



# Product Support from Global Trade & Transportation Execution

## – Frequently Asked Questions –

Your success and satisfaction is vital to QAD. We are dedicated to getting you the information you need, when you need it. Below are some FAQ's that will help you understand the extensive range of product support services available from QAD for GTTE (formerly QAD Precision). If you have any further questions or would like to give us feedback on how we might improve our services further, please do not hesitate to contact us.

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## What is the QAD GTTE “Support” structure?

In QAD, we aim to provide support to our customers as a seamless Support experience. Our Support team is made up of technical and application consultants with long experience in dealing with GTTE products and logistics. The team is made up of consultants who have been working with GTTE for over thirty years. Some have previously spent a number of years in our Implementation (Services) teams, implementing the GTTE solution worldwide. A number of others have spent time in the Engineering team here in QAD.

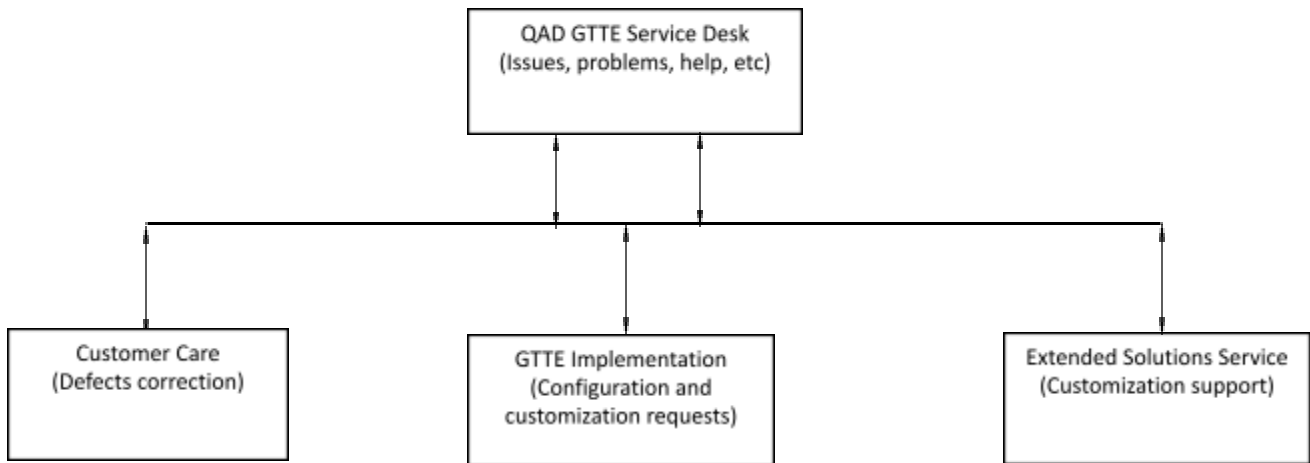
Support team members are located in offices around the globe, from the US to Europe to Asia Pacific. Most of our customers prefer to log calls via our online Support Center; and these are picked up for investigation by one of our consultants who will immediately start working on the issue. For very high severity issues, we recommend phoning the Support Center directly.

Software issues that require program changes, small enhancement requests necessitated by carriers or retrofits of changes, are handled by a subset of QAD Engineering called “Customer Care”, which also resides within the Support Center. But this is completely seamless to you. All interaction is between you and the Support team via the online Support Center.

GTTE implementations are carried out by our Implementation teams (sometimes referred to as the “Professional Services team”). These Implementation teams are usually made up of a project manager with application and technical consultants. The Implementation team will install the software and perform any configuration required. In some cases, they may make specific customizations called “plug-ins” for an implementation.

QAD also offers an Extended Solutions Service for GTTE, which is designed to support implementations that have custom solutions & integrations in place which are not covered by standard support. ESS is provided by a dedicated team of resources. ESS is designed to reduce risks to business continuity and can cover areas such as extended maintenance, patch maintenance, content administration, loading uplifts and service management.

When an implementation or “project phase” is complete, the Implementation team will hand the project over to the Support team. You can then contact the Support team via our online ticketing system for any requirements or issues you may have. If necessary, Support will pass on requests to other departments in QAD for you.



## How do I contact the Support Team?

Our web based Online Support Center gives you a ‘one stop’ location with easy access to all the QAD Support tools you need. Here you can log a Support ticket, talk to a local customer representative, search our Knowledge Base, join a web meeting, look up our extensive library of reference guides, find more information on our latest product releases and avail of our eLearning tools that explore various aspects of the GTTE product suite functionality. Visit <http://supportcenter.qad.com/> to experience the enhanced contact and Support tools available.

Most issues are communicated to the Support Center by creating an on-line Support Ticket. This ticket will then be used as the main means of communicating between QAD and you for all aspects of the issue. In addition to discussions, the Tickets allow for any type of attachment, including documents, screen grabs and even program fixes (when delivered to you).

When you have registered for support, you can access [this KB article](#) to get you started with creating a QAD Support ticket for GTTE.

## What are the direct contact telephone numbers for Support?

European Number:	+353 (1) 406 0730
USA Number:	+1 (856) 840 2840
GTTE Cloud Customers:	+1 (856) 273 8868

Any of the above numbers will put you in touch with the global QAD GTTE Support team.

