



Support Guide

GHX Customer Care Guide



Table of Contents

- Chapter 1: Customer Care Overview 1**
 - Contact Information 1
 - Business Hours 1
 - US 1
 - Europe..... 2
 - Scope 2
- Chapter 2: Approach 2**
 - Methodology 2
 - Service Monitoring 3
 - Service Maintenance 3
 - Service Engagement 3
 - Service Response Expectations..... 4
 - URGENT BUSINESS-IMPACTING ISSUES 4
- Chapter 3: Service Level Management 4**
 - Customer Incidents..... 4
 - Customer Requests 5
 - Service Outage Response and Communication..... 5
 - Managing System Status Notifications 5
 - Customer Case Creation 8
 - What to Expect When Opening a Case 8
 - Support Case Best Practices 9
 - Opening a New Case..... 11
 - Partner Down Support Process..... 12
 - During Business Hours 13
 - After Hours 13
 - Notification Email Template 14
- Chapter 4: Syft Inventory Management Versioning Requirements and Upgrades 15**
 - Support Versioning Requirements 15
 - Syft Synergy Software Versioning 15
 - Support Protocol..... 16



Support Guide

Out of Version Support	16
Customer System Upgrades	17
Disclaimer.....	17



Chapter 1: Customer Care Overview

GHX understands that the services we provide to the healthcare supply chain community are critical. Healthcare providers, suppliers, distributors, and group purchasing organizations (GPOs) rely on us. GHX Customer Care is a global service desk and technical support team that provides support and service monitoring around the clock: 24/7/365.

Contact Information

US

Phone 800.YOUR.GHX (1-800-968-7449)
Customer Support Portal <https://ghxcommunity.force.com/community/login>
(via the GHX Community)

Europe

Phone +49 (0) 211-30188-222
Email ghxservice@ghxeurope.com

Business Hours

US

Monday through Friday, 5:00 AM to 6:00 PM Mountain Time (MT). On-Call Resources are available outside of Business Hours by calling 800.YOUR.GHX (1-800-968-7449) and following the phone prompts. Holiday exceptions are in the following table

Holiday	Date	Hotline	Transaction/Monitoring
New Year's Day 2024 (Observed)	January 01	Emergency On-Call Only	Emergency On-Call Only
Martin Luther King Jr. Day	January 15	6:00 AM to 12:00 PM MT	6:00 AM to 12:00 PM MT
President's Day	February 19	6:00 AM to 12:00 PM MT	6:00 AM to 12:00 PM MT
Memorial Day	May 27	6:00 AM to 12:00 PM MT	6:00 AM to 12:00 PM MT
Juneteenth	June 19	5:00 AM to 12:00 PM MT	6:00 AM to 12:00 PM MT
Independence Day	July 4	6:00 AM to 12:00 PM MT	6:00 AM to 12:00 PM MT
Labor Day	September 2	6:00 AM to 12:00 PM MT	6:00 AM to 12:00 PM MT
Veteran's Day	November 11	6:00 AM to 12:00 PM MT	6:00 AM to 12:00 PM MT
Thanksgiving Day	November 28	Emergency On-Call Only	Emergency On-Call Only
Day after Thanksgiving	November 29	Emergency On-Call Only	Emergency On-Call Only
Christmas Eve (Observed)	December 24	6:00 AM to 12:00 PM MT	6:00 AM to 12:00 PM MT
Christmas Day	December 25	Emergency On-Call Only	Emergency On-Call Only

Europe

- Monday through Friday, 8:00 AM to 6:00 PM GMT+1
- Holiday exceptions are in the following table

Holiday	Date	Hotline	Transaction/Monitoring
New Year's Day (Observed)	January 01	Closed	Not applicable
Easter Monday	Easter Sunday +1 day	Closed	Not applicable
Labour Day	May 1	Closed	8:30 to 16:30 GMT+1
Ascension Day	Easter Sunday + 39 days	Closed	8:30 to 16:30 GMT+1
Whit Monday	Easter Sunday + 50 days	Closed	8:30 to 16:30 GMT+1
Christmas Eve	December 24	8:00 AM to 12:00 noon GMT+1	8:00 AM to 12:00 noon GMT+1
Christmas Day	December 25	Closed	Not applicable
New Year's Eve	December 31	8:00 AM to 12:00 noon GMT+1	8:00 AM to 12:00 noon GMT+1

Customer Care currently operates on German holiday schedules. GHX provides coverage during partial or German-only holidays across the full European market from either our offices in Cambridge, England or in Brussels, Belgium.

