

End User Support Program

eWorkplaceApps (EWPA) exclusively distributes its products through the Acumatica partner network. Our commitment is to empower both end users and partners to achieve success. Our Support Program offers resources and guidance tailored for Acumatica end users and partners who utilize EWPA’s products and services.

Partners serve as the primary support channel for their end users. In specific situations, EWPA can provide direct assistance to end users, with the condition that partners are included in all communications. End users with active subscriptions to EWPA products are automatically enrolled in the support program and have the option to contact EWPA directly.

The support program is designed to complement the support offered by partners. For issues requiring system analysis, design, or other consulting services beyond our standard offerings, EWPA will refer end users back to their partner for assistance.

EWPA reserves the right to update this support program from time-to-time.

Scope of Services

This support program is limited to the following areas:

- Support for EWPA products under active subscriptions held by the end user
- Support for customizations provided by EWPA that are under active subscriptions held by the end user
- Assistance with product implementations carried out by EWPA

Following are the highlights of the program:

Benefits	Standard
Online knowledge base	Included
Online training videos	Included
Learning and Certification access	NA
Product issue support *	Unlimited
Business hours support (9am to 5pm US Eastern & Pacific Time Zone)	Monday - Friday
Additional Implementation, Reimplementation, Post-go-live support request (other than Product issue support) and Training Support hours beyond product implementation contract.	On request, charged on time & material basis on current consulting hourly rate.

Support service is available in English via email and MS-Teams meetings.

***Product Issue Support**

Product Issue Support is specific and limited to EWPA products.

Includes	Does Not Include
Incident Support – Identifying and troubleshooting problems with the product functionality	Support for end-users without a valid contract & SOW
Troubleshooting issues with application performance	Support for retired Acumatica ERP versions
How-to questions and guidance about where to find the answers (documentation, trainings etc.)	Help for issues caused by add-ons, customizations not written by EWPA. Does not include plug-ins, third-party solutions, and third-party customizations. For more information please read the Acumatica Integration Framework
Assistance with issues during the installation	Support for development-related questions or requests
Assistance with issues during or after upgrades or updates	Fine-tuning or monitoring of systems for SaaS or non-SaaS customers
Troubleshooting errors or issues with standard import scenarios and standard reports	Creating, troubleshooting, or editing custom generic inquiries and reports
Identifying the root cause of issues associated with documented integrations and official ISV solutions, and fixing them only when the issues are related to EWPA modules.	Installation, upgrade, database, site maintenance, or hardware consulting services for non-SaaS customers
	Product training, implementation, data, managed upgrade and other services.
	Data consistency issues caused by direct database manipulations.

Communication Standards

EWPA fosters respectful and open communication between EWPA employees, partners and end users. Here are the communication guidelines that we ask partners and end users to follow when working with EWPA Support.

1. Use a respectful and professional tone.
2. Use inclusive language
3. We are here to help, demonstrating cooperation is important
4. No political/sexualized/discriminative comments
5. No aggressive/passive-aggressive/abusive comments and language
6. No other inappropriate communication or behavior.

If your communication in the interaction with EWPA Support violates the above standards, your ticket might be closed as rejected and you will receive a comment referring to these rules.

When a pattern of such behavior has been observed this may result in termination of your access to EWPA support.

Case Submission Guidelines

Please follow the below guidelines when submitting a case to EWPA Support:

Rule #1: Only include one problem per case.

Rule #2: Make sure the subject line reflects the problem.

Rule #3: Set severity and priority according to the real situation.

Rule #4: Explain the business impact for the issue, especially if the case priority is Urgent or High.

Rule #5: Describe the problem in detail and provide reproduction steps. What has changed since it used to work as designed (e.g., new customization published, new build installed, the new workflow was setup, ISP changed, etc.).

Rule #6: Provide logs if applicable, trace logs, full-screen screenshots, etc.

Rule #7: List the actions and self-service resources with which you have already tried to help the end-user.

Rule #8: Grant access to the site or fill in the attributes with credentials (if applicable).

Remember that failure to adhere to these guidelines can affect the resolution speed of your case.

Case Submission Process:

1. **Initiating the Case:** End Users & Partners reach out to EWPA Support to initiate any issue via email at support@eworkplaceapps.com. Case submission guidelines need to be adhered to.
2. **Case Creation:** EWPA receives the case and generates a ticket and assigns it a unique Case ID. This ID is then promptly shared with the end user/ partner for further communication.
3. **Understanding the Ticket:** EWPA support staff reviews the details provided in the submitted case. Upon completion of the review, the case ID is opened for further actions, and the end user/ partner is notified accordingly.
4. **Case Resolution:** EWPA support team takes necessary steps to provide a resolution. If required, EWPA may remotely access the Partner's/ End User's environment (in compliance with GDPR) to troubleshoot the issue.
5. **Communication of Dependencies:** If additional research or dependencies are identified during the resolution process, EWPA communicates this information to the end user/ partner.
6. **Case Closure:** Once the case is successfully resolved, EWPA updates the case ID and notifies the end user/ partner.

Partner's Level-1 Support for End Users

Partners are responsible for providing their customers with Level 1 support. If an end user has active subscription they have the option to submit their issues directly to EWPA support. Partners should also ensure customers' systems are maintained on a supported version. Partners should also test maintenance releases and customizations prior to publishing on production environments.

Level 1 support responsibilities include:

- Being the primary point of contact for all customer questions.
- Utilizing the available self-service resources to resolve the issue prior to contacting EWPA Support:
 - Training materials
 - User Guides
- Troubleshooting the problem and replicating the issue before contacting EWPA Support.
- Obtaining the recommended minimum certification for providing effective support.

If a partner is unable to solve the issue on their level with the above resources, they should submit the case as soon as possible to EWPA in conformance with case submission guidelines.

EWPA Support may reject a support case if:

- The partner forwards a customer question directly to EWPA without replicating or troubleshooting the issue as detailed above.
- The question can be resolved by consulting the resources listed above.

Response Time and Case Severity

Every inbound case is assigned a “Severity” and response time goals based on the case Severity.

Website Down severity: An issue when the Acumatica ERP instance is completely unresponsive.

Urgent severity: An issue that results in the total failure of a module without any available workarounds. The *Urgent* Severity is also assigned to issues that need immediate processing: those that are causing significant data loss or data integrity problems or are related to compromised security. Critical issues like printing government reports are also considered as urgent.

High severity: An issue that prohibits the use of standard features described in the documentation where the issue does not have an available workaround and its resolution is needed to avoid significant financial burden to the business.

Medium severity: An issue that involves partial, non-critical loss of functionality of the software or impairs some operations, but allows the customer to continue using the software.

Low severity: A cosmetic issue, including errors in the documentation, general usage questions, and recommendations for product enhancements or modifications.

EWPA may downgrade the severity level if:

- No clear business impact/justification of severity is provided
- No adequate resources or timely responses are provided to Acumatica team to continue with problem resolution efforts.

Severity	Turnaround Time
Urgent	4 business hour
High	1 business day
Medium	2 business days
Low	3 business days