



Technical Support Customer Manual

1 How to Contact Transacta Support

1.1 Primary Contact:

support@transacta.com.au

1.2 Escalation Telephone Number:

+61 (2) 9459 3366

1.3 Hours of Operation

9:00 a.m. until 5:00 p.m AET Monday to Friday

2 Support Procedures

For any given problems situation, our main priority is to restore business operation as quickly as possible. As such, this will require your cooperation

2.1 Reporting Issues

2.1.1 Which Issues Should I Report?

Try to report all issues when they happen.

In order for Transacta to provide adequate support to all of our customers and for you to gain the benefit of a collective knowledge base, it is essential that you report all technical issues identified with the Transacta system. This includes reporting issues where a data integrity issue has been resolved in-house. If we are unaware of an issue you are experiencing, we will be unable to resolve it.

2.1.2 Issue Form

When submitting an issue to Transacta Support, it is important that you fill in the issue form (see Section 3) to enable Transacta to better deal with the issue. Should you report an issue via telephone (e.g. a critical problem that impacts all stores) you will still be asked to e-mail a completed issue form to Transacta Support.

This helps us better track and trace your issues as well as enabling escalation.

2.1.3 Transacta Issue Number

Once Transacta has received your issue report, it will be assigned a Transacta Issue Number (TIN). To ensure speedy resolution of problems please use the TIN in all communications. If you are using email then put the TIN in the subject.

2.2 System Access

As outlined in the License & Support Agreement, we may require access to your systems in order to resolve issues. We would prefer that you provide us with access to a test system that replicates your live POS system, however we do understand that it may be necessary to access your live POS system from time to time. Each time we require access to your live POS system we will ask for permission.

Should changes be needed to your Transacta production system,¹ only your employees should make those changes. Should you need Transacta to make any changes for you, we will also formally seek your permission.

Generally, it is preferable if we are not granted access to your live systems and any issue replication is attempted on a test system. This helps you maintain the security and integrity of your systems.

2.3 Issue Resolutions

Transacta, at its discretion, will supply you with one or more of the following resolution types:

2.3.1 Patches

A Patch is a change to the underlying Transacta software. Patches are specific to a particular version / update level and are cumulative. When supplied with a patch, you must take all reasonable efforts to apply this on all systems running Transacta (unless otherwise instructed by Transacta Support) within the timeframe indicated when the issue was reported.

2.3.2 Workarounds

A Workaround is a change to your business processes, a supporting system or Transacta itself that mitigates, eliminates or avoids the issue without correcting any underlying problem. This type of resolution is most commonly supplied when an issue is not reproducible but there is a way of minimising the symptoms.

¹ To aid with issue identification or resolution

There are two types of workaround provided by Transacta: Temporary and final workarounds. Most workarounds are a temporary change to reduce the issue's impact to your ongoing operations while the root cause is being identified and corrected. Final workarounds are supplied when a decision has been made to correct any underlying problem. This decision will only be made under the following circumstances:

- The issue impact (after applying the workaround) is minor and you notify us that the resolution from the workaround is sufficient
- The issue impact (after applying the workaround) is minor and the underlying problem has already been resolved in a newer version

After we supply a temporary workaround, we may re-prioritise the issue to reflect the new impact and severity.

2.3.3 Data Repair

Sometimes an issue may cause an integrity issue in the database. Should this occur, we will attempt to both resolve the underlying software problem and provide the required support to restore the integrity of your database.

2.4 Problem Replication

To report an issue with Transacta, it is necessary to have taken reasonable steps to identify that it is indeed an issue with the Transacta system and have documented the steps required to reproduce the issue. By providing this data, it enables Transacta to identify and resolve your issues much more rapidly and reliably.

However, we are aware that it is not always possible for your Level One and Two Support to generate a reproducible test case before reporting the symptoms to Transacta. In this case, Transacta will assist you in identifying and developing a test case. This will be treated as its own support call (with its own issue number) and once a test case has been developed, a new issue will be raised and assigned a new issue number.

