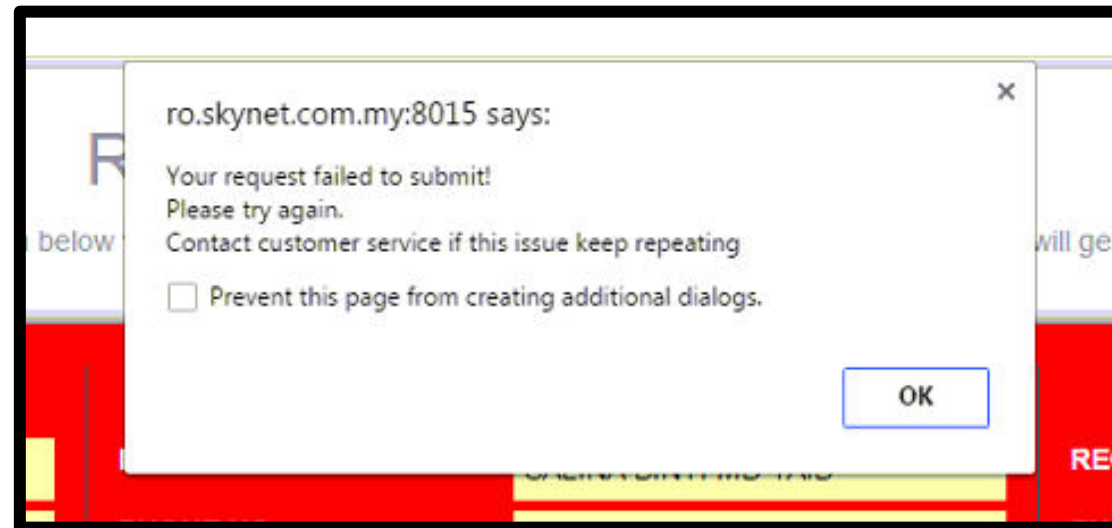
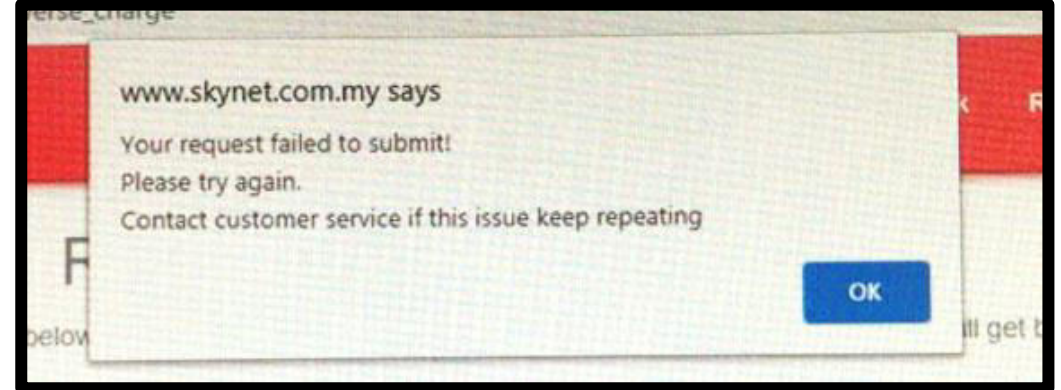
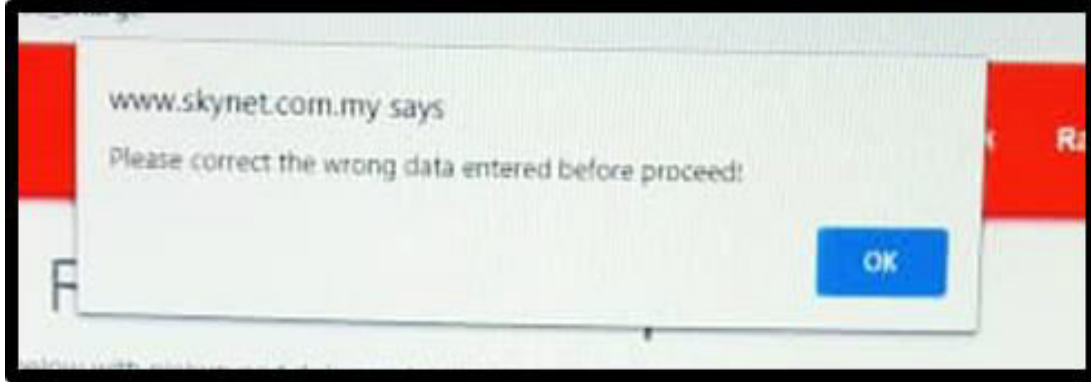


