The customer support handbook

Sorted

What is the Sorted Delivery Experience Platform?

Retailers and brands are supported by our industry-leading tech when they deliver goods and analyse post-purchase performance, and when they empower customers to track deliveries and return or exchange parcels effortlessly.

If you're a customer looking for technical support, or if you're troubleshooting issues, this document will come in handy.

Things don't often go wrong but, when we they do, we're on hand to make sure everything gets sorted as quickly and as efficiently as possible. In this guide, we'll explain the processes and people that you may come across when you're looking for platform support.

Something not working?

Firstly, all the technical documentation for our platform is public, so start here if you're looking for any quick answers: **sorted.com/tech-docs**

When it comes to fixing any problems...

Sorted is responsible for:

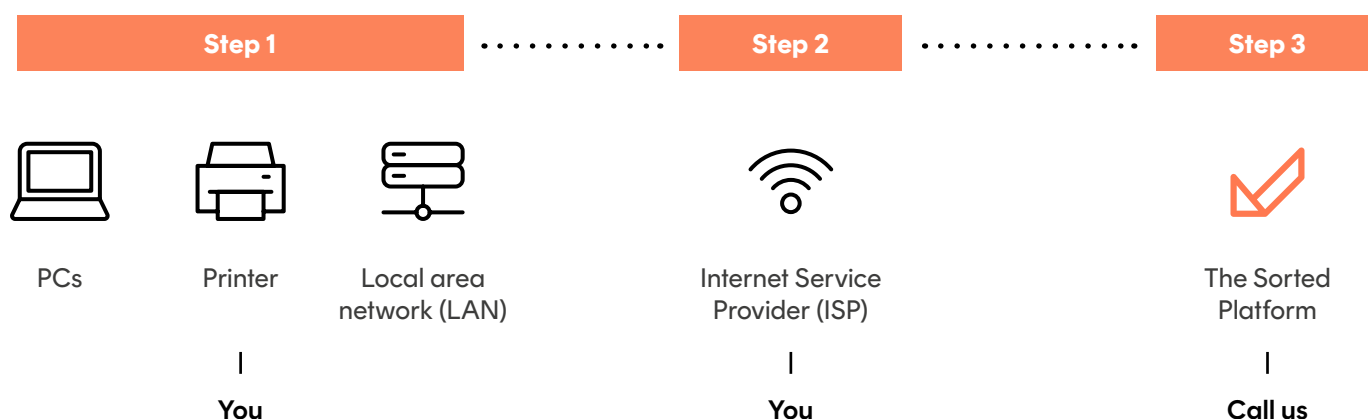- Uptime and availability of Sorted services

You are responsible for:

- eCommerce platforms
- Websites
- Warehouse management systems

- Order management systems
- Operational workstations
- Printers
- Local network

When do I call for help?

When you experience a problem with the Sorted Delivery Experience Platform, the issue will lie in one of three areas.

It's sometimes easy to misdiagnose the reason for the service disruption if the areas are not investigated in a certain order.

Step 1	Step 2	Step 3

PCs	Printer	Local area network (LAN)	Internet Service Provider (ISP)	The Sorted Platform
	You		You	Call us

To make sure that service is restored as quickly as possible in an emergency, **please check that the root cause doesn't lie in the first two steps** before you get in touch with the Sorted support team.

Let's work together

Help us to help you. Here's a run down of the info to provide when submitting a ticket to our Support team.

There are some questions you should aim to answer in every support ticket.
This helps speed up the resolution process.

1. How would you summarise the issue into a few sentences?

2. Which customers or locations are affected?

3. Which carrier services are affected?

4. What environment is affected? (Live or test)

5. What is the business impact?

6. When did the issue first occur?

7. Is the issue constant or intermittent?

8. Have you previously contacted us about this?

9. Is this via API or UI?

10. What calls are affected?
Please provide details - i.e. request and response of the affected call (in JSON format).

11. Are there any error messages?
Please provide details.

12. Can you replicate the issue in sandbox?

13. What troubleshooting steps have been carried out so far?

14. Have any changes taken place on your side?

These are the questions we'll need to answer as part of our investigations, but don't worry if you don't have all this info to hand when submitting a ticket.

The more information we have, the more likely it is that a speedy resolution can be found.

