VISUAL MATRIX
Hospitality Operating System

CUSTOMER SUPPORT STRUCTURE

Customer Support
The Visual Matrix Operations Team will use the guidelines below to review and respond to customer support requests. Our team will prioritize support requests based on the business impact and urgency of each issue and we will strive to resolve all issues within the targeted timeframe. Actual resolutions may be shorter or longer depending on the volume of incoming requests.

Submitting Requests
Customer Support Requests can be submitted by phone at **+1 214-291-4000,** email at support@vmpms.com or online ticket at: **https://help.vmpms.com.** Critical issues are considered most urgent and should be submitted by phone. Other issues are best processed via online or email but can be received by phone or online, with online being the fastest way to get non-critical issues addressed as phone hold time is avoided and the ticket SLA starts from the time it is entered electronically.

The Visual Matrix Support Team actively monitors the support phone and online tickets 24/7, every day. Visual Matrix will put a ticket on hold if the customer is not able to provide adequate resources or responses to enable our support team to continue with problem resolution efforts. Please see additional details regarding response, escalation and resolution timeframes below:

Priority Level	Customer Situation	Common Examples	Expected VM Response	Expected Customer Response
Critical Business standstill Phone preferred	✔ Customer experiencing significant loss or service degradation ✔ Needs attention within 1 hour	✔ System down ✔ 2 way down ✔ Credit Card batch not settled ✔ Pinpads down or not responding ✔ Immediate availability issues	✔ Transferred immediately ✔ Continuous effort all day, every day until resolved ✔ Escalation to support leadership at Visual Matrix if SLA exceeded ✔ Hourly ticket status updates as appropriate	✔ Rapid access and response from necessary resources ✔ Management notification as appropriate
High Urgent but business can continue. Online submission best	✔ Customer experiencing moderate loss or service degradation but can reasonably continue in an impaired manner ✔ Needs attention within 2 business hours	✔ All Other availability issues ✔ Secondary workstation down ✔ Unable to check guest In or out ✔ Password resets	✔ Initial response within 1 hour of case creation ✔ Continuous effort until resolved ✔ Status updates every 2 hours ✔ Escalate to support leader if time to resolve exceeds 8 hours over expected resolution time	✔ Allocation of appropriate resources to sustain continuous effort ✔ Rapid access and response to calls and emails

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Priority Level	Customer Situation	Common Examples	Expected VM Response	Expected Customer Response
Medium Business impact but not severe. Online Submission Best	✔ Customer experiencing moderate loss or service degradation but can reasonably continue ✔ Needs attention within 24 business hours	✔ Ledger balances out of sync ✔ City Ledger invoicing ✔ Physical interface offline ✔ Folio assistance	✔ Initial response within 4 hour of case creation ✔ Resolution within 24 hours of submission ✔ Daily ticket status updates if resolution time exceeds 48 hours	✔ Attempt to search knowledgebase for self-service ✔ Allocation of appropriate resources to respond to information requests during normal business hours
Low Minimal business impact Online submission best	✔ Customer's business is functioning with minor or no impediments of services. ✔ Needs attention within 3 days	✔ Feature request(s) ✔ Functionality questions ✔ Issues with reports ✔ Training requests	✔ Initial response in 24 hours or less ✔ Typically respond via email unless call is necessary	✔ Attempt to search knowledgebase for self-service ✔ Allocation of appropriate resources to respond to information requests during normal business hours ✔ Interact via email when possible