

## Who do I Contact?

DM2 Software offers the following channels to assist you:

- Administration
- Sales
- Support Helpdesk
- Professional Services
- DM2 Management

These resources can be accessed via Phone, Email, Fax or the [dm2.com](http://dm2.com) Web Portal.

Dm2.com has a “How may we help you?” dropdown in the upper right of the site. This dropdown allows you to initiate a variety of common requests made by customers.

### Administration

Payment, Billing Inquiries, General Questions, “Not sure where to begin”

Cynthia White | [Phone 800.866.5151](tel:800.866.5151) | [Fax 360.574.9620](tel:360.574.9620) | [cynthiaw@dm2.com](mailto:cynthiaw@dm2.com)

Software subscription/maintenance questions

Cathy Steadman | Sales Administrator | [cathys@dm2.com](mailto:cathys@dm2.com)

### Sales

Software Demonstrations, General Questions about industry trends and solutions.

Client Relationship/Inside Sales

Joseph Reynolds | [josephr@dm2.com](mailto:josephr@dm2.com) | Ph 214.708.0683 | Mobile 616.283.8120

National Sales Representative

Vickie Dalton | [vickied@dm2.com](mailto:vickied@dm2.com) | Ph 360.693.9217 | Ph 888.635.6788 | Mobile 360.624.1187

## Support Helpdesk

The Support Helpdesk is available to help with “things that used to work, but no longer do.”

