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What you need to know about the support process.

As a valued member of the OB10 network, you have access to our global support personnel at all times. Should you have a question about your account, we will be ready with a prompt response. To check the status of an open ticket, [click here.](#)

or

Dial our support line which can be located by clicking [here.](#)

Getting started: Video tutorials

If you're a new user, we have everything you need to get started as quickly as possible.

How can I learn about the portal's functionality?

Watch our short video tutorials to tour the OB10 Portal and learn how to use its key features:

1. [Learn how to use the home page on the OB10 Portal](#)
2. [Make invoice entry quick and easy](#)
3. [Create invoices or credit notes on the OB10 Portal](#)
4. [Convert purchase orders into invoices](#)
5. [Upload invoice files to the portal \(only for integrated solution suppliers\)](#)
6. [View the status of your invoices on the OB10 Portal](#)
7. [Set up and run reports on your invoices](#)
8. [Manage you company and user settings](#)
9. [Find help and support on the OB10 Portal](#)
10. [Raise and track your support tickets](#)

Not all of the referenced options are available for all Users.

The functionality is determined by your Account Administrator or Buyer's Service offering.

How does the ticketing process work?

Opening a ticket is the key to your OB10 support experience. Each ticket is given a unique number for tracking and documentation. The ticket will be handled within the terms of the Service Level Agreement by our customer service agents.

Tickets can be opened for any issue with your OB10 account; whether you forgot your login credentials, have experienced a invoice specific issue, or want to add a new buyer to your account.

Tickets numbers are required to escalate a topic to your Buyer.