

Training Guide for facilities Chat service between facility and conformity body



Table of Contents

- Service description
- Service requirements
- How to use the chat service
- Open report



Service description

Our chat service enables direct communication between importers and conformity bodies. This service fosters transparency, enhances efficiency, and promotes collaboration

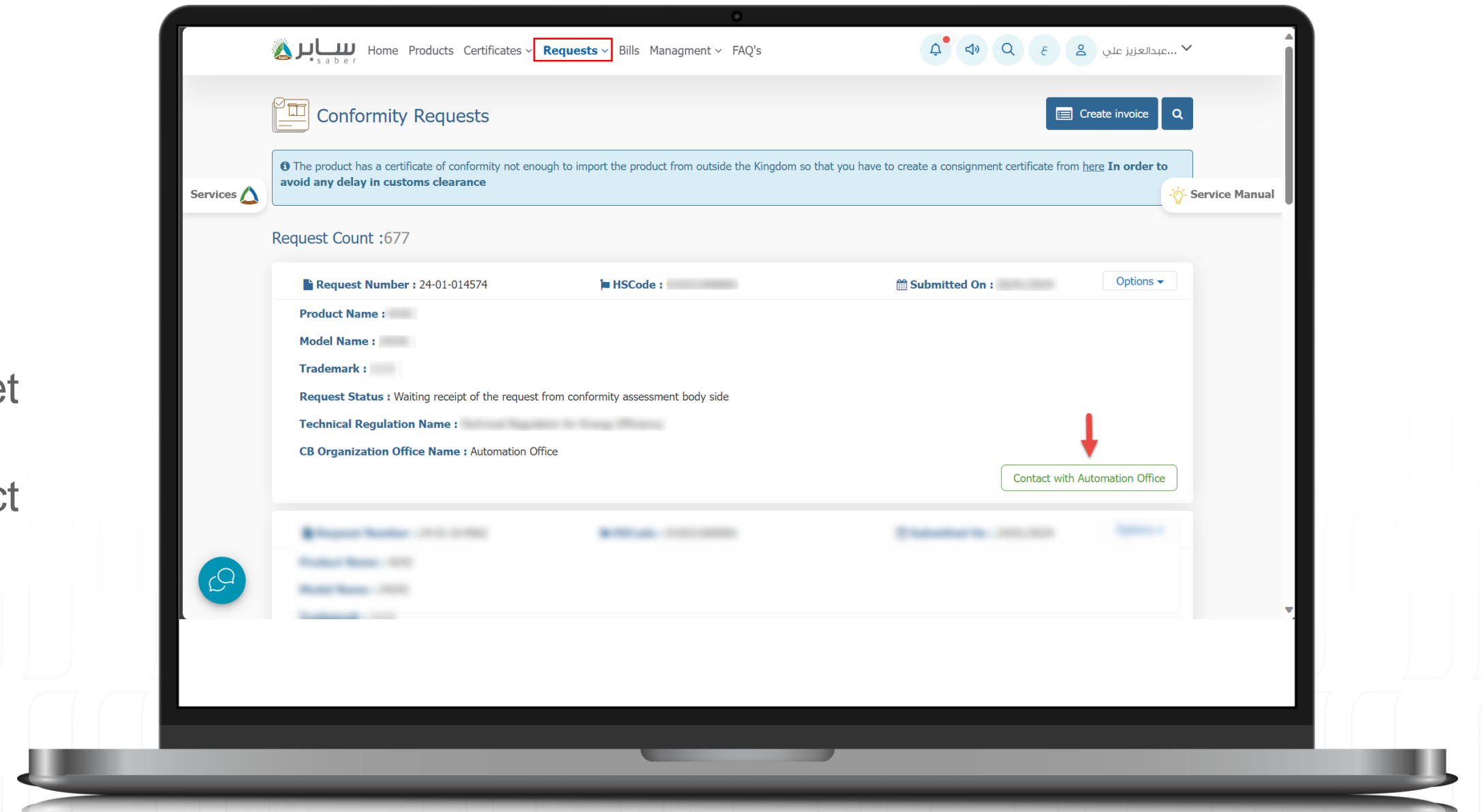
Service requirements

You can start a chat with the conformity assessment body in all cases of the request, except if the request has not yet been submitted (draft), has been closed for non-payment of fees, 3 months have passed after registering the product conformity certificate, or the certificate has expired.

