



# Crossroads MES Support Procedure

OPTIMIZING MANUFACTURING SYSTEMS



## Crossroads MES Support Line Reporting Procedure

### Overview

This document defines the procedure for reporting support incident requests to Crossroads RMC for Crossroads MES. Support incidents should be logged by designated personnel only. Please identify and advise us of those individuals within your organization who are authorized to log support issues. We have provided two methods for you to request support. Crossroads RMC makes no commitment regarding response time and resolution for support issues reported via any other means other than the methods defined below:



1. **Email support:** [mes\\_support@crossroadsrmc.com](mailto:mes_support@crossroadsrmc.com)
  2. **Phone: 630.687.9416** (if all support team members are busy, leave a voicemail, and the system will notify the support team of your request)
- All support requests submitted via one of the methods defined above will receive an initial response within 4 hours or less.
  - **Hours of service for support are 9:00 a.m. – 5:00 p.m. CST, Monday through Friday.** Calls received outside of those hours will be routed to voicemail and an email will automatically be sent to [mes\\_support@crossroadsrmc.com](mailto:mes_support@crossroadsrmc.com) on your behalf.
  - **Off Hours Support:** Any support issues received outside of normal business hours will be considered off hours support, and subject to a 100% surcharge and a minimum of a **one hour** billing at your current consulting rate. The customer may choose to wait until the next business day for the issue to be addressed, or if the issue is urgent, any time spent working on the issue will be considered off hours support and charged as stated above.
  - Any enhancement, training or consulting requests are not considered support tasks and should not be routed through the support email or voicemail. Any consulting services should be routed through Anthony Etzel at [aetzel@crossroadsrmc.com](mailto:aetzel@crossroadsrmc.com) or 630.955.1310, x125.