Scope

Some service delivery components are outside GHX control and may impact the service goals enumerated in this document. While we will always work to mitigate any problems, GHX excludes from the service metrics listed in this agreement any problems related to the following:

- Failure of the customer's or customer vendor's equipment/systems
- The customer's failure to follow agreed-upon procedures
- Fires, floods, or other natural events
- Outages and/or degraded performance of infrastructure not managed or owned by GHX

Chapter 2: Approach

Methodology

GHX Customer Care's processes are modeled after the Information Technology Infrastructure Library (ITIL) framework. ITIL is a set of best practices for IT Service Management used by best-in-class companies to manage and deliver reliable IT services.

GHX Customer Care manages the following customer request types.

Service Request Type	Description
Incident	Used to report any event that is outside of the service's standard operation and that causes an interruption to or a reduction in the quality of that service. An incident describes when something is broken or not functioning correctly.
Request	This category describes any request for service that is not related to the functional performance of a GHX product. This can include requests for information, requests for updates to account and other static data related to that customer's business, or requests for system enhancements that could improve the way the customer uses GHX products and services.

Service Monitoring

GHX systems are continuously monitored with a comprehensive set of automated system and business activity monitors. Customer and technical support teams are ready to respond to major service interruptions 24/7/365.

Service Maintenance

GHX performs regular system maintenance to conduct system upgrades and fault tolerance testing to ensure systems continue to operate at optimal levels. GHX makes every effort to ensure that transaction processing is not delayed during maintenance windows.

GHX Maintenance Windows:

- Friday: 8:00 PM to 11:59 PM Mountain Time
- Saturday: 8:00 PM to 11:59 PM Mountain Time

Service Engagement

Customer and technical support teams are ready to respond to major service interruptions 24/7/365. There are currently two methods to contact GHX Customer Support for Exchange and related product assistance:

- Email: support@ghx.com
- Phone: 1-800-YOUR-GHX (1-800-968-7449)

Service Response Expectations

Email-based requests go through a triage and assignment process, where the email is immediately converted to a support case and assigned to the appropriate team. This process is in effect during US Business hours (5am to 6pm Mountain Time). Emails sent to support after 6pm MT will not be reviewed until the next business day.

Phone calls to the Customer Care team during business hours will be answered by a live support analyst, who will work with you to resolve your issue as quickly as possible. Phone calls made after hours will be automatically routed to the on-call support analyst, who will answer immediately and help with urgent EDI issues. If they do not answer, policy is to return the call within 15 minutes and proceed from there.

URGENT BUSINESS-IMPACTING ISSUES

If you are experiencing an urgent EDI or system issue that is causing a disruption to your purchase orders and your business, do not engage Customer Care by email.

Instead, use the phone number (1-800-968-7449) for immediate assistance 24/7/365.

Chapter 3: Service Level Management

GHX Customer Care manages customer incident and request cases according to service level goals, which are prioritized according to the service impact and urgency. Operational Request service level goals are set according to the complexity and urgency of the request.

Customer Incidents

An “Incident” is an unplanned service interruption or a reduction in service quality that causes a user’s business process to fail. GHX will designate priority based on how widespread and urgent the incident impact is to the GHX customer base and their businesses. GHX will make every effort to resolve the incident within the Target Resolution Time (described in the table below):

Incident Priority Matrix			
Priority	Description Example	Target Response Time	Target Resolution Time
1 Critical	<ul style="list-style-type: none"> Order and delivery-related transaction [PO (850), ASN (856), Product Activity Data (852)] processing impacted for a single customer 	1 Business Hour	4 Business Hours
2 High	<ul style="list-style-type: none"> Non order and delivery related transaction processing impacted for a single customer GHX application is available, but performance is degraded 	2 Business Hours	8 Business Hours
3 Medium	<ul style="list-style-type: none"> GHX application is impacted, but a work-around is available 	6 Business Hours	2 Business Days

Customer Requests

A “Request” is a customer request for information, a standard change or for access to an IT service. GHX will assign the priority based on the potential impact to business operations of the customer. GHX will make every effort to resolve the incident within the Target Resolution Time (described in the table below):

Request Priority Matrix			
Priority	Description Example	Target Response Time	Target Resolution Time
1 Simple	<ul style="list-style-type: none"> Password reset User setup research (Request that impacts daily business) 	2 Business Hours	6 Business Hours
2 Standard	<ul style="list-style-type: none"> New user setups New registration accounts 	1 Business Day	3 Business Days
3 Complex	<ul style="list-style-type: none"> New transaction testing > 5 New registration addresses 0 - 100 content items to be cleansed 	2 Business Days	10 Business Days

Service Outage Response and Communication

GHX enacts its Major Incident Management process in the event of a service outage or unplanned downtime event. Once detected, a rapid response team minimizes any system outage impacts and restores services as quickly as possible. During GHX system outages, GHX will post customer communication using the Status.io online app. Customers can subscribe to Status.io to receive product notifications for the products they use by sending an email to support@ghx.com requesting to be added to incident notifications – please include specific product for notification. If GHX has an outage, the information posts in this app and subscribers are automatically notified.