GUIDELINES TO TROUBLESHOOT

There are three methods that you can do if below error appears after entering the information requested in the RO Request Form.



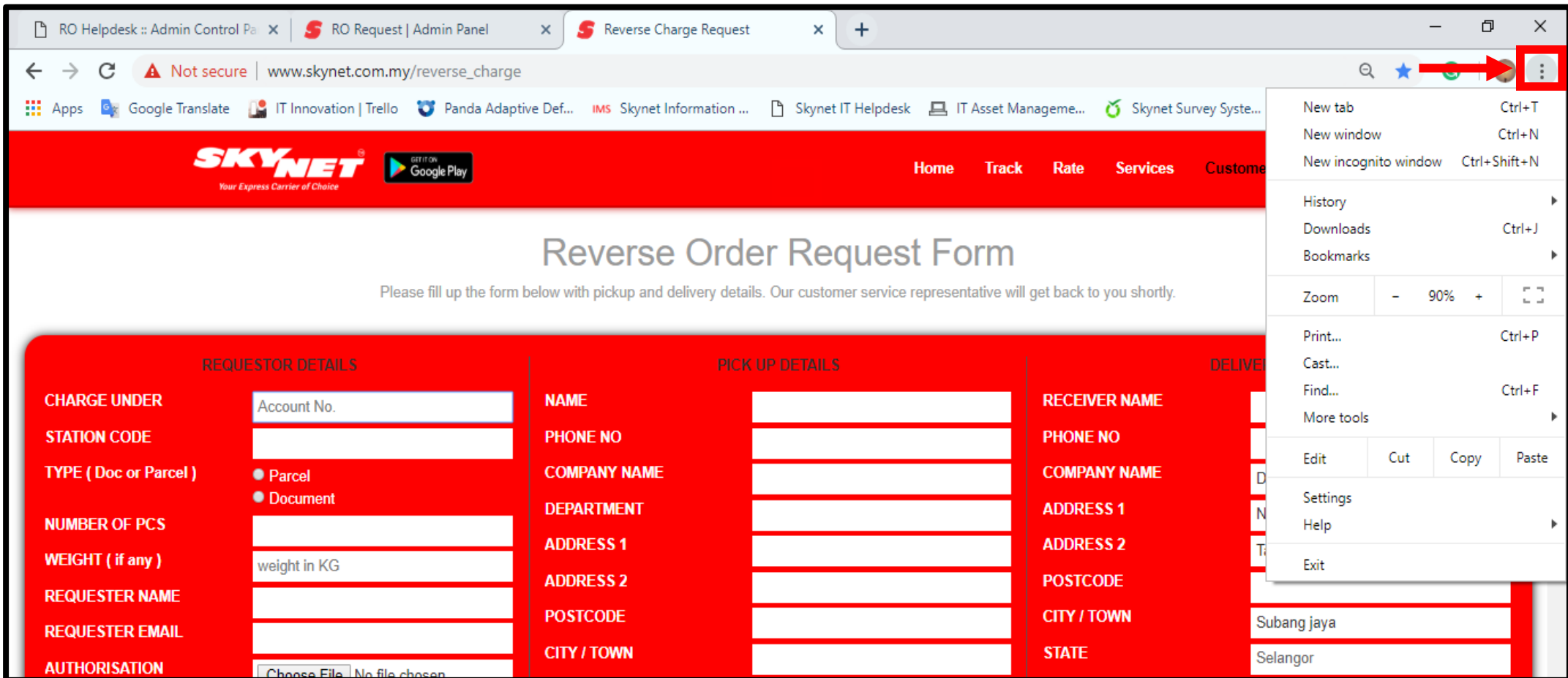
1st Method

Press 'CTRL+F5' on the keyboard for a few times.