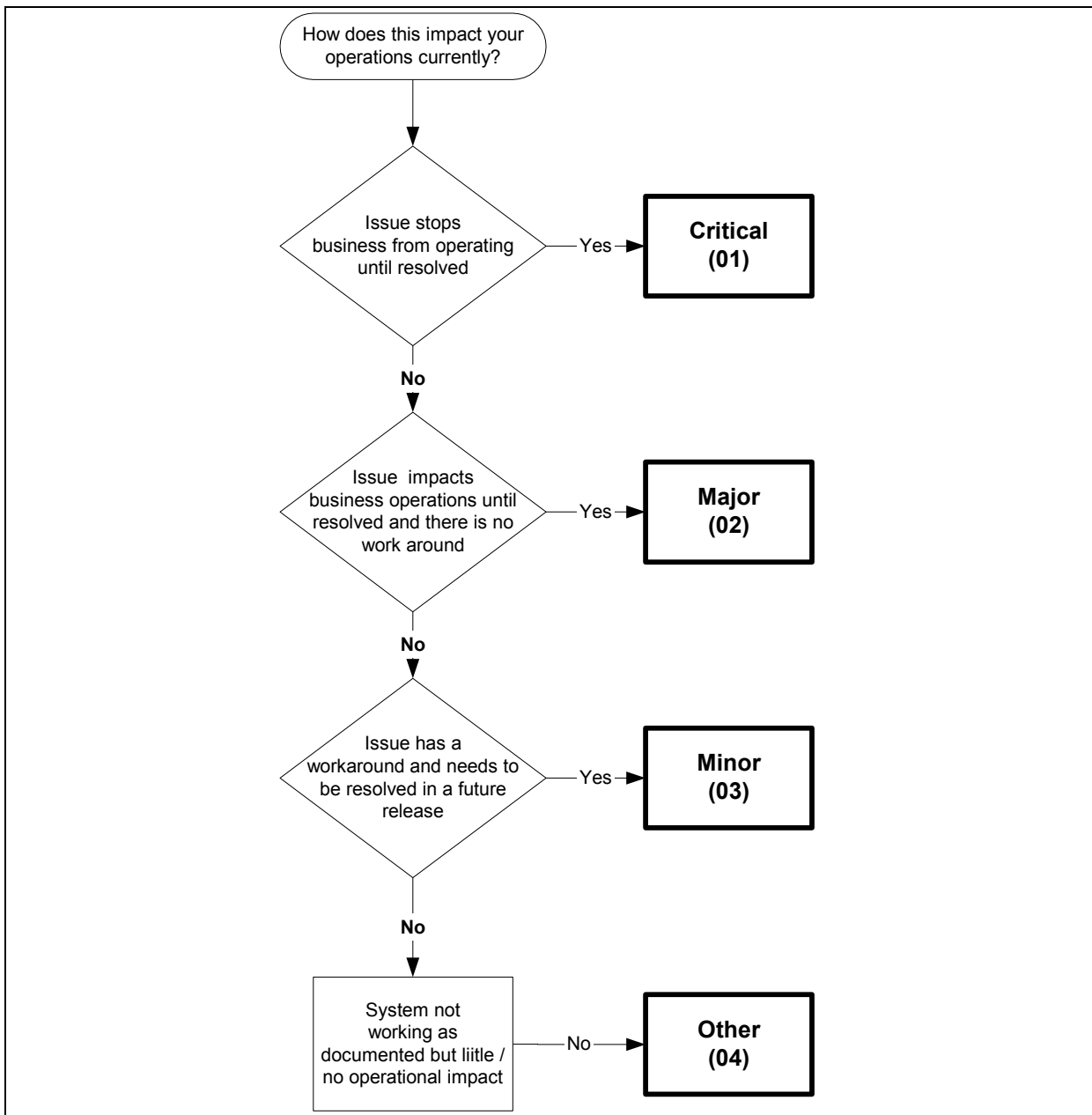
Unfortunately, this is extremely resource intensive and so issues that require the generation of a test case have to be managed at a lower priority than identical issues reported with reproducible test cases.²

² That is, the same severity and impact rules apply, but at each level, issues with test cases will take priority.