How to use the chat service

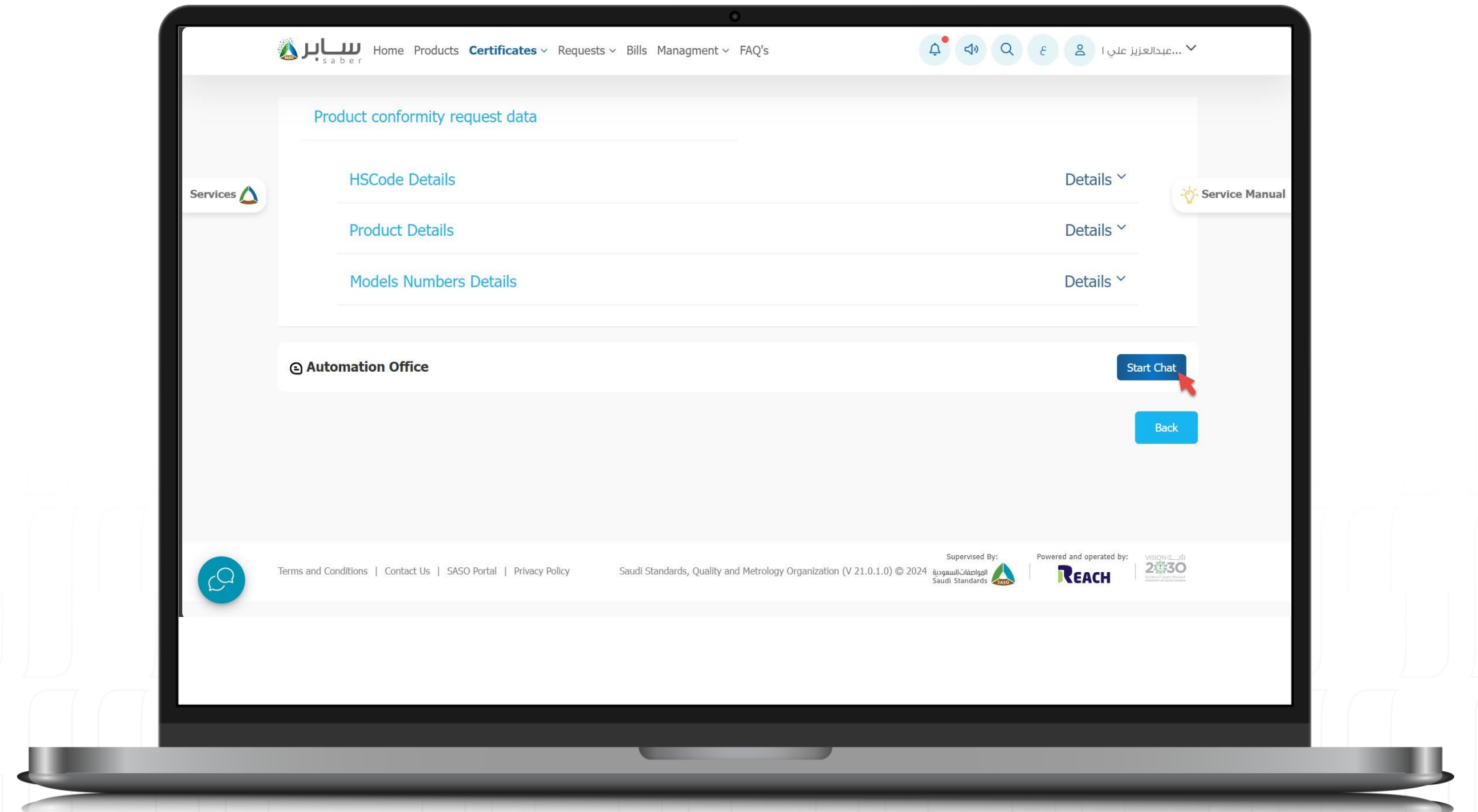
Step One:

Navigate to the “Added Requests” from the main menu located at the top of the page. Identify the request you wish to inquire about and click on the Contact with “the Office name of the Conformity assessment Body” icon, which was selected during the product conformity request submission.



