How to Contact - NCR Transaction Gateway Software Support

July 2021

NCR

Transaction Gateway Support

Transaction Gateway SW Support Process

Incident Submission Options

➤ MyNCR , NCR@YS Portal (Preferred Method)

This tool allows ==non-critical== incidents to be submitted via the web under the FI support login
- ✓ Issues can be submitted 24 x 7 and your incident id is assigned instantly.
    - o Incidents can be assigned to a support analyst during normal business hours (Mon-Fri 8am-5pm)
- ✓ Triage questions are populated so that all relevant information is collected at incident submission
- ✓ Logs can be attached at incident submission or via update option during the life of the incident
- ✓ Updates can be added and the support analyst is notified immediately via email
- ✓ All open incidents and updates can be viewed by any of the customer contacts with access
- ✓ All *Open/Closed* incidents can be viewed as well

==NOTE: Any incidents deemed critical should be called into the 800 #==

➤ Transaction Gateway (TG), Consolidation Server (CS), APTRA Passport Toll-Free #1 (800) 262-7782
- Choose Software: ==Option 2==
    - o ImageMark/APTRA Passport: ==Option 2==
        - ▪ APTRA Passport/TG/CS Support: ==Option 3==
            - Transaction Gateway and Consolidation Server: ==Option 2==

- Team is staffed through NAMER Business Hours (Mon-Fri, 8 AM – 8 PM ET)
    - o If no analyst is available when you call, **please leave a voicemail for the on-call analyst, which is OPTION 1**
- If support is required after your contractual defined PPM (Principle Period of Maintenance), please note you can be billed for the support provided.

Priority Definitions & Response Times

- **Priority 1: Critical** - A problem that impacts your ability to do business, the severity of which is signification and may be repetitive in nature. The problem results in the failure of a feature or function.
    - Target Initial Response Time: 1 Hour

- **Priority 2: Urgent** – A problem that impacts your ability to do business, the severity of which is signification and may be repetitive in nature. The problem results in the failure of a feature or function.
    - Target Initial Response Time: 4 Hours

- **Priority 3: Routine** – – A minor problem that has little or no impact on your ability to do business. Also includes questions and/or general consultation.
    - Target Initial Response Time: Next Business Day

If at any time an incident is not progressing to your satisfaction or a change in circumstance requires a priority increase, please escalate to the contacts below

- Srini Geda - **Software Support Manager**
  Srini.Geda@ncr.com Phone (519) 880-7807

  Gerry Sullivan - **Software Support Sr. Manager**
  Gerald.Sullivan@ncr.com Phone (770) 688-3534