



REPORTING AN ISSUE WITH A BAS-X APPLICATION

Overview:

This document outlines the various methods for reporting and querying the progress of issues you're experiencing with your Bas-XPlus application.

Contact Methods

There are 3 methods used for reporting Issues.

1. **Email:** (preferred) Always send to support@basx.com.au . This will ensure that your issue is correctly logged in our system and recorded in your support history. This allows us to provide quicker response times as another available technician will be able to pick up your issue and know your history. If you prefer to send your issue to a Bas-X staff member directly, please include support@basx.com.au as a CC on the email.
2. **Phone:** 1300 738 803 or (07) 3387 7555
3. **Fax:** (07) 3387 7550

Information to be included:

1. A detailed description of the problem, including the exact pop-up error message reported if relevant. It is important to be as specific as possible as it will enable the helpdesk to identify your problem faster.
2. The result you expected based on what you did, and what the actual result was. For example if you were updating pricing and you went to change the prices for all products in your deli (expected result) but the system changed prices for all products in the store (actual result), we need to both the expected result and the actual result.
3. A step-by-step description of process you followed that lead to the issue. This is important as we use this information to determine the type of issue – application, operating system or user.
4. Where possible, please take a 'Screenshot' and email or fax it to the helpdesk. We will often require a screenshot even if yours is a phone query.

Note: Email is the preferred method to report any issues with Bas-XPlus.

Bas-X Support Response

Upon receiving your support call, the Bas-X Helpdesk will log your call into our Client Tracker system. The system will issue you a Bas-X Issue ID which you will be advised of and asked to refer to this number in any correspondence about the issue. This is important particularly if you have multiple issues logged across differ locations for different issues, more than one support technician may be working on your issues and it will save time to know the specific issue you're enquiring about. Upon receiving your Bas-X Issue ID, you'll also be advised which Team Member has been allocated the issue and asked to supply any additional information that may be required by the technician to resolve your issue.

Subsequent queries about an issue

Quoting the Bas-X Issue ID in subsequent Calls/Emails/Fax enables us to quickly identify the Team Member working on the issue and advise any updates or the resolution of the issue.