# CSR Implementation Training for CSR buyer

**Buyers Service requests submission process**

**Overview**

This is a brief overview of the Buyer Service Request Submission process. As a buyer with portal access, you should be able to submit service requests for any particular service, provide feedback, or request to unsubscribe

**Pre-Requisites**

• You must be a buyer with access to the buyer portal.

• You need a compatible web browser such as Chrome or Edge.

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| **Instruction** | **Screenshot** |
| Login to the buyer portal  |  |
| Click on the “Request a service/ Submit a feedback” button to submit a request |  |
| Choose a service from this dropdown list  |  |
| Based on the chosen service, fill in all the relevant information and click on submit. |  |
| You will receive a confirmation message once the request is submitted |  |
| You can also view all your submitted service requests from the “Service request” tab |  |