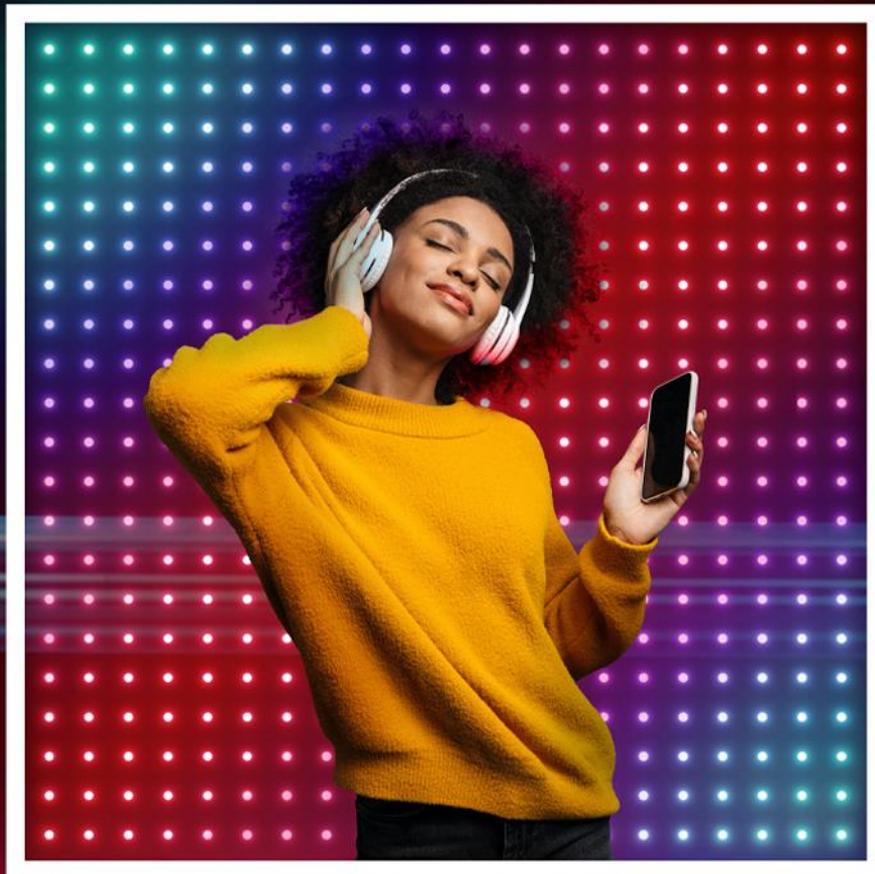


*HOW TO*  
**USE THE SEKO ECOMMERCE  
CS ZENDESK FORM**

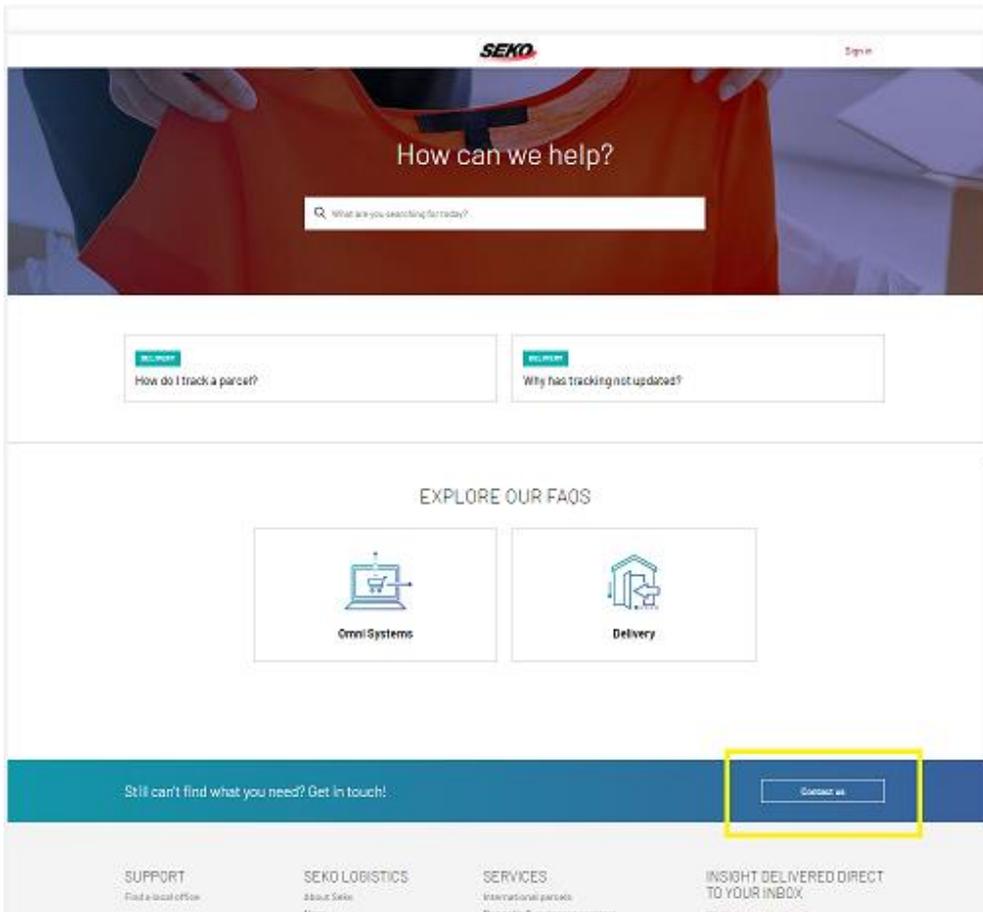




## HOW TO CONTACT SEKO ECOMMERCE CUSTOMER SERVICE

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.



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

Sign in to SEKO Logistics

Email

Password

Sign in

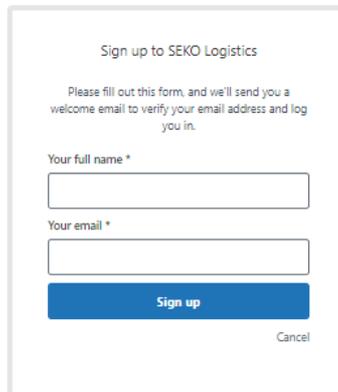
Forgot my password

New to SEKO Logistics? Sign up

Have you emailed us? Get a password

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.

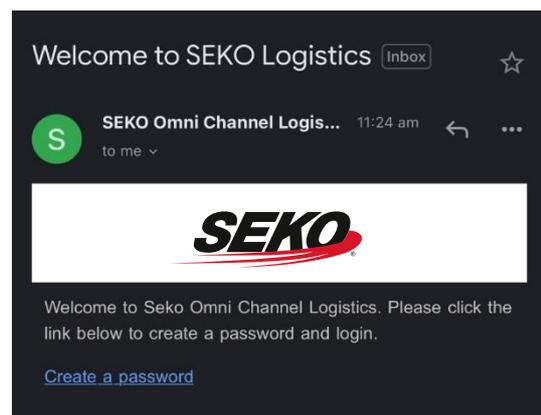
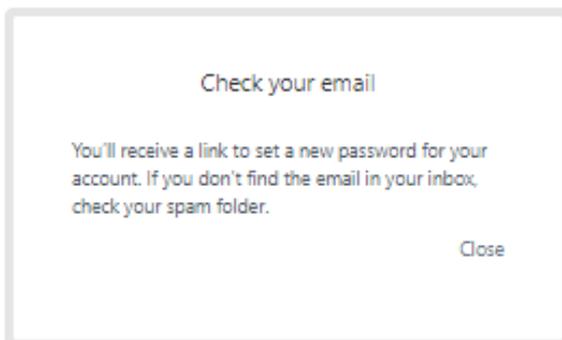
Your full name \*

Your email \*

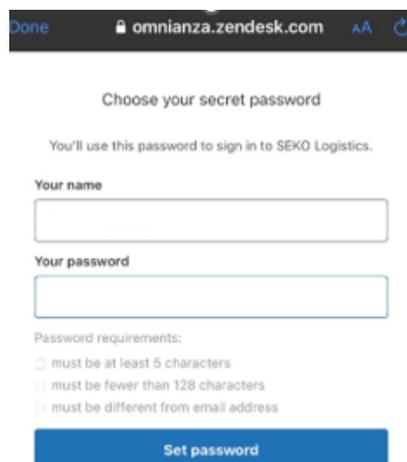
**Sign up**

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. Choose the correct form, for example, 'Delivery Enquiry' if the enquiry is about a parcel delayed within the network.

### Submit a request

Please choose your enquiry below

Delivery Enquiry

CC (optional)

Add emails

Tracking number

Trade Lane

-

How can we help?

-

Subject

Description

T B I | ☰ ☰ | 📎 🔗 📧 🗑️

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, "Parcel is delayed".

How can we help?

Other  
Parcel is delayed  
Parcel is Lost  
Parcel was damaged in transit  
Parcel was delivered damaged

- Write 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.