



QAD FTZ Product Support — Frequently Asked Questions —

Your success and satisfaction is vital to QAD FTZ. We are dedicated to providing you the information you need, when you need it. Below are some FAQs that will help you understand the extensive range of product support services available from QAD FTZ. If you have any further questions or would like to provide feedback on how we might improve our services, please do not hesitate to contact us.

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How do I contact the QAD FTZ Support Team?

Our web based Online Support Center gives you a 'one- stop' location with easy access to all the QAD FTZ 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 QAD FTZ 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 online Support Ticket. This ticket will then be used as the main means of communicating between QAD FTZ and you for all aspects of the issue. In addition to discussions, the Tickets allow for any type of attachment, including documents, screen grabs, etc.

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

What are the direct contact telephone numbers for Support?

Contact QAD FTZ Support team using this number: +1-251-471-6737



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 FTZ Support Center.

All * fields are required to complete this transaction.
[Contract terms](#)

First Name*

Last Name*

Customer/Alliance Number*

Country*

Company Email Address*

Phone Number*

User Name*

User Name Guidelines

- Must be at least 5 characters in length
- Must contain at least one letter
- Cannot be an email address

Password*

Confirm Password*

- Minimum length of 12 characters (and max 256)
- Must contain at least one number
- Must contain at least one lowercase letter
- Must contain at least one Upper-case letter
- The two passwords must match

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 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 knowledgebase.



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 FTZ is over 5 years. In some cases, tickets are escalated or require fixes, so other teams in QAD FTZ 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 your e-mail confirmation when you logged the issue. This will bring you directly to the maintenance screen for the issue where 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 (Severity 0):

This is classed as a major system outage. For example: You are able to login but unable to access a particular processing section of the system, all ABI transactions seem to be not returning, or other issues that are preventing the use of an entire module of the system.

Significant Impact, High Urgency (Severity 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 function. For example: The 7501 paper report or broker extract file is not generating correctly, issues with In-Bond processing preventing the driver from leaving, or other time critical issues with no workaround.

Moderate Impact, Medium Urgency (Severity 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.

Minor Impact, Medium or Standard Urgency (Severity 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 QAD FTZ 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 business.

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 work in QAD FTZ; we recommend that instead of raising a ticket online, you contact us directly by telephone. 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.

Phone: +1-251-471-6737



What is the escalation process?

If you wish to escalate a ticket for any other reason, you can follow this procedure:

1. The initial contact for QAD FTZ escalations is Martin Gleeson (FTZ Support Manager and System Owner) at +353-1-406-0746. Martin is also available at xmg@qad.com.
2. Contact your QAD FTZ Implementation team project manager. This is the person who was responsible for the initial implementation of QAD FTZ on your site. If you do not know who this person is, please contact Martin on the email address above and he will be happy to provide this information.
3. Contact your QAD FTZ Customer Success Manager.

What are the standard Support hours?

Working hours are from 8am to 5pm central time zone, Monday to Friday; excluding public holidays in your country. Regardless of location, the Support Center is closed on December 25th and January 1st of every year. As we cannot always guarantee service outside of these stated hours, if you believe you will require service beyond those times, then please discuss with your QAD GTTE FTZ Customer Success Manager or you may contact Martin Gleeson directly (xmg@qad.com).

The exception to these hours is for Severity 0 issues (production system down or unable to ship any product), for which help is available 24x7.

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.

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.



I have some suggestions on how to improve QAD FTZ's customer Support, who do I contact?

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 [Contact Us - Global Offices | QAD](#) or by calling the QAD FTZ Support center at either of the following numbers:

Phone Number: +1-251-471-6737