

MRNMarket — OFFICIAL HELP CENTER SYSTEM

URL: www.mrnmarket.com/help

Contact Us
Contact & Support Center – 24/7 Global Assistance
Buyer · Seller · Affiliate · Delivery Partner · Business Services

Send us a message

Select user type: Buyer
Select Contact Reason: Select

First Name: John
Last Name: Doe

Email Address: john.doe@example.com
Phone Number: +1 555-123-4567

Subject: [Empty field]

Order ID (Optional): [Empty field]

Message: [Empty text area]

Priority: Normal High Critical

Enter captcha value: tkhy

Submit Support Ticket

Contact Information

Support@mmmarket.com | immarket.com | business@mmmarket.com
+1 555-123-4567 | legal@mmmarket.com
Business Hours: 24/7 Global Support | MRN Global Market LLC
1234 Commerce St, Suite 567, New York, NY 10001, USA

Buyer Center | **Seller Center** | **Affiliate Center** | **Delivery Center**

MRNMarket will never ask for your password or OTP code. Report fraud immediately using Security & Fraud Report option.

Example Sender Info

First Name: Mohammad
Last Name: Nadri
Email: info@mrnmarket.com
Phone: +1 514 221 2223

Country: Canada
State / Province: Quebec
City: Montreal

User Type: Seller
Department: Seller Support
Contact Reason: Product Upload Issue

Subject: Product images not uploading
Order ID: (optional) system should create automatic
Message: My product images are not uploading. Please assist.
Priority: High

MRNMarket —Contact & Support Reason Directory

Purpose: Ticket routing • dispute handling • finance ops • compliance • scaling

BUYER SUPPORT

1. Order Issue
(Order modification, cancellation, wrong item, missing item)
2. Payment Issue
(Payment failed, charged twice, authorization hold)
3. Refund & Return Request
(Return initiation, refund status, damaged product)
4. Delivery & Shipping Issue
(Tracking, delay, lost package, wrong address)
5. Product Inquiry
(Pre-purchase questions, specifications, availability)
6. Dispute & Complaint
(Formal dispute against seller or order)
7. Account Problem (Buyer)
(Login, profile, verification, suspension)
8. Tax & Duty Inquiry
(Customs, VAT, import duty)
9. Invoice Request
(Tax invoice, purchase receipt)

SELLER SUPPORT

10. Seller Registration & Verification
(Onboarding, documents, approval)
11. Product Upload Issue
(Listing errors, category approval)
12. Store Management Help
(Store setup, branding, holiday mode)
13. Order Management Support
(Fulfillment, bulk tools, order processing)
14. Seller Withdrawal & Payout
(Balance, payout failure, settlement)
15. Seller Policy & Compliance
(Policy clarification, violations)
16. Seller Dispute Case
(Respond to buyer dispute)
17. Seller Account Health & Performance
(Account warnings, metrics, restrictions)
18. Policy Violation Appeal
(Suspension review, reinstatement)
19. Review & Feedback Dispute
(Fake reviews, abusive ratings)
20. Tax Configuration & VAT Setup
(Tax setup, compliance)
21. Seller Invoice & Tax Documents
(Business invoices, tax records)



AFFILIATE SUPPORT

22. Affiliate Registration
(Onboarding & approval)
23. Affiliate Link & Tracking Issue
(Broken links, tracking missing)
24. Commission & Payout Issue
(Payment delay, commission error)
25. Affiliate Dashboard Support
(Portal issues, stats errors)
26. Affiliate Policy & Compliance
(Violations, rules, appeal)



DELIVERY PARTNER SUPPORT

27. Delivery Registration
(Driver/courier onboarding)
28. Vehicle & Document Verification
(Document upload & approval)

- 29. Order Assignment Issue
(No orders, unfair distribution)
- 30. Delivery Payment & Wallet
(Earnings, withdrawals)
- 31. Delivery App / System Issue
(App bugs, GPS, login)
- 32. Delivery Dispute
(Customer complaint, unfair rating)

OUTSOURCING & BUSINESS SERVICES

- 33. Outsourcing Service Inquiry
(BPO services inquiry)
- 34. Business Process Outsourcing
(Operations management)
- 35. Customer Support Outsourcing
(Dedicated support team)
- 36. Logistics & Fulfillment Inquiry
(Warehousing, 3PL)
- 37. Strategic Partnership Request
(Brands, institutions, platforms)
- 38. Advertising & Promotion
(Sponsored listings, homepage banners)
- 39. Training & Onboarding Request
(Enterprise onboarding, training)

PLATFORM, SECURITY & COMPLIANCE (GLOBAL)

- 40. Technical Support
(Website/app errors, bugs)
- 41. Platform Status & Outage
(System downtime, payment outage)
- 42. Security & Fraud Report
(Scam, phishing, fake sellers)
- 43. Account Recovery
(Hacked account, lost access)
- 44. KYC / Identity Verification
(Verification issues)

45. Intellectual Property (IP) Report
(Counterfeit, copyright, trademark)
46. Data Privacy Request
(GDPR, data deletion, export)
47. Legal / Law Enforcement Request
(Subpoena, court order)
48. API & Developer Support
(Integration, ERP, webhooks)
49. Escalation Request
(Unresolved case, SLA breach)
50. General Question / Other

MRNMarket — Support Operations System

This is the **full operational engine** behind your Contact Page.

