**B2B contact form**

B2B contact form is a Zendesk-based functionality, which aims to standardize the contacts from dropshippers and enable dropshippers to view all the submitted tickets and track status.

Click on **CONTACT US** on b2b.vidaXL.com, and you will be directed to the contact form on Zendesk (*you can save the link and open directly next time*).

For additional information regarding our post-sale processes, you can click on B2B vidaXL at the bottom of the page.

# Create an account on Zendesk

Click **Sign in** then click **Sign up** to register your account.

Note: your Zendesk account can be different from the account you have on b2b.vidaxl.com. You can create multiple Zendesk accounts as long as you fill the correct registered/ B2B account email address or order number when submitting a request

* Video link: [*How to sign up a Zendesk account*](https://www.dropshippingxl.com/on/demandware.static/-/Sites-dropshippingxl-com-Library/default/wp-content/how-to-sign-up-a-zendesk-account.mp4)

# Submit a request

2.1. Click **Submit a request** to fill in your request.

2.2. Click **Submit**. Your ticket will be successfully created.

* Video link: [*How to submit a request*](https://www.dropshippingxl.com/on/demandware.static/-/Sites-dropshippingxl-com-Library/default/wp-content/how-to-submit-a-request.mp4)

# Update and Track your submitted tickets

3.1 Go to **My activities** to track all of your tickets. You will be able to:

* Check the latest status of your ticket
* Open the ticket and find what you have submitted
* Search the right ticket which you are looking for
* Reply to the open tickets

**The ticket waits for vidaXL agent’s reponse**

**Open**

**The ticket waits for your reponse**

**Awaiting your reply**

**The issue has been solved and no further action required**

**Solved**

3.2. Open tickets with **Awaiting your reply** and provide your answer. Ticket will be changed to **Open** again.

* Video link: [*How to track submitted request*](https://www.dropshippingxl.com/on/demandware.static/-/Sites-dropshippingxl-com-Library/default/wp-content/how-to-track-submitted-request.mp4)

# FAQ

|  |  |
| --- | --- |
| **Questions** | **Answers** |
| Can I push my open ticket? | If the time from **Created** and **Last activity** is still within 72h, please do not add more comments to the ticket. If both are more than 72h, you can send a reminder to us. |
| Can I add more updates to my open ticket?  | If you have some changes to make based on previous ticket, open the ticket and add more comments instead of sending a new one. |
| Can I reopen my closed ticket?  | You can **Create a follow-up** and a new ticket will be generated.  |
| I see the last activity changes for my open ticket, but why didn’t I receive any response from vidaXL? | In this case, it means your ticket is dealt by our agent, but it might be forwarded to another team or escalate for more answers. Please do not push with 72h. |