For major system outages GHX conducts an internal review of the failure and develops a remediation plan to minimize or prevent the chance of future failures. Root cause analysis (RCA) reports are available upon request.

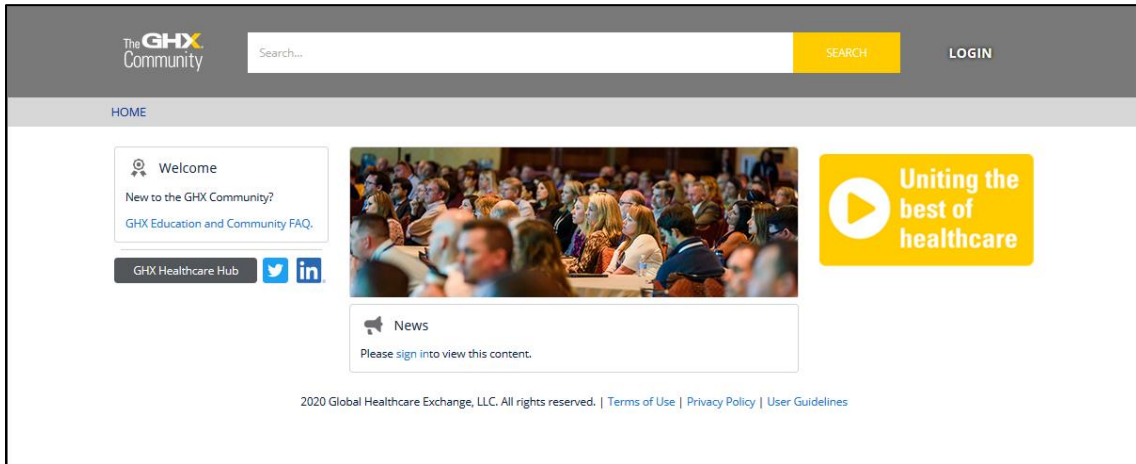
Managing System Status Notifications

You can view the status of all GHX systems and products after you log on to the Community.

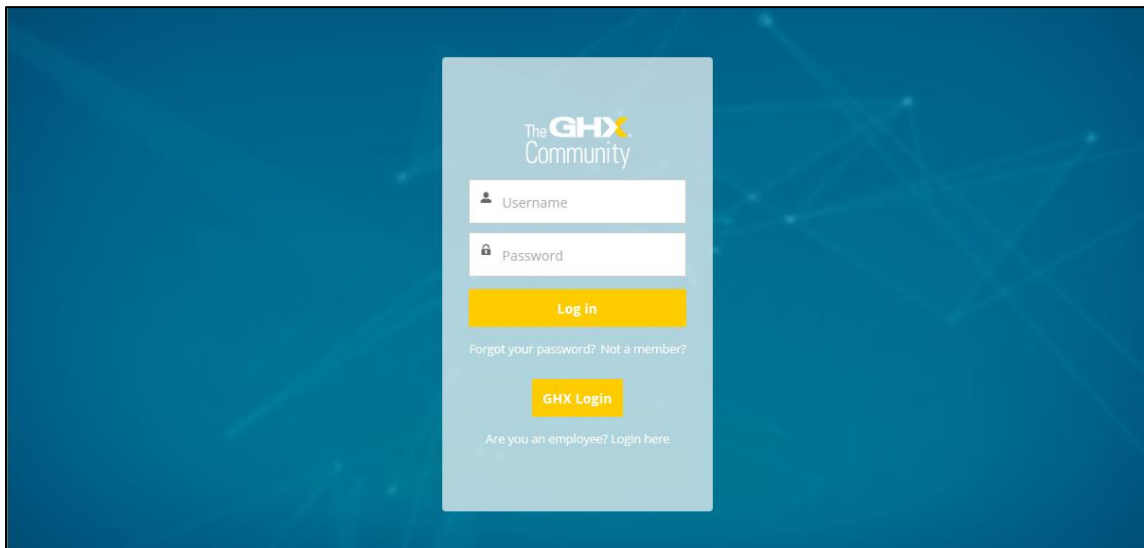


Note: You must be a Community member to log in.

