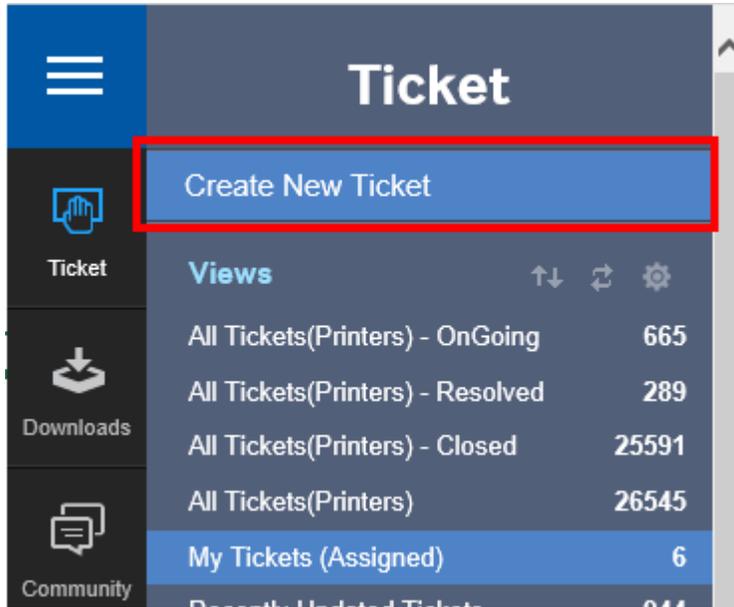


## How to create a Ticket in BTSP

1. Login to BTSP, click on Ticket then click Create New Ticket



2. Fill in the following:
  - a. Subject – In the Subject line, type your **Company Name**, followed by a space then a **brief description of the problem**. There is no need to put the Model and Serial Number in the Subject line.
  - b. Make sure that the Request Type indicates Post-sales Support. If it is not, the Ticket will not be routed to the appropriate Service Team which could cause delayed responses

### New Ticket

<b>Product Group*</b>	<b>Request Type*</b>
Printers	Post-sales Support <b>b</b>
<b>Subject*</b>	
a	

3. In the next section, select the Category using the Drop Down arrow (Hardware, Firmware, Application, Driver or Solution) then input the full Model Number and Serial Number.

The screenshot shows four form fields. The 'Category' field has a dropdown menu open with options: H/W, F/W, Application, Driver, and Solution. The 'Model' field is a text input. The 'Serial Number' field is a text input. The 'Priority' field has a dropdown menu open with options: P1-Critical, P2-Major, P3-Minor, and P4-Info. Red arrows point to the dropdown arrows of the 'Category' and 'Priority' fields.

4. Click in the box for Due Date to choose the anticipated date for the resolution.

The screenshot shows the 'Due Date' field. A red arrow points to the text input box. Below it, a calendar popup is displayed for the month of May 2016, showing days from 1 to 31.

5. **Optional** – Type in the Environment Details, Customer Company and Address sections. This area should be used to identify a particular machine location when there are multiple machines at a particular site. For example; under Customer Company, ABC Corp, 3<sup>rd</sup> Floor – Engineering Department.

The screenshot shows three sections. 'Environment Details' is a text area with a scrollbar, containing the text: - Model: - Version: - Quantity: - Network: - Etc: 'Customer Company' is a text input field. 'Address' is a text input field.

