

# ArcherPoint

# Contacting Support

## Support Service Hours:

Monday - Friday

8:30 am Eastern - 5:00 pm Pacific

You Can Contact the Support Team (including after hours support) At 866-343-4517

[support@archerpoint.com](mailto:support@archerpoint.com)  
<https://support.archerpoint.com/>

To expedite services, please have the following information available when you contact us:

- Dynamics NAV Version ([Find my version](#))
- If you have more than one database or Company, please specify what company and/or database is affected
- Screen shot(s) of any errors
- Complete contact information for person needing assistance:
  - Name
  - Email Address
  - Phone number, including extension
  - Best time to call
- Are all users experiencing this issue? If not, which users are experiencing the issue?
- Can this issue be recreated? If so, what steps are taken to recreate?
- When did this issue start?
- Has this issue occurred before?
- When submitting your issue via email, include an accurate depiction *in the subject line* as this will become the description associated with your ticket number
- When requesting report changes or issues with reports, please include:
  - Report number if known
  - Mockup of requested changes
- When requesting modifications, please include:
  - Page or form number if known
  - Mockup of requested changes

**Services not covered by the support plan:** While the majority of issues can be resolved by a member of the customer service team, issues that cannot be resolved by a member of the customer service team will be assigned to another member of the ArcherPoint team with the appropriate skills needed to resolve the issue. You will be informed in advance when services will be billed outside of your support plan.

**Escalations:** You may request an escalation at any time for either technical or customer service reasons by sending an email directly to Tammy Fawcett (tfawcett@archerpoint.com), Director of Customer Service. Upon receipt of your request, ArcherPoint will contact the appropriate parties, which may include your sales representative or other members of the management staff, to begin assessing the issue and formulating a plan to resolve it. Once the issue has been assessed, ArcherPoint will appoint a team member to serve as the primary contact to monitor the issue until it is resolved.

Escalations may also be initiated by the Customer Service Representative (CSR) working with you on the request. The CSR has access to and will engage the appropriate resources to resolve your issue. These resources might include additional ArcherPoint personnel or the software publisher as needed. The CSR will manage the communications between all parties and provide ongoing status updates until the issue is resolved.

## Client Support Responsibilities

*You are the owner of your system and must have processes in place to maintain and protect your data. ArcherPoint must comply with software licensing requirements and recommend you do the same to ensure we can assist you if the need arises.*

It is important to accurately report the severity of your issues. If all the requests that come in are classified urgent, we may not be able to assist you or other clients when a truly urgent situation happens.

It may be necessary for us to connect to your system remotely. Please alert us anytime your remote connection information changes so that we can provide quick turn around on your requests. If we are unable to connect remotely, a client representative will need to be available to work with us in a supervised online session.

**Authorized Users:** ArcherPoint assumes all authorized users not only have authority to contact ArcherPoint for support, but have the authority to initiate billable services and to make changes to the Client's Dynamics NAV system. The number of authorized users is determined by the support agreement executed by the Client. It is the Client's responsibility to provide and maintain the list of authorized users to ArcherPoint, including current contact information for these users.