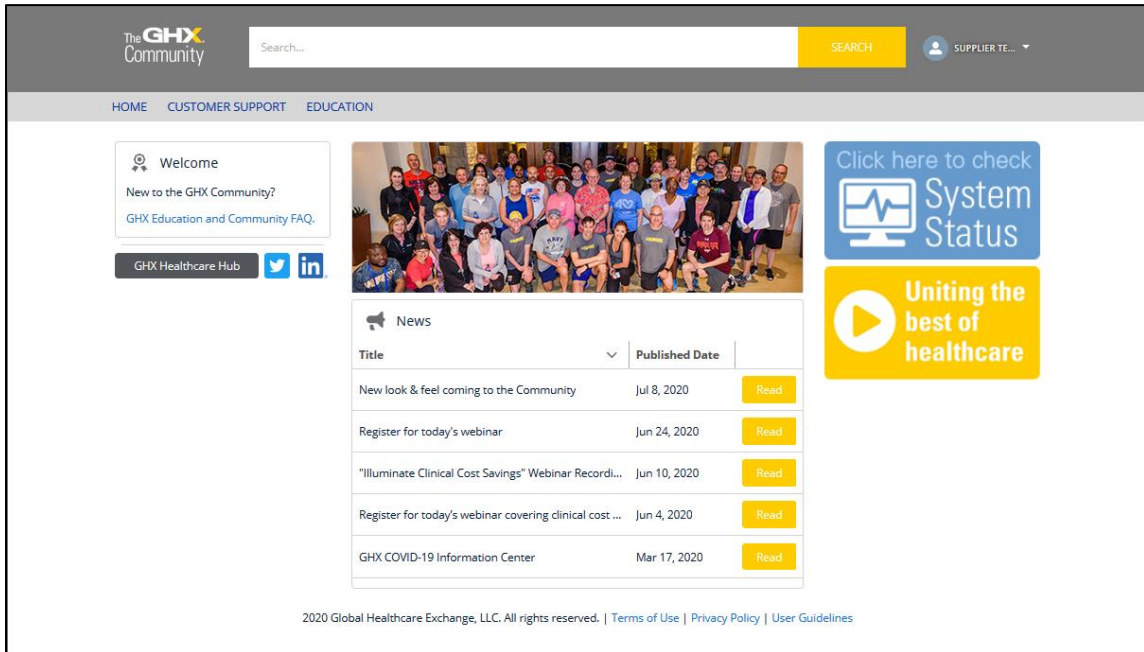
1. Go to <https://ghxcommunity.force.com/s/>.



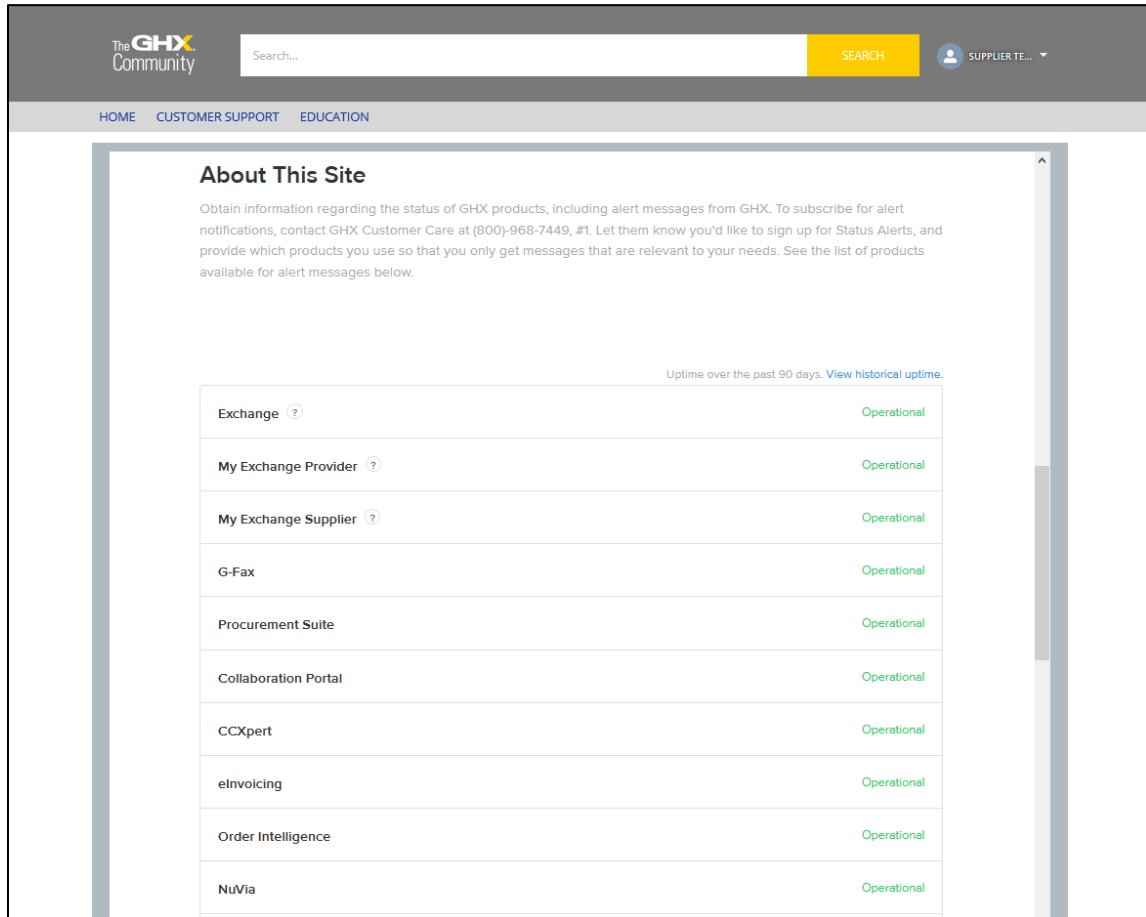
2. Click **Login**. The *GHX Community* log in page opens.



