

Format for success | [Submit ticket here](#)

How should your tickets look?

- A brief summary of the issue
- What is the business impact?
- Reproduction steps
- Expected result
- Actual result
- Troubleshooting steps taken
- Attachments/screenshots

**Refer to the image on the right for a completed example*

Tips and tricks for efficient support

What to include:

- **Concise title:** A brief description of the issue right in the subject line.
- **Relevant details:** Include batches, work orders, vessels, operations, report parameters
- **Step-by-step instructions:** Use numbered lists to detail the exact steps to reproduce the issue.
- **Clear expectations vs. reality:** Explicitly state what should be happening and what you are actually seeing.
- **Visual evidence:** When applicable, please attach clear screenshots, relevant reports, and screen recordings to illustrate the issue you are experiencing.
- **Your efforts:** Detail any troubleshooting steps you've already attempted as well as successful alternative solutions.

What to leave out:

- **User Created Reports:** Instead of attaching manipulated reports, summarize the relevant data directly in the ticket.
- **Email chains:** Email streams between your teams. The best practice is to leave it out and offer a summary of the relevant information.
- **Restrict each ticket to one problem:** Keep all relevant information within a single ticket thread, create another ticket if separate issues arise.

Summary:

Cost per unit on additive 'vin123' is wrong and needs to be corrected

Business Impact:

Wines that have this additive are not accurate so we don't know the true cost of the wine.

Reproduction Steps:

1. Select inventory module and type in vin123 for the code
2. Select the lot 'abc' and go to the Costs tab
3. Unit cost is incorrect

Expected:

Unit cost should be \$1.50

Actual:

Unit cost is showing as \$5.00

Troubleshooting Steps Taken:

We used the Sandbox to play with adjusting the order price, allocating a negative cost, and an adjustment to zero down but none of these options corrected the issue retroactively.

Attachments/Screenshots:

[Img.jpeg](#)

Notes:

Two months ago we did our stock inventory and did adjustments and after that, we noticed our costing was incorrect.