Help & Documentation

Your go-to resource for help and documentation.

- Help & Documentation
- Contacting Support

Help & Documentation

Overview

The purpose of the Help & Documentation page is to provide a centralised resource hub for effectively utilising the Voila system. This comprehensive document aims to acquaint you with various sections within the page, including:

- **Documentation Section:** This section, found under the title "Documentation," encompasses the Setup API Documentation. It serves as a detailed guide to assist you in setting up the API.
- **Video Tutorials:** A dedicated page containing video tutorials is also available. These tutorials offer visual guidance to enhance your understanding of the Voila system.
- **Playground Section:** This area enables you to simulate label requests, allowing you to familiarize yourself with the process.
- **Support:** Concluding the document, we outline the process for submitting a support ticket. This avenue is at your disposal if you have any further queries or require assistance.

The Help & Documentation page facilitates a smoother experience while utilising the Voila system by consolidating these resources.

Help & Documentation

To access the "Help & Documentation" page, click it in the left-hand menu.

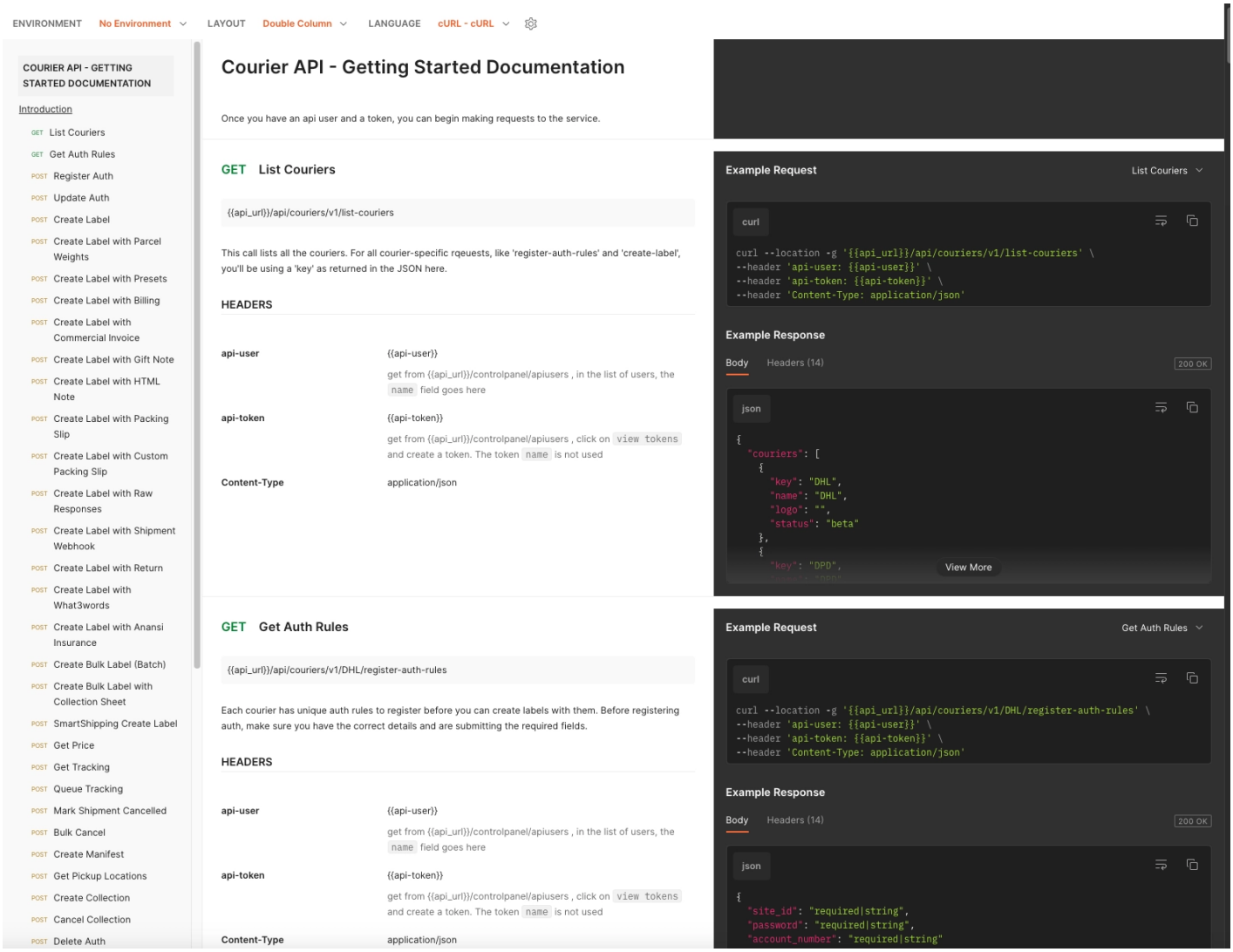
As depicted in the image below, the page is divided into three sections that enhance your understanding and utilisation of the Voila system.

