

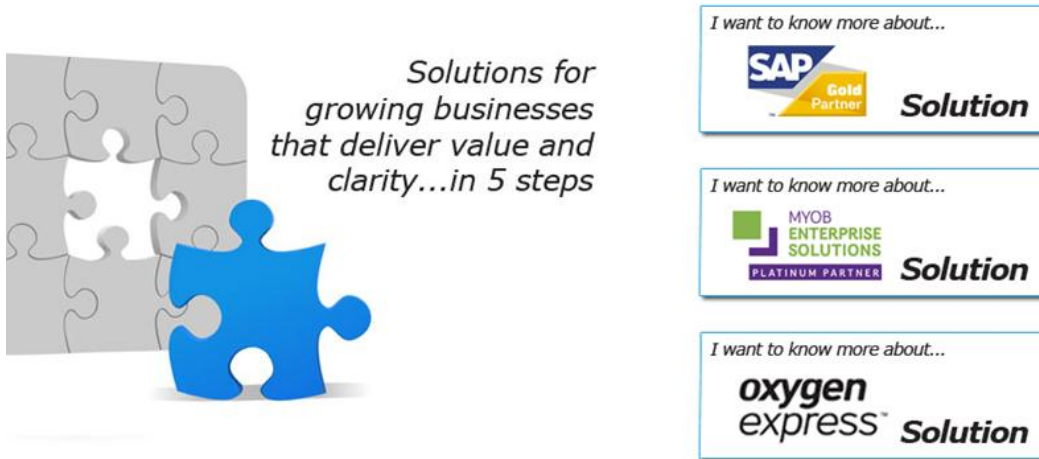
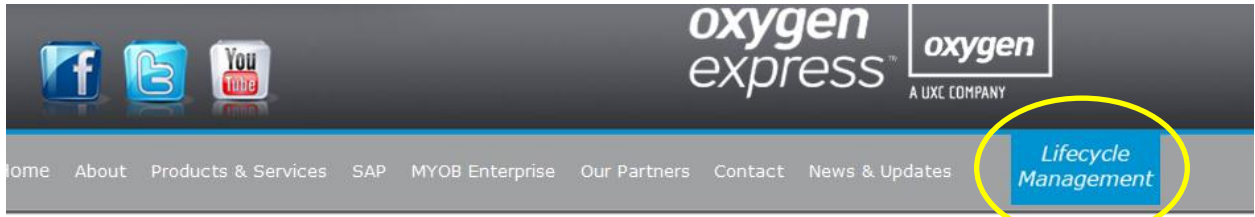


LIFECYCLE MANAGEMENT
HOW TO LOG A SUPPORT REQUEST
WWW.OXYGENEXPRESS.COM.AU

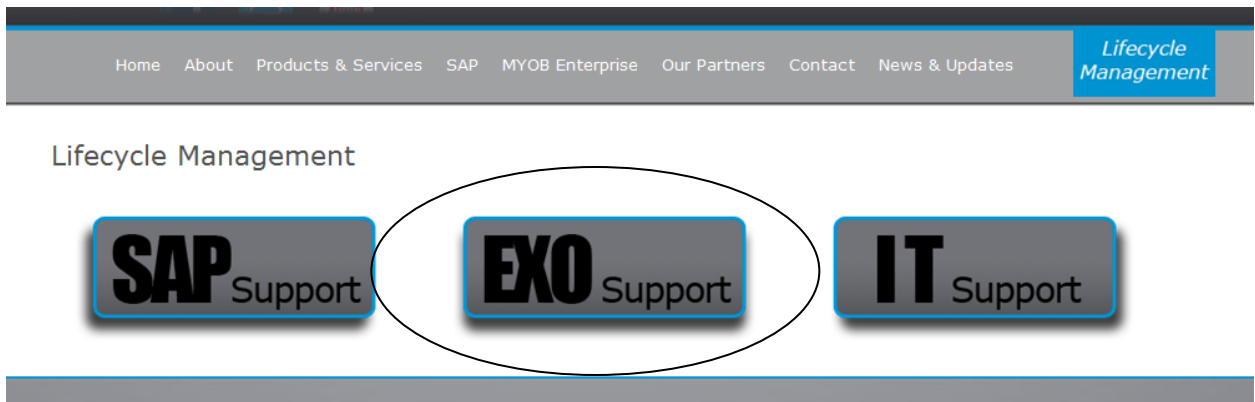


Logging a Support Request

1. Log into www.oxygenexpress.com.au
2. Click the **LIFECYCLE MANAGEMENT** tab



3. Select the Support you require.



EXO Support

Submit a help request

You can request a SAP, EXO or IT support ticket.
Simply fill in the fields below and press "Submit Ticket".

Your Details

Your Name *

Your Company *

Your Email *

Ticket Details

Department *

Subject *

Priority Level *

Attachment

Your Message

4. Enter the **Contact Name** of the person you would like our support team to contact.
5. Enter your **Company Name**
6. Enter your **Email** address, this will ensure that you receive a "Support Log" ticket number sent directly to your Inbox on completion of placing a Support Request Log.
7. Select which solution your support query relates to.
8. Enter the Subject details ie "Request for New Report to be created"
9. Select Priority level. Please note below:

Level 1 – A system or program error which cause maximum interruption to your day to day business processes. This level is the highest severity rating and should only be used in circumstances where you are unable to work.

Level 2 – A severe error which causes a program not to function correctly, or produce unreliable results, and the user is unable to find a workaround.

Level 3 – An error for which, while not minor, a workaround solution can be found.

Level 4 – A minor error, a cosmetic change, or an enhancement.

10. Click Submit Ticket

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Your Company *

Your Email *

Ticket Details

Department *

Subject *

Priority Level *

Attachment

Your Message

Position 35th

Reply We will reply within the terms of your support agreement or within 24 hours

* required fields

11. Once you have successfully completed the Submit a Help Request, a new screen will appear.

Thank You

Your support ticket has been received. We will reply shortly.

12. An email will then be sent to your Inbox with a ticket number and a consultant will be in contact with you shortly.