

Contact IT Support

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

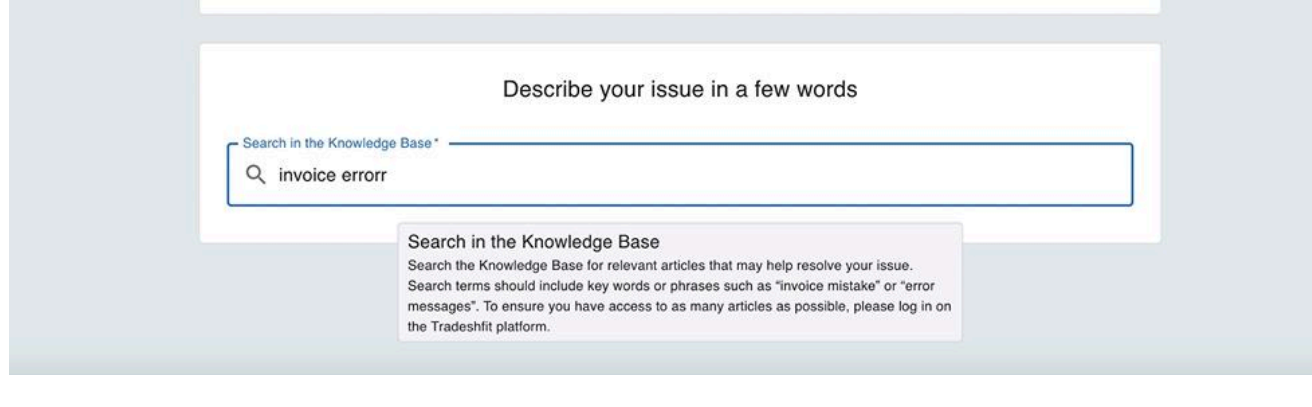
Search...

CONTACT IT SUPPORT

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

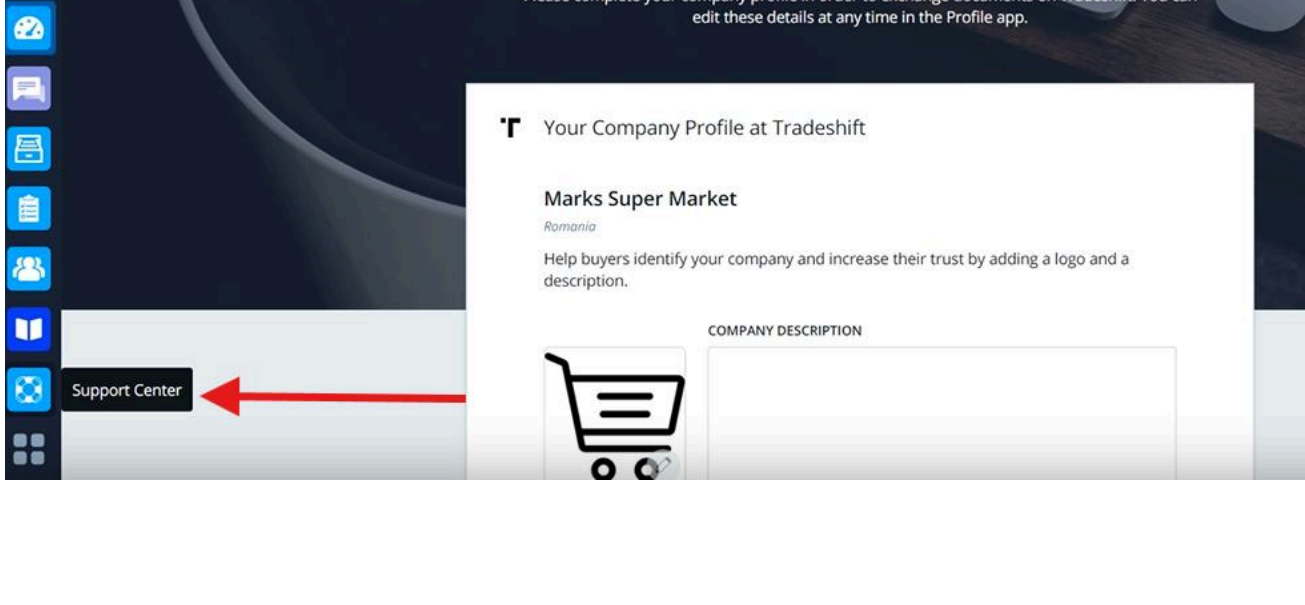
- Login failures or session timeouts
- Inability to access knowledgebase articles
- Problems navigating the Tradeshift interface
- Any system bugs

