



TICKET SYSTEM GUIDE & SELF HELP MANUAL

www.tickets.satruckbodies.co.za



BEFORE WE GO ANY FURTHER

- ALL WEBSITE CHANGES/ADDITIONS OR REQUESTS MUST BE SIGNED OFF BY A DIRECTOR. NO EXCEPTIONS WILL BE MADE WITHOUT DIRECTORS SIGNOFF
- PLEASE ENSURE THAT THE CORRECT PERMISSIONS ARE IN PLACE WHEN PUTTING ANY REQUESTS THROUGH THE SYSTEM.
- ALL REQUESTS, BIG OR SMALL, MUST GO THROUGH THE TICKETING SYSTEM.
- NO PHONE CALLS ARE ALLOWED AT ALL, UNLESS UTTERLY NECESSARY.
- ALL SHOWS AND EVENTS TAKE PREFERENCE OVER OTHER MARKETING MATERIAL.

NO TICKET, NO JOB

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WHY WE HAVE A TICKETING SYSTEM

SIGN UP & SIGN IN

COMPANY STATIONARY

BUSINESS CARDS ORDER

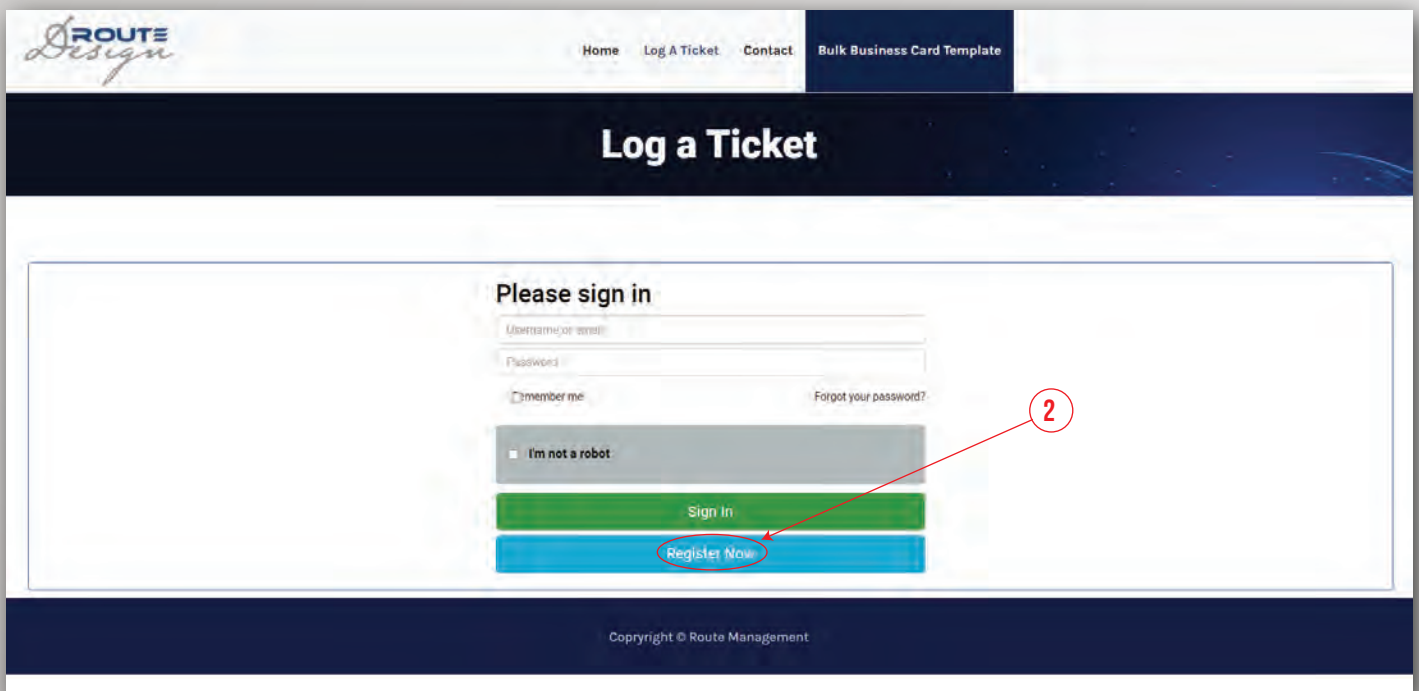
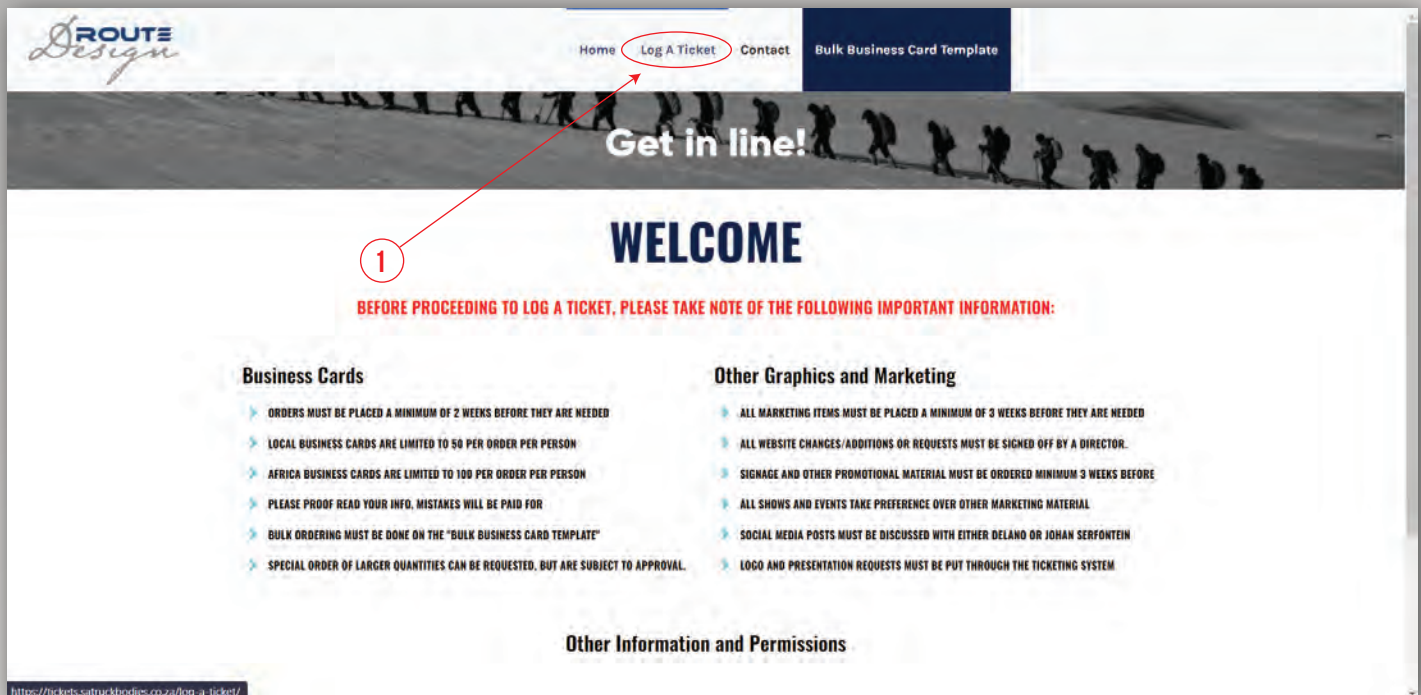
CORPORATE & GIFTS

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SIGN UP & SIGN IN



HOW TO:

Step 1: To register or Sign In, please click on "Log A Ticket"

Step 2: If you have not registered, please click on Register Now, otherwise skip to step 4.

Step 3: After filling your details and ticking on the "I am not a robot" box, you may register now.

Step 4: If you already have already registered, continue to fill in your details and "sign in"

Step 5: After you have signed in, click on "New Ticket" to begin the process.

SIGN UP & SIGN IN

ROUTE Design

Home Log A Ticket Contact Bulk Business Card Template

Please Sign Up

First Name *

Last Name *

Username *

Email *

Password *

Confirm Password *

☐ I'm not a robot

Register Now

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Home Log A Ticket Contact Bulk Business Card Template

Log a Ticket

Please sign in

Your Username Here:

Remember me Forgot your password?