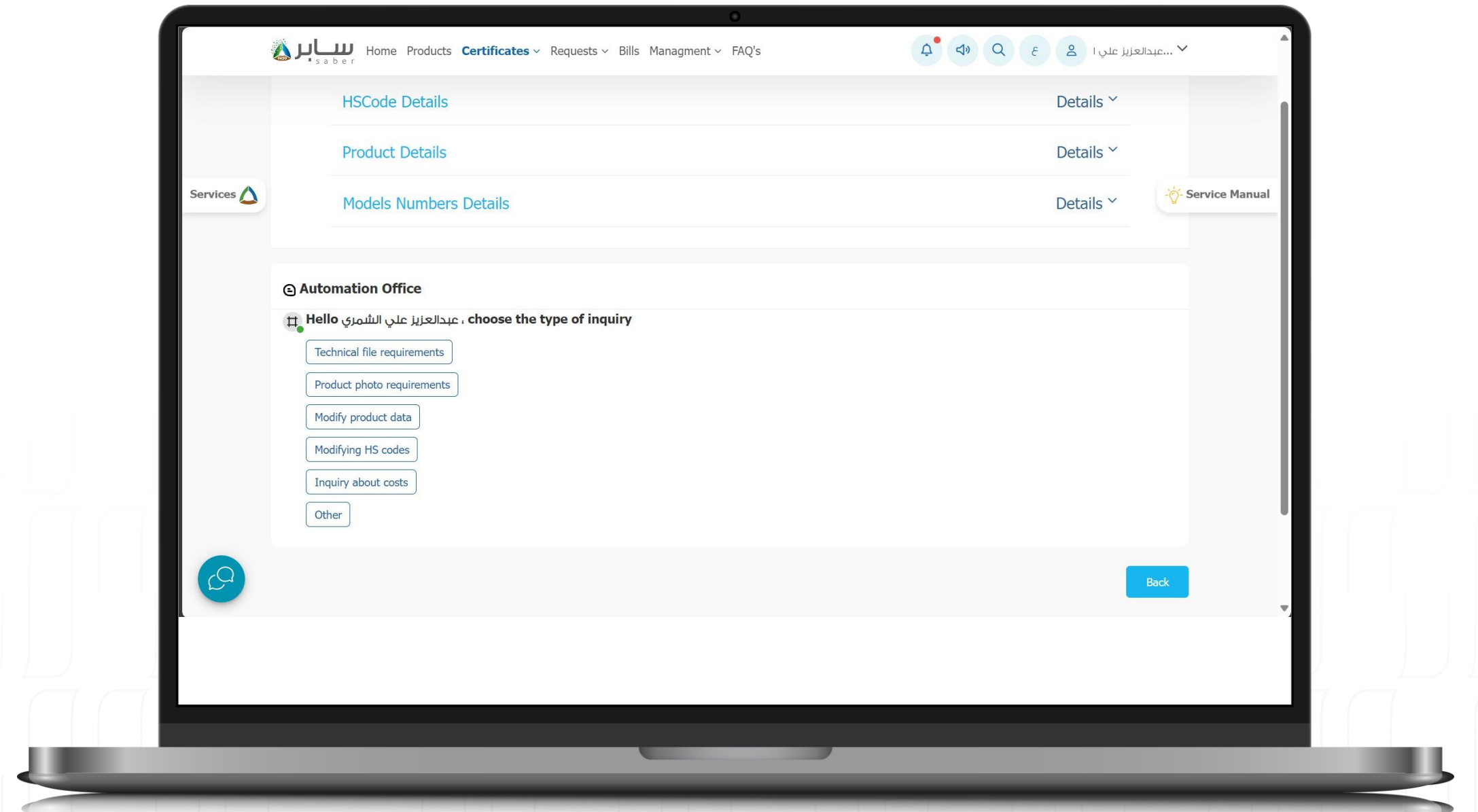
Step Two:

Once you click on the icon, details about the submitted request will be displayed. Click on the «Start Chat» icon to begin a chat.