HOW TO SUBMIT A SUPPORT TICKET

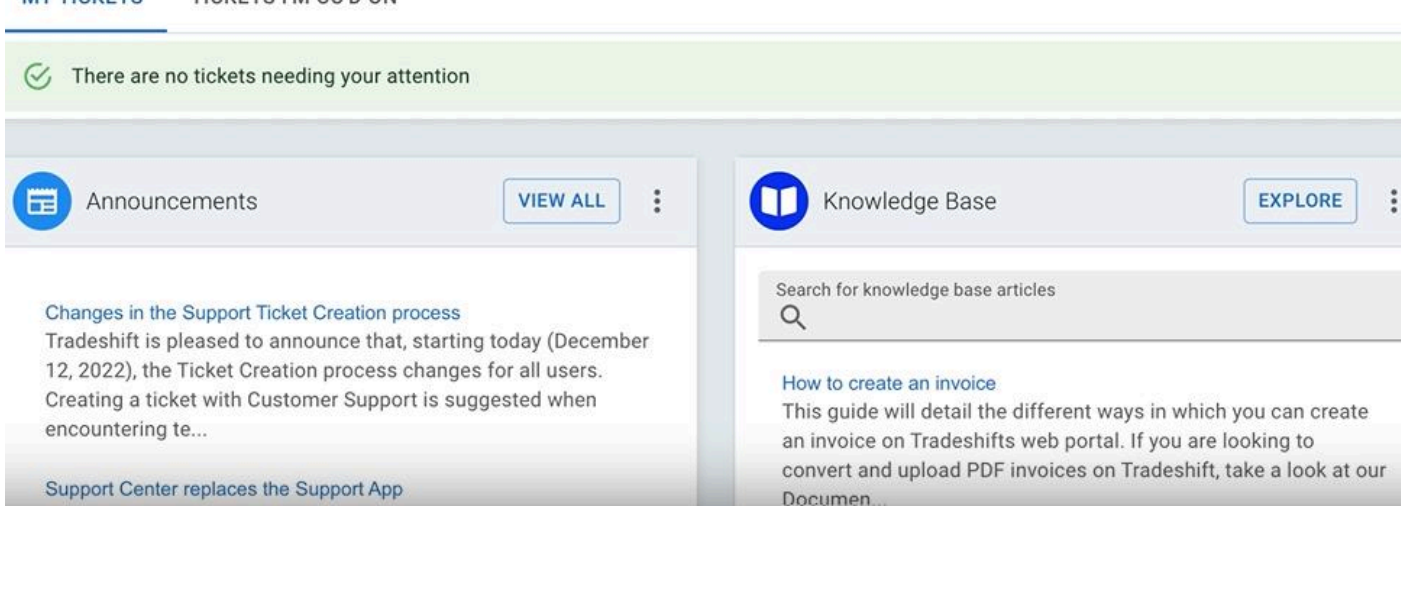


Generate a support ticket through the Support Center application

- 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.

