
Ticket Submission Process for Foot Locker US

To submit an incident to Rithum, follow the instructions below to ensure that the necessary information is provided to Rithum Software Support team for them to assist you as quickly and efficiently as possible.

The Software Support team can be reached through the following channels:

- **Email:** support@dsco.io
- **Support:** Submit a ticket by going to <https://support.dsco.io/hc/en-us>

When submitting a ticket, make sure to include the following:

- Description of the issue
- Severity: Normal or urgent
- Steps to reproduce
- Expected behavior
- Specific examples

Tips for submitting a ticket

- Provide a short description of the issue and how urgent the issue is.
 - **Example:** I am attempting to log in, but my password appears to be wrong. I need to log in to get my orders. My username is asdf@company.com. Can you help me get into my account within the next couple of hours?
- If the issue is more complex, please provide as many details as you can that will assist our support team in researching and exploring solutions without having to reply to ask for details.
 - **Example:** I'm attempting to import an order via API using the POST orders/create endpoint with the following JSON object: {"Day":"Friday"} and I'm getting an HTTP 404 response. My account's username is "asdf@sample.io". I am unable to create orders until I resolve this issue.
- Be sure to include pertinent details such as the account you are working with, the details of what you are trying to do, and any error or response information that the system is returning that doesn't match your expectations. If you're having issues with a specific

order, or a group of orders, please include the PO Numbers and/or other identifiers that will assist us in researching the issue.

- **Example:** I'm attempting to update shipping information for PO Number 987654, but the system won't accept my tracking number of Z1765676578765. It's telling me that I'm unable to ship this order because the order is already cancelled.
- If the issue pertains to a file being uploaded or downloaded, please include the files in question as attachments to the email.
- Whenever possible, if the issue pertains to an oddity within the web application, please include a screenshot of the issue. Sometimes, this is all we need to identify the issue and propose a solution.
- Don't forget to attach any files or screenshots to the email.
- Include the appropriate contact information in the email, including your full name, email address, and a phone number in case a phone call is required to resolve the issue more quickly.