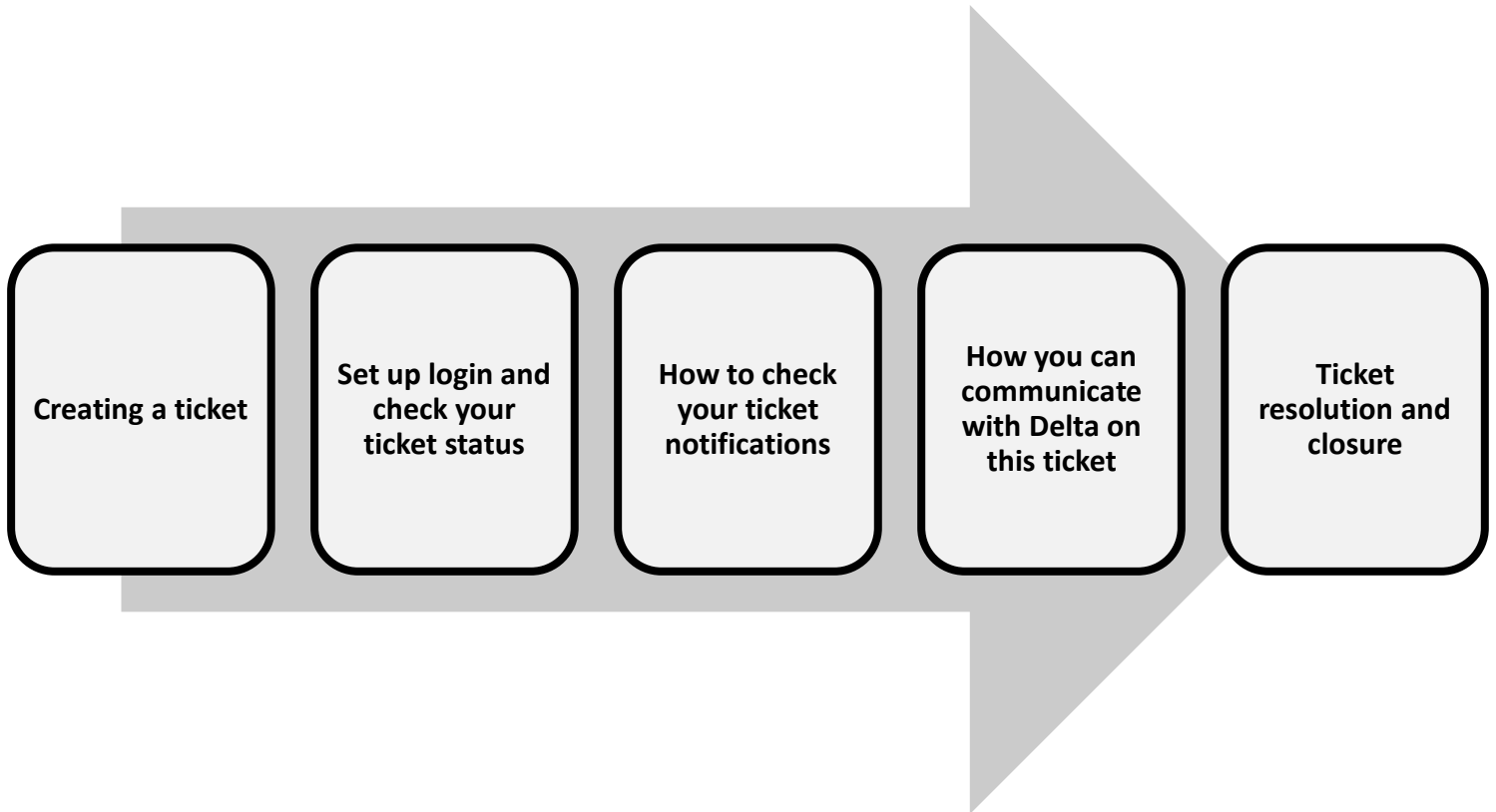


## **Delta ticketing system step-by-step guide**

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### **Steps involved in Delta Ticketing system**