2nd Method

If the error still happened, try this.

1. At the top right, click at the 3 dots as shown below.

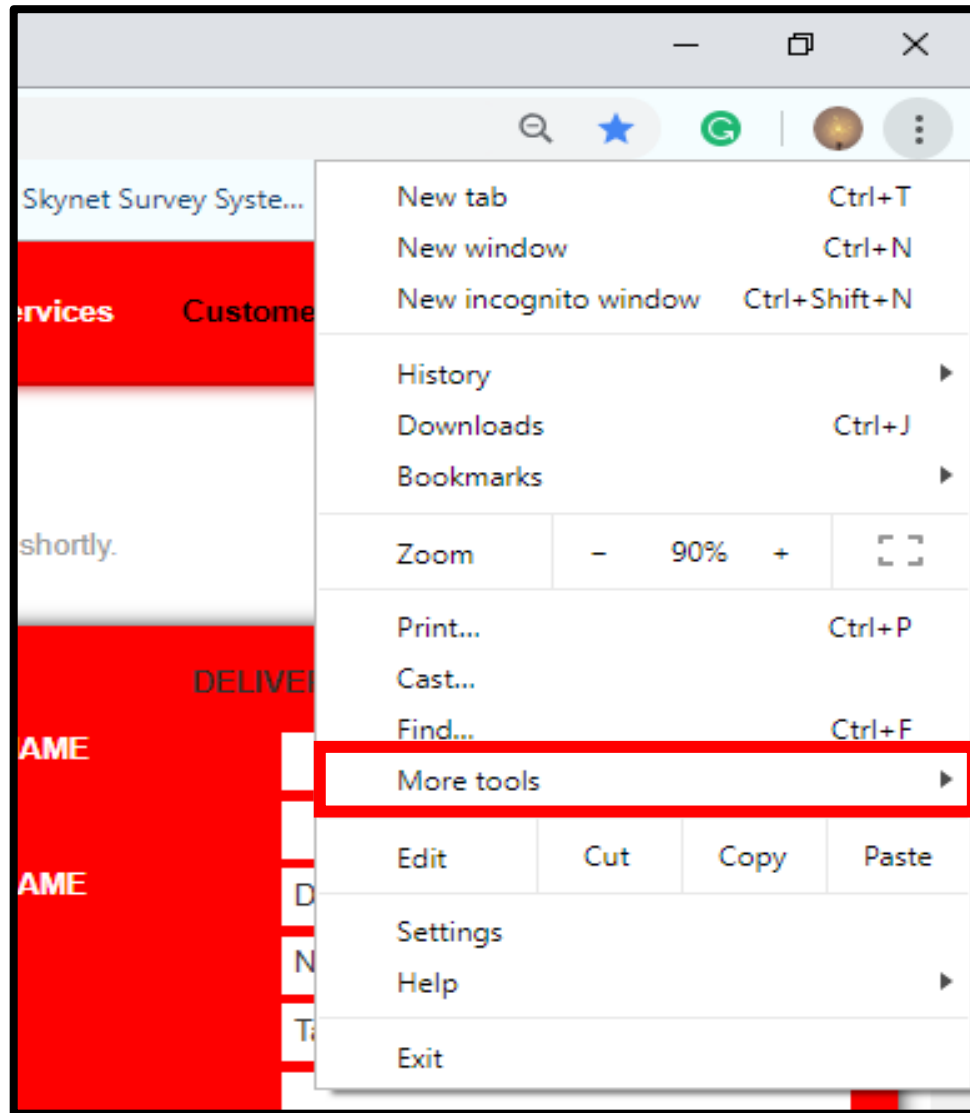


The screenshot shows a web browser window with three tabs: 'RO Helpdesk :: Admin Control Pa...', 'RO Request | Admin Panel', and 'Reverse Charge Request'. The address bar shows 'www.skynet.com.my/reverse_charge'. The website header features the SKYNET logo and navigation links: Home, Track, Rate, Services, and Customer. The main heading is 'Reverse Order Request Form' with a sub-heading: 'Please fill up the form below with pickup and delivery details. Our customer service representative will get back to you shortly.'

