



CUSTOMER SUPPORT HANDBOOK

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Welcome to JMO Customer Support

JMO Technical Support provides enterprise-class support for mission critical applications and processes for our customers. Our support team is dedicated to ensuring you receive the highest quality of customer service in a timely fashion.

JMO Technical Support offers you:

- Rapid and friendly responses to your requests
- Knowledgeable support staff
- Timely responses and resolutions to known JMO software or solution problems

Our Mission

Our Mission is to provide superior customer support that accelerates the application development life cycle and leads to software delivery optimization.

Hours of Operation

Normal support hours for JMO Technical Support services are Monday-Friday, 8:00 am – 6:00 pm Eastern Standard Time (excluding holidays). Extended hours support is available at an additional fee that is described later in this handbook.

JMO Technical Support Ticket System

In order to streamline support requests and better serve you, we utilize a support ticket system. Every support request is assigned a unique ticket number which you can use to track the progress and responses online. For your reference we provide complete archives and history of all your support requests.

Telephone vs. Electronic Communication

We recognize that customers have different preferences for communication. We will do our best to accommodate each of our customers' specific preferences. Our goal is to ensure that when our customers have critical support issues that direct access to a support representative via telephone is possible without delay.

How to Contact Customer Support

Online:

This service uses an online portal to create a support ticket for issues or queries that you may have. This is intended for normal or significant service issues. During normal operating hours the ticket will be received and prioritized that day. Tickets received outside of normal business hours will be addressed the following business day. For immediate service outside normal hours see the extended hours of service option.

www.jmosystems.com/support

Critical Phone Support:

This service gives you direct one-to-one access to our support team via phone during normal operating hours. This is intended for critical service issues. This option will give you access to the first available representative. In the event all representatives are busy, you will receive the call return message. You can choose to leave a message or hit star (*) to return to the main message, and retry option 5.

416.901.6200 Option 5

Call Return:

This service will enable you to leave a detailed message and have a support representative return your call during normal operating hours. This service is intended for normal or significant service issues.

416.901.6200 Option 2

Extended Hours Service:

This is JMO's extended hour service that enables you to reach a support representative outside of regular support hours and on holiday closure days. This service is intended for critical service issues. A charge of US\$150.00 will apply for the call, and a charge of US \$150.00 for each hour of service will be invoiced the next business day. The extended coverage is available from 6am - 11pm EST outside the normal support hours of 8am - 6pm EST.

416.901.6200 Press 5

Contacting JMO Customer Support

When you receive a confirmation of renewal notice of your service contract JMO will confirm registration of your Primary Contact (PC) and Authorized Technical Contacts (ATCs). Only primary and authorized technical contacts are authorized to contact JMO technical support. Please see the authorized technical contact form at the end of this document.

Primary Contacts

Primary contacts are the managers who will be overseeing the contract, managing the authorized technical contacts, receiving product and upgrade notifications and receiving renewal notifications.

Authorized Technical Contacts

An Authorized Technical Contact (ATC) is the caller listed against a support contract and can open support cases with JMO Systems technical support. To add authorized technical contacts the Primary Contact can call their JMO account manager to append or change the list of ATCs.

Reporting a Technical Support Case

Only Primary Contacts (PC) or Authorized Technical Contacts (ATCs) are authorized to report a technical support case to JMO technical support. When reporting a problem to JMO you should define the problem as specifically as you can.

It is very important that you be as specific as possible in explaining a problem or asking a question of our support team so they can provide you with exactly the right solution.

Please have the following information for the support team member:

- The company name and the PC or ATC reporting the issue.
- The version of software you were running when the problem occurred. Please include all relevant products such as operating system, mobile device type, printer model, etc.
- The date and time the problem occurred.
- The operator (indago desktop or mobile login name) who encountered the problem.
- The process the problem occurred during.
- If this problem has occurred before, or is this an isolated incidence.
- The steps that led to the failure.
- Any changes made to the system (hardware or software) other than those JMO is aware of.
- Were there any messages or other diagnostic information produced. If yes, what were they? It is often helpful to have screen shots or message numbers available.

Create a Support Ticket

When a support representative receives a call through the critical phone support, call and return or extended hours service they create a support ticket with all relevant information.