Support Hours: Monday - Friday

Eastern 8:00am to 8:00pm

Central 7:00am to 7:00pm

Mountain 6:00am to 6:00pm

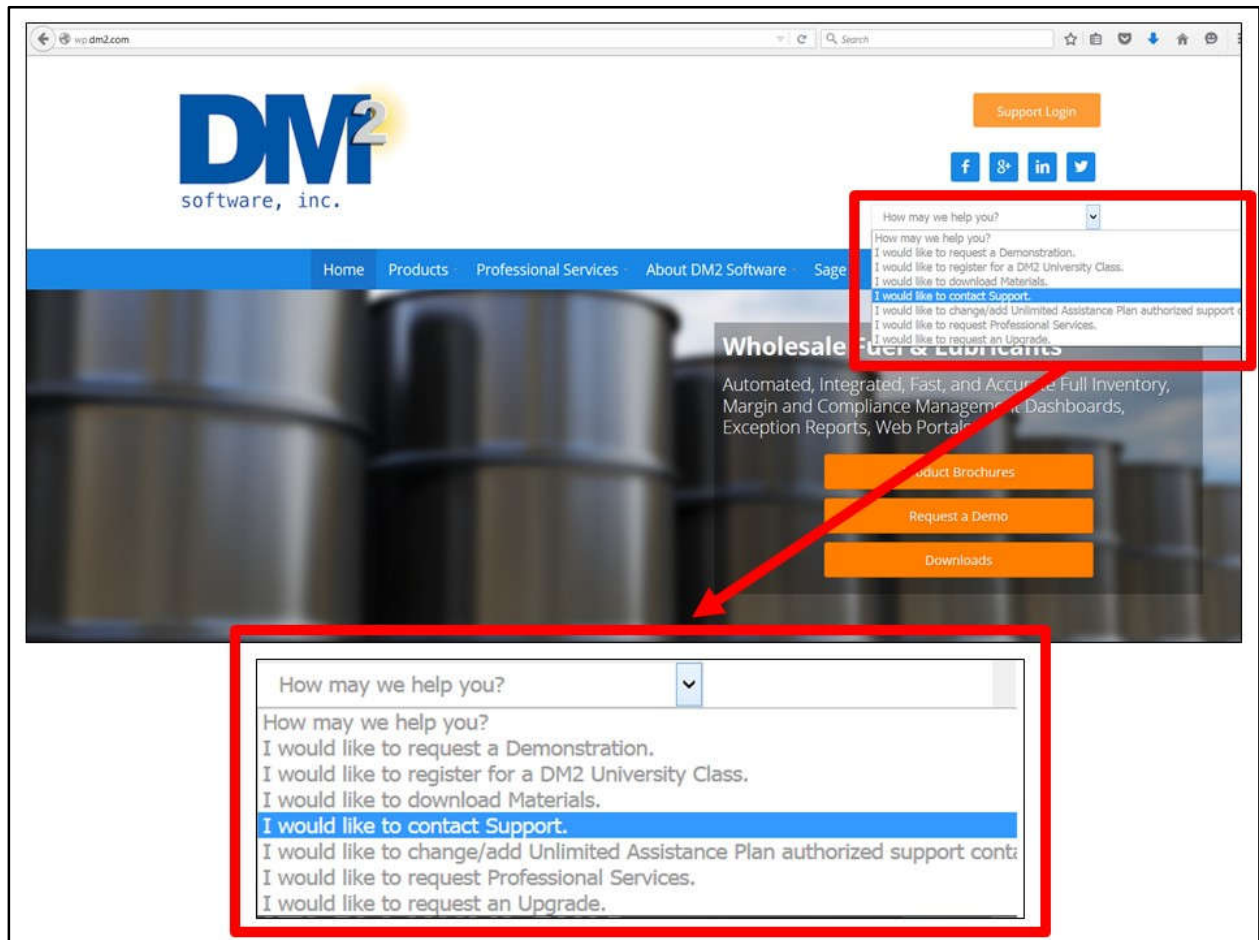
Pacific 5:00am to 5:00pm

Support Channels:

[Dm2.com](#) > [How may we help you?](#) > [I would like to contact Support](#)

Phone 800.866.5151, ext. 2 | Fax 360.574.6984

[support@dm2.com](mailto:support@dm2.com)



As new cases are reported (phone, email, fax, web portal) they are ranked (Priority 1 through 3). If you feel your case has been prioritized incorrectly, please provide feedback why you feel it should be ranked higher, and we will reevaluate.

#### Priority 1 – Operation Down - Approx. Response Time – Less than 1 Hour (Next Available CSR)

- System Crash, Network Not Operational
- DM2 Installer/Upgrader on-site (go directly to support)
- Delivery Scheduler not functional – customer cannot dispatch truck
- Payroll Checks cannot be printed
- S/O or B/O Update error – downgrade to 2 when data is corrected
- Update errors that prevent other users from also updating.
- S/O Entry not functional – customer cannot take an order

#### Priority 2 – Daily Processing (Examples) - Approx. Response Time: 8 hours

- A/P Checks cannot be printed
- Inventory counts cannot be entered /updated
- Cash Receipts entry/posting
- Finance Charges / Statement Printing / EOM activities
- Taxes and Pricing issues
- Cannot poll C/L (communications issues)