☐ I'm not a robot

Sign In

Register Now

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Home Log A Ticket Contact Bulk Business Card Template

Log a Ticket

+ New Ticket **Filter Filters** **Reset Filters** **Log Out**

Filters

All Tickets

Unresolved

Closed

Saved Filters

No filters found!

Search

ID	Status	Contact number	Department/Division	Priority	Date Updated
No tickets found!					

0 Ticket

SIGN UP & SIGN IN

ROUTE Design

Home Log A Ticket Contact Bulk Business Card Template

+ New Ticket Ticket List

CONTACT INFORMATION

Name & Surname * Enter your Name and Surname	Contact number * Enter your Contact Number
Alternative Contact Number * Enter your Alternative Contact Number	Email Address * Enter your Email Address
Company Name * Enter your Company Name	Department/Division * Enter your Department or Division
Delivery Address * Enter the address where your items should be delivered	Person who signed off / responsible for payment * Person who signed off / responsible for payment
	Person Responsible: Contact Number * Contact Responsible Contact Number
	Person Responsible: Email address * Contact Responsible Email address

JOB INFORMATION

Job Type *

A **B**

WHEN LOGGING A TICKET, REMEMBER:

Box A

This section requires your details as the person logging the ticket.

Box B

This section requires details of the person authorising the ticket. This is a manager, or a director you report to.

COMPANY STATIONARY

ROUTE Design

Home Log A Ticket Contact Bulk Business Card Template

Person Responsible: Contact Address

Person Responsible: Email address

Person Responsible: Other address

JOB INFORMATION

Job Type *

Once you select the relevant type, a list of relevant options will appear for you to choose from.

Company Stationary

Corporate & Gifts

Marketing Material

Web & Social Media

Other

I'm not a robot

Submit Ticket Reset Form

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Home Log A Ticket Contact Bulk Business Card Template

Person Responsible: Email address

JOB INFORMATION

Job Type *

Once you select the relevant type, a list of relevant options will appear for you to choose from:

Company Stationary

Type of Print

Business Cards

Business Cards Bulk

Letterheads

Email Signatures

Other

I'm not a robot

Submit Ticket Reset Form

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Home Log A Ticket Contact Bulk Business Card Template

Type of Print

Letterheads

Letterheads

LH - Company Name *

Enter the Company Name so we know what to produce for you.

LH - Additional Notes

Any additional notes that you want to tell us.

Terms *

☒ I agree that I have supplied all the correct information and I have checked all the supplied information for mistakes as well as spelling and grammar mistakes. I also agree that all the information provided meets the required standards of the group. I also agree that I have obtained the required permissions to act on behalf of the company or division.

I'm not a robot

Submit Ticket Reset Form

HOW TO:

Step 1: After filling in your contact information, you have to choose the job type. In this case it will be Company Stationary.

Step 2: Click on the drop down to choose your print type.

Step 3: After filling in the details as required, agree to the terms and tick the "I'm not a robot" box, and submit your ticket. You will receive a ticket number thereafter.

This process is the same with all print jobs

BUSINESS CARDS ORDER

ROUTE Design

Home Log A Ticket Contact Bulk Business Card Template

Company Stationery

Type of Print

Business Cards

Business Cards

BC - Name & Surname
Enter the Name to be shown on your Business Card

BC - Landline Number
Enter a landline number to be added to your Business Card

BC - Website address
Enter the website address to be added to your Business Card

BC - Position / title
Enter the position or title to be added to your Business Card

BC - Urgency

BC - Cell Number
Enter a cell number to be added to your Business Card

BC - Email Address
Enter an email address to add to your Business Card

BC - Address
Enter the address to be added to your Business Card

BC - Company
Enter the company name to be added to your Business Card

BC - Additional Info Required on Item
Enter the additional info required on your item

