

Contact IT Support

Cencora Help Center > Getting Started > Managing Rate Cards: Setup and best practices

Search...

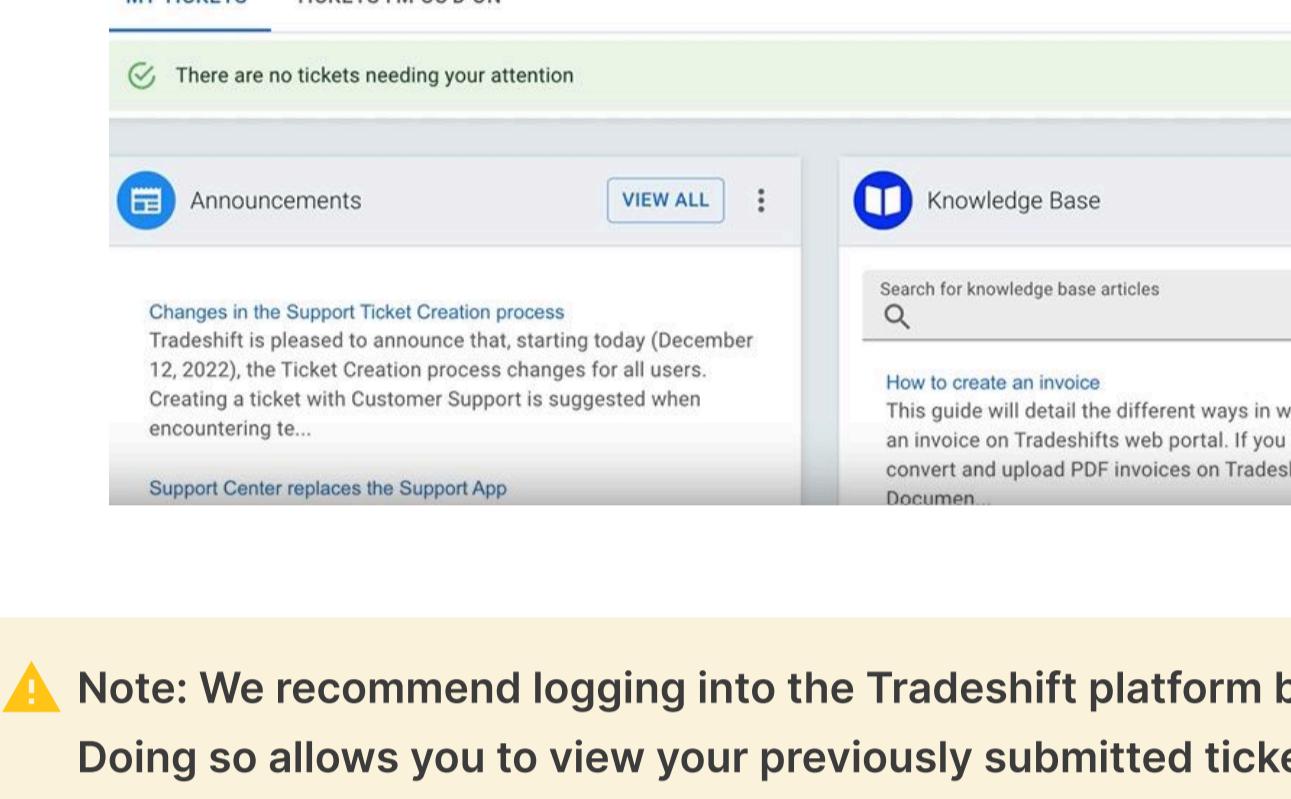
CONTACT IT SUPPORT

You may raise a support ticket if you're facing technical challenges such as:

- Login failures or session timeouts
- Inability to access knowledgebase articles
- Problems navigating the Tradeshift interface
- Any system bugs