Incident types and response times

Severity	We'll reply within...	You'll be up and running in...	Definition
1	**15 minutes** (24/7)	**2 hours**	• Critical production issue that severely impacts your use of the service. • The situation halts your business operations and no procedural workaround exists. Service is unavailable.

Please note that severity 1 incidents will need you to have dedicated resources available to work on the issue on an ongoing basis with the Sorted team.

| Severity	We'll reply within...	You'll be up and running in...	Definition
2	**30 minutes** (24/7)	**4 hours**	• Major functionality is impacted. • Significant performance degradation is experienced. • The situation is causing a high impact to portions of your business operations whilst a reasonable workaround exists.
3	**1 hour** (Mon - Fri 09.00-17.00 GMT)	**2 days**	• There is partial, non-critical loss of use of the service with a medium-to-low impact on your business. • Your business continues to function with a short-term workaround.
4	**8 hours** (Mon - Fri 09.00-17.00 GMT)	**5 days**	• Enquiry regarding a routine technical issue. • Information requested on application capabilities, navigation, installation or configuration.

Major incident management

Major incidents are few and far between, but here's what will happen if you do experience one:

- Major incidents will be managed by an appointed Incident Manager.
- We will issue hourly updates via your support request about how quickly services will be restored.
- Our priority will be to complete a full investigation and to share the details and corrective actions as soon as possible.

After all major incidents, we will provide a root cause analysis. The timescales for providing this will be estimated and shared during the first 24 hours following the closure of an incident, although please note this will be dependent on the nature of the incident.

Support request process
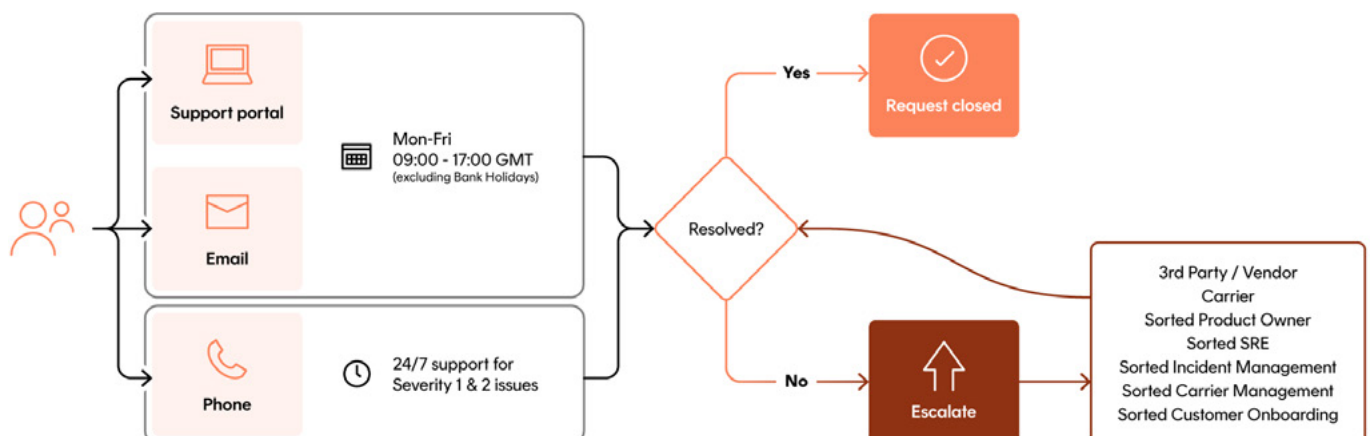
How to get in touch

Standard Support

Incident Severity:

1 **2** **3** **4**

Availability:

09:00 to 17:00 Monday to Friday (excluding UK public holidays)

📞 **03300 553 167**

✉ support@sorted.com

🖱 sortedgroup.atlassian.net/servicedesk/customer/

portal/3

Emergency Support

Incident Severity:

1 **2**

Availability:

24/7, 365 days a year

📞 **03300 553 167**

⚠ Please note that **emails are not monitored out of hours**. A support request will be created on your behalf when you call, and email can then be used to communicate with the assigned support representative.

Our documentation

sorted.com/tech-docs

Here you can find technical product guides, reporting information, API guides and references. These documents should aid triage on your local environment prior to contacting Sorted Support.

Sorted ☑