



CASE SUBMISSION REQUIREMENTS

TRAVIS SUPPORT

DOCUMENT VERSION: 1.0
LAST UPDATED: 05/05/2009

Travis Support is a service designed to allow clients to contact us either by phone or through online case submission. The Travis support staff can be used as an educational resource to answer questions regarding the use of Travis systems, as well as assisting with the set up and configuration of your Travis system. In addition to that, Travis Support can also assist in troubleshooting errors received within the program(s) that were caused by something in the program internally or by one of its components.

Whatever the size of the problem, Travis Support is here to help. Even if your question is small, don't hesitate to contact us in one of the following ways.

Call	281.496.3737, option 3
Submit a Case	Self Service Support Portal at http://login.travissupport.com

In order to troubleshoot potential larger issues in any Travis Program, there are specific submission requirements, which are outlined below, in order to assist the Support team in determining the root cause and/or resolution for each issue in as timely a manner as possible.

SUPPORT SERVICES PROVIDED IF CLIENT IS ABLE TO PROVIDE THE FOLLOWING:

- Date issue was first discovered.
- Details of any recent changes or activities in the system
- Scope of potential issue:
 - How many records affected.
 - Number of companies/clients affected.

- If letters or values are involved, discern where values could possibly be coming from.
- Fully explain what the expected value should be in instances where calculations are involved.
- Fully explain what the expected dates should be in instances where dates are involved.
- Outlined steps for the reported issue in order for Travis Support to produce duplicate results.
- Proven occurrences:
 - Names of records affected.
 - Examples in the form of printed reports or letters (limited to current and relevant examples).