



Contacting Support

Contacting Your Support Team

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

support@archerpoint.com

archerpoint.force.com

Support Service Hours

Monday - Friday

8:30 am EST - 5:00 pm PST

After hours, call:

678-389-4283 x5099 or

866-343-4517, Option 2

Microsoft
Partner



Gold Enterprise Resource Planning
Silver Cloud Platform
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To Expedite Services

Please have the following information available when you contact us:

- DynamicsNAV Version [\[Find my version\]](#)
- If you have more than one database or company, please specify what database and/or company is affected
- Screen shots 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 case 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.

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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 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.

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.

The ArcherPoint Difference

Our clients see their business systems as unique and important to their competitive position. They prefer software and technology to support their business processes, not the other way around. Our clients are looking for a strategic partnership with the company that implements their software, not just a vendor. They demand the most talented, experienced professionals who understand how to quickly, efficiently solve their business issues. If this describes you, we invite you to contact us to learn more about our people, company and solutions.



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(866) 343-4517
www.archerpoint.com