



MANUAL USER

ACT TICKETING SYSTEM

DEFINITION:

ACT ticketing System is application website used by our customers to request there order regarding providing ACT services (import invoices, export invoices, EDO invoices "equipment delivery order"), inquiry on their SOA"statement of account", request storage refund, , , etc.).

Steps before use: fill below latter and send it to ACT revenue team to define your e-mail and received invitation on your e-mail



ACT tickiteng
System form.pdf



You will received below invitation e-mail, need from you to press

[Accept invitation](#)

Sender: Anan AbuKhamees (AnanAbuKhamees@ACT.COM.JO)
Organization: ACT
Domain: act.com.jo

If you accept this invitation, you'll be sent to https://myapps.microsoft.com/?tenantid=9b872cf3-35c8-4cd4-8f38-5ce7fb14b8c0&login_hint=mohammad.aljabali@naouri.com.

[Accept invitation](#)

[Block future invitations](#) from this organization.

This invitation email is from ACT (act.com.jo) and may include advertising content. **ACT has not provided a link to their privacy statement for you to review.** Microsoft Corporation facilitated sending this email but did not validate the sender or the message.

Microsoft respects your privacy. To learn more, please read the [Microsoft Privacy Statement](#).
Microsoft Corporation, One Microsoft Way, Redmond, WA 98052



After accept invitation , now you will ready to start use ACT Ticketing System.

How to use ACT Ticketing System:

Step1: open below web site from [google chrome](#) . And click on below web site

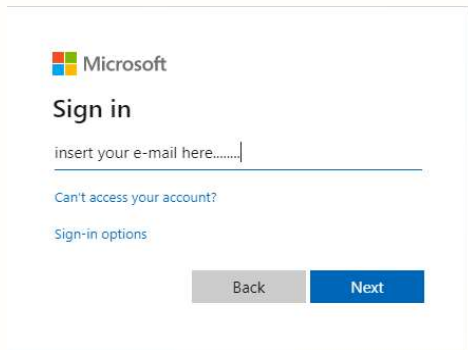
<https://acterminal.sharepoint.com/sites/RevenueServices/Lists/Revenue%20Request/AllItems.aspx>



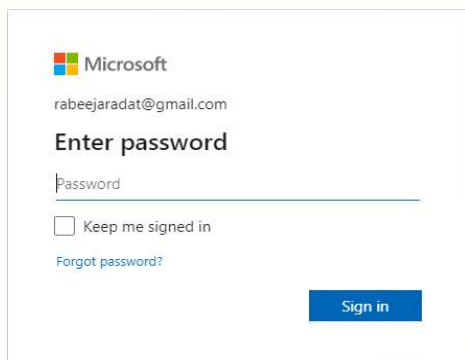
customer ticketing system.url




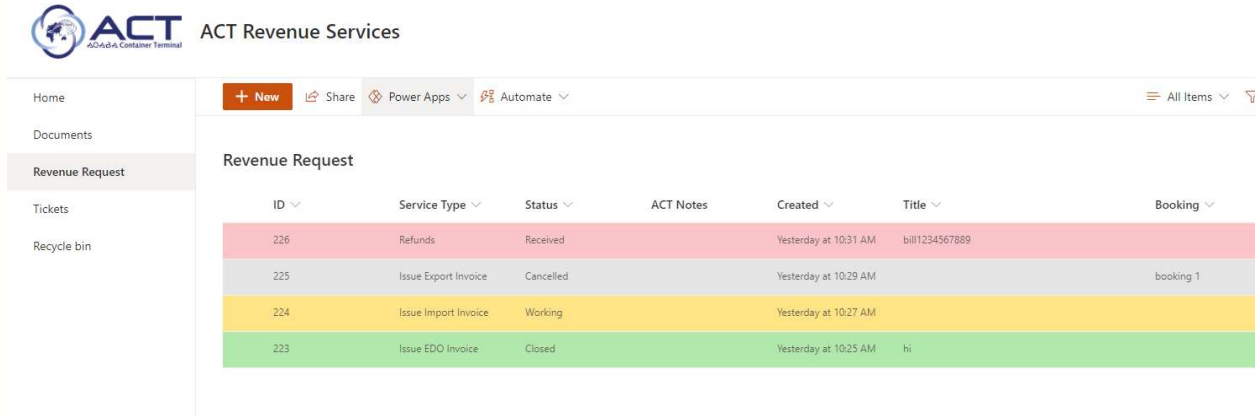
Step 2: enter your user name (your e-mail), see below figure then press next.

A screenshot of the Microsoft sign-in page. At the top left is the Microsoft logo. Below it, the text "Sign in" is displayed. A text input field contains the placeholder text "insert your e-mail here:.....". Below the input field are two links: "Can't access your account?" and "Sign-in options". At the bottom, there are two buttons: a grey "Back" button and a blue "Next" button.

Step 3: enter your password in below figure then press Sign in.


