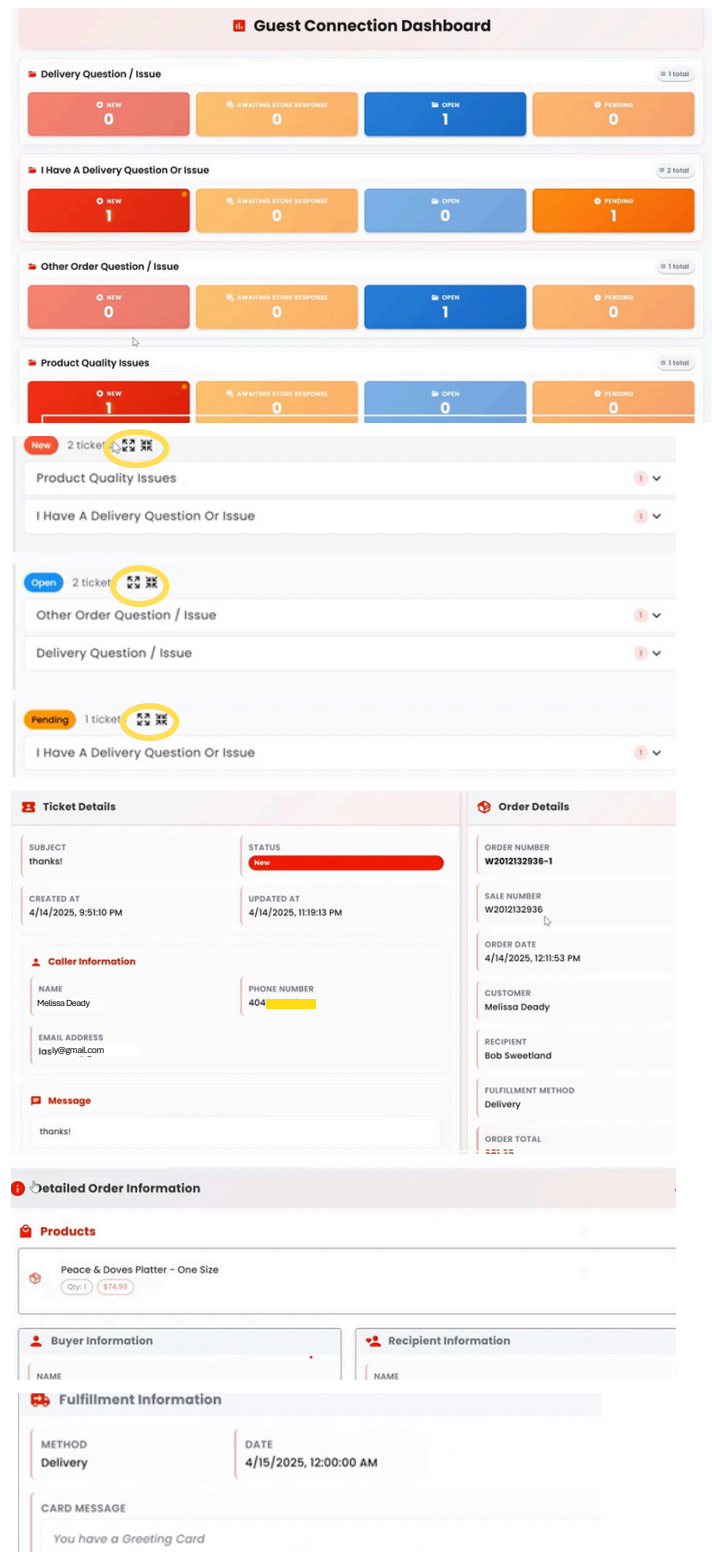
- Expand the tickets to see a summary using expand/contract buttons.

2. Select the ticket to open it.

- Order details on the left, including order number, date, customer, recipient fulfillment and total.
- Caller information on the right including number to call.
- Verify that the caller information matches either the customer or recipient's information.

3. Select "Detailed Order Information"

- This displays the products, fulfillment method, buyer and recipient information.
- Look up order and confirm information with caller.



## Images

4. After communicating with caller, add your notes under **Reply**.

5. The store can choose to keep the ticket and resolve it.

6. If the ticket has a dispute or is not for the store, the store can **"Transfer"** it back along with the required information and steps taken OR they can **"Keep"** and resolve it.

- o Include communication dates with guest, actions taken, resolution type.

7. Review the **"Conversation history"**

- Log of previous steps taken by the store or corporate.
- Dates of communication with the guest.

