Zendesk OCX Support
User Guide

OCEAN^X

RECURRING REVENUE. **DELIVERED.**™

OCEAN^X The final mile is your first impression...   Community   Submit a request   Sign in   MENU ☰

Welcome to OceanX Support

🔍 Type your question here...   Search

Getting Started
Use the "Sign In" link to self-register. Registered users have access to request tracking and technical documents

Announcements
Copies of down-time, system release notes, and all other mailing list announcements can be found here.

Community   Submit a request

What is Zendesk OCX Support?

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➢ All-in-One portal for client requests (replacing Harbor)

➢ Direct line into several OceanX teams including Warehouse Operations, Business Intelligence, Service Delivery, and Command Center

➢ Evolution of the Service Desk and Command Center portals currently leveraged by clients

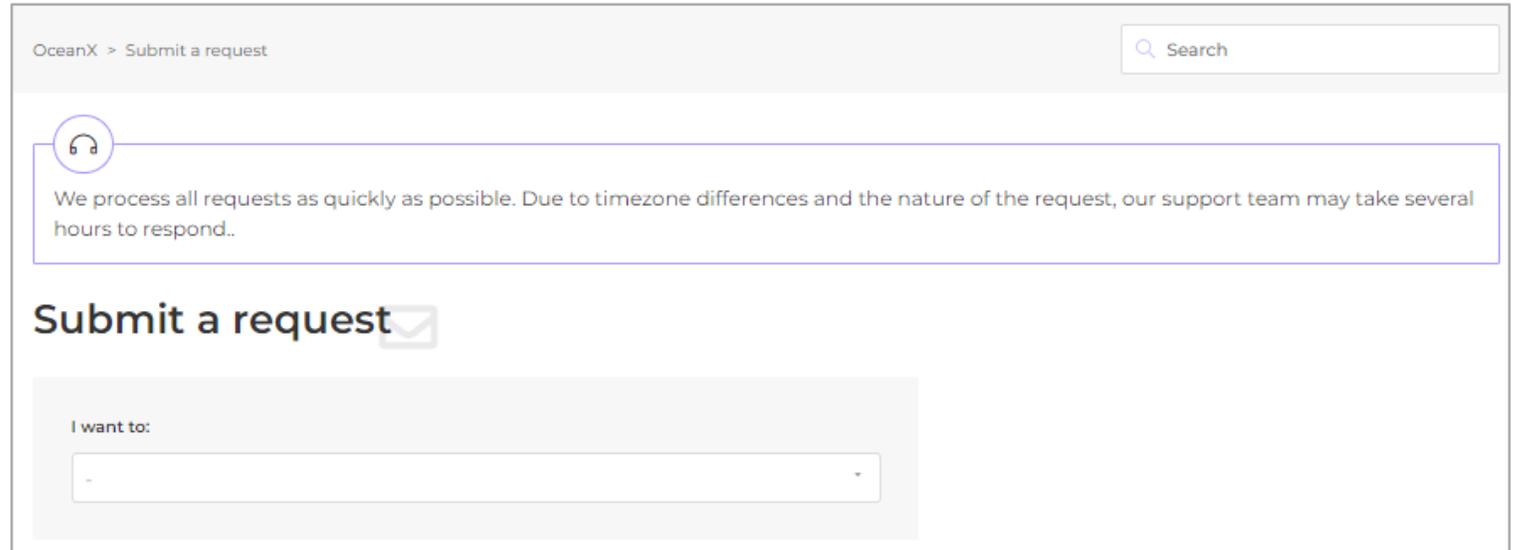➢ Efficient solution for getting what you need from OceanX

How Do I Access Zendesk OCX Support?

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➢ help.oceanx.com

➢ From here you can self-register your account with OCX Support
   ➢ Submit requests
   ➢ Track requests and follow-ups

➢ Requests can be submitted without registering, but you won't be able to track them

What Can I Do In Zendesk?

OceanX > Submit a request

Search

We process all requests as quickly as possible. Due to timezone differences and the nature of the request, our support team may take several hours to respond..

Submit a request

I want to:

-

➢ Contact an OCX representative
➢ Submit a technical issue or QC question
➢ Submit an Inventory transfer or update
➢ Update BOM Details
➢ Submit WOs or Special Order requests
➢ And more!