A screenshot of the Microsoft "Enter password" screen. At the top left is the Microsoft logo. Below it, the email address "rabeejaradat@gmail.com" is displayed. The text "Enter password" is shown above a password input field. Below the input field are two options: a checkbox labeled "Keep me signed in" and a link "Forgot password?". At the bottom right, there is a blue "Sign in" button.

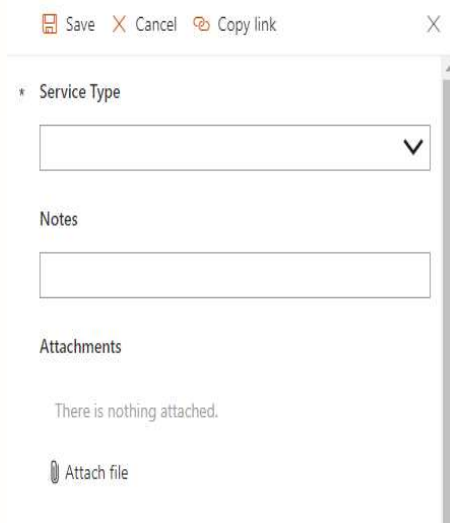
Step 4: below screen will appear, to issue New Ticket press  Icon



The screenshot shows the ACT Revenue Services dashboard. On the left is a navigation menu with options: Home, Documents, Revenue Request (highlighted), Tickets, and Recycle bin. The main area displays a table titled "Revenue Request" with columns: ID, Service Type, Status, ACT Notes, Created, Title, and Booking. The table contains four rows of data.

ID	Service Type	Status	ACT Notes	Created	Title	Booking
226	Refunds	Received		Yesterday at 10:31 AM	bill1234567889	
225	Issue Export Invoice	Cancelled		Yesterday at 10:29 AM		booking 1
224	Issue Import Invoice	Working		Yesterday at 10:27 AM		
223	Issue EDO Invoice	Closed		Yesterday at 10:25 AM	hi	

Step 5: After press  Icon, below screen will appear, press **service type** from drop list



The screenshot shows the "New" form for creating a revenue request. At the top, there are buttons for "Save", "Cancel", and "Copy link". The form has three main sections: "Service Type" with a dropdown menu, "Notes" with a text input field, and "Attachments" with a message "There is nothing attached." and an "Attach file" button.

Below screen show you type of your request service needed

Save Cancel Copy link


Service Type

- Issue Import Invoice
- Issue Export Invoice
- Extend Storage Fees
- Refunds
- Received payment
- SOA (Statment Of Account)
- Issue EDO Invoice
- Other Service Request

For example: use issue import invoice (service type)

Then fill all bill of lading (MAX 10 Bill of Lading per ticket) and press  Save Icon

OR

Adding XLS file Contains Bill of Ladings or bookings and press  Save Icon

Save Cancel Copy link

* Service Type

Issue Import Invoice

Notes

TEST ONLY

Bill of lading

NGZC00484300

Container no.

Bill of lading 2

HLCUIZ1201265415

Bill of lading 3

COSU6283257800

Bill of lading 4

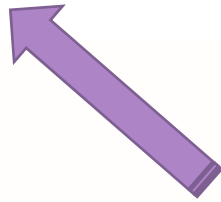
HLCUPN4201157041

Bill of lading 5

EGLV143099371626


Bill of lading 6**Bill of lading 7****Bill of lading 8****Bill of lading 9****Bill of lading 10****Attachments**

There is nothing attached.

 Attach file

If you need to add attached file, press on attach file Icon.



STEP 6: After press on  Save icon, below ticket will appear on your screen and all your ticket details (ticket number, service type, status, created date and time, etc...).

ID	Service Type	Status	ACT Notes	Created	Title	Booking	Bill of lading
239	Issue Import Invoice	Received		2 minutes ago	TEST ONLY		NGZC00484300

Also ACT system ticketing will send to you an e-mail notice as below screen

Dear Customer,

Your ticket created successfully and registered under the ID:239 of type Issue Import Invoice.

TEST ONLY

Regards

Note: we have 4 Colors for tickets and below is explained every color based on Ticket Status

RED	Received (sent to revenue team)
ORANGE	Working (under process)
GREEN	Closed (done)
GREY	Cancelled (data not correct)

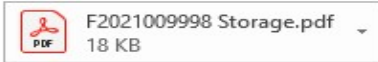


Step 7: when revenue team complete and issue the invoice, the status will change to be closed (done) and the ticket will appear with green color as below

Revenue Request

ID ▾	Service Type ▾	Status ▾	ACT Notes	Created ▾	Title ▾	Booking ▾	Bill of lading
239	Issue Import Invoice	Closed		37 minutes ago	TEST ONLY		NGZC0048430

Also will received an e-mail notice as below with invoice attachment



CAUTION: This message was sent from outside of ACT organization. Please do not click links or open attachments unless you recognize the source of this email and know the content is safe.
تحذير: هذه رسالة خارجية، يرجى التحقق من الجهة المرسله قبل الدخول الى أي رابط أو مرفقات أو الرد على الرسالة

Dear Customer,

Your ticket under the ID:239 of type Issue Import Invoice has been closed.

Regards