3. Type your **Username** and **Password** in the fields and click **Log in**. The *GHX Community* page opens.



4. Click the **Click here to check System Status** link in the upper right corner. The GHX System Status page opens.



5. Scroll down to view the status of all systems and a list of past incidents.

Customer Case Creation

Customers create cases by sending an email to support@ghx.com with all relevant information related to the issue by calling 1-800-968-7449 and speaking directly with our support team, and through the GHX Community which is available here: <https://ghxcommunity.force.com/community/login>.

Tip #1: See [Support Case Best Practices](#) for tips and recommendations for logging support cases.

Tip #2: For urgent immediate response, call the support directly for a live agent.

What to Expect When Opening a Case

Opening a new case triggers the following actions:

1. For email and GHX Community-generated support requests, the GHX ticketing system sends an automated email response, which provides the case number and other initial details.
2. GHX routes the case to the appropriate GHX resource.

3. GHX researches the issue and adds responses to the case file.
4. Customers receive updates by email as GHX adds responses and the case moves toward resolution. GHX personnel will call the customer directly if they determine the use of email may delay resolution.
5. When resolved, GHX will close the case. Customers are notified of the closure and sent a brief survey to record their experience and any comments.



Note: Each case should address one issue, rather than multiple issues. If a follow up issue remains, customers should open a separate case. If the customer is on the phone with a support analyst, the analyst can open a new case for the follow-up issue. Likewise, if a secondary issue is uncovered during the resolution process for the primary issue, a new case will be opened to separately track the new issue. This ensures a quicker response to all customer cases and more efficient management of multiple customer issues.

Support Case Best Practices

Use the following tips and recommendations when logging support cases to ensure a more effective and timely resolution to your issues.

What information is required in the Subject line?

The email Subject should contain two parts:

1. The GHX solution (product) with which you are experiencing an issue or have a question
2. The reason for creating the support case (ticket)

Examples:

Exchange | 855 Error

Registration Center (new) | New user registration missing

Important: Please do not send an email Forward (FW:) or Reply (RE:) to GHX Customer Care without stating the GHX solution name and reason in the Subject line.

What should I include in the body of the email body?

The body of the message should contain the necessary information to accurately identify your organization and a description of your issue. A checklist of the information you need to provide follows.

Email Body Checklist

- Contact at your organization GHX Customer Care can work with to resolve the issue
- Name
- Phone number
- Email address
- Organization name
- Solution/System product – For example, Exchange, Registration Center, My Exchange, G-Fax, MetaTrade, etc.
- Brief, direct summary of the issue you are experiencing
- Expected outcome – why is this an issue / what is your expected result, action, outcome

Example of the information to provide:

Contact	Sally McBuyer 555-555-5555 smcbuyer@anvik.com
Org	Anvik Medical
Trading Partner	If applicable
Product	My Exchange- 855 Error
Issue	My Exchange is showing the 855 for PO# 123456 in ERROR.
Outcome	Please advise as the account number is enabled for 855s and it should pass successfully to receiver.
Attachment	Identify what is attached and for what purpose

Important: Please do not send an email thread to GHX Customer Care with the text “see below.” This type of information will very likely delay your case resolution because GHX must infer the true issue. Saying “see below” may introduce complexity and we may need to work back and forth with you before identifying the actual issue.

