

Ticket Number: 23864418 - General Ticket

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|---|---|-----------------------------------|--|
| Queue: Mods | CRM: Web-Retail | First Name: Cheryl Robeson | Opened On: 1/10/2025 3:00:52 PM |
| Category: DO NOT USE Web Retail Disabled | Customer ID: 4970458 | Last Name: Piggott | Opened By: Api User-Hermes |
| Subcategory: | Account ID: 13052013 | Phone #: 6154285624 | Priority: low |
| Assigned To: | Prod. Inst. ID: 13052013 | API Source: HERMES_000001 | |
| Status: Open | Closed On: | Alt. Email: | # of ReOpens: 0 |
| Substatus: | Domain: www.thestarsfoundation.net | Verification: | # of Touches: 0 |
| Subject: Mods Form Submission | Cust. Login: | Product Code: | Resume Date: |
| Schedule Date: | Issue ID: | | |
| Contact Email: | cheryl.robeson@gmail.com | | |

Ticket Details

| File Name | Uploaded By | Uploaded on Date |
|---|-----------------|----------------------|
| Screenshot 2025-01-11 035510.png (41kb) | Api User-Hermes | 1/10/2025 3:00:52 PM |

Modification Request=====Name: Cheryl Robeson PiggottEmail: cheryl.robeson@gmail.comCompany Name: The Stars FoundationBusiness Phone: 6154285624Contact Number: 7044376490CProd ID: 13052013URL: www.thestarsfoundation.netChanges Apply To: WebsiteBest Time to Contact: Morning Site Changes
 =====
 Product Type: Website
 Change1
 Page Name: checkout page
 Request: Change the coupon code (optional) to Table Name (if applicable)
 Attach File:
 Screenshot 2025-01-11 035510.png
 I need help! Get Creative with my request!: No
 Apply to all pages: No

 File Attachments:=====
 File Attached:
 Screenshot 2025-01-11 035510.png

Emails

Notes

Agent: Api User-Hermes 1/10/2025 3:00:52 PM
 Note Type: System
 For MTSCategory: and MTSSubCategory: combination provided, there is no MTS product configured in the CTS, so manually check and associate the MTSScheduleType.

Ticket History

| Activity | Old Value | New Value | Agent | Date |
|---------------------|--------------------------------|-----------|-----------------|----------------------|
| Category Escalation | DO NOT USE Web Retail Disabled | | Api User-Hermes | 1/10/2025 3:00:52 PM |
| Queue Escalation | Mods | | Api User-Hermes | 1/10/2025 3:00:52 PM |
| Status | Open | | Api User-Hermes | 1/10/2025 3:00:52 PM |
| Quantity | 0 | | Api User-Hermes | 1/10/2025 3:00:52 PM |
| TicketSubject | Mods Form Submission | | Api User-Hermes | 1/10/2025 3:00:52 PM |
| Customer ID | 4970458 | | Api User-Hermes | 1/10/2025 3:00:52 PM |
| Account ID | 13052013 | | Api User-Hermes | 1/10/2025 3:00:52 PM |
| Prod. Inst. ID | 13052013 | | Api User-Hermes | 1/10/2025 3:00:52 PM |
| Domain | www.thestarsfoundation.net | | Api User-Hermes | 1/10/2025 3:00:52 PM |
| ContactFirstNm | Cheryl Robeson | | Api User-Hermes | 1/10/2025 3:00:52 PM |
| ContactLastNm | Piggott | | Api User-Hermes | 1/10/2025 3:00:52 PM |
| ContactPhoneNo | 6154285624 | | Api User-Hermes | 1/10/2025 3:00:52 PM |
| ContactEmailAddress | cheryl.robeson@gmail.com | | Api User-Hermes | 1/10/2025 3:00:52 PM |
| ReferenceSystemID | 1 | | Api User-Hermes | 1/10/2025 3:00:52 PM |
| Domain | www.thestarsfoundation.net | Added | Api User-Hermes | 1/10/2025 3:00:52 PM |
| Prod. Inst. ID | 13052013 | Added | Api User-Hermes | 1/10/2025 3:00:52 PM |

Time Tracking

| Task Type | Duration | Dur. Over | Entered On | Entered By |
|-----------|----------|-----------|------------|------------|
|-----------|----------|-----------|------------|------------|

API Logs

| Status | Service | Method | Transaction ID | Error Code | Error Description | Created On | Created By | Direction | APILogID | ServerRequestID |
|--------|---------|--------|----------------|------------|-------------------|------------|------------|-----------|----------|-----------------|
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