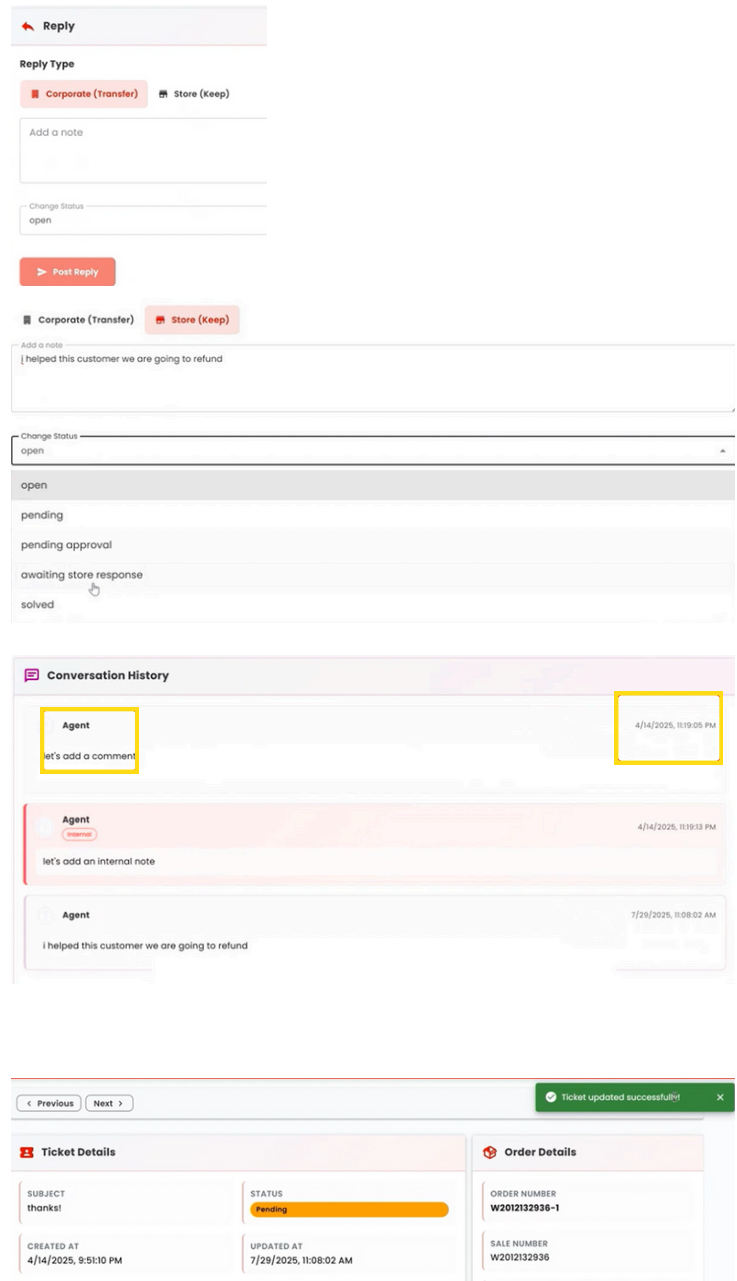
8. Change the status from **"Open"** to:

- **Solved**, if the complaint is solved.
- **Pending**, if the guest has not responded to attempts to communicate.
- **Pending approval**: if manager approval is required for a refund.
- **Awaiting store response**: If sent from the corporate CC team.

9. Click **"Post Reply"**.

Note: This communication is for internal purposes only. It is not a tool to communicate with Guests

10. A window will display **Ticket updated successfully** in the top right, and the Status will change.



## Images

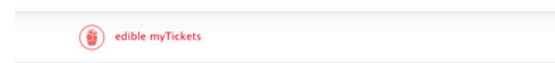
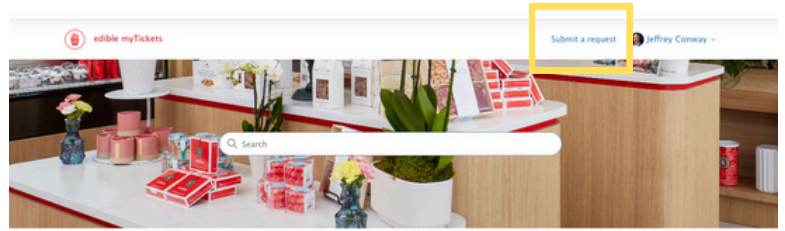
- Select “myTickets”
- Select **Submit a Request**
- Choose your issue – Select from:
  - Store Support (in this example)
  - BerryDirect
  - NetSolace
- Select the Request Type

**It is CRITICALLY IMPORTANT that the request is correctly routed to the appropriate team**

- Enter a message regarding the issue, give as much detail as possible.
- Attach screenshots as necessary.
- Click **Submit**

Note: You cannot see your ticket until it has been **acknowledged by the Support team**. It will then show up in your ticket queue.

Depending on the **time of year / season**, there may be **additional options available** for ticket requests. Make sure to always select the **most accurate** request type.