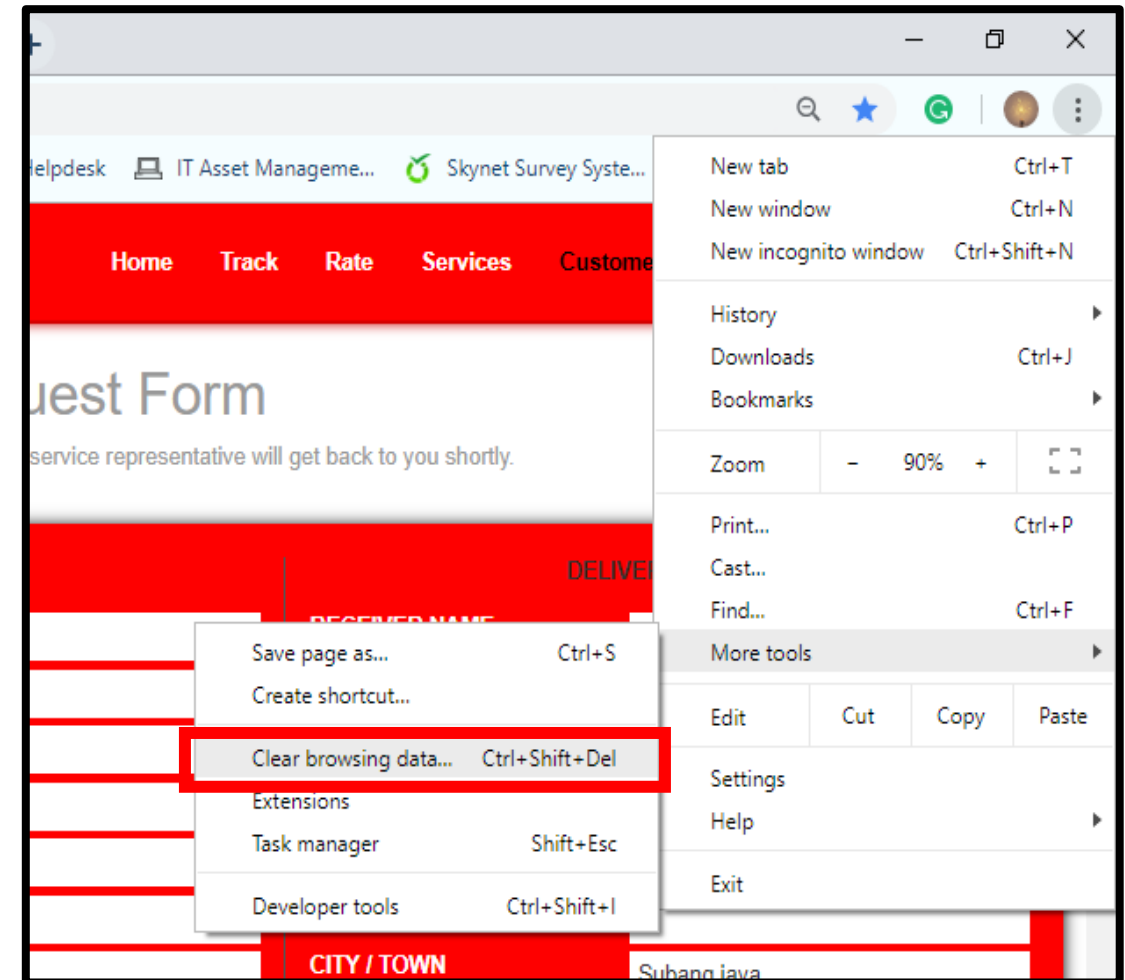
The form is divided into three columns: REQUESTOR DETAILS, PICK UP DETAILS, and DELIVERY DETAILS. The REQUESTOR DETAILS column includes fields for CHARGE UNDER (Account No.), STATION CODE, TYPE (Doc or Parcel) with radio buttons for Parcel and Document, NUMBER OF PCS, WEIGHT (if any) (weight in KG), REQUESTER NAME, REQUESTER EMAIL, and AUTHORISATION (Choose File, No file chosen). The PICK UP DETAILS column includes fields for NAME, PHONE NO, COMPANY NAME, DEPARTMENT, ADDRESS 1, ADDRESS 2, POSTCODE, and CITY / TOWN. The DELIVERY DETAILS column includes fields for RECEIVER NAME, PHONE NO, COMPANY NAME, ADDRESS 1, ADDRESS 2, POSTCODE, CITY / TOWN, and STATE (Subang jaya, Selangor).