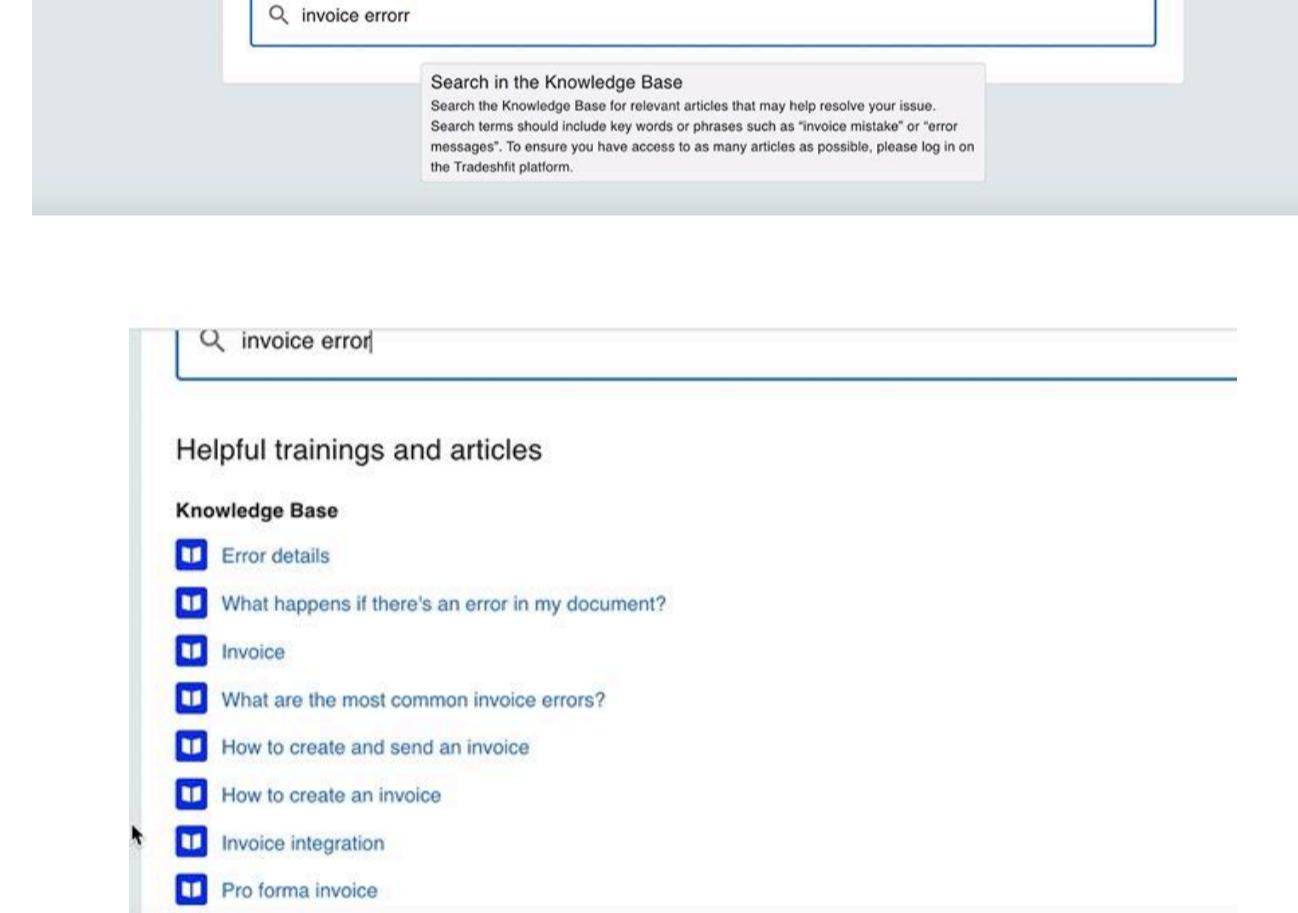
⚠ Note: Support tickets are not intended for business or billing inquiries. These should be addressed directly through your usual contacts.