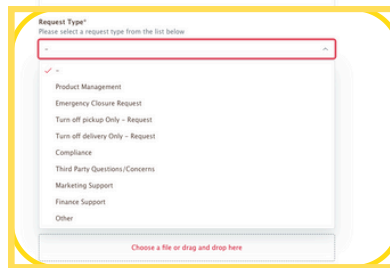


### Submit a request

Fields marked with an asterisk (\*) are required.

Please choose your issue below

CC

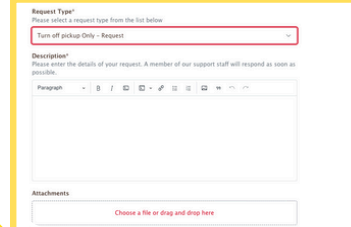


### Submit a request

Fields marked with an asterisk (\*) are required.

Please choose your issue below

CC



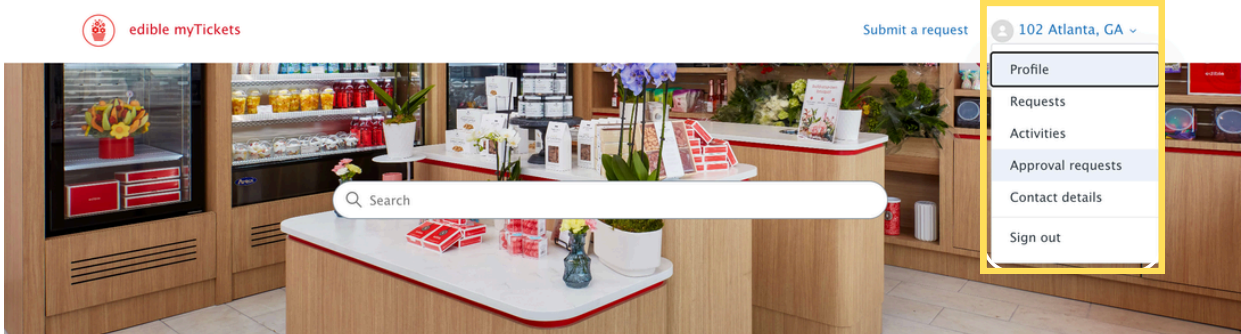
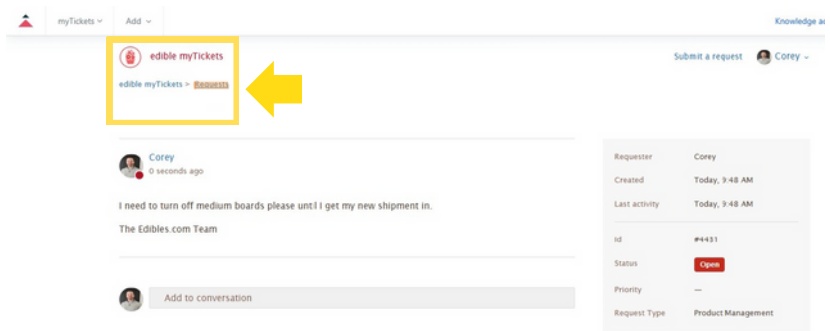
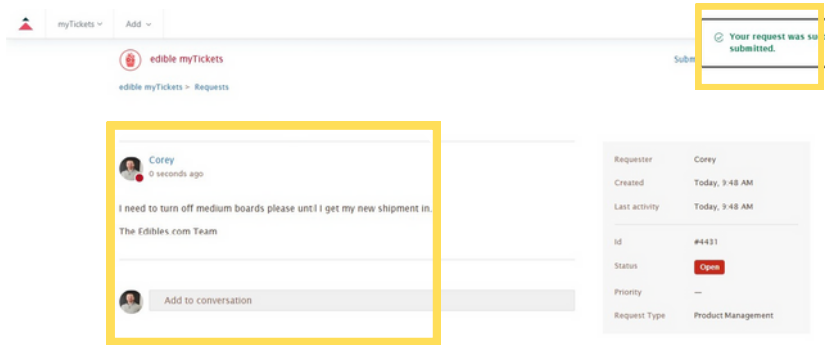
## Images

Once you click **SUBMIT**:

1. You will be able to continue to add comments to the ticket if needed.

2. To view all your ticket requests, Click **"Requests"**

3. **Open or pending tickets** – To review a submitted ticket, use the drop down under the **Store Location** then you will see all your tickets and status's. (You will also be able to see when the last update was left on the ticket.)



[Important Links](#)

[Announcements](#)

edible myTickets Submit a request 102 Atlanta, GA

### My requests

My requests Requests I'm CC'd on

Search requests Status: Any

Subject	Id	Created	Last activity	Status
<a href="#">This is a test ticket</a>	#10644	22 hours ago	22 hours ago	<span>Open</span>
<a href="#">This is a test of the new system</a>	#10626	22 hours ago	22 hours ago	<span>Solved</span>
<a href="#">Test Ticket</a>	#8606	5 days ago	1 day ago	<span>Solved</span>