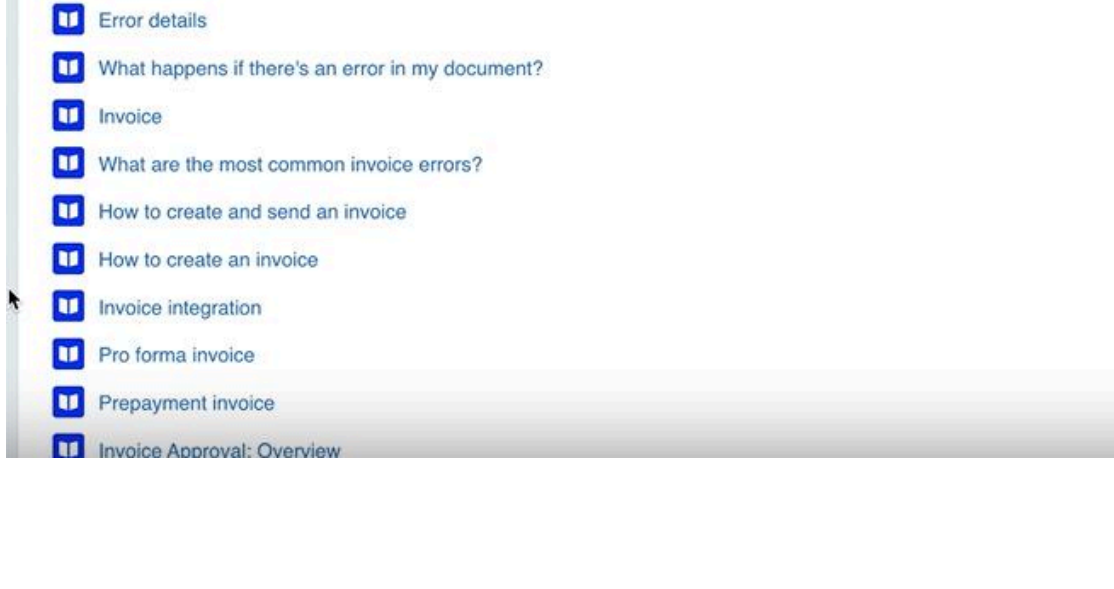
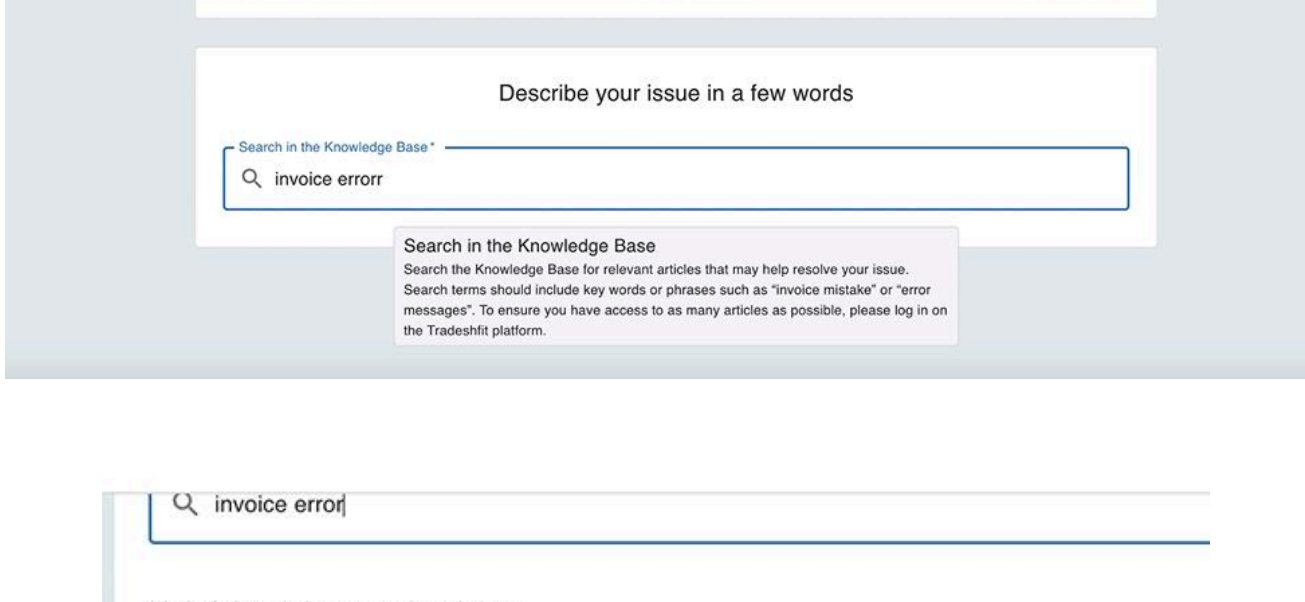


- You will be redirected to the relevant page; please click on the '**Support Ticket**' button.



