

## **BCC Distribution Supportline Procedures**

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The BCC Distribution, Inc. (BCCD) supportline is a separate department of BCC Distribution with the sole function of supporting existing BCCD customers that have questions, concerns or issues with a BCCD deliverable. A BCCD deliverable can include (together or separately) barcode hardware, data collection related software, maintenance, and technical services sold to the specific customer by BCCD.

Supportline is the one point of contact for the customer. The customer's issue is delivered to the correct person quickly and tracked until completion. Whether the call is for:

- Technical questions on hardware/software
- Software issues (PTFs)
- Order tracking
- Invoicing issues
- Repairs>Returns of hardware/software products (facilitate the process between the end user and the manufacturer)

...BCC's supportline is the number to call: **(734) 737-9300 ext. 400!**

To help us deliver the service that meets your needs please supply BCCD with the following information when contacting us via phone or e-mail:

- Name
- Company Name
- Return telephone number and/or email address
- Description of the issue (including model number and serial number of unit if an RMA is requested)

The supportline can be reached via phone at (734) 737-9300 x400 or via email at [supportline@bccdistribution.com](mailto:supportline@bccdistribution.com)

### **Procedures (How to use supportline):**

1. Contact BCCD supportline (phone or email)
2. Leave applicable information: customer/contact/email/phone/description of products and issues. Include specifics: model number, serial number, version number, site problem resides at and site contact. (The case is now being tracked electronically by BCCD and this will happen until the case is closed.)
3. BCCD supportline representative to contact customer within 2 hours of issue received by BCCD's supportline.

4. Level 1: During phone contact;
  - the issue is resolved over the phone **or**
  - instructions are given for facilitation of the RMA/DOA **or**
  - more information is gathered **or**
  - the case is forwarded to level 2 or 3 representative (depending on the product and sophistication).
5. Level 2 (if needed): The case is forwarded from the supportline, with acknowledgment from the customer, to the appropriate technical entity. The person will have technical expertise with the specific products or software. Communication will occur via phone and or email instructions, again, depending on each specific case. Regarding application software issues: quick fixes of software under warranty will be made with in 7 days of received issue by supportline. Resolution to quick fixes will be accomplished by emailing the fix (depending on size of file) or sending it through VPN connection, if previously set up between BCCD and customer. In the scenario where the software in question is specific to a scanning terminal, the customer must have an experienced user on site capable of uploading software fix to the applicable scanning terminal.
6. Level 3 (if needed): In the rare situation, where the level 2 technician can not solve the specific issue, the case will be forwarded to another technical resource that potentially can add value to the case. The issue will be attempted to be solved the same way as in level 2, thru talking the user through the changes remotely, email a fix or sending a fix via an established VPN connection.
7. In the event where the fix to the product is not part of the original BCCD deliverable, out of warranty or does not have a valid maintenance contract, the supportline will forward a proposal to the customer or forward the case to a sales representative to provide an additional proposal to accomplish the fix. Services outside the project scope or an existing contract will not be started until an active PO number is received.

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**\*\*\* For any sales related questions please call (734) 737-9300 x305**

***ONE Stop Shopping, ONE Stop Support!***