#### Priority 3 – Questions on how or why (Examples) - Approx. Response Time: 24 hours

- G/L Posting or Balance Inquiries
- Non-Operational issues

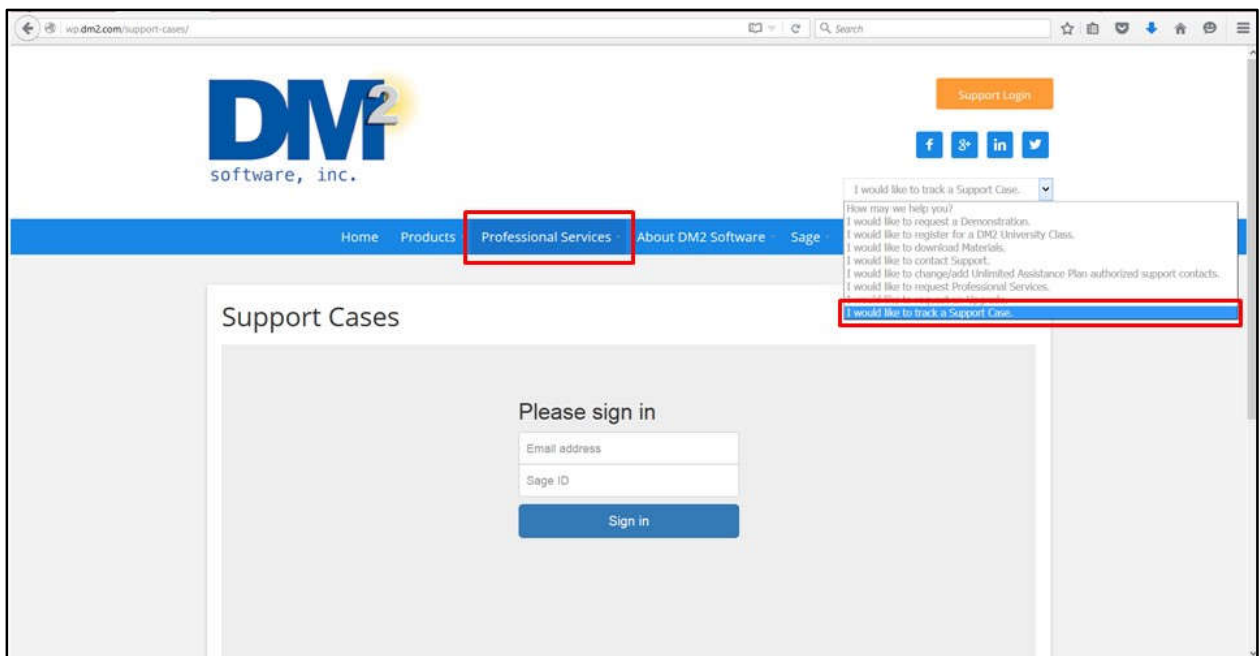
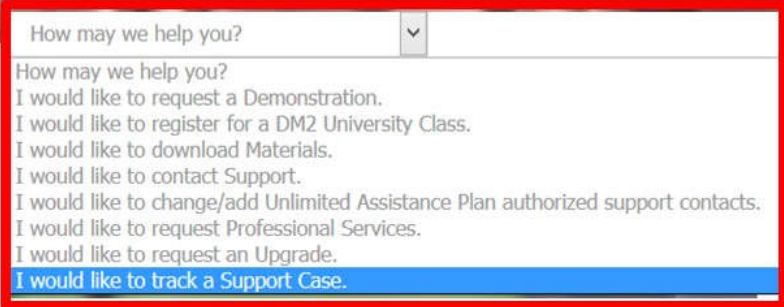
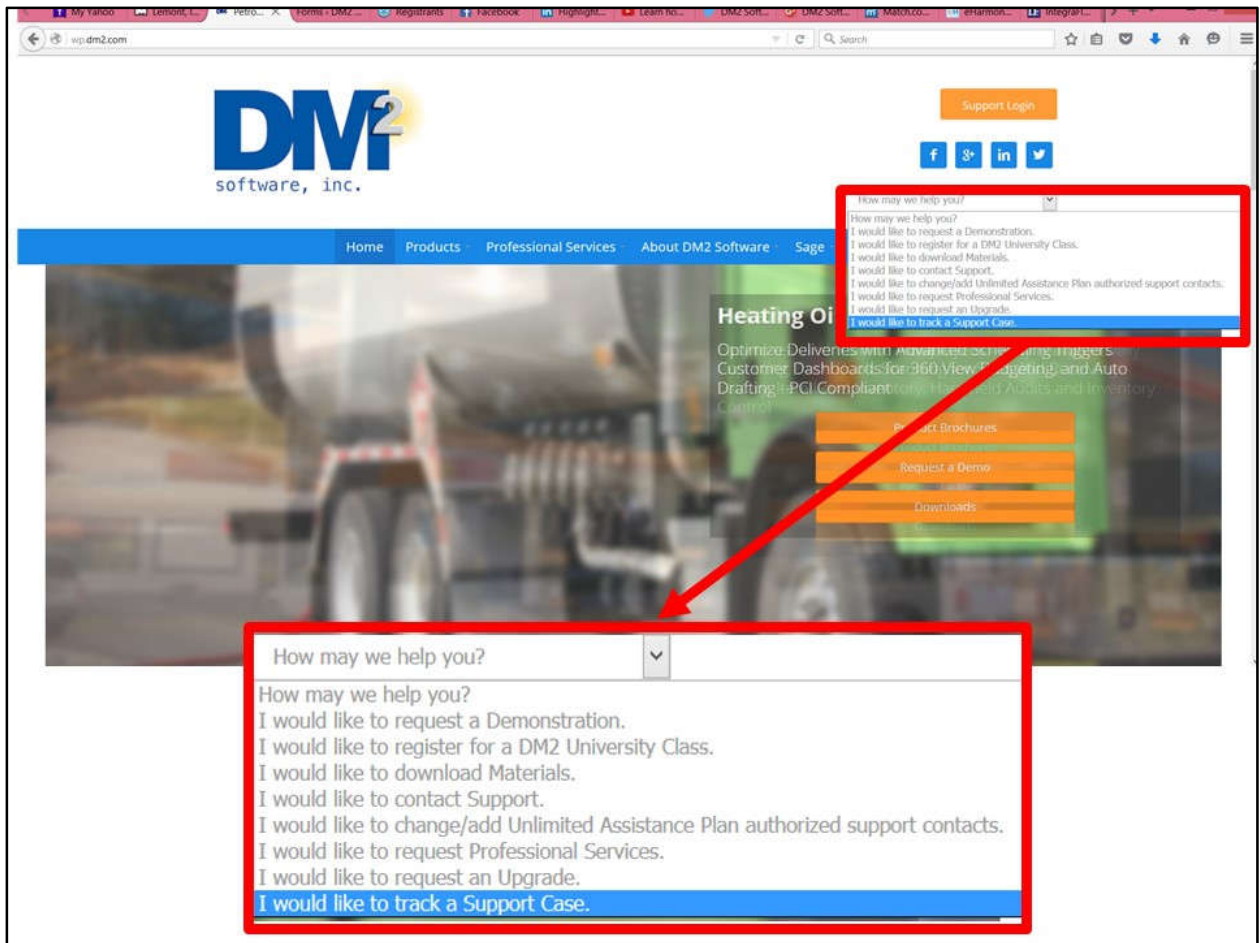
#### Support Case Escalation and Monitoring

