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|  | INSTRUCTION FOR THE USE OF THE FAQs PLATFORM | Code: BGCM-POL-01 |
| | | Date: 29-Jun-2018 |
| COMMERCIAL MANAGEMENT | | Version: 01 |
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**INSTRUCTION FOR USE OF THE FAQs PLATAFORM
GROUP BIOCOSTA
JULY-2018**

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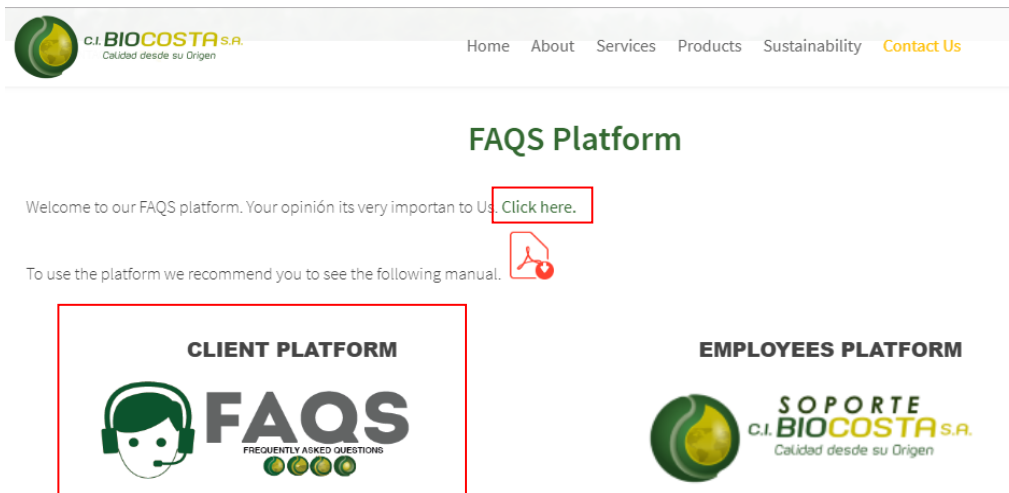
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1. Platform introduction

To access the FAQS platform you must go to the website www.biocosta.com and go to the menu Contact us / FAQS :



Once you enter in the page, you must click on the indicated link, which will open a new window where you can create a new FAQS.



2. Use of the platform

Once you enter in the platform you will have two options, create a new FAQS or check the status of one is already created, to access these options you can click on the top menu or in the options that are in the top right.



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3. Creation of new FAQs

After choosing the option “open a new ticket”, the system will show you a form through which you can create a new FAQs. The first step is to fill out the contact information form, which will be useful to establish a communication with you

Open a New Ticket

Please fill in the form below to open a new ticket.

Contact information

Enter the contact information below. Your personal data is protected according to our personal data protection policy. [View Policy](#)

Name and Surname *

Company

Position in the company

Email *

Telephone

 Ext:

After complete the form you will see a menú with multiple choises. You have to select the area where you want to create a new FAQs.

Help Topic

— Select a Help Topic — ▼ *

— Select a Help Topic —

- Sustainability
- Accounting
- Commercial BGREEN
- Commercial BIOCOSTA
- Commercial BIOSAGRO
- Commercial OLC
- Financial
- Operations BGREEN
- Operations BIOCOSTA
- Operations OLC

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After choosing the área, the system will project a new form where you can create a FAQs. consider the following options

You must choose one of the Biocosta’s companies where you want to create your FAQs (Only for accounting, finance and sustainability)

Biocosta’s Companies *

Select a company

— Select —

— Select —

C.I. BIOCOSTA S.A.

OPERADORES LOGISTICOS DEL CARIBE S.A.S.

BIOCOSTA SERVICIOS AGROINDUSTRIALES S.A.S.

BIOCOSTA GREEN ENERGY S.A.S.

You must select the type of FAQs you want to creat as the menu show.

Type *

— Select —

— Select —

Petición / Petition

Queja / Complain

Reclamo / Claim

Sugerencia / Suggestion

After choosing the options mentioned above, you can make a description of your FAQs and attach a file if it’s necessary.

FAQS Form

Biocosta’s Companies *

Select a company


— Select —

Type *

— Select —

Description

Describe your case below. If necessary you can attach documents.

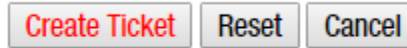


Attach support

📎 Drop files here or [choose them](#)

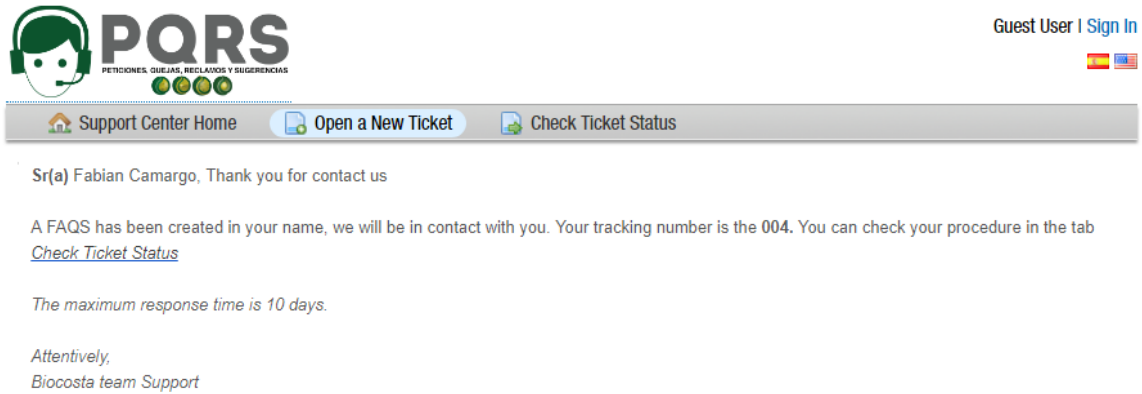
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Once you fill out the entire form you must click on Create a Ticket option, you can also delete all the information filled in the Reset button or cancel the process with the Cancel button



4. FAQs Consult

After clicking on the Create a Ticket option, the system will show you a message, indicating your FAQs number with which you can consult the answer and attention to your case.



Guest User | [Sign In](#)

PQRS
PETICIONES, QUEJAS, RECLAMOS Y SUGERENCIAS

[Support Center Home](#) | [Open a New Ticket](#) | [Check Ticket Status](#)

Sr(a) Fabian Camargo, Thank you for contact us

A FAQs has been created in your name, we will be in contact with you. Your tracking number is the 004. You can check your procedure in the tab [Check Ticket Status](#)

The maximum response time is 10 days.

Attentively,
Biocosta team Support

To consult the ticket status you must click in the see “ticket status” option

Email Address:

Ticket Number:

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complete the form and click on the option See a ticket


The system will project all the information of your FAQs

[Comercial / BIOCOSTA #008](#) Print Edit

| Basic Ticket Information | | User Information | |
|--------------------------|----------------|------------------|-------------------------------|
| Ticket Status: | Abierto | Name: | Fabian Camargo |
| Department: | Comercial | Email: | fabian.camargo@cibiocosta.com |
| Create Date: | 26/03/19, 8:55 | Phone: | |

FAQS Form

Descripción: Prueba del sistema

 Created by Fabian Camargo 26/03/19, 8:55

Post a Reply

*To best assist you, we request that you be specific and detailed**

Rich text editor toolbar with icons for bold, italic, underline, link, unlink, list, and image.

Drop files here or choose them

Post Reply Reset Cancel

Once the answer has been given, the case will be closed