

What is Support Services?

Blue Moon Industries recognizes that providing customers with high-quality support contributes significantly to their long term success with us. We know that keeping your system running smoothly and getting questions answered on a timely basis is important to the success of your business, as well as ours. With that in mind, our Support Services team provides telephone, fax and email support.

Blue Moon offers multiple support plans, and all plans are based on handling support cases. A support case is defined as a one-time incident that requires a quick response to an unexpected issue within the Dynamics GP application.

A support case is charged in incidences, not in billable hours. A case is from the beginning of an incident to its resolution. This incident could require many calls, several days, or it could take minutes.

Examples of support cases include error messages, posting issues, stuck users, and how-to questions, as long as the questions are from end users who have been trained in the specific module, and the question is very specific in nature and not open ended. An example would be, "I just had my FRx training, but I forgot how to add a row to a report. Can you help me do this?"

This is in contrast to something open ended, such as, "Can you walk me through installing and setting up some FRx reports?" The latter would be considered a Billable/Consulting service. Billable/Consulting services are services that our Consulting team handles such as Installations, Upgrades, Training, System Maintenance, Accounting/Data Analysis, Report Writing, Customizations/Software Development, SQL Scripting/Damaged Data Repair, Data Transfers, Integrations, Systems Audits, Procedure Verifications, and troubleshooting of issues that arise when a customer attempts to perform billable services on their own without Blue Moon's assistance.

When a customer calls Blue Moon for support and the support technician defines the issue as a billable service, the technician will inform the customer of this and pass it on to the Professional Services team to schedule appropriately.

Below please find examples of support cases vs. billable/consulting services and the reason why they are a support case or a billable service.

Examples of Support Cases

- I just had my payables training, and I am having difficulty entering a vendor in the vendor card window – *This is a support case because the customer has been trained and has a very specific how-to question.*
- Something happened to my network connection on my computer, and I was posting a batch, and now I have a batch stuck in posting status. - *This is a support case because it is a one-time incident and the customer needs immediate assistance.*
- I closed my year, and I realized that I had a balance sheet account set up as a profit and loss account. How do I correct this? *This is a support case because it is a one-time incident and the customer needs immediate assistance to finish their year end.*
- I just received an error message in Dynamics GP - *This is a support case because it is a one-time incident and the customer needs immediate assistance on how to resolve a specific error.*

- I am trying to do my year end process, and I am confused with one of the steps, can you please help me with this one specific step? *This is a support case, because the customer has been trained and has a very specific how to question; they are not asking to be trained on how to complete the whole year-end process.*

Examples of Billable/Consulting Services

- Can you walk me through the year end process? – *This is billable, because it is an open ended how-to and it is normally covered in training.*
- Can you show me how to create a report? - *Open ended how-to questions, Training and Report Writing are billable services*
- Can you help me install a new workstation? -*Installations are billable services*
- My trial balance is off; can someone help me troubleshoot this? -*This is a billable service as it requires a specific consultant, knowledgeable in accounting, to provide Accounting Analysis services to troubleshoot the issue.*
- I need someone to create a backup for me, and create a SQL script to find data in the two specific tables and then integrate it to third-party software to fix some damaged data. - *This is a billable service as SQL Scripting, Integration Work, Damaged Data Repair and Backup/System Maintenance are all billable services.*
- I am attempting to perform my own upgrade of Dynamics GP; however I am having an error message pop up during the upgrade process. Can you assist me with this? - *The time troubleshooting this error and resolving it is a billable service as the customer is attempting to install/upgrade the software on their own, without hiring Blue Moon's Professional Services team to perform the upgrade in the first place.*

How to reach the Support Services team

Our Support hours are Monday through Friday 8:30 AM to 5:30 PM Eastern. Support is not provided on the following holidays:

New Year's Day

Memorial Day

Fourth of July

Labor Day

Thanksgiving Day (Thursday and Friday)

Christmas Day

There are three ways to reach our support team:

- 1) Call 401-276-9000 option 1 for support. There may be times that we are not able to take your call immediately. (i.e. if we are on another call, or away from our desks) If this situation arises, and you are in an emergency situation (system crashes, inability to process payroll, or similar situations) please dial 0 and ask for a technician to be paged.
Please be sure to call our support line for support issues. You may be more familiar with someone from our team, but they are frequently out of the office performing consulting services and may not be able to return your call as promptly.
- 2) Email us at TechSupport@BlueMoonInd.com. Please be sure to include your company name, and detailed explanation of what is occurring.
- 3) Fax us at 401.276.9009.

Important Information to gather before contacting support

- 1) What procedure(s) are you trying to accomplish or what is the EXACT error message that you are receiving? Screenshots are always helpful. What module and window were you in?
- 2) What version of Great Plains are you in? (Navigate to Help>>About Great Plains)
- 3) What steps, if any, have you tried already?
- 4) Were you able to complete this process before? If so, what is different since the last time you were successful?
- 5) Does the problem occur from any workstation, any user, and in another company?
- 6) Can you re-create the issue every time?
- 7) Do you have a good backup available?