> **Click to Play or Pause the Video**

Documentation

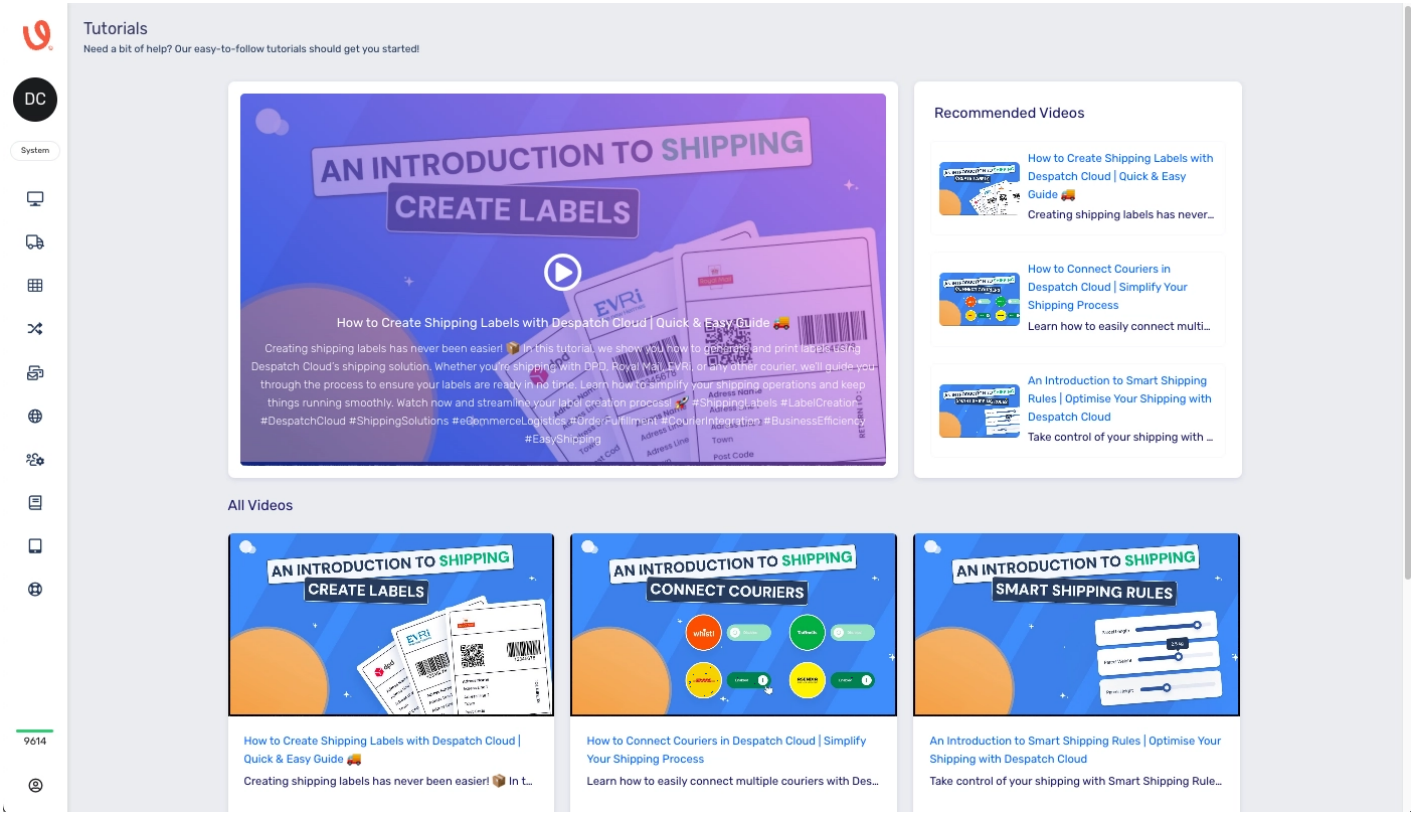
Our documentation is designed to lead you through every step of our API processes, elucidating the necessary data that needs to be transmitted to initiate requests via our API.