## **How do I become a registered user of the Online Support Center?**

To register online, click on the '[Register for a QAD Web Account](#)' link located under the "Login" link. You will be asked to create a User ID and Password and supply basic user information. When all fields are completed, click the Submit button to register your information. You will receive a confirmation email within 24 hours with details of your account activation. You are now ready to begin leveraging the full capabilities of the QAD Support Center.

## **What information do I need to log a Support ticket?**

By giving us as much detail about your issue up front, you are helping us to access your unique process and product information; assisting us to find a prompt resolution to your problem. Our web based Support Center allows you to quickly document your issue by using the online Customer Portal. The online support site and ticketing experience provides you with a simple and engaging online assisted service experience. The site offers a ticketing system, with Incident, Service Request, Deployment ticketing aligned to ITIL-based practices, tailored to your company's active services; along with an extensive knowledge base.

## **Who works on my Support ticket?**

The majority of tickets are addressed from start to finish by the Support consultant to whom they are initially assigned. The average tenure of our Support team with QAD GTTE is 10 years. In some cases, tickets are escalated or require fixes, so other teams in QAD may assist. But this is all seamless to you as you work with our Support team.

## **Can I add any new information after logging a Support ticket?**

You can post additional information relating to your issue by clicking on the link sent to you in the e-mail confirmation when you logged the issue. This will bring you directly to the maintenance screen for this particular issue. Here you can add more information or file attachments.

## **How do I track what is happening to my Support ticket?**

You can track and check all your open tickets from the online Support Center. There are also multiple reports which you can run to find either old or new tickets.

## **How do I assign priority or severity to tickets?**

The priority or severity of the ticket is defined by Impact and Urgency. When you create a ticket, you decide what impact and urgency the issue has. This is a general guide:

### **Extensive Impact, High Urgency (Priority 0):**

This is classed as a major system outage. It is an issue which stops all or most GTTE users from using the system; or from shipping any product. This covers tickets such as servers down, unable to start any instance of GTTE, many users unable to log onto GTTE, unable to start any of the GTTE "batch" processes (such as Listeners, Highway, etc). In effect, this priority is used to flag a complete system down situation where nothing can be shipped. To report such tickets, it is recommended that you contact the Support Center via phone (see next question below).

### **Significant Impact, High Urgency (Priority 1):**

This is a problem that has a very high business impact, frequency and persistence. The system is not functioning normally or as expected, there is no viable workaround and the issue is stopping major or critical business functions. For example: Unable to ship any packages for Carrier X; Unable to rate or print documentation for critical shipments which must be dispatched immediately; etc.

### **Moderate Impact, High Urgency or High Impact, Medium Urgency (Priority 2):**

Suspected defect, but with a workaround. These issues are typically specific questions or problems arising on your live production system, and may be technical or applications-based. This may impact users, or a project schedule. Severity 2 also includes problems by which something is not functioning normally. The impact is medium, as users have a viable workaround to use until this is resolved.

### **Moderate/Minor Impact, Medium or Standard Urgency (Priority 3):**

Non critical, low impact issues, such as a "Nuisance" problem. This is something that has low frequency, impact and persistence, and has minor or medium effect on most users. General questions pertaining to how to utilize a particular GTTE product feature or function. Also specific questions arising during any test system activities, both technical and applications-based and have no impact on your live production system.

## If I have an emergency “system down” issue, how should I report it?

For urgent or system down issues, or issues that have stopped all shipping; we recommend that instead of raising a ticket online, you contact us directly by telephone and choose the menu option for “System Down”. This is to ensure that your issue is passed to us as soon as possible, so we can start working with you immediately to provide a solution.

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## What is the escalation process?

If you wish to raise the **priority** of a ticket, open the ticket in the [QAD Support Portal](#) and click on the *Prioritize* link to the top right of the screen and specify the reason for the increase in priority:



### QSM-935738: Priority Increase Request

Business Impact

Please specify the business impact to enable the submit button.

Note: If this is an emergency, please stop and call your local QAD Support Center immediately for assistance.

See "Contact Support" in the top menu above.

To submit an **Escalation request**, the process is very similar to increasing the Priority. Click the *Escalate* link in the same location, at the top right, of the ticket. Specify an escalation reason, business impact, escalation type and due date. Click the submit button.

See KB article [AC-10680](#) for more information.

## **My issue has been resolved. What happens now?**

Once we are satisfied that your issue has been resolved, the Support team will ask you if the ticket can be closed. When confirmed, they will close the ticket for you and a ticket satisfaction survey will be sent to you in the form of an email. Please fill out these forms with anything you would like to share with us.

## **I am not on “Support” yet but I have a problem - What do I do?**

Typically, if your project is still being implemented by our Implementation team, you would raise issues with that team; however, you are always welcome to contact the Support Center.

## **How can I suggest improvements to QAD’s customer support services?**

We are always striving to improve the quality of our services and would be delighted to hear your suggestions. You can contact us online at <https://www.qad.com/about/contact> or by calling the QAD GTTE Support center at either of the following numbers:

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