HOW TO SUBMIT A SUPPORT TICKET

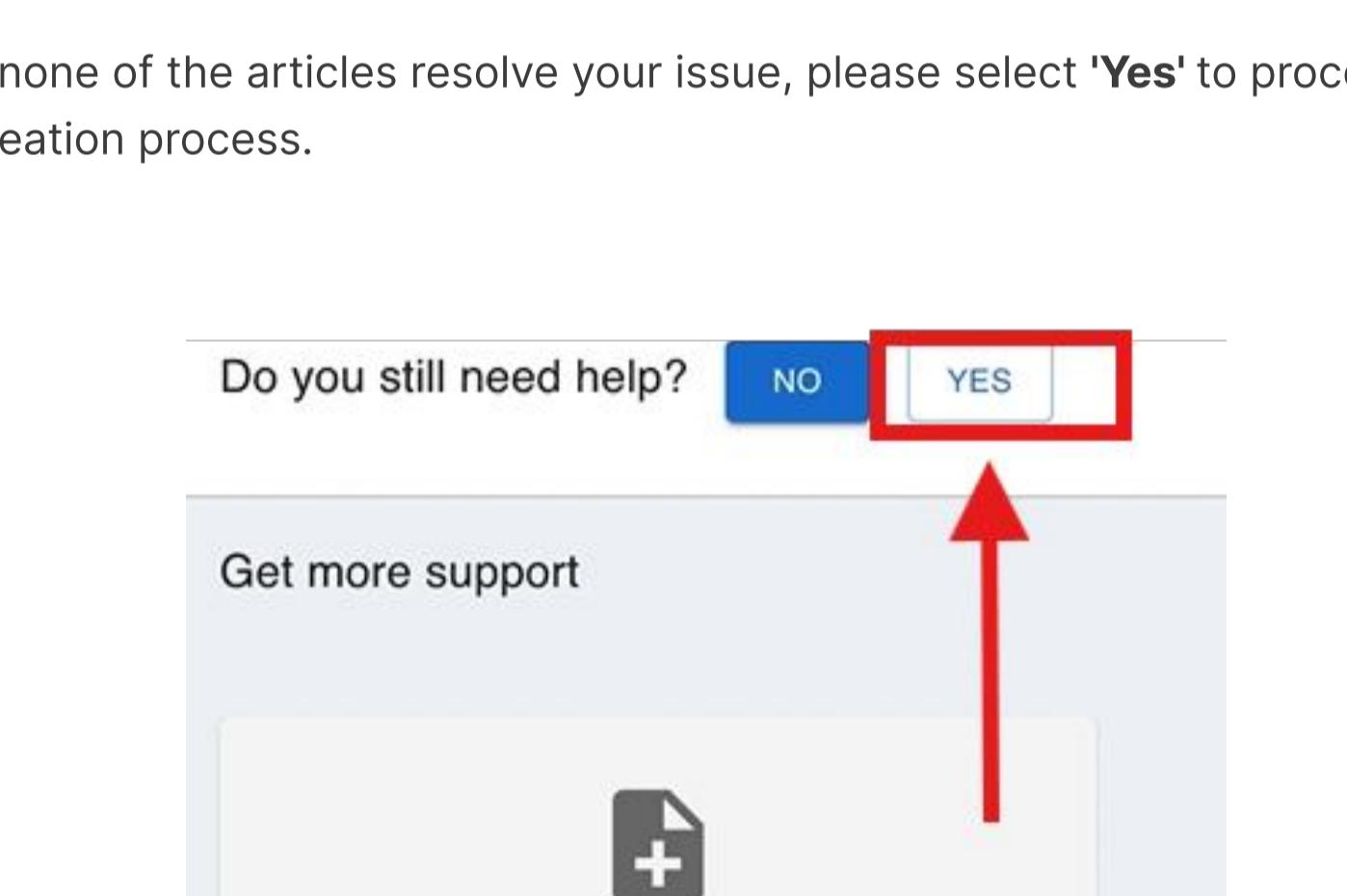


Generate a support ticket through the Support Center application

- To generate a support ticket, please open the '**Support Center**' application. You may refer to the [article](#) for detailed instructions on how to submit a support ticket.