Opening a New Case

1. Log in to the GHX Community.

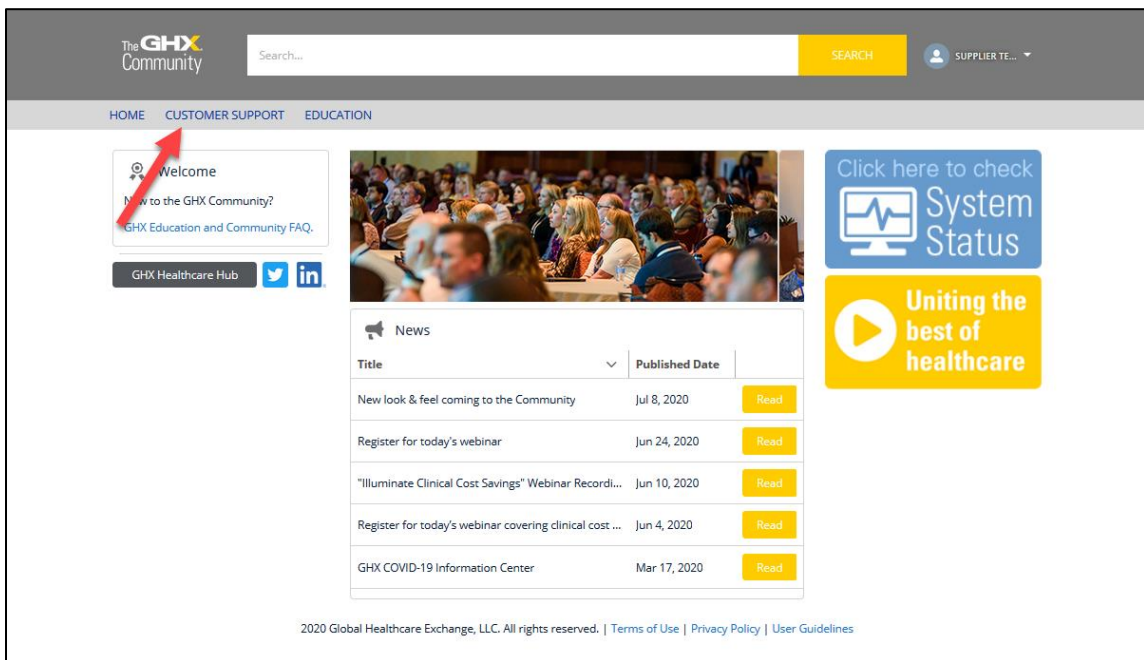
Already a Community member?

- a. Go to <https://ghxcommunity.force.com/s/login/>.
- b. Login with your user name (typically your work email) and password.