1) SUPPORT FLOW (How every ticket works)

Step 1 — User selects role

- Buyer
- Seller
- Affiliate
- Delivery Partner
- Outsourcing
- platform

Step 2 — User selects contact reason

(From your 50 enterprise reasons)

Step 3 — Ticket created automatically

Each ticket gets:

- Ticket ID (MRN-2026-000001)
- User ID
- Role
- Department
- Priority

- SLA timer

Step 4 — Auto-routing to department

No manual sorting.

Step 5 — SLA timer starts

Escalation if not answered.

2) DEPARTMENT STRUCTURE (Internal Teams)

Your support organization should look like this:

 Buyer Support Department

Handles:

- Orders
 - Payments
 - Refunds
 - Delivery
 - Disputes
 - Tax & invoices
-

 Seller Support Department

Handles:

- Registration & verification
 - Product listings
 - Store management
 - Account health
 - Policy & appeals
 - Tax & invoices
-

 Affiliate Support Department

Handles:

- Registration
 - Tracking
 - Commission
 - Dashboard
 - Policy
-

 Delivery Support Department

Handles:

- Driver onboarding
 - Document verification
 - Order assignment
 - Wallet & payouts
 - Delivery disputes
-

 Business & Outsourcing Department

Handles:

- BPO services Business Process Outsourcing
 - Logistics partnerships
 - Warehousing
 - Strategic partnerships
 - Advertising
-

 Platform & Security Department

Handles:

- Technical issues
- Fraud & scams
- IP violations
- Data privacy
- Legal requests
- API support

- Outages
-

3) PRIORITY SYSTEM

Every ticket gets a priority:

Normal

- General questions
- Product inquiry
- Registration help

High

- Payment issue
- Withdrawal issue
- Order problem

Critical

- Fraud report
 - Security breach
 - Platform outage
 - Legal request
-

4) SLA (Service Level Agreement)

This is how fast your team must respond:

Priority First Response Resolution Target

Normal 24 hours 72 hours

High 6 hours 24 hours

Critical 1 hour 6 hours

If SLA is breached → auto escalation.

5) ESCALATION SYSTEM

Level 1 — Support Agent

Level 2 — Senior Support Officer

Level 3 — Department Manager

Level 4 — Operations Director

Level 5 — Legal / Executive

Escalation triggers:

- SLA breach
- Fraud case
- Legal case
- VIP client

6) ADMIN SUPPORT DASHBOARD

Your admin panel should include:

Ticket Management

- New tickets
- In progress
- Waiting user reply
- Resolved
- Escalated

Filters

- By role
- By department
- By priority
- By SLA status

Ticket View

- Full user profile
- Order history
- Payment history
- KYC status

- Past tickets
-

7) USER SUPPORT DASHBOARD

Each user sees:

- My Tickets
 - Ticket Status
 - Chat with support
 - Upload documents
 - Escalate case
 - Close ticket
-

8) AUTOMATION & AI (Future)

- Auto-replies
 - Auto-suggestions
 - FAQ recommendations
 - Fraud detection
 - Sentiment analysis
-

9) LEGAL & COMPLIANCE LOGGING

Every ticket is stored for:

- Audit
 - Legal protection
 - Financial compliance
 - Regulator review
-

10) MULTI-LANGUAGE SUPPORT

Support system should support:

- English
- Dari
- Pashto
- Arabic
- German
- French

Ticket Rules (Very Important)

One ticket = one conversation thread

A ticket becomes a thread like WhatsApp chat:

- User message
- Support reply
- User follow-up
- Status updates

Admin Support Center (One place to manage all)

URL example: /admin/support

Admin panel tabs

1. **Live Chats**
2. **Tickets**
3. **Agents**
4. **Reports**
5. **Canned Replies**
6. **Settings**

Admin Ticket Filters (Must-have)

Admin can filter tickets by:

- Role: Buyer / Seller / Affiliate / Delivery/ outsourcing
- Status: Open / In Progress / Waiting / Resolved / Closed
- Priority: Low / Normal / Urgent
- Category
- Country/City
- Date range

- Assigned agent

Smart Automation (Professional)

Auto Priority Rules

- Payment issue → Urgent
- Delivery delay → High
- Account login → Normal

Auto Assignment Rules

- Delivery tickets → Delivery Support Agent
- Seller verification → Seller Support Agent
- Affiliate withdrawal → Finance Support Agent

Notifications (Must-have)

When a ticket is created or replied:

- Email notification sent to user
- Dashboard notification icon shows “1”
- Optional WhatsApp alert later (if you enable)

Security & Audit Logs

For every ticket:

- user_id
- role_type
- ip_address
- device
- timestamps
- attachments
- agent actions

This protects MRNMarket legally.