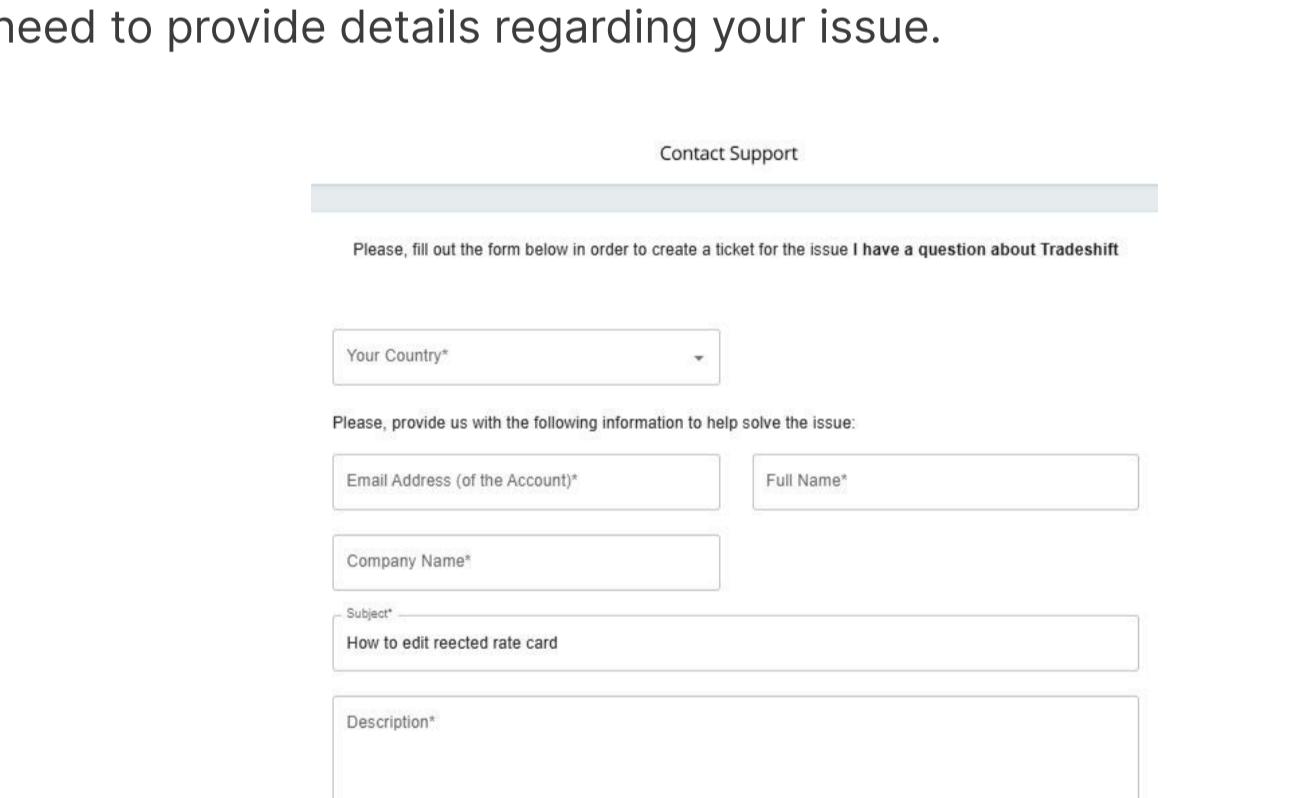


- You will be redirected to the relevant page; please click on the '**Support Ticket**' button.



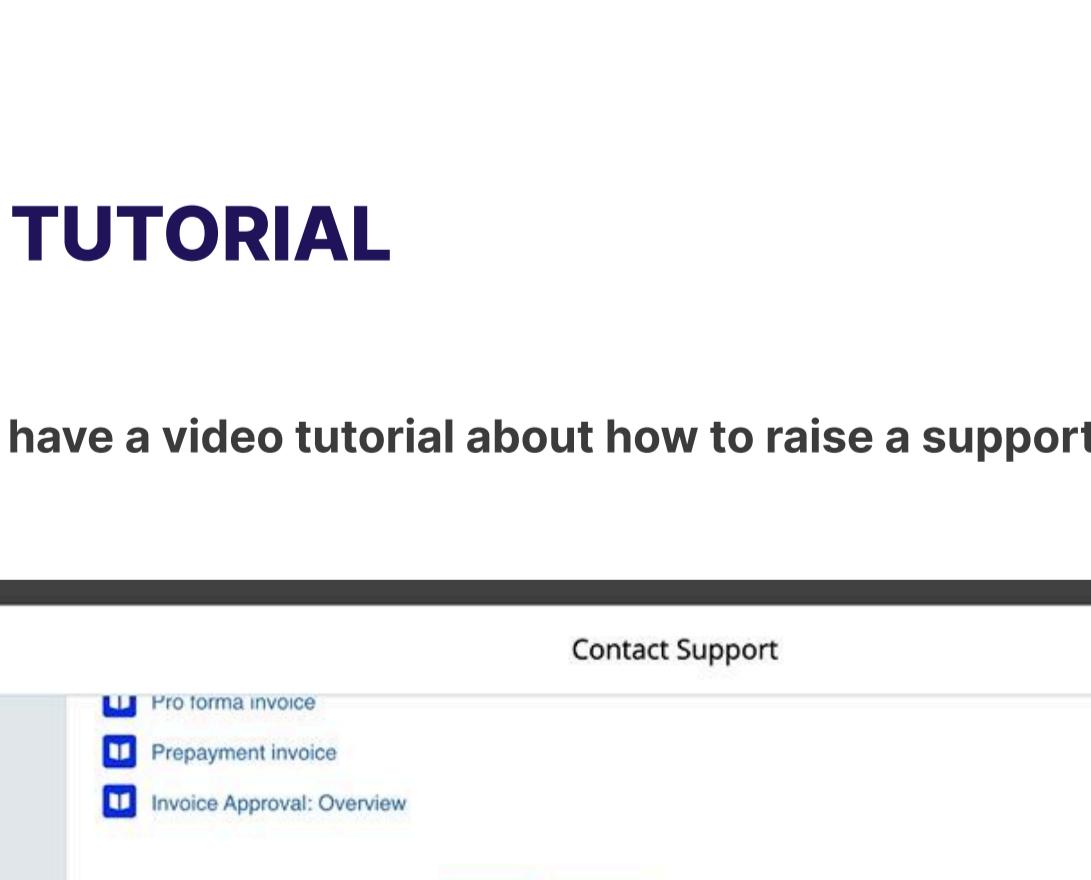
⚠ Note: We recommend logging into the Tradeshift platform before creating a support ticket. Doing so allows you to view your previously submitted tickets and provides access to a broader selection of support articles and categories for more accurate request classification.