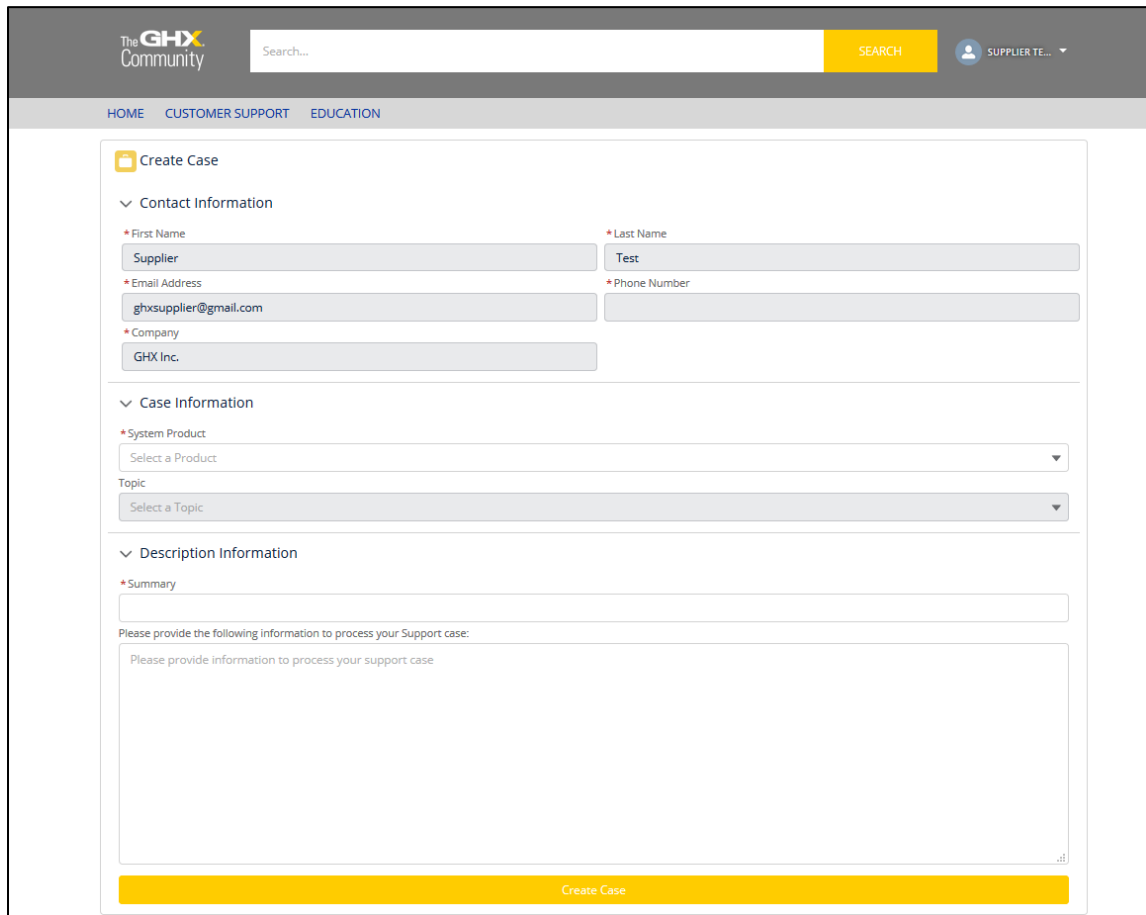
Not a Community member?

- a. Go to <https://ghxcommunity.force.com/s/login/>.
- b. Click the **Not a member?** link and follow the onscreen instructions (You will receive a password via email from Salesforce within 48 hours).

2. Click **Customer Support**. The Cases home page opens and contains a list of cases that you have already created.



3. Click **Create Case**. The *Create Case* page opens.



4. Select the application or product name for which you are requesting assistance from the **System Product** list. If you are unsure, select **Unknown**.
5. Select the appropriate classification for the issue from the **Topic** list.
6. Type the **Summary** for your case. Be as thorough as you can.
7. Type a detailed description. The more details you include, the quicker GHX Customer Care can resolve your issue.
8. Click **Create Case**. The case is created and forwarded to the Customer Care team for action. You will receive an email message with a case number to reference, should you need to contact GHX directly.

Partner Down Support Process

GHX Systems have monitors in place to alert support teams when documents fail to process through the exchange. Successful delivery is determined by the receipt of MDN's, or Message Delivery Notifications, from the supplier system. If the exchange attempts to deliver documents to a supplier and fails to receive MDN's, the following "Partner Down" process is activated:

During Business Hours

Document delivery failures are monitored and addressed in real-time, as part of our normal support processes.

- When a document cannot be successfully delivered to the intended destination, one of our transaction support analysts investigates right away.
- The Support Analyst logs in and makes a manual attempt to resend the document(s)
- They then document the failures and place the affected files in a 'resolved' status which sets them aside to prevent any further alerting.
- A standardized email is sent to the contacts list of the affected partner, informing them of the failed delivery and recommends some basic actions. (See the email template example below).
- Upon receiving a response from the partner team, GHX Support will engage and remain so until the issue is resolved – regardless of time of day.

After Hours

On-call Support Analysts are equipped to receive system alerts for document delivery failures, 24x7.

- When a document cannot be successfully delivered to the intended destination, the system automatically attempts to re-send for a total of 30 minutes.
- If a total of 20 documents accumulate and are unable to be re-sent by the system, an alert is triggered to the on-call team member.
- The on-call technician logs in and makes a manual attempt to resend the documents
- They then document the failures and place the affected documents in a 'resolved' status which sets them aside and prevents any further alerting.
- A standardized email is sent to the contacts list of the affected partner, informing them of the failed delivery, and recommends some basic actions. (See the email template example below).

!! ACTION ITEM !!