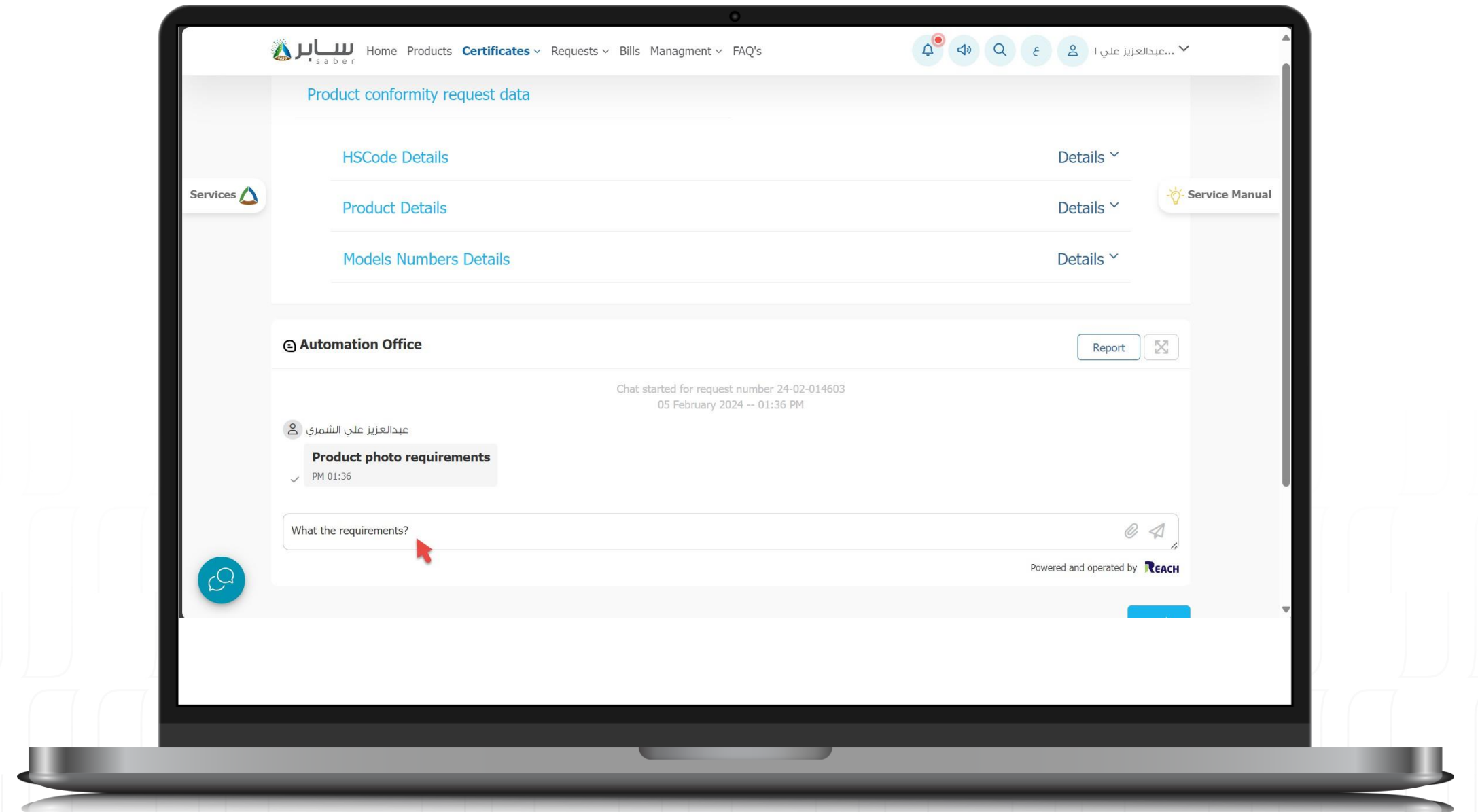
Step Three:

Select the type of inquiry or select “Other” if none of the listed types matches your query. This action will start a new conversation.