➤ Please see the video to create a new ticket

<https://www.dropbox.com/s/q2uciywqim5n5y9/Delta%20ticketing%20system%20RMA%20Form.mp4?dl=0>

➤ **STEP 1: USER ACCOUNT ACTIVATION**

**Technical Support user activation** Inbox X

**Delta Support** <deltasupport-noreply@zecoenergy.com.au>  
to me ▾

Hi Deltacustomer97,

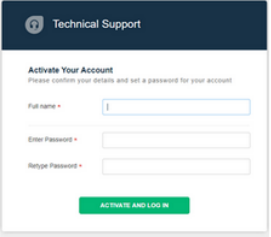
A new DELTA Support account has been created for you.

Click the url below to activate your account and select a password!

**Step 1**  
Click on the URL below

**Step 2**  
Click on "Sign up" on the top right hand corner

**Step 3**  
Type in your name and create a password



Your account is activated and you will have full visibility of all your tickets and interaction.

<https://support.zecoenergy.com.au/register/5gLJmwc9CLGuku8oYVt>

If the above URL does not work try copying and pasting it into your browser. If you continue to

**Get notified for User account activation**

**Click on the Ticket Link to activate user account**



➤ **STEP 2: LOGIN ON THE DELTA SUPPORT PORTAL AND CHECK YOUR TICKET STATUS**

**Login to the support portal**

Enter the details below

Remember me on this computer

Forgot your password?

**LOGIN**

**You can Login here**

Technical Support

Welcome Deltacustomer97  
[Edit profile](#) | [Sign out](#)

Home Solutions **Tickets**

Enter your search term here... [+ New Support Ticket](#) [Check Ticket Status](#)

**Open or Pending** [Export tickets](#)  
Sorted by Date Created

**Inverter issue #20201139**  
Created on Fri, 20 Mar at 9:46 AM [Issue raised](#)

**Check the relevant ticket and its current**

➤ **STEP 3: RECEIVING TICKET NOTIFICATIONS**

Your DELTA ticket status <https://support.zecoenergy.com.au/helpdesk/tickets/20201139> [Inbox x](#)

**Delta Support** <deltasupport-noreply@zecoenergy.com.au> to me

Hi Deltacustomer97,

Please be advised that the status of your ticket has been changed.

Please click on the link below to view your ticket: <https://support.zecoenergy.com.au/helpdesk/tickets/20201139>

Regards,  
DELTA Support Team

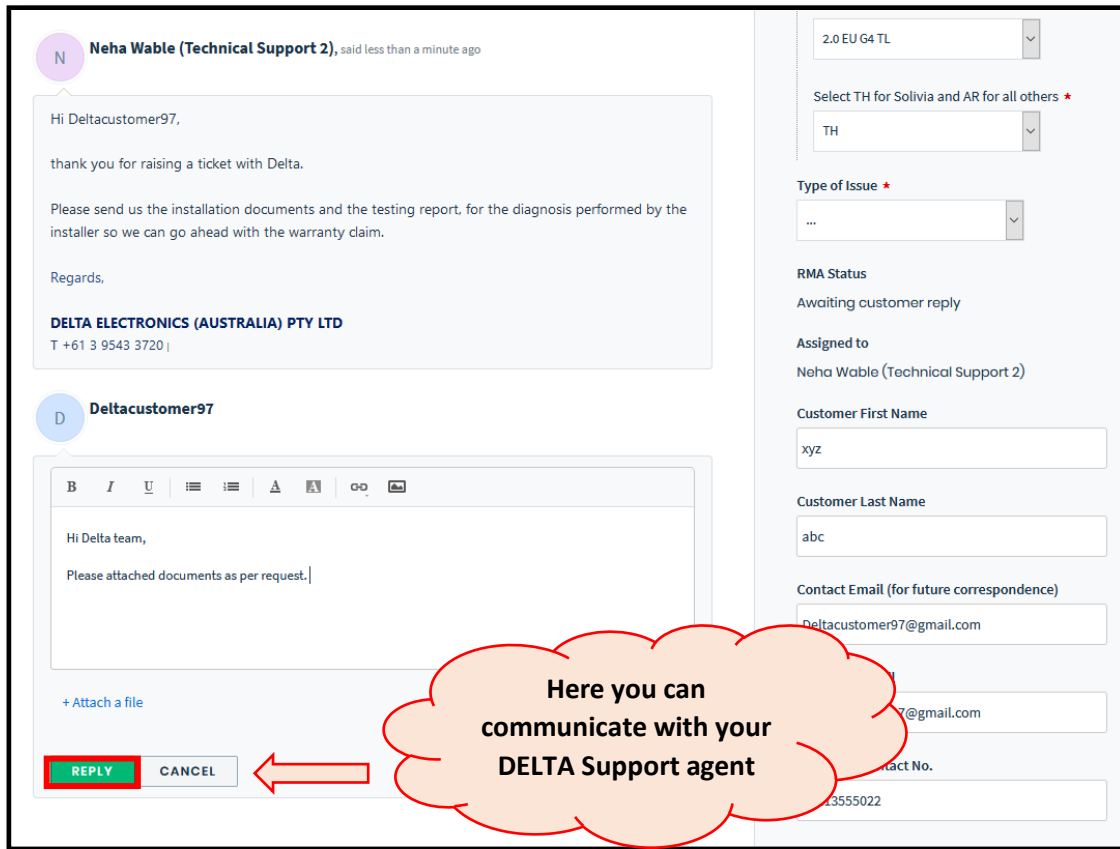
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**Check your ticket notifications**