A support ticket can be created online at www.jmosystems.com/support or by emailing supportcenter@jmo-systems.com. For detailed instructions on how to create a ticket online please see the JMO Support Center Ticket Tracker Support Guide.

Support Ticket Template

This template is intended to act as a guide as to the information JMO's technical support team requires in order to begin investigating a software issue.

Copy and paste the following into the message of your ticket or the body of your email and complete with as much detail as possible. Please include any attachments, such as images or error messages.

Customer:
indago™ release:
Indago™ component (mobile/desktop/reports):
Module (receiving, stocking, picking, packing etc):
Type (ASN, PO, Order, Transfer etc):
Document number if applicable:
Detailed issue description:
Username:
Time/date when issue occurred:

Assigning a Priority to the Problem

Incoming incidents are evaluated for priority by the technical support representative. The priority determines time frames for resolution and escalation potential. The priority level will need to be agreed upon between you and the technical support representative taking the case.

Priority Level Definitions

Priority Level	Condition
Critical	<p>An incident that results in a critical business impact may be assigned to an incident where the customer experiences:</p> <ul style="list-style-type: none"> i. A complete or substantial loss of service ii. Real or perceived data loss or data corruption <p>Preferred Method of Contact: Critical Phone Support</p>
Significant	<p>An incident that results in some business impact where:</p> <ul style="list-style-type: none"> i. The functionality of the software is adversely affected, but can be circumvented with a manual or work around process ii. Certain functions of the software are disabled, but the software remains operable. <p>Preferred Method of Contact: email, online, or call return</p>
Normal	<p>An incident that results in minimal business impact where the customer experiences:</p> <ul style="list-style-type: none"> i. No service loss ii. No significant effect on usability of software <p>Preferred Method of Contact: email or online</p>

Priority Level Response

Priority Level	Response Time	Initial Resolution Time	Final Resolution Time Where Applicable
Critical	4 Business Hours	All commercially reasonable efforts until resolution is reached, typically within 15 business days	Next product or service pack release
Significant	6 Business Hours	20 business days	Future product or service pack release
Normal	2 Business Days	45 business days	Future product or service pack release



Software Maintenance Agreement

The software maintenance agreement will be emailed to you upon renewal of your service contract.

Software Change Requests

A software change request for any changes to the indago™ wms system software can be made through the support portal. All change requests will be evaluated and require approval by JMO and outline any deliverable dates or charges that may be applicable.

Support for 3rd Party Products

Some JMO products or solutions are built using software or hardware products from other vendors.

Although JMO works closely with these vendors, we do not exercise direct control over issues or problems directly related to their operation. When JMO determines that the root cause of a technical support issue is with one of these vendors, and JMO cannot directly determine a resolution, JMO reserves the right to defer the issue to the vendor directly.

Zebra Repairs and Service

Repairs and service of Motorola hardware such as mobile computers or wireless infrastructure can be made by:

- Telephone: 1.800.653.5350
- Online: <http://support.symbol.com/support/supportcentral/>



Authorized Technical Contact Form

Please fill in the following form and submit it to JMO by fax (416.901.6292) or email (tony@jmo-systems.com). Please resubmit this form if any changes to personnel arise.

Customer name: _____

Address: _____ City: _____

State: _____

Phone: _____ Fax: _____

Primary Contact: _____ Position: _____

_____ Position: _____

Authorized Contact: _____ Position: _____

_____ Position: _____

_____ Position: _____

_____ Position: _____

You agree that the persons listed above will act as your company's resident indago™ experts. Your primary and authorized contacts will make best efforts to resolve indago',... issues prior to opening up a support case. No other members of your company have authorization to contact JMO technical support services.

Primary Contact: _____ Date: _____
(signature)

Customer Support Quick Reference

Email

support@jmo-systems.com

Web Support

<http://www.jmosystems.com/Support>

**Critical Phone Support
(Monday-Friday,
8am - 6pm EST)**

416.901.6200 Option 5

**Call Return
(Monday-Friday,
8am – 6pm EST)**

416.901.6200 Option 2

**Extended Service
(Monday-Sunday,
6am - 11pm EST)**

416.901.6200 Option 5