Q360

Contacting **Customer Care**

3 Ways to Contact Us:

800.450.7748

support@solutions360.com

w360.solutions360.com

STEP 1

Gather the appropriate information

STEP 2

Choose your method of contact: Phone, Email or Web Portal

STEP 3

Set the Priority, Submit and Track your Call

When possible, please use the ***"Help->Send Email to Customer Care"*** option in Q360. This gives us information that can assist in expediting your request.

Please be prepared to provide:

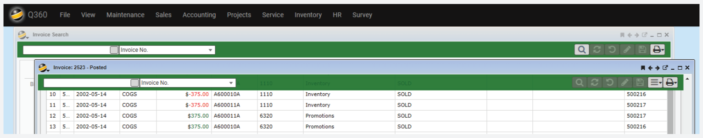
- Your **company name and your contact info** and/or the contact information for the individual having the problem (We know our customers well, but sometimes we can't recognize your voice over the phone!)
- A **clear description** of the issue will help expedite your request. See the examples on the next page.
- If there is a **problem or error**, can you recreate it? What steps did you take to produce the problem?
- **Numbers**. Our Customer Care Team loves 'em. Invoice Numbers, PO Numbers, Project Numbers, Call Numbers (…almost everything has a number!)
- The **Q360 Version** you are running. Usually, we can look it up. But it's helpful if you go to "**Help->About Q360**" and confirm the version, just to be on the safe side. On the web, the version is shown in the lower right-hand corner of the screen.
- **Screenshots** (Selfies work too. Just make sure we can see any error codes.)
- Now that we have a really cool web version of our software, we need to know if the problem you are experiencing is on the "**Web**" or in the "**Windows Client**". (Not using the web version? You should check it out!)
- And finally, **how urgent is your request**? Priority 1 means you are having a serious interruption to your business. Priority 5 means you just want to say 'hi' to our support team. We like P5 calls the best, but we'll try to agree on the priority as soon as the call is created so we can understand the expectations on both sides.

SOLUTIONS360
business.managed

Issue Description Examples

EXAMPLE OF A CLEAR DESCRIPTION

“Hi, This is John from Acme. Our AR Accountant is having a problem posting invoice 14360 linked to project 12345 in the Windows client. When the invoice is posted, it incorrectly credits the wrong suspense account 2440 instead of 2441. I’d like to have this resolved by EOB tomorrow so we can get this to the customer. This is the only invoice we are having this problem with. You can email or call me (555-555-2368) after 2 PM EST. See the attached screenshot:



EXAMPLE OF A NOT-SO-CLEAR DESCRIPTION

“We have an invoice posting to the wrong GL account.”

After you submit your call, a **Customer Care specialist** will be in contact with you and provide you with a **call number**. They may need to gather additional information and will often request that we entertain a **remote session** to better see and understand your challenge.

Questions? Contact:

SOLUTIONS360
business.managed

11-1111 Stellar Drive, Newmarket
Ontario, Canada L3Y 7B8
t. 905-868-9901 | **1-800-450-7748**
f. 905-868-9897