➤ **STEP 4: COMMUNICATING WITH DELTA ON YOUR TICKET**



The screenshot shows a support ticket interface. On the left, a message from **Neha Wable (Technical Support 2)** is displayed, followed by a reply from **Deltacustomer97**. The reply text is: "Hi Delta team, Please attached documents as per request." Below the reply is a red **REPLY** button and a grey **CANCEL** button. A red callout box with a cloud-like border contains the text: "Here you can communicate with your DELTA Support agent". A red arrow points from this callout box to the **REPLY** button. On the right side of the interface, there are several dropdown menus and form fields, including "2.0 EU G4 TL", "Select TH for Solivia and AR for all others", "Type of Issue", "RMA Status", "Assigned to", "Customer First Name", "Customer Last Name", "Contact Email", and "Contact No."

➤ **STEP 5: TRACKING REPLACEMENT INVERTER, RETURNING FAULTY UNIT AND GETTING REIMBURSED**

The image shows three sequential screenshots of a web form with callouts:

- First Screenshot:** Shows fields for 'Open Circuit Voltage (VoC)' (406), 'Short Circuit Current (Isc)' (4.9), and 'Replacement unit tracking reference' (BB0880256869897- Toll). A callout bubble says 'Check Replacement Inverter tracking' with an arrow pointing to the tracking reference field.
- Second Screenshot:** Shows a dropdown menu for 'Is the faulty unit ready for collection?' set to 'Yes', a 'Faulty unit collection address (Street No.)' field (1234), and a 'Faulty unit collection address (Street Name)' field (Vannam Drive Ashburton). A callout bubble says 'Arrange to return faulty inverter' with an arrow pointing to the address fields.
- Third Screenshot:** Shows bank details: 'Bank Name' (ANZ), 'Account Name' (XYZ ABC), and 'BSB' (012345). A callout bubble says 'Add your Bank Account details for reimbursement' with an arrow pointing to the bank name field.

➤ **STEP 6: CASE CLOSED**

The image shows a screenshot of a 'Technical Support' portal. The 'Tickets' tab is active. A search bar is at the top. Below it, a ticket entry is highlighted with a red box and a callout bubble:

- Ticket Entry:** '#20201139 Inverter issue'. The status is 'Issue closed | less than a minute ago'. A callout bubble says 'Ticket closed' with an arrow pointing to the status.
- Ticket Details:** Reported by 'Deltacustomer97', reported about 5 hours ago. The subject is 'AC relay Failure on screen'. There are two attachments: '5ccad847e93b...' (1.22 MB) and 'd8f835af6d25...' (1.22 MB).