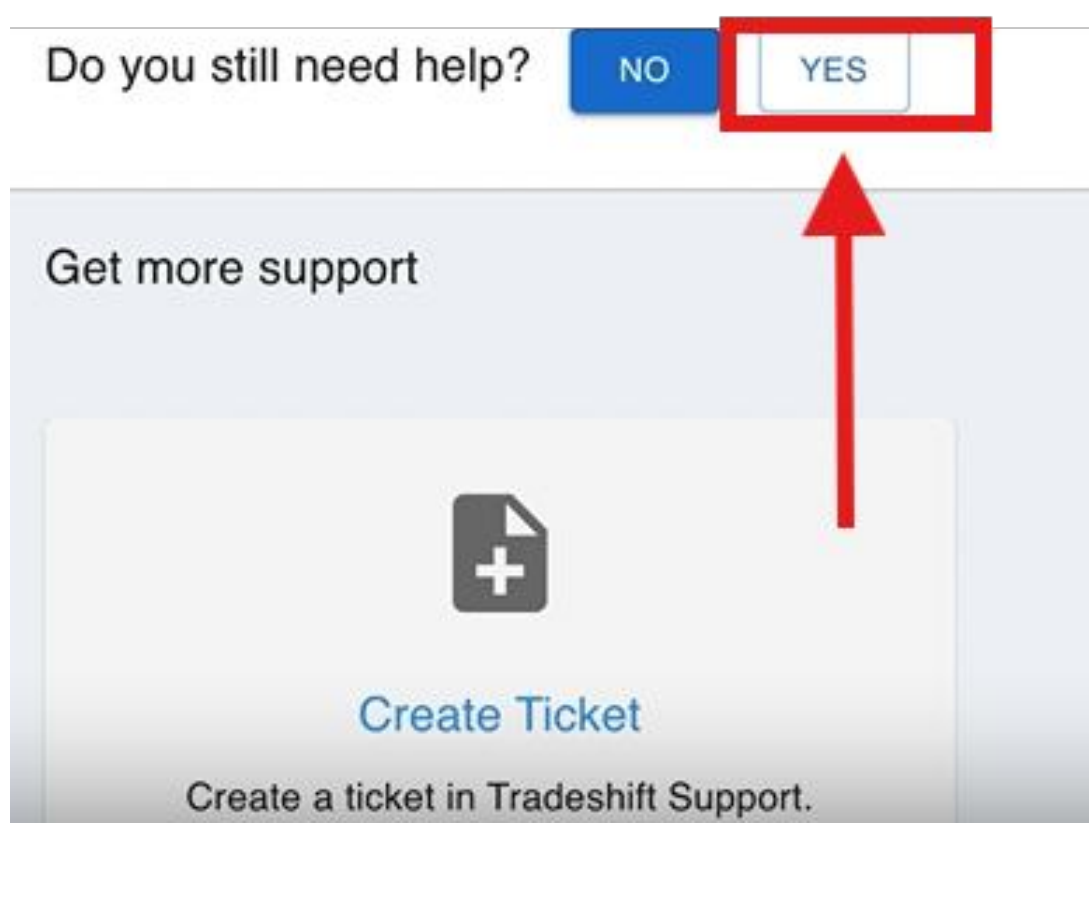
Note: We recommend logging into the Tradeshift platform before creating a support ticket. Doing so allows you to view your previously submitted tickets and provides access to a broader selection of support articles and categories for more accurate request classification

- 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.