Click here to access the dedicated API documentation page, which provides further insights into our API's intricacies.



Tutorials

The purpose of these video tutorials is to assist you in getting fully prepared to utilise the Shipping feature via the user interface. We are actively working on expanding our collection of videos to provide you with even more valuable resources.



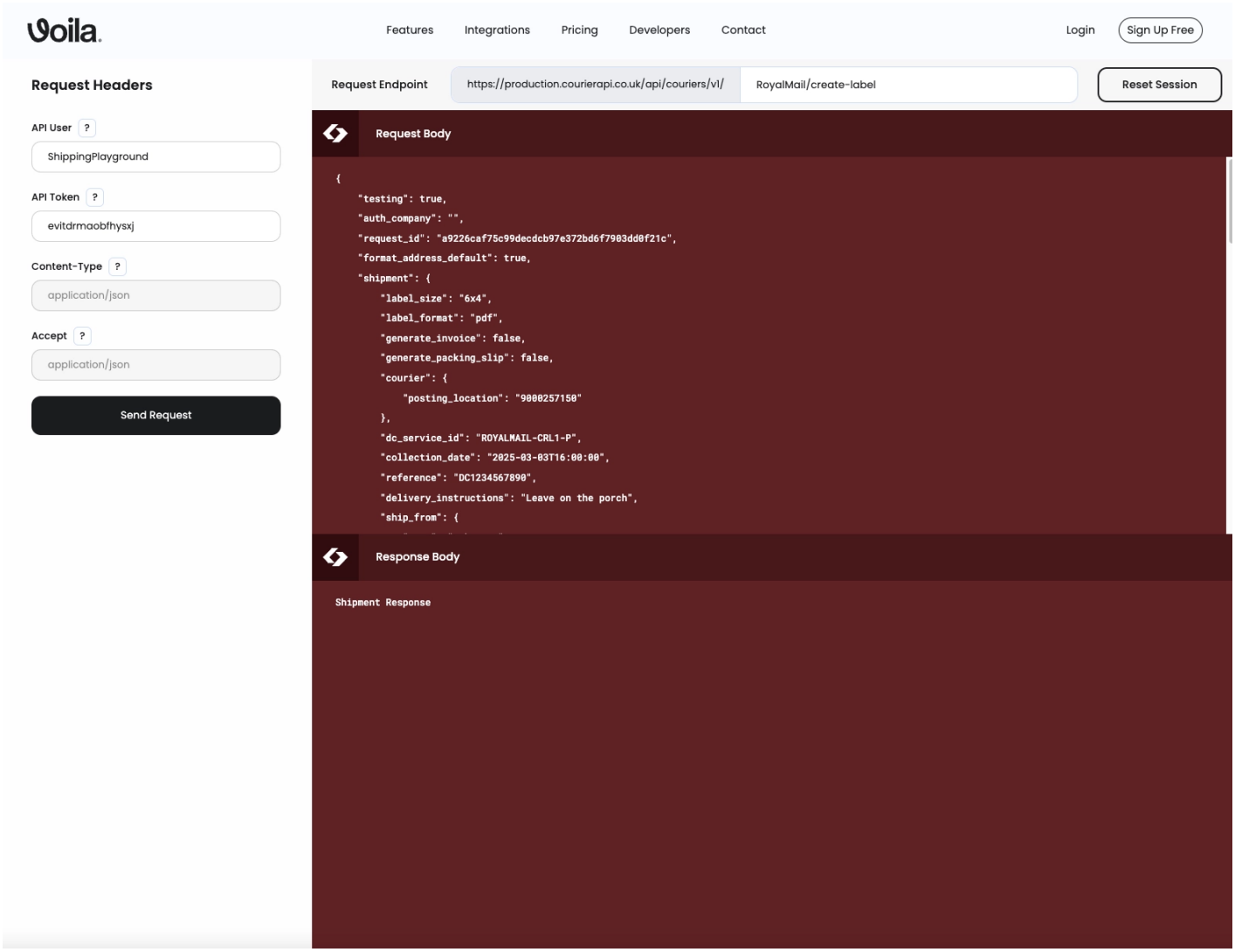
Playground

The Playground feature allows you to simulate label requests, offering the flexibility to adjust both the data sent and received. This interactive environment gives insights into the underlying processes governing label creation logic.

Simply put, the Playground empowers you to initiate requests directly from our application. It aids in comprehending the intricate mechanics involved when transmitting a request from your application to Voila.

It's important to note that the functionality of the Playground extends beyond just simulating label requests. Should you utilize authentic API credentials within the Playground, be aware that the courier will charge your account as it effectively submits a request.

To better understand how to use the Playground feature, kindly click on the following link to access our dedicated playground documentation page: **Playground Documentation**. This resource will provide detailed instructions on effectively utilising this interactive tool.



Contact Support

We encourage you to contact our team for assistance if you still need to locate the answers you've been seeking within our available help materials. Initiating this process involves clicking on the "Get in Touch" button.

Upon clicking, you will be directed to a dedicated page where you can provide specific details and elucidate the nature of the question or issue you're encountering. Once you've comprehensively outlined your concern, you can submit your ticket. Rest assured, our support team will promptly engage with you to address your query.

Click to Play or Pause the Video

Contacting Support

Overview

This document will guide you on how to contact support and create a ticket within our systems. It aims to assist you if you need help or have any questions.

Locating the Get in Touch Button

To find the get in touch button, click the "Help & Documentation" button in the left-hand menu of your Voila account. Next, click the highlighted "Get in touch" button. Alternatively, you can directly navigate to the support page here.

