

Mekorma Support Agreement

For customers and partners

Agreement Summary

With purchase/renewal of software subscription, a customer is entitled to unlimited Mekorma product support from the Mekorma support team.

As a Mekorma partner with active customer subscriptions you are entitled to unlimited Mekorma product support from the Mekorma Support team.

Description of Support Services

Our approach to technical support means that all Mekorma customers and partners have a wealth of services at their fingertips – from online resources to experts who can answer questions and address problems.

When you encounter an issue using or implementing a Mekorma product, Mekorma Support provides assistance on all issues that arise with your Mekorma software. You can log a support request in multiple ways:

1. Support Portal: <https://portal.mekorma.com/>

- If you haven't registered for our Support Portal, you will need to email support@mekorma.com with your product issue and our support team will assist with the issue and help you register to use our portal properly.

2. Email: support@mekorma.com

In most cases, a Mekorma Support Portal case will be created to track and communicate further with you.

3. Phone: 1-888-635-6762, Option 3

When calling support, you will be directed to leave a voice mail that will be transcribed and placed in our email support queue. In most cases, a Mekorma Support Portal case will be created to track and communicate further with you.

In addition, Mekorma Support maintains a comprehensive User Guide and Knowledge Base (KB) for you to reference. You can find resolutions to many issues by searching our User Guide or KB before contacting our Mekorma Support team.

[User Guides \(mekorma.com\)](#)

[Knowledge Base \(mekorma.com\)](#)

Mekorma Support Availability

Monday – Thursday: 6 am - 5 pm (Pacific) / 8 am – 7 pm (Central)

Friday: 6 am - 4 pm (Pacific) / 8 am – 6 pm (Central)

Mekorma Support Availability (continued)

Mekorma Support is unavailable on the following holidays:

- New Year's Day
- Martin Luther King Jr. Day
- President's Day
- Memorial Day
- 4th of July
- Labor Day
- Thanksgiving Day and the Friday following Thanksgiving Day
- Christmas Day

Any support requests entered or emailed on these days will be answered on the next working day in the order received. Please allow for extended time to contact in these scenarios.

Other notices will be placed on our website (www.mekorma.com) for any deviations from the above.

Extended or after-hours support may be available. If needed, please request to see if a Mekorma Support team member can work with you to schedule after hours support. In the case of extended after-hour needs, an additional charge may be required but would be presented before accepting the request.

As a Mekorma customer or partner, current on your renewal/support plan you are also entitled to Hotfixes, Service Packs and product downloads of the latest versions.

You can find our downloads here:

[Download AP solutions for Microsoft Dynamics GP \(mekorma.com\)](#)

Response and Resolution Times

Mekorma Support will respond to a new support case within 6 working hours of creation either through the portal, email, or voice mail. Mekorma support will respond to an existing case with a new response from a customer or partner within 6 working hours.

As the contact person on a support case, you are requested to answer all questions posed, send in any additional timely information requested, and react to Mekorma Support responses in a timely manner so we can assist you in resolving your support case. Failure to do so will extend your resolution time and cause unnecessary delays.

If Mekorma Support doesn't receive a response within 48 hours your support case will automatically close unless noted by a Mekorma Support team member that it will remain open for longer.

Escalation

If you have not received a response from a Mekorma Support team member within 6 working hours you can escalate by sending your case number or original email to supportescalation@mekorma.com and support leadership will prioritize this with the team and start working with you to solve your issue. We will engage with Engineering and others team members as needed for your case.

If you have been working with Mekorma Support on a case and feel you are not getting proper attention or results you can also email support leadership at supportescalation@mekorma.com with feedback and we will review and escalate your issue. During the escalation your case will be reviewed and discussed internally to improve our support team actions and recommend any recompense for the extended issue with Mekorma Software products.