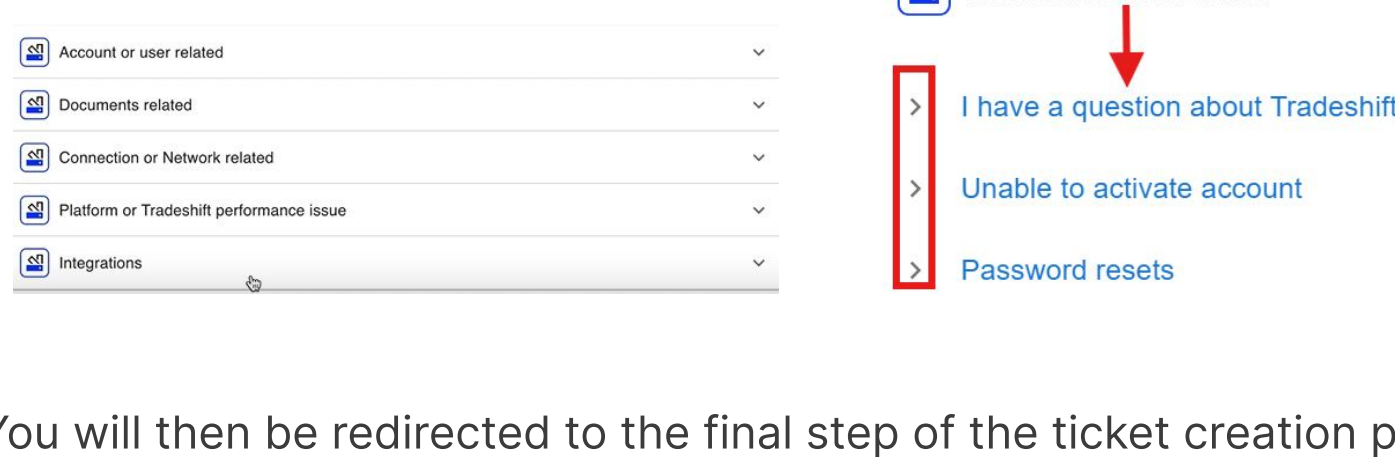


Support Ticket Submission Process

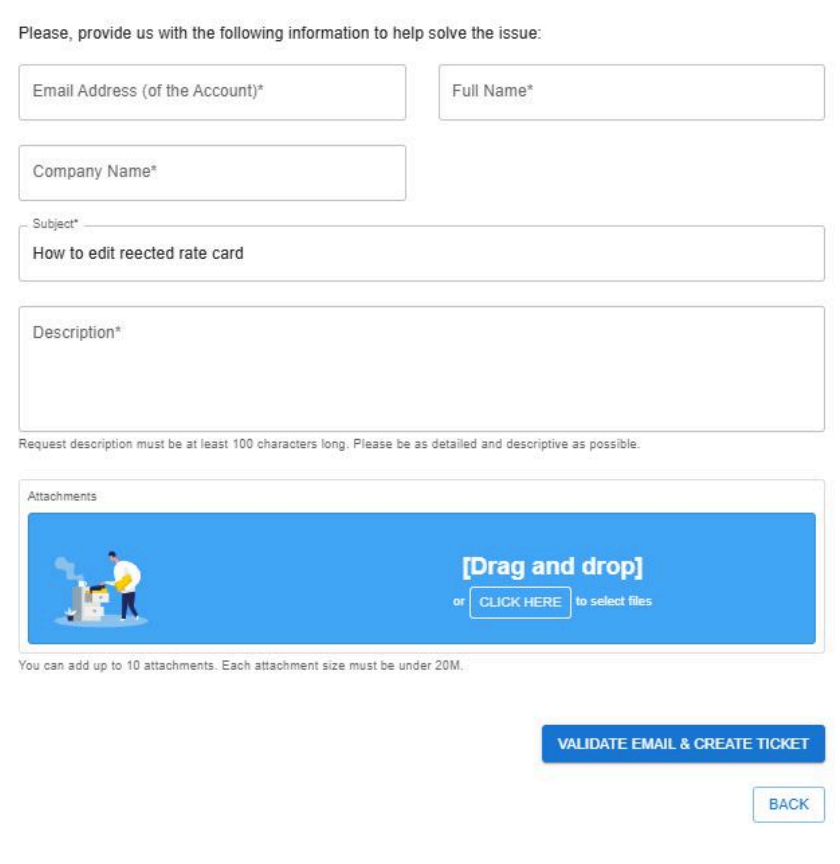
- If none of the articles resolve your issue, please select '**Yes**' to proceed with the ticket creation process.