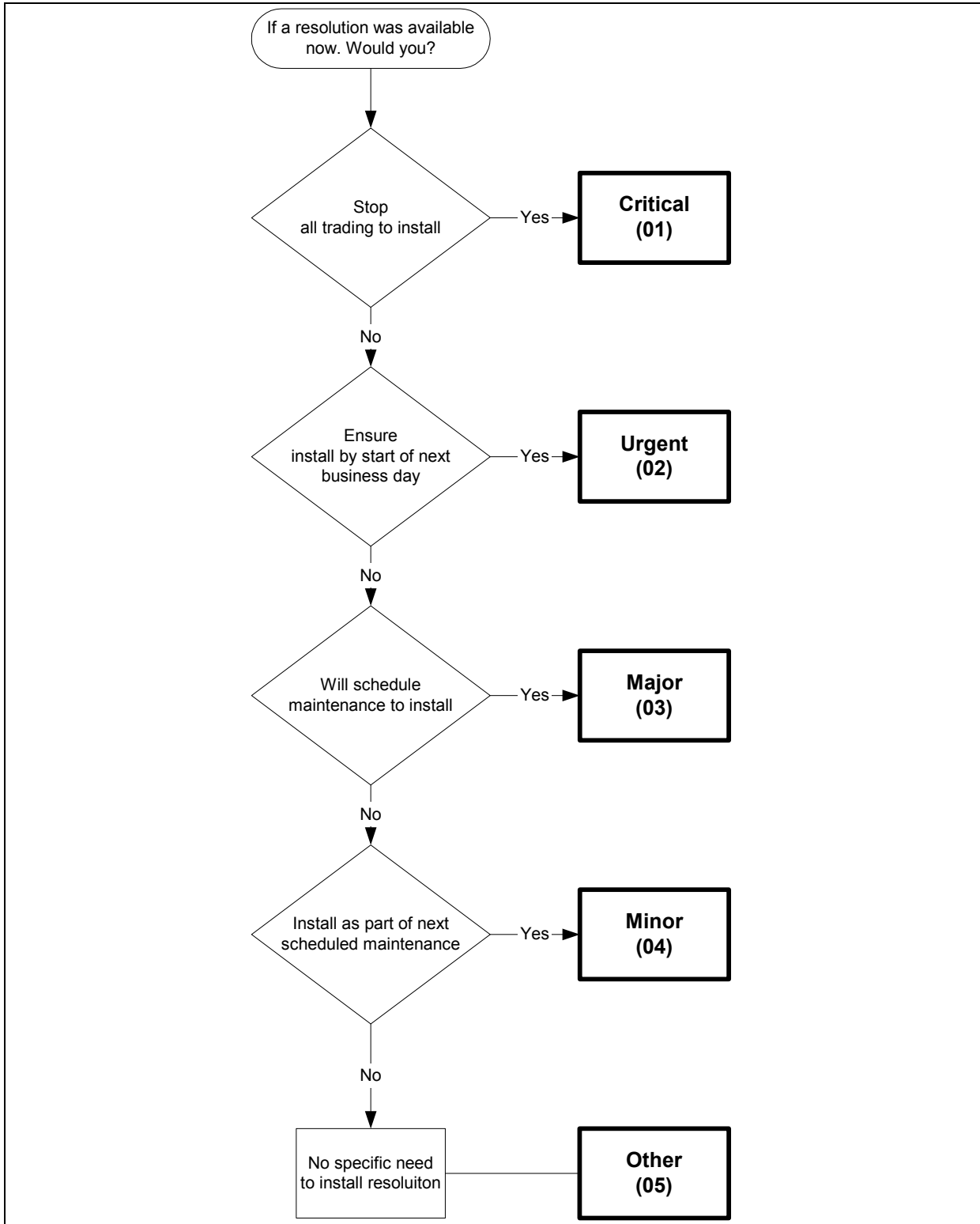
2.5 Prioritisation

When reporting an issue to Transacta, it is necessary for you to identify how the issue impacts your business. To do this we ask that you identify the severity of the problem and how you would rollout any available resolution using the flowcharts below.

2.5.1 Issue Severity



2.5.2 Business Impact



2.6 Response Times

When you raise an issue with Transacta, we believe that it is reasonable that you receive a response regarding your issue in a timely fashion. To this end, once you sign the License & Support agreement, we agree to provide you with a non-automated response to your issue within the times outlined below:

Severity³	Response Time
Critical	4 business hours
Major	8 business hours
Minor	24 business hours
Other	40 business hours

Please note that these times are for responses not issue resolution. While we would like to guarantee a time frame for supplying a resolution, this is not possible given the unique nature of each issue reported to Transacta.

2.7 Additional Benefits

By following the above protocols, Transacta is able to continue to improve our technical support service for all customers. These new systems enable us to implement greater process automation, which enables our customers to gain access to status reports of their issues and improves our knowledge base to better serve your needs.

³ This is the agreed severity, which will not always correlate with the severity initially reported in the problem form.

3 Transacta Issue Reporting Form

Please use this form to report issues to Transacta Support. Transacta's ability to diagnose and resolve issues depends on accurate and complete issue reporting. Please fill out ALL fields.

If you have an issue tracking system, please record the issue number in customer reference.

Organisation	
Name of System	
Name of person reporting issue	
Time & Date	
Customer Reference	
Transacta Reference	

3.1 Checklist

Before you submit this issue report please check the following items.

1. Have you included enough information for an engineer to successfully reproduce the issue? Remember it is necessary for an engineer to reproduce the issue before they can solve it.