> **Click to Play or Pause a Video**

Creating and Submitting a Support Ticket

1. Please enter your inquiry subject in the box to help us quickly understand the general nature of your issue.
2. Indicate "Yes" or "No" to specify if this prevents your team from working. This information helps us prioritise critical issues.
3. Please provide your name, company name, and the email address associated with your Voila account so we can locate it quickly.
4. In this box, describe the problem you are experiencing in detail. Detailed descriptions help us diagnose the issue accurately.
5. Select when you first noticed this problem from the available options. Knowing the onset helps us identify potential changes or updates that may have caused the issue.

6. Choose the frequency of the problem from the provided options. Understanding how often the problem occurs helps us determine its severity and potential causes.
7. Please describe the steps you took to correct the error. This will allow us to replicate the issue and better understand its cause.
8. If you encounter error codes or messages, provide the details in this box. Error codes are crucial for diagnosing specific issues.
9. Explain how this issue is affecting your business operations. This information helps us understand the urgency and impact of the problem.
10. If you have multiple accounts, please specify if this issue is specific to one account or affects all of them. This will help us determine if the problem is isolated or widespread.
11. If the issue pertains to a specific order or shipment, please provide the reference, such as the order ID, shipment reference, or product code. This will help us identify the exact transaction in question.
12. If you've attempted to troubleshoot the issue yourself, describe your steps and results. This information can expedite our diagnostic process.
13. Upload any relevant log files or screenshots. If you have multiple files, place them in a .zip file and upload it as a single file. These attachments provide additional context and evidence for the issue.
14. Remember to include any additional information that may have been forgotten earlier, as extra details can be crucial for a comprehensive understanding of the issue.
15. Click "Submit" to send your ticket. Note your "ticket ID" for future reference when contacting us again. This ID helps us quickly locate your ticket for follow-up communications.