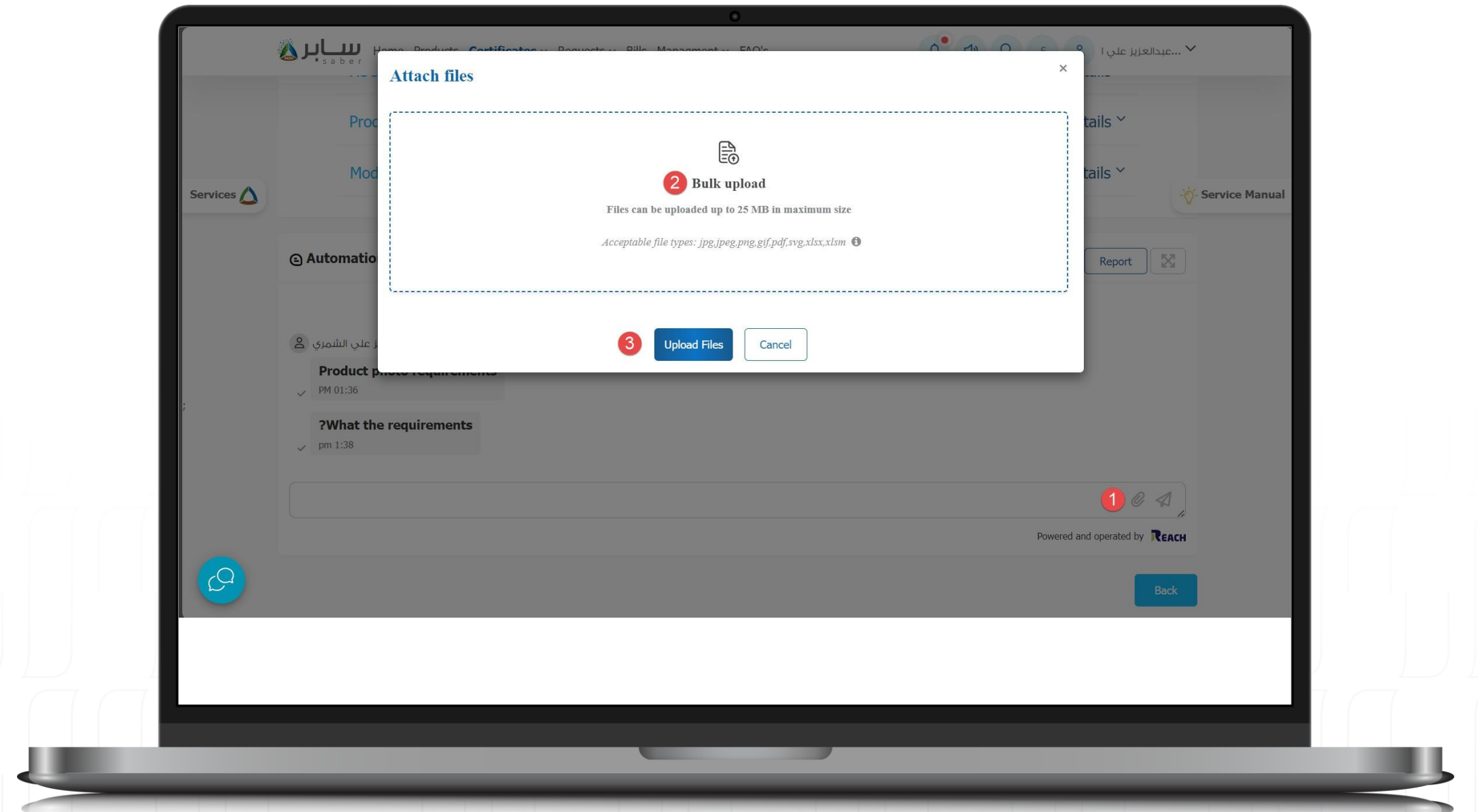
Step Four:

Type your inquiry in the text box and then click the “Submit” icon or press the (Enter) key to send your message.



Step Five:

This is an optional step. If you want to send attachments to your chat, click on the “Attachments” icon. You can upload up to 5 attachments at once.