The browser's menu is open, showing options like New tab, New window, New incognito window, History, Downloads, Bookmarks, Zoom, Print..., Cast..., Find..., More tools, Edit, Cut, Copy, Paste, Settings, Help, and Exit. A red arrow points to the three-dot menu icon in the top right corner of the browser window.

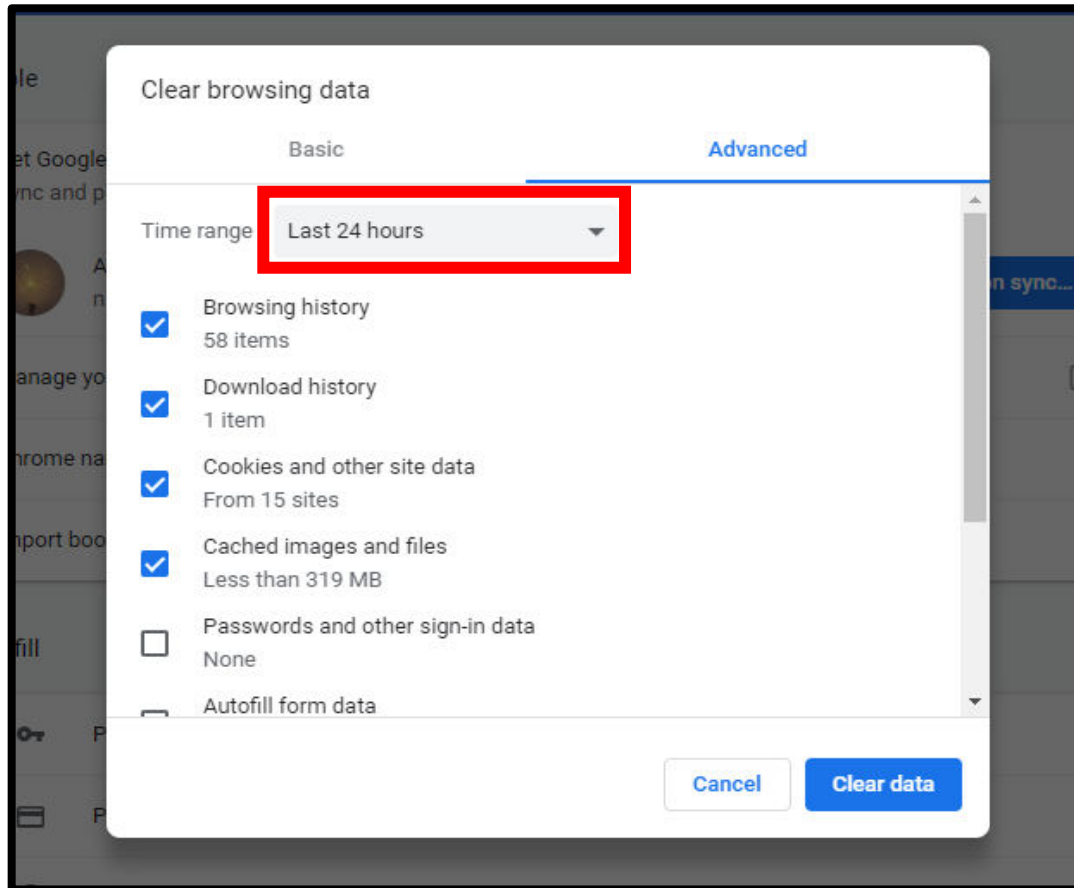
2. Click 'More tools'.