Ticket Creation Best Practices

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➢ Put plenty of detail into the title – use keywords for ease of Search feature

➢ Include other users who you want updated on the ticket – separate their email addresses with a semi-colon

➢ Fill out all required fields (* marked are required) - put in "N/A" if you're unsure

➢ Optional fields should be filled in whenever possible for full detail

➢ Include attachments to provide evidence/reference for your request

➢ Next let's talk about some common items ➜

Contact an OCX Representative

> Use for any general request or if you are unsure of what type of request to submit for your inquiry

> Make sure to include as much detail as possible on what is needed/desired to satisfy your inquiry

I want to:

Contact an OceanX Representative

CC (optional)

Add emails

Contact Phone Number (optional)

10-digit phone number required; parenthetical, point, dash, and empty formats accepted.

Additional Email Addresses (optional)

Is there anyone else you would like us to contact about this request? (Emails separated by commas)

Title *

Please provide a brief subject line for your request

Description *

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Please provide details about your request. Clarity and focus helps minimize response time.

Attachments (optional)

Add file or drop files here

Submit

Submit a Technical Issue

➢ Use for reporting technical issues with using OCX systems

➢ System failures, error codes/messages, unusual behavior, reporting issues, etc.

➢ Always be clear on the area of impact and include full details of what was done leading up to the issue

I want to:

Submit a Technical Issue

CC (optional)

Add emails

Additional Email Addresses (optional)

Is there anyone else you would like us to contact about this request? (Emails separated by commas)

Priority (optional)

Request priority

Impacted Area (optional)

Indicate in which system(s), service(s), channel(s), etc. relate to your request.

Title *

Please provide a brief subject line for your request.

Description *

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Please provide details about your request. Clarity and focus helps minimize response time.

Attachments (optional)

Add file or drop files here

Submit a QC Issue

➤ Submit Quality Issues related to DTC or B2B Shipments, include photos

➤ When Possible, upload multiple orders into one ticket using a .xlsx file

➤ Please specify desired outcome (i.e. results of investigation, credit request, etc.)

Submit an ASN

➤ Submit an Advanced Shipping Notice (ASN) manually for upcoming delivery
- ➤ Make sure a delivery appointment has been scheduled
- ➤ Please make sure you have reviewed the ASN training guide

➤ Always include ASN file as an attachment; manual template can be provided if needed

➤ Please provide all available details regarding expected delivery

Submit a Fulfillment Request

➢ Click the appropriate request in the 'I want to:" drop menu.

➢ The form will update to provide the appropriate fields.

➢ Contact us toll-free at (877) 558-7797 if you need assistance with submitting any of these requests ➜

❖ Submit an inventory transfer or status update

❖ Update BOM details (new SKU, modification/swap, packout guides)

❖ Submit a Work Order

❖ Submit a Special Order Request

❖ Add or Remove a B2B trading partner integration

❖ Request a Logistics Update (postage analysis, ship matrix, carrier info, etc.)

❖ Request support for a LogicBroker order

Finding Your Requests

➤ At the top right, click on your name

➤ Select the option for Requests

Monitoring Your Requests

- Each of your requests has its own line
  - Subject (Title)
  - ID (ticket #)
  - Created time
  - Last Activity time
  - Current Status
- To open a ticket, click on the Subject
- You can filter your list by Status, and you can search for keywords
- You can also view requests you are copied on, and all requests for your organization by clicking on those tabs

Working Your Requests

Testing

Zachary Rhodarmer
1 hour ago

Testing

CC   Add emails

T   B   I | ☰   ☰ | 🖼   🔗   🖼   ❞

Add file or drop files here

Submit

Requester	Zachary Rhodarmer
Created	Today at 10:51
Last activity	Today at 10:54
Assigned to	Zachary Rhodarmer
Id	#136
Status	solved
Priority	—
Contact Phone Number	—
Additional Email Addresses	—

➢ Once open, you will see the details of your ticket displayed in full

➢ Updates/messages from OCX representatives will be listed in chronological order

➢ Click on the option to "Add to conversation" and you will see a message field where you can type responses and add additional attachments

➢ Once you are ready, click Submit to add your notes to the ticket and a notification will be sent to the OCX rep assigned