ROUTE Design

Home Log A Ticket Contact Bulk Business Card Template

Log a Ticket

New Ticket Filter Filters Log Out

Filters

All Tickets

Unresolved

Closed

Saved Filters

No filters found

ID State Contact number Department/Division Priority Date Updated

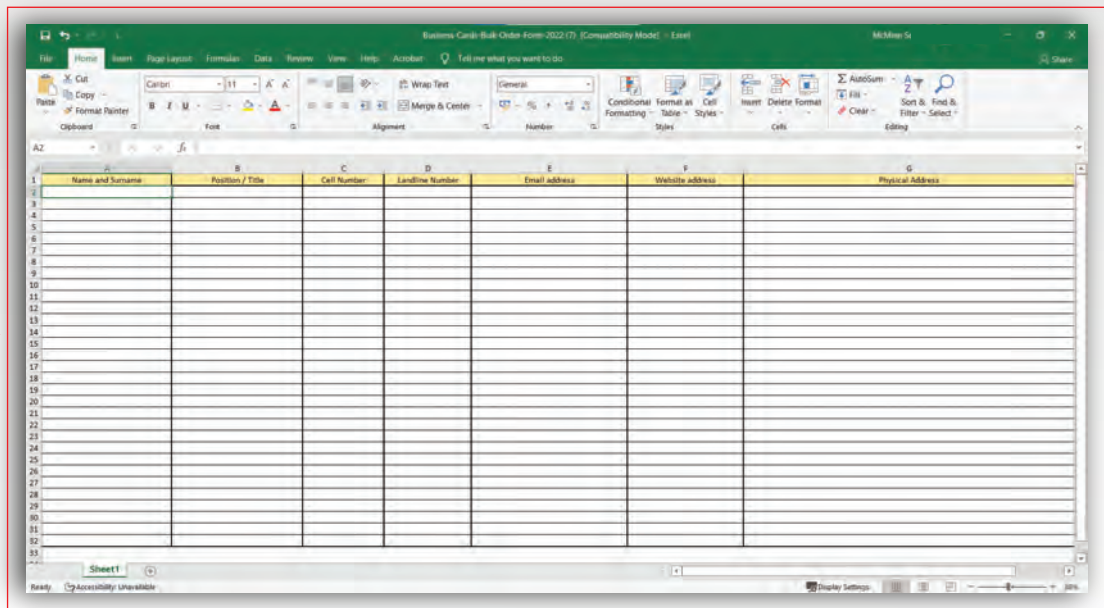
No tickets found

WHICH OPTION SHOULD YOU CHOOSE?

Option 1: After filling in your contact information, you have to choose the job type. In this case it will be Business Cards. **THIS IS IF YOU ARE ORDERING A SINGLE BUSINESS CARD.**

Option 2: If you are ordering multiple Business Cards, please click the "Bulk Business Card Template" button.

BUSINESS CARDS ORDER



ROUTE Design

Home Log A Ticket Contact Bulk Business Card Template

Person's/Responsible (Email address):

JOB INFORMATION

Job Type *

Once you select the relevant type, a list of relevant options will appear for you to choose from:

Company Stationary

Type of Print

Business Cards Bulk

Bulk Business Card Uploader *

Attach file

Terms *

☐ I agree that I have supplied all the correct information and I have checked all the supplied information for mistakes as well as spelling and grammar mistakes, I also agree that all the information provided meets the required standards of the group. I also agree that I have obtained the required permissions to act on behalf of the company or division.

☐ I'm not a robot

Submit Ticket Reset Form

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HOW TO:

Step 1: After clicking on "Bulk Business Card Template", your PC will automatically download an excel sheet, which you should use to add multiple business cards' details. Do not skip rows.

Step 2: After filling in the excel sheet, continue with Job Type as "Company Stationary" and there after, choose your Type of Print to be "Business Cards Bulk".

Upload the Excel Sheet by clicking on attach file. There after, tick the two boxes below labeled, "Terms" and "I'm not a robot" and submit your ticket.

CORPORATE & GIFTS

The screenshot shows a web form titled 'ROUTE Design' with a navigation bar containing 'Home', 'Log A Ticket', 'Contact', and 'Bulk Business Card Template'. The main section is 'JOB INFORMATION'. It starts with a 'Job Type' dropdown menu, which is currently set to 'Corporate & Gifts'. Below this, there's a note: 'Once you select the relevant type, a list of relevant options will appear for you to choose from'. The form is divided into two columns of input fields. The left column includes: 'C&G - Type of Print' (with a sub-note 'What type of print or process item is this?'), 'C&A - Stock Codes' (with a sub-note 'Enter the Stock Codes for your items (if any)'), 'C&A - Quantity' (with a sub-note 'Enter Quantity'), 'C&A - Supplier Name' (with a sub-note 'Enter the Supplier's Name (if you know)'), and 'C&A - Description' (with a sub-note 'Enter a description for the item or give us a description of your requirements'). The right column includes: 'C&A - Colours' (with a sub-note 'Enter the Colours needed (PMS and CMYK colours if you have)'), 'C&A - Urgency', and 'C&A - Company / Division'. Below these columns is a large text area for 'C&A - Additional Info Required on Item' (with a sub-note 'Additional Info Required on Item'). This is followed by an 'Upload Artwork' section with a file upload button. At the bottom, there's a 'Terms' section with a checkbox for agreement and a 'I'm not a robot' checkbox. The form ends with 'Submit Ticket' and 'Reset Form' buttons.

