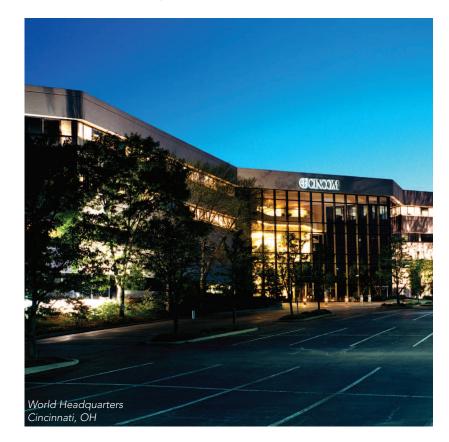**Cincom SupportWeb®**
Detailed support information may be found by clicking "Support" from Cincom's website at: www.cincom.com.

By accessing the Cincom SupportWeb, (https://supportweb.cincom.com/), you can:

- Update your company's contact information

- Create, review, or update your cases (problem reports)

- Search for resolutions

- Search for and extract fixes

- Access the Cincom FTP site for uploading and downloading information

- Get support-related publications, such as:

  – Support guides for each geographic region

  – Product release catalogs (click on "Support Guides")

- Subscribe to product change updates (click on "Cincom List Server")

Quick Guide to Cincom Support

Cincom delivers and supports innovative software and services to simplify complex business processes.

World Headquarters
Cincinnati, OH

How Can I Reach Cincom Support?

Customers in North America may call Cincom Support toll-free at 1-800-727-3525 (24 hours a day), or e-mail helpna@cincom.com.

Customers outside of North America may call their local support center or Cincom's Support Center headquarters in North America at 1-513-612-2720.

For support center locations by geographic region, including phone numbers and e-mail addresses, refer to https://supportweb.cincom.com/supportcenters.asp.

Cincom

SIMPLIFICATION THROUGH INNOVATION™

When Contacting Cincom Support

Please be prepared with the following:

• Your Cincom client number

• Your company name

• Contact name and phone number

• Product, component and release level for the request

• The severity level (see below):

Severity Designation	Description	Initial Call Response Time
1 – Production system down	Production system is down. A critical condition requiring immediate attention.	15 minutes
2 – Severe restrictions	Software is severely restricted.	1 hour
3 – Some functions unavailable	Some functions unavailable, but software operates.	1 business day
4 – All other	All other questions and enhancement requests.	1 business day

Upon submission of a **Severity Level 1** case, you must be available at the phone number you provided. If the Technical Support Engineer cannot contact you within three attempts, the severity level of your case will be reduced to a Severity Level 2 until the Technical Support Engineer can discuss the situation with you.

All Severity Level 1 cases must be followed up by calling the Customer Support Center at (800) 727-3525.
Customer support will give you a case reference number. Keep this case reference number readily available.

World Headquarters • Cincinnati, OH USA • US 1-800-2CINCOM
Fax 1-513-612-2000 • International 1-513-612-2769
E-mail info@cincom.com • http://www.cincom.com

How Can I Get Product Documentation or Sales Information?

Web: www.cincom.com

E-mail: info@cincom.com

Phone: 1-800-2CINCOM (U.S.) or 1-513-612-2769 (outside of the U.S.)

To find a list of Cincom offices worldwide, visit www.cincom.com and click on "Office Locations."

Resolution Escalation

If you feel that your case is not receiving adequate service, you should contact the Customer Support Center assigned to your case to discuss escalation procedures.*

You may also e-mail the North American Customer Support Center at helpna@cincom.com to request that your case be escalated. Please include your case reference number when doing so.

* For support center locations by geographic region, including phone numbers and e-mail addresses refer to https://supportweb.cincom.com/supportcenters.asp.