2. Please send any extra information that may help in diagnosing the issue. Such information would include screen shots, log files, sample and input data.
3. Please submit an separate Issue Report Form for each issue. Please do not combine more than one issue on a single form.

Details of Issue	
What is the location of the fault?	
Describe the Symptoms	
List any error messages the occur	
List the steps required to reproduce the problem	
Is the issue only occurring for particular items/users/numbers/products?	
How Often does the problem Occur	
When did the problem first occur?	
Is the problem on a particular screen or URL	
Are you able to keep working with the system?	
How?	
Issue Rating Self Assessment – Refer to Issue rating charts in Sections 2.5.1 and 2.5.2	
Using the above chart how would you rate the SEVERITY of the problem?	Critical, Major, Minor or Other
Why?	
Using the above chart how would you rate the IMPACT to your business?	Critical, Urgent, Major, Minor or Other
Why?	

4 Definitions

4.1 Levels of Support

4.1.1 Level 1

The services provided in response to an end-user's report of an incident. These services include, but may not be limited to, entitlement verification, and call logging.

Level 1 is typically called a Help Desk. A Help Desk understands the business processes and the Transacta product and can assist with and identify incorrect use of Transacta by Store personnel.

4.1.2 Level 2

This is technical support for detailed installation, configuration information, compatibility information, Problem isolation, troubleshooting, and Problem duplication with the intent of resolving the end-user's issue.

Level 2 is typically provided by the IT Department where there are personnel who possess skills relating to the IT technologies used by Transacta and the underlying infrastructure such as network, Windows and SQL Server.

4.1.3 Level 3

This is the technical support provided by Transacta for Level 2 escalations to resolve isolated Problems in the Licensed Software that are determined to be, or are highly probable to be, the result of a design or implementation defect.