NOTES:

Step 1: After filling in your contact information, you have to choose the job type. In this case it will be Corporate & Gifts.

Step 2: Fill in the relevant details.

Step 3: After filling in the details as required, agree to the terms and tick the "I'm not a robot" box, and submit your ticket. You will receive a ticket number thereafter.

MARKETING MATERIAL

The screenshot shows the 'JOB INFORMATION' section of the ROUTE Design website. The 'Job Type' dropdown is set to 'Marketing Material'. Below it, there are several input fields: 'MM - Type of Print' (with a placeholder 'What type of print or promo item is this?'), 'MM - Quantity' (with a placeholder 'Enter Quantity'), 'MM - Urgency' (a dropdown menu), 'MM - Dimensions / Sizes' (with a placeholder 'Enter the size or dimensions of your item'), and 'MM - Description' (a large text area with a placeholder 'Enter a description for the item or give us a description of your requirements...'). At the bottom, there is an 'MM - Upload Artwork or idea' section with an 'Attach file' button and a 'Terms' link.

NOTES:

Step 1: After filling in your contact information, you have to choose the job type. In this case it will be Marketing Material

Step 2: Fill in the relevant details.

Step 3: After filling in the details as required, agree to the terms and tick the "I'm not a robot" box, and submit your ticket. You will receive a ticket number thereafter.

WEB & SOCIAL MEDIA

The screenshot shows the 'JOB INFORMATION' section of the ROUTE Design website. The 'Job Type' dropdown is set to 'Web & Social Media'. Below it, there are several input fields: 'W&SM - Website' (with a placeholder 'Enter the website or company name'), 'W&SM - Social Media Page' (with a placeholder 'Enter the social media page information'), 'W&SM - Info to post or share' (with a placeholder 'Info to post or share'), 'W&SM - Website info or change' (with a placeholder 'Enter the info or page to be updated'), and 'W&SM - Description' (a large text area with a placeholder 'Enter a description of your needs'). At the bottom, there is a 'W&SM - Upload Artwork or image' section with an 'Attach file' button and a 'Terms' link.

NOTES:

Step 1: After filling in your contact information, you have to choose the job type. In this case it will be Web & Social Media

Step 2: Fill in the relevant details.

Step 3: After filling in the details as required, agree to the terms and tick the "I'm not a robot" box, and submit your ticket. You will receive a ticket number thereafter.

All graphic related requests should have a ticket number, which you will get after logging in a ticket. For any other technical issue, you may contact the Web Master (Gareth)

OTHER

ROUTE Design

Home Log A Ticket Contact Bulk Business Card Template

JOB INFORMATION

Job Type *

Once you select the relevant type, a list of relevant options will appear for you to choose from

Other

OTHER - Quantity *

Enter Quantity

OTHER - Dimensions/Sizes *

Enter Dimensions / Sizes (if any)

OTHER - Description *

Enter a description of your needs

OTHER - Upload Artwork or Image

Attach file

Terms *

☐ I agree that I have supplied all the correct information and I have checked all the supplied information for mistakes as well as spelling and grammar mistakes. I also agree that all the information provided meets the required standards of the group. I also agree that I have obtained the required permissions to act on behalf of the company or division.

NOTES:

Step 1: After filling in your contact information, you have to choose the job type. In this case it will be Marketing Material

Step 2: Fill in the relevant details.

Step 3: After filling in the details as required, agree to the terms and tick the "I'm not a robot" box, and submit your ticket. You will receive a ticket number thereafter.

Give us as much details about your request as possible. If there's an image of what it looks like, it's even better.



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