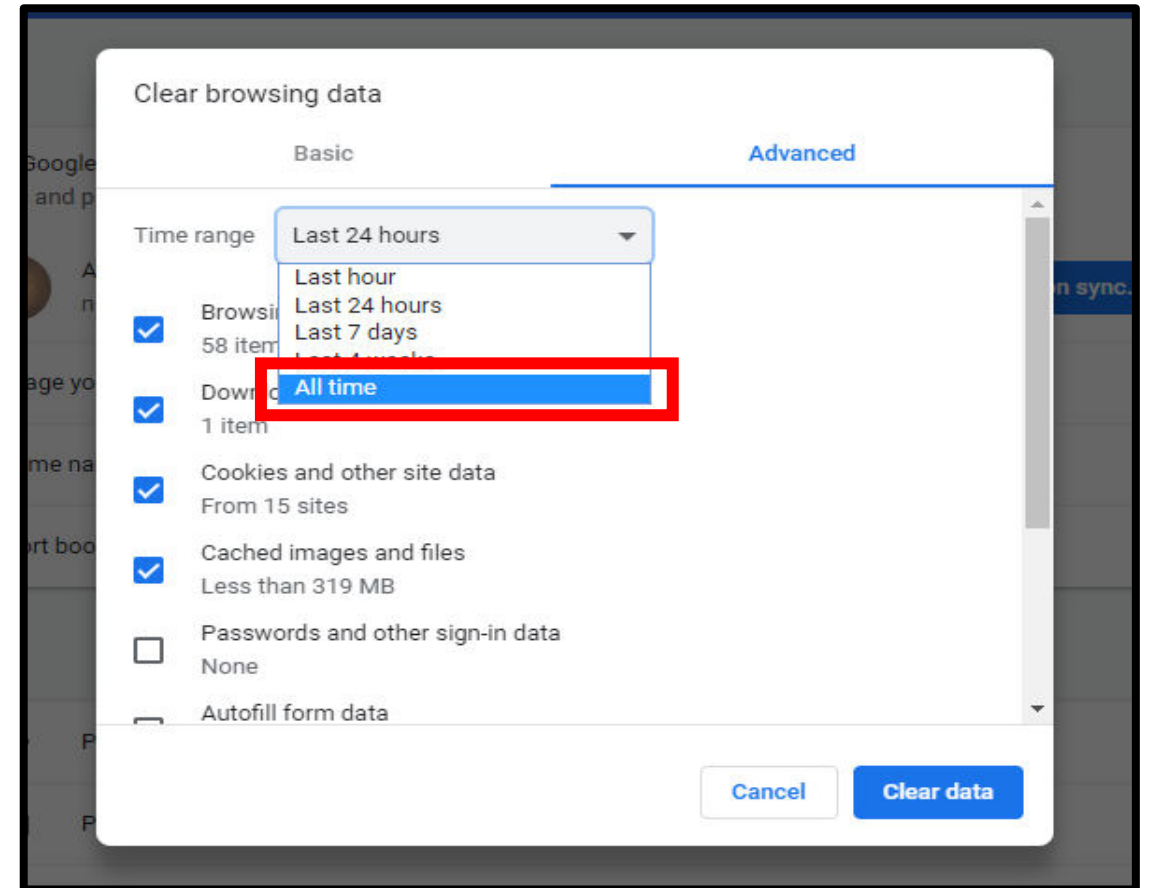
3. Click at 'Clear browsing data'.