Open report

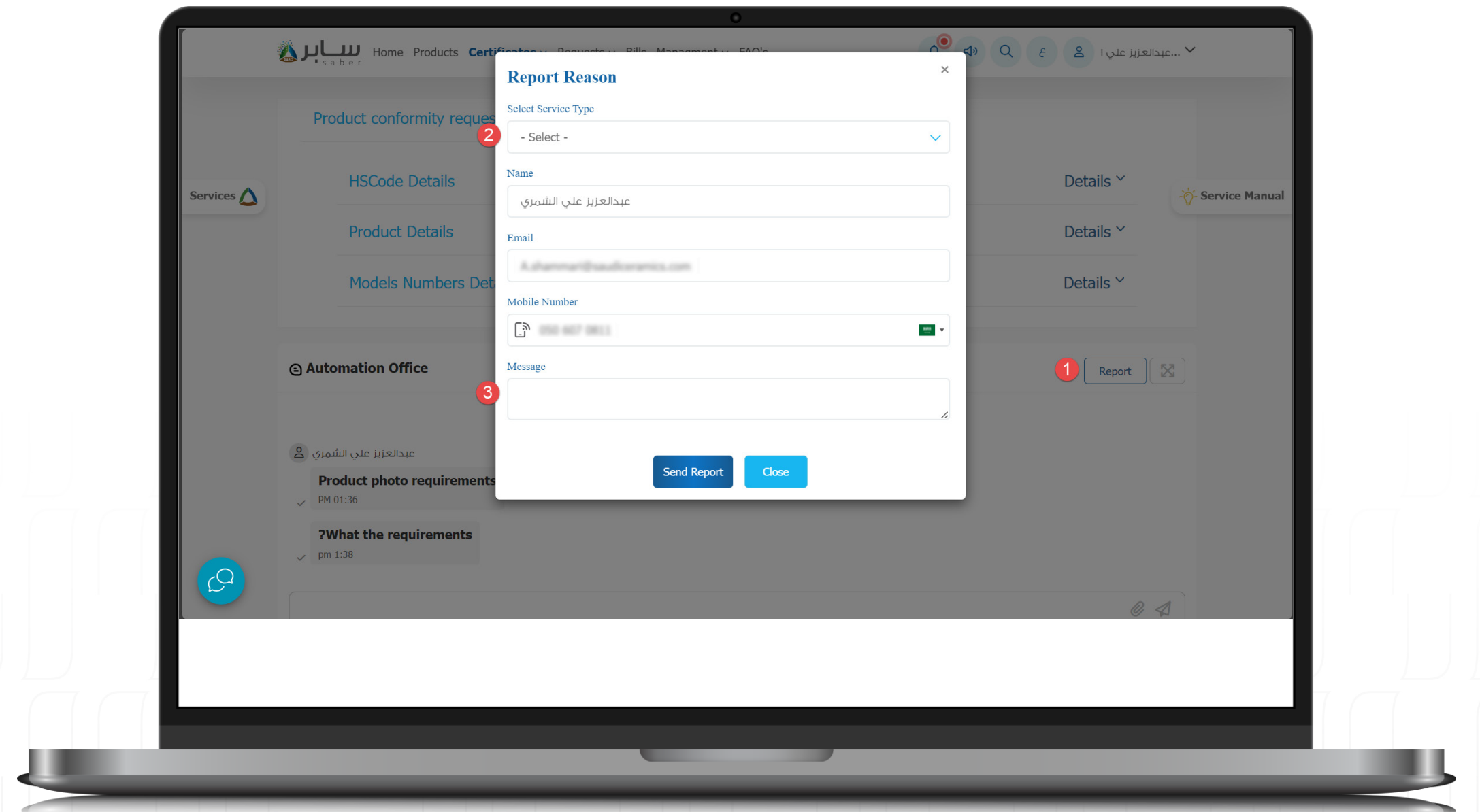
If you encounter any issues while using the chat service, follow these steps to open a technical ticket.

First Step:

Click on the «Report» icon. A pop-up window will appear to fill in the report details. Choose the type of service, whether it is an inquiry or a technical service. You can modify the name or email associated with the conformity assesment body's account before submitting the report.

Provide a detailed description of the issue you're facing and then click "Send Report."

The report will be opened in the system and the report number will be sent via text message to the entered mobile number.





Thank you

www.saber.sa

920008673 | @sabergov
 saber.sa |    