



To: All GGA Back Office Software Clients
Regarding: Technical Support for Odyssey II
From: The Support Department

Contact Information

Email: tech.support@globalground.com
Web: www.globalground.com (Tech Support)
Main Support Phone #: 201-342-7059
Main Support Fax #: 201-498-9107
Emergency (After Hours): 201-538-4929 (support contract required)

Contact Procedures

STANDARD SUPPORT

Standard Support is defined as any technical support you may required with any of our products where the nature of the problem is **NOT** one of the following conditions

- The entire system is down and no one can access the software system
- You lost power, systems came up again but there are issues with data corruption
- More than 2 workstations are not able to access the system at the same time
- Software is running very slow on ALL computers (potential virus related issue)
- Your online systems are not working like Web/Saturn Reservations or CC Processing

Obtaining Standard Support via EMAIL / WEB (Fastest Method)

THIS METHOD WILL RECEIVE THE FASTEST ATTENTION AND HIGHEST PRIORITY

You can submit your request for technical support **7x24 via email or web**

You will receive a confirmation email that your request has been received.

If the request is received during normal business hours, GGA will assign you a **ticket number**. If the request is submitted after hours, on weekends or on holidays, a ticket number will be assigned on the next business day.

When submitting a request via email, please include all relevant information pertaining to the problem, any screenshots you may have, your name and the best time to contact you. If you need to fax us a sample, please fax the documents and refer to the fax in your email.

A technical support engineer will respond to your ticket on a first come, first served basis and NO LATER than next business day. Internal escalation procedures will ensure that you will receive a timely resolution to your request.

Obtaining Standard Support via Telephone during business hours

GGA Technical Support Department is staffed during normal business hours **Monday through Friday, 8:30am to 5:30pm EST. The number to call is 201-342-7059.**

All incoming calls will be answered in the order they are received. If the request is received during normal business hours, GGA will assign you a **ticket number**.

If you are calling after hours for standard support, please do not leave a voicemail message. We encourage you to submit your request via email or our website. If the request is submitted after hours, on weekends or on holidays, a ticket number will be assigned on the next business day.

If a support engineer is available, your call will be routed to the next available engineer. If a support engineer is not available, you will receive a call back based on a first come, first served basis but **NO LATER** than next business day.

If your support issue is of an urgent matter, please advise the agent and all efforts will be made to prioritize your ticket. Emergency response charges may apply if the support issue turns out to be standard support issue.

Ticket Numbers

Remember your ticket number in case you need to call back with new / updated information on a support issue. Tickets are worked in first-come-first-serve basis so it is important to keep your ticket number to keep your place in line. All tickets remain open until the support engineer has satisfactorily resolved your problem. Tickets are escalated internally by the support engineer to senior engineers or developers if they are unable to resolve the problem.

Once the problem is solved from our end, we will contact you to verify closure of trouble tickets you have opened. We care very much about our customers, and that's why we are working hard to continually make the process better to ensure total customer satisfaction.

EMERGENCY SUPPORT

For customers WITH a monthly or annual support contract:

Emergency Support is described as one of these conditions

- The entire system is down and no one can access the software system
- You lost power, systems came up again but there are issues with data corruption
- More than 2 workstations are not able to access the system at the same time
- Software is running very slow on ALL computers (potential virus related issue)
- Your online systems are not working like Web/Saturn Reservations or CC Processing

Obtaining Emergency Support

During **Normal Business Hours** (i.e. Monday through Friday, 8:30am to 5:30pm EST), please call the GGA Help Desk phone number at **201-342-7059**. Inform the Agent that you are looking for Emergency Support. You will be handled with priority and a technician will be assigned to you after the ticket number is issued.

For after hours and weekends, you can obtain emergency support by calling the GGA Tech Support Pager at **201-538-4929**. A support engineer will call you back within 30minutes. If you do not hear back within 30 minutes, please call the tech support pager again. You should also send an email to the tech support email address after you call the tech support pager. Response times for after hours support will be based on the level of your support contract.

Support for invalid emergencies will be deferred to standard support hours. Customer without a support contract will be charged for support before the ticket can be opened and must have a credit card handy. There is a minimum \$500 charge if you do not have a support contract.

Thank you,
GGA Helpdesk