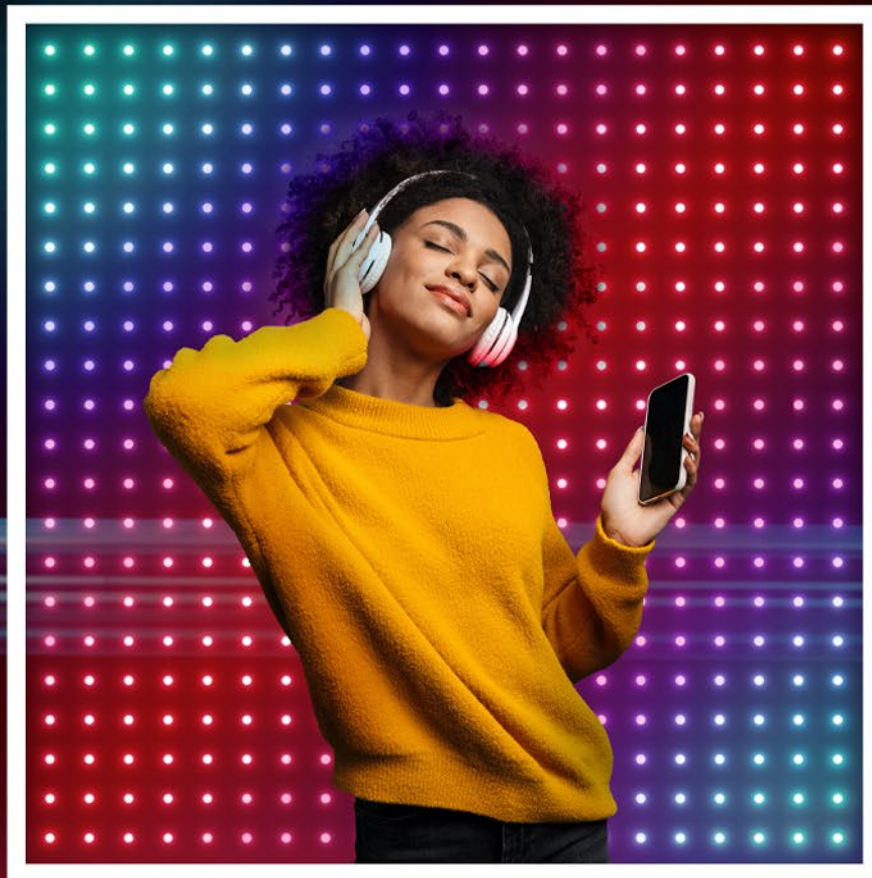


*HOW TO*  
**USE THE SEKO ECOMMERCE  
CS ZENDESK FORM**



## HOW TO CONTACT SEKO ECOMMERCE CUSTOMER SERVICE

Every query needs to be lodged through the SEKO Ecommerce CS portal: <https://sekologistics.zendesk.com/>

Please also have a look at our FAQs where you will find some informative articles that could help you solve your query. Click on the **Contact us** button at the bottom of the page to send a message to the SEKO Ecommerce CS team.

The screenshot displays the SEKO Ecommerce CS portal interface. At the top, there is a search bar with the text "How can we help?" and a placeholder "What are you searching for today?". Below the search bar, there are two buttons: "Delivery" with the question "How do I receive my tracking number?" and "Delivery" with the question "How do I track a parcel?". Underneath, there is a section titled "EXPLORE OUR FAQs" with four categories: "Delivery" (with a house icon), "Returns" (with a truck icon), "Duties & Taxes" (with a document icon), and "SEKO Systems" (with a laptop icon). At the bottom, there is a blue bar with the text "Still can't find what you need? Get in touch!" and a "Contact us" button.

1. If this is the first time that you are using the form to contact us, please choose **New to SEKO Logistics? Sign up.**

The screenshot shows a "Sign in to SEKO Logistics" form. It includes fields for "Email" and "Password", a "Sign in" button, and a "Forgot my password" link. A yellow box highlights the link "New to SEKO Logistics? Sign up". Below this link, there is a "Have you emailed us? Get a password" link and a paragraph of text: "If you've communicated with our support staff through email previously, you're already registered. You probably don't have a password yet, though."



2. Enter your full name and email address in the below fields and click **Sign up**.

Sign up to SEKO Logistics

Please fill out this form, and we'll send you a welcome email to verify your email address and log you in.

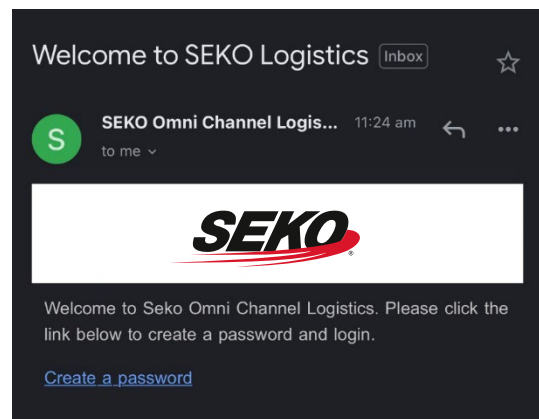
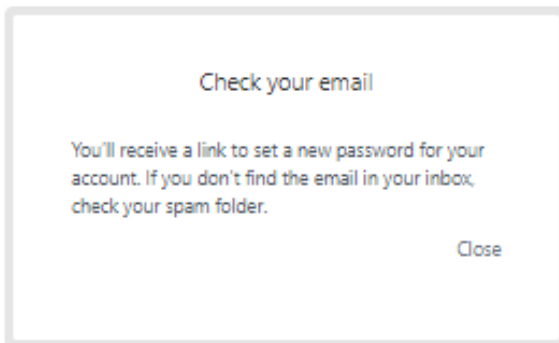
Your full name \*

Your email \*

**Sign up**

Cancel

3. Check your email as you will receive an email with instructions on how to set up your password by clicking the **Create a password** link on the email.



4. Enter your name and create a password – you will use this password any time you need to login to our CS portal to submit a form. Click on **Set Password**. You can now submit a request using the most relevant form related to your query.

Done omnianza.zendesk.com AA ↻

Choose your secret password

You'll use this password to sign in to SEKO Logistics.

Your name

Your password

Password requirements:

- must be at least 5 characters
- must be fewer than 128 characters
- must be different from email address

**Set password**

## 5. Enter the details relating to the request.

### Submit a request

CC (optional)

Add emails

Tracking number

How can we help?

-

Trade Lane

-

Subject

Description

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Please enter the details of your request. A member of our support staff will respond as soon as possible.

Attachments (optional)

Add file or drop files here

Submit

- Enter the tracking number and trade lane fields.
- Choose an option from the 'How can we help?' drop-down list, for example, "Delivery Inquiry".
- Enter an email subject.
- Type your enquiry in the description box.
- Click on **Submit** to lodge your enquiry.

You will receive an answer to your query via the email you used to sign up to the CS portal.