

ArcherPoint Retail Support Plan FAQ

Expediting 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 database and/or company is affected
- Screen shot(s) of any errors
- Complete contact information for person needing assistance including:
 - 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 an 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
 - Mock-up of requested changes
- When requesting modifications, please include:
 - Page or form number if known
 - Mock-up of requested changes

Services Outside your 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 Thomas Nielsen (tnielsen@archerpoint.com). 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...*Continued on next page*

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Escalations Continued

Escalations may also be initiated by the retail support lead working with you on the request. The retail support lead 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 retail support lead will manage the communications between all parties and provide ongoing status updates until the issue is resolved.

Client 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 recommends you do the same to ensure we can assist you if the need arises. It is important to report accurately 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.



Contact Support

866-343-4517, Option 2 [24/7]

support@archerpoint.com

archerpoint.force.com



Support Hours

Monday to Friday

9:00 am EST - 8:00 pm EST



After Hours Support

866-343-4517, Option 2

The ArcherPoint Difference. ArcherPoint, Inc., is a Microsoft Dynamics ERP Gold Partner, an LS Retail Platinum Partner, and a full-service provider for Dynamics NAV (since 2002) and Dynamics 365 Business Central. Midsize retail and hospitality brands look to ArcherPoint Retail as an innovative business solution provider and partner they can depend on to deliver results. ArcherPoint Retail helps brands in the areas of fashion & apparel, beauty & fragrance, home goods, specialty retail, restaurant brands, retail & restaurant hybrids, and more.