



## TIES Self Service Support – DRL Removal

 **Customer:** 193992

Company:

GB EORI No:  14 Branch:

EORI Reply:

DAN Type:

DAN Number:

VB shortcode:

Entry Type:

 Direct Rep:

Direct Letter:  saved

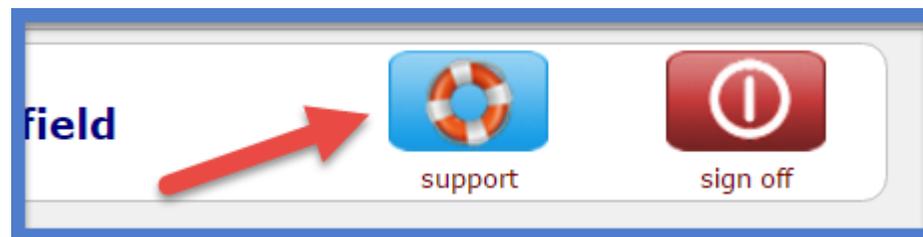
CMF:

Credit:  Limit:

Duty + VAT:

UPS Contract:  PA Code:

To begin click on support





Next click on “direct rep letter request”

Support Dashboard

welcome concern quote import gateway support sign off

support guide... new person request... person left request... one-time pass-phrase request... change my profile request... new airport request... **direct rep letter request...** support request...

Ask Ties/2 to show named Support page

search list popup page

HRM Document

ITIL Document

Then click on “new...”

Secure | https://www.ups-ties.com/ties.c2/1234561860022224132112310026301701183020821453664719780090001987190000000090009000091120619000000009000000009000000000

guide **DRL** new... reset

Page 1 of 1  
9 rows at 16 rows per page

New Direct Rep Letter Request List

List mode close

Request	State	Subject	Customer Nr	On Behalf Of	Notified	Resolved
100516	Closed	New Direct Rep Letter Request	193992	Test Company Record	18 Jan 2017	18 Jan 2017



Verify customer record.

1 - enter TIES customer number

2 – click amber ‘?’

New Direct Rep Letter Request

FCU03	Branch Code:	LBA	OK
FCU04	Customer Number:	<input type="text" value="1"/>	as six digits
FCU45	Company Name:	<input type="text"/>	OK
FCU61	Direct Rep Upload:	<input type="text"/>	OK
FCU62	Direct Rep File:	<input type="text"/>	OK
FCU99	Do you approve:	No	Do you approve:

(a)  

(b) To restart this request, click "refresh" on top menu bar.

Record verified next change ‘Do you approve to ‘Yes’ then click the amber ‘?’

New Direct Rep Letter Request

FCU03	Branch Code:	LBA	OK
FCU04	Customer Number:	193992 ✓	OK
FCU45	Company Name:	Test Company Record ✓	OK
FCU61	Direct Rep Upload:	18 Jan 2017 test drl.PNG ✓	OK
FCU62	Direct Rep File:	18 Jan 2017 12271419399218.png ✓	OK
FCU99	Do you approve:	Yes	Do you approve:

(a)  

(b) To restart this request, click "refresh" on top menu bar.



Next click the green tick to remove the old DRL from the customer record

**New Direct Rep Letter Request**

CU03	Branch Code:	LBA	OK
CU04	Customer Number:	193992 ✓	OK
CU45	Company Name:	Test Company Record ✓	OK
CU61	Direct Rep Upload:	18 Jan 2017 test drl.PNG ✓	OK
CU62	Direct Rep File:	LBA1701300612271419399218.png ✓	OK
CU99	Do you approve:	Yes ✓	OK

a)  To approve this New Direct Rep Letter Request, please click.

b) To restart this request, click "refresh" on top menu bar.

The old DRL has been removed, you can now create a new document for this customer

Tutorial Guide Print this Page **New Direct Rep Letter Request** Refresh this Page Close this Page

**New Direct Rep Letter Request**

FCU03	Branch Code:	LBA	OK ✓
FCU04	Customer Number:	193992	OK ✓
FCU45	Company Name:	Test Company Record	OK ✓
FCU61	Direct Rep Upload:	18 Jan 2017 test drl.PNG	saved cleared ✓
FCU62	Direct Rep File:	LBA1701300612271419399218.png	note added saved cleared ✓
FCU99	Do you approve:	Yes	OK ✓

DRL Request completed OK - please close this page and refresh the customer form.