

## Capital Business Solutions – Support Procedures

The following procedures have been established as part of your support arrangement on your CBS software product, custom program or custom report. In order to expedite your support issue, please follow the steps outlined below.

1. Create a support incident by completing the support case form located at <http://www.capitalbusiness.net/technical-support-form.php>
2. Once you submit this form, a support representative from Capital Business Solutions will route your request to the appropriate technician.
3. You will receive an email confirmation from Capital Business Solutions support department acknowledging your support case.
4. The support technician will contact you as soon as possible to resolve your case.
5. Once your case has been resolved, you will receive an email confirmation that your case has been resolved and closed.

## About Capital Business Solutions' Support Agreement

To receive support, customers must have a fully paid active maintenance and support agreement

## Purchasing or Re-Activating Your Annual Maintenance Agreement

To sign up for or to re-activate your maintenance and support agreement, please call our Client Services Team at 1-888-366-7527 Ext 23.