- Upon clicking the Support button, you will be directed to a new page that allows you to search the relevant Knowledge Base. This page displays articles that may help address your inquiry.
- Use the search bar to look for articles related to your question.

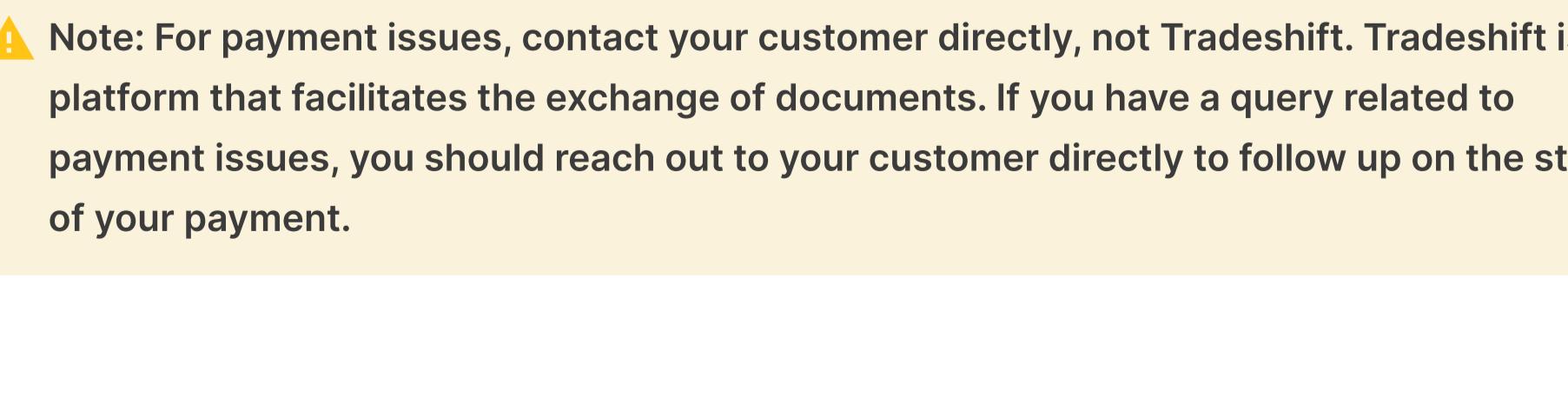


Support Ticket Submission Process

- If none of the articles resolve your issue, please select '**Yes**' to proceed with the ticket creation process.



- You will be prompted to select a category for your request. First, choose the appropriate category. Each category contains multiple topics. Select the topic most relevant to your issue.



- You will then be redirected to the final step of the ticket creation process, where you will need to provide details regarding your issue.



VIDEO TUTORIAL

- We also have a video tutorial about how to raise a support ticket, [available here](#).



⚠ Note: For payment issues, contact your customer directly, not Tradeshift. Tradeshift is a platform that facilitates the exchange of documents. If you have a query related to payment issues, you should reach out to your customer directly to follow up on the status of your payment.

Get Started

Managing Rate Card

Managing Purchase Order

Add all others...

RESOURCES

Tradeshift Knowledge Base

MasterClass

CONTACT US

Get Support

tradeshift.project@worldcourier.co.uk