- 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.

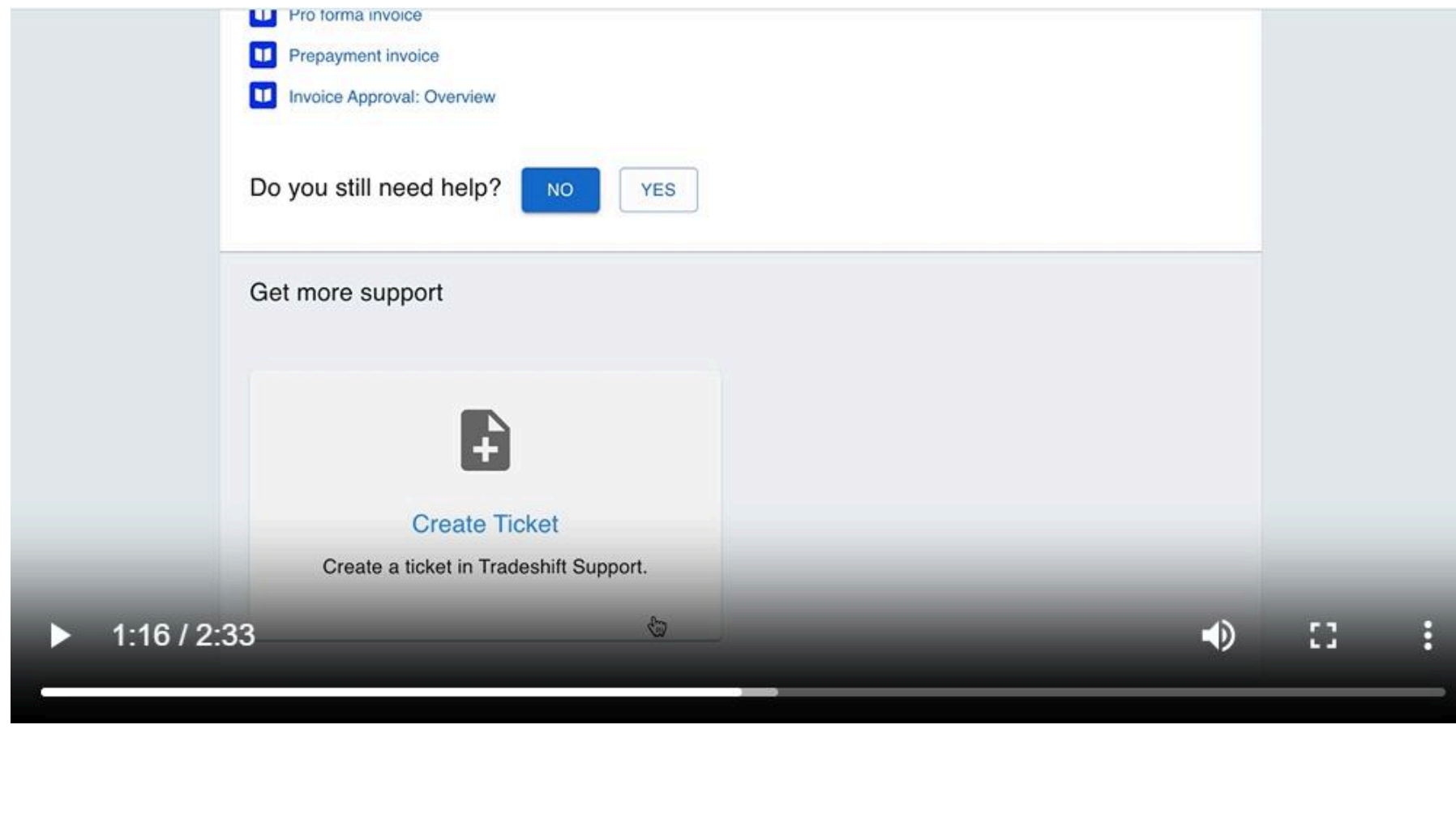


- You will then be redirected to the final step of the ticket creation process, where you will need to provide details regarding your issue.



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.