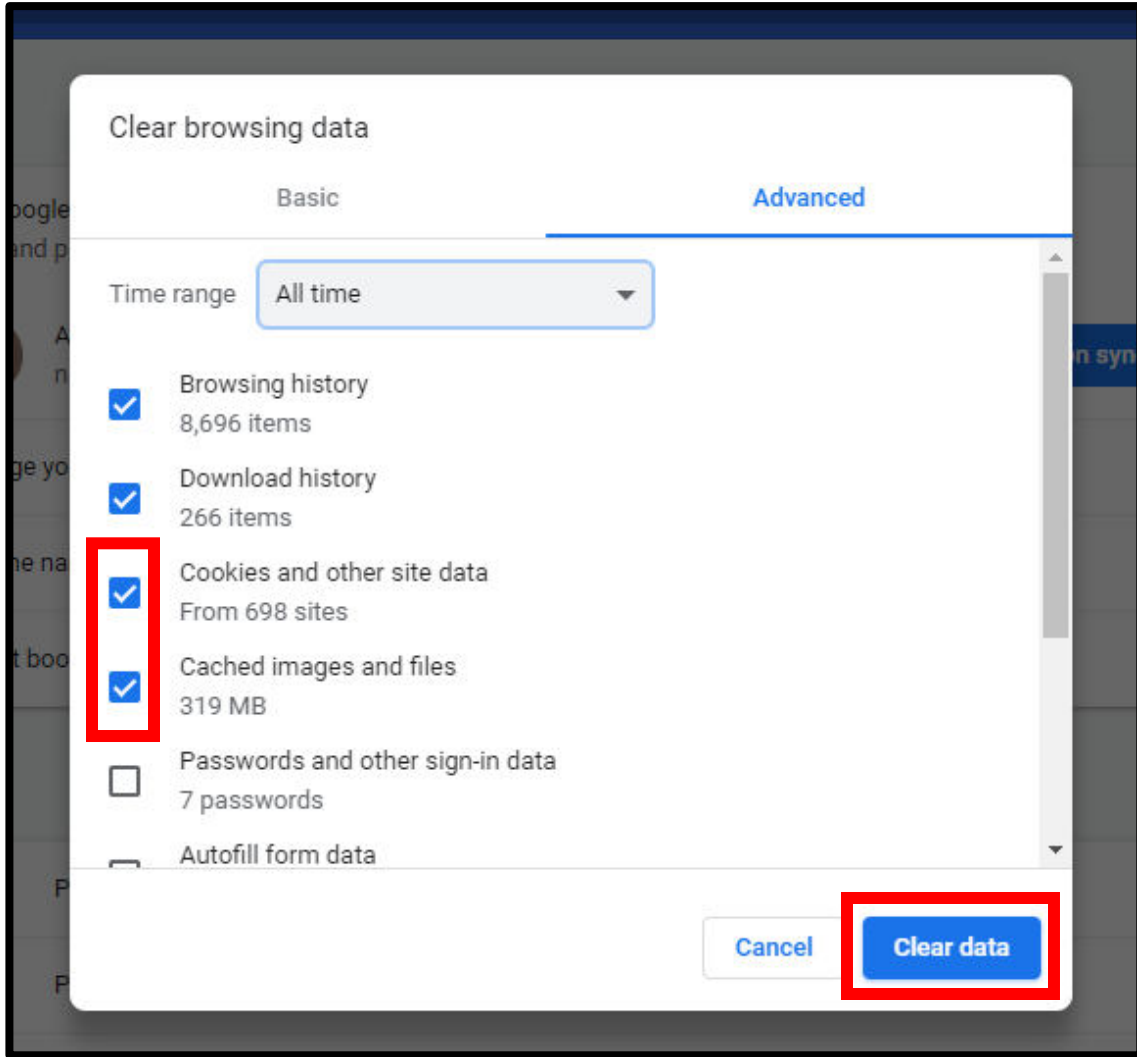
4. Select the 'Time Range'.



5. Choose time range. To delete everything, select "All time".



6. Make sure to check boxes for "Cookies and other site data" and "Cached images and files". Then click 'Clear data' button.



3rd Method

- If none of the above method works, please use another internet browser. E.g, **Microsoft Edge, Internet Explorer.**
- If the problem still occurs, please take a screenshot and send it to us.