When Priority 1 calls are logged they are monitored every 15 minutes until a Support Representative has contacted the customer regarding the issue.

#### Support Case Tracking

DM2's new Support Case Tracking web portal gives you the ability to view all of your open support cases as well as your support case history. It also gives you the ability to drilldown to track the status of your cases and where they are in the resolution process.

You can easily access the new Support Case Tracking portal by visiting [www.dm2.com](http://www.dm2.com) and selecting "I want to track a Support case" from our "How may we help you?" and/or through the "Professional Services" dropdown menus found on every page of the DM2 web site.



To access your Support cases you will need to login using your email address (must be registered in our CRM system) and your Sage identification number. You can find your Sage identification number by selecting the Registration Tab in your system (Library Master > Setup > System Configuration – see below).

System Configuration (TRX) 10/14/2015

Registered Customer: DM2 Software, Inc [Uninstall...]

1. Security | 2. Modules | 3. Registration | 4. Web Services | 5. ODBC Driver

**Address**

Address: DM2 Software, Inc  
7700 NE Greenwood Ave  
Suite 200

City: Vancouver

State: WA ZIP Code: 98662

Country: USA

**Contact Information**

Phone: (800) 866-5151

Fax: (360) 574-9620

E-mail: sales@dm2.com

**Registration Information**

Business Partner: [ ] [Edit]

Serial Number: [ ] [Activate]

**Customer Number**: [ ] [Cancel]

User Key: [ ] [ ] [ ] [ ] [ ]

Product Key: [ ] [ ] [ ] [ ] [ ]

[Accept] [Cancel] [Help] [Info]

## Professional Services Group (PSG)

PSG is the right resource to help move your company forward: Project Management, Strategic Consulting, Process Reviews, Training on new skills, or Installing new features.

PSG covers 5 main areas:

