



## Logistyx Technical Support Program & Procedures

The Logistyx Technical Services department provides a variety of methods for answering support questions for end-users and technical customers working on implementation(s). Support options and resources include:

- Phone-based Support
- Email-based Support (non-urgent)

Logistyx technical support personnel have access to:

- Logistyx Solutions Knowledge Base
- ConnectShip® Knowledge Base
- ConnectShip® Phone Support
- FedEx® Technical Support
- FedEx® Knowledge Base
- Zebra Knowledge Base
- Senior Level Development

Logistyx staff also has access to an extensive document library for Logistyx solutions, Zebra products, ConnectShip products and carrier-related solutions.

### CONTACTING LOGISTYX TECHNICAL SUPPORT

Technical Support is available from 7:00 a.m. to 7:00 p.m. Central Time, Monday – Friday, excluding U.S. national holidays. 24/7/365 support is also available for Platinum status customers.

#### By Phone:

- Toll Free +1 877 755 2374 option 1
- Local +1 847 884 1940 option 1

#### By E-mail

You can also request support by sending an email message to [support@logistyx.com](mailto:support@logistyx.com). Please include your company name, contact name, phone number and a detailed description of the issue in the email. With email there is usually a 2 to 4 hour or better response time. Phone support will take precedence, so some e-mail



questions may not receive an immediate response. PLEASE NOTE: For “customer down” situations, please contact us via telephone – not email – so that we may ensure the most rapid response.

### SUPPORT PROCEDURES

The person(s) who contact(s) Logistyx support for assistance, the “customer,” may be an end-user, designate of an end-user or responsible party to the end-user. Logistyx products are referred to as “software” and include ConnectShip Toolkit, FedEx FSMS, Logistyx Server, Logistyx Shipper, Logistyx Ship-IT™, Request-IT, Track-IT, and Report-IT.

Third-party products and partner solutions are not supported by Logistyx technical support and are not included in the definition of “software” as used herein.

Logistyx technical support performs all services via email, phone or remote connection whenever possible. The customer must make personnel available to assist Logistyx in problem resolution. This includes, but is not limited to, assistance with system access, data entry, problem replication and system testing.

## ESCALATION PROCEDURES

Requests for Support are prioritized according to the following severity levels:

**Severity High:** End-user down and unable to operate

**Severity Medium:** End-user experiencing problems but still able to operate

**Severity Low:** End-user inconveniences but no major difficulties

Incidents are escalated based on the severity level according to the following guidelines:

Problem Severity	Time Allowance	Escalate To:	Notification By:
HIGH	1 hour	Support Manager	Phone
	3 hours	Development Team	E-mail/Phone
	6 hours	Senior Management	E-mail/Phone
MEDIUM	3 hours	Support Manager	Phone
	24 hours	Development Team	E-mail/Phone
	48 hours	Senior Management	E-mail/Phone
LOW	24 hours	Support Manager	Phone
	72 hours	Development Team	E-mail/Phone
	120 hours	Senior Management	E-mail/Phone

Note: These time allowances are guidelines only. If, after an hour or so investigating a high severity problem, Logistyx staff feels that problem resolution is at hand, the escalation process may not be initiated. However, if after ten minutes,

the Logistyx staff feels the situation is critical and further assistance may be needed, the escalation process will take effect. Acceleration of the escalation process may occur at the discretion of Logistyx staff.

## INCIDENT TRACKING PROCEDURES

Calls or emails to Logistyx are placed in our ticketing system where you will be provided a ticket number for reference. To inquire/respond to an issue, reply to the Logistyx service board at [support@logistyx.com](mailto:support@logistyx.com).

Replies and documents will be attached to the ticket.

## SUPPORTED VERSIONS OF PRODUCTS

Logistyx may be required to apply patches for supported versions of the software the customer is using in order to maintain carrier compliance and for Logistyx to be able to effectively provide support.

To be eligible for support, customers must maintain a current Software Update Subscription and a current Logistyx Software Support Contract or provide a purchase order or credit card information for T&M billing.



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