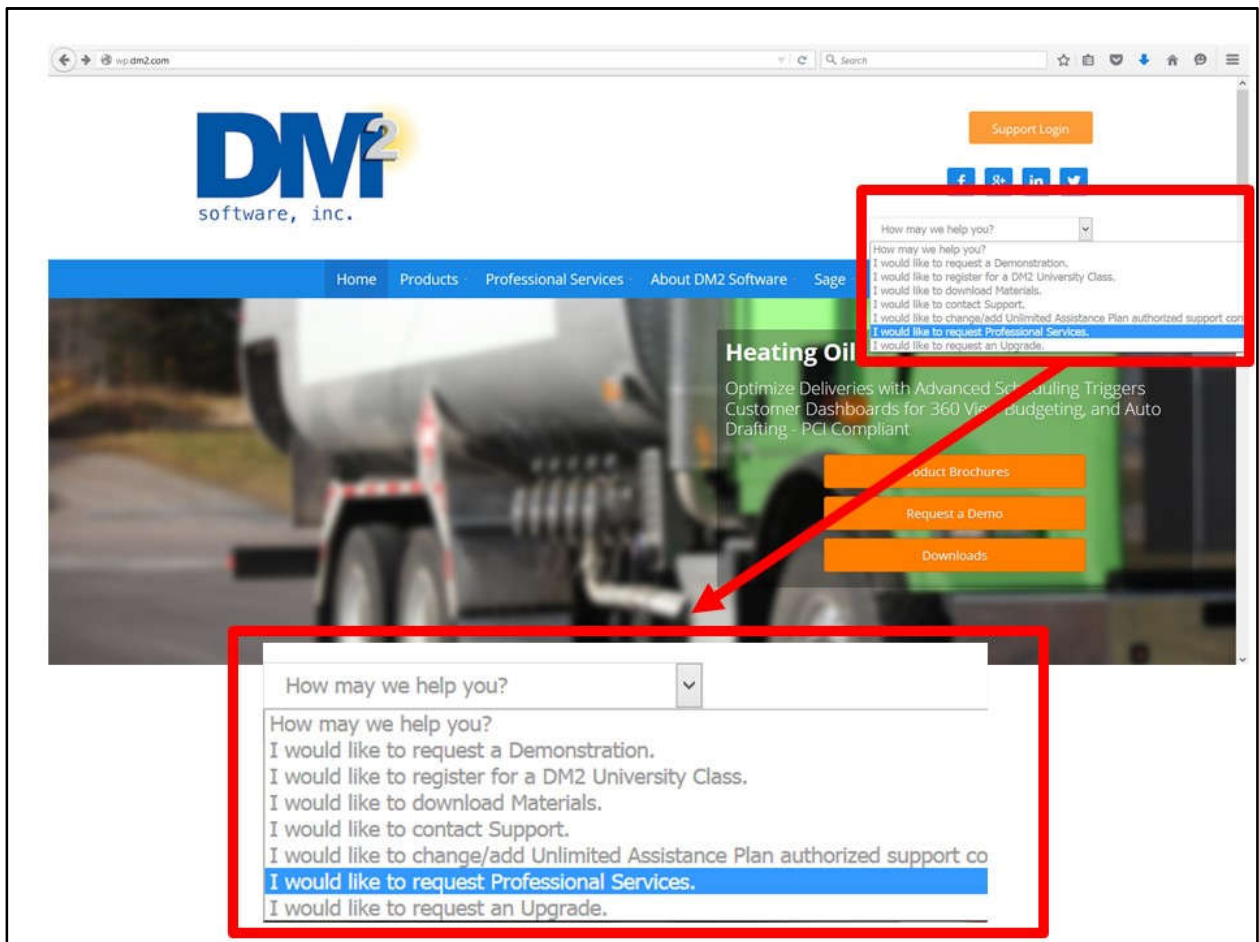
1. Account Management
2. DM2U Online Training
3. Consulting and Training
4. Upgrade (Strategic or Traditional)
5. New System/Feature Implementation

## Account Management

If you have a dedicated Account Manager, this is the best place to channel new requests. Your Account Manager will provide total DM2 oversight for all the initiatives with our two companies, to facilitate a deeper partner relationship.

## DM2.Com

If you do not have a dedicated Account Manager, then please use our 24/7 web portal where you can request just about any service you need: upgrade, consulting, training, on-line class, etcetera. Your request will be broadcast to the entire PSG group, and the first available resource will respond.



## Project Management

If you are working on an active project (Consulting, Implementation, Upgrade) then your specific DM2 Project Manager is the best resource to direct questions and concerns related to your project.

## Upgrades

Contact any one of our Upgrade Consultants regarding your upgrade at [upgrade@dm2.com](mailto:upgrade@dm2.com).

## DM2 Management

DM2 prides itself on being customer-centric and easily accessible. The majority of our business processes, services, and products are derived from direct customer feedback and interaction.

President: Scott Burkard | [scottb@dm2.com](mailto:scottb@dm2.com)

Executive Vice President: Roxanna Bryant | [roxannab@dm2.com](mailto:roxannab@dm2.com)

Vice President Marketing: Tom Lane | [toml@dm2.com](mailto:toml@dm2.com)

Vice President Sales: Rob Pierce | [robp@dm2.com](mailto:robp@dm2.com)

Vice President Professional Services: Steve Silkaitis | [steves@dm2.com](mailto:steves@dm2.com)

ERP Supervisor: Emily Naylor | [emilyn@dm2.com](mailto:emilyn@dm2.com)

Director of CRM Solutions: Colin Chambers | [colinc@dm2.com](mailto:colinc@dm2.com)

Vice President Technology: Chris Lemonier | [chrisl@dm2.com](mailto:chrisl@dm2.com)

Programming Supervisor: Al Duncan | [ald@dm2.com](mailto:ald@dm2.com)

Support Supervisor: Heidi Vanderhoef | [heidiv@dm2.com](mailto:heidiv@dm2.com)