*Due to the typical lack of available personnel during nights and weekends, the GHX notification email may not be read and acted upon until the next business day. GHX advises partners to use the email template shown below to **create an alert in their system** which will inform the appropriate personnel so that immediate action can be taken if **needed**.*



If a partner team member receives the email notification and chooses to engage GHX support services during nights or weekends, they need to **call the GHX Support telephone number, which will automatically be routed to the on-call team member's cell phone.** The on-call team member will engage and remain so until the issue is resolved and all documents have been delivered.

**** GHX Support does not monitor email outside of business hours!
Please call the support hotline for immediate attention****

GHX SUPPORT 24x7 ASSISTANCE

1-800-968-7449

Notification Email Template

An example of a notification email template that is sent for Partner Down scenario:

SUBJECT LINE: GHX Notification of Retry Limit Reached

MESSAGE CONTENT:

Issue: GHX has not received a positive response regarding the successful delivery of the following documents.

Date: (Today's Date in the following format: MM/DD/YYYY)

Client: (**Receivers Name Here**)

List Affected Documents: (**list of purchase orders here**)

Analysis: GHX has attempted to send the above documents and has received either a negative response, or no response at all.

Customer Action Necessary: Please confirm if you have successfully received the documents, or reply if you need it resent. Also, please inform us if you are having any system issues or possible connectivity issues, or provide updated AS2 certification information.

We want to continue to earn your business every day. If you have any questions or need assistance, please contact GHX Customer Care at 1-800-YOUR-GHX (800-968-7449) or email support@ghx.com. Thank you for your continued support.

Regards,

GHX Support Services

Chapter 4: Syft Inventory Management Versioning Requirements and Upgrades

Support Versioning Requirements

Syft Support will provide standard support services for the most current software version and two (2) immediate versions prior. A “version” is a unique identifier for a major or minor release. Refer to the tables in the “[Syft Synergy Software Versioning](#)” section below for more information.

Syft support includes:

- Support via the Syft Support Portal, email, and phone
- Upgrade support
- Analysis of non-conformance issues and enhancement requests
- Problem remediation (Level 1 and 2 support), including escalation to Syft Synergy Software Development
- Patch generation (manual fix or hot fix)
- Usage assistance

Syft Synergy Software Versioning

The following information describes how the Syft Synergy software versioning is created.

Syft Synergy software versioning uses the following formatting:

Major.Minor.patchType.PatchNumber.Revision

Patch Type	Value	Comments
Service pack	0	A collection of updates and fixes for the Product. It includes new features in addition to fixes.
Manual fix	1	A patch addressing a very specific issue/change provided on the latest version of the Product; can apply to all Customers and will be published for Customers to decide and apply the patch.
Hot fix	2	A patch addressing a very specific issue/change provided on the prior supported versions; can apply to all Customers, will be published for Customers to decide and apply the patch.
Custom fix	3	A patch addressing a very specific issue/change for a specific Customer provided on the supported versions.

Customers will see the software versioning in the following format:



Note: For support purposes, the term “version” is limited to the bolded characters in the Version Number column of the following table.

Version		Patch Level					
Major	Minor	Patch Type*	Patch #	Revision	Version #	Supported	Original Release Date
4	2	0	00	35326	4.2.0.00.35326	Y	01/31/2020
4	3	0	00	38251	4.3.0.00.38251	Y	09/11/2020
4	4	0	00	43087	4.4.0.00.43087	Y	02/03/2022
4	5	0	00	50011	4.5.0.00.50011	Y	06/20/2022

Support Protocol

The following protocol will be followed when a customer request is received:

- If the customer is on a supported version and the request is classified as a critical issue, Syft will provide a hot fix to address the specific issue. A hot fix refers to a fix provided to a customer who is not on the most current Syft Synergy version.
- If the customer is on a supported version and the request is classified as a high issue, Syft will provide a manual fix with the latest service pack that is available with the most current Syft Synergy version. In this case, the customer will be required to apply the latest service pack before applying the manual fix.
- If the customer is on a supported version and the request is classified as a medium issue or an enhancement request, issues/requests will be considered for a future release. A Customer Support Analyst will work with the Syft Product Development team to assign a target release to these requests. The analyst will then notify the customer of the approximate release date.

Out of Version Support

If a customer requests support for a Syft Synergy version that does not meet the criteria listed above, Syft will provide “best-effort” support. This includes:

- Support access via the Syft Support Portal, email, and phone
- Upgrade support



Note: Syft will not provide a patch for a Syft Synergy version that is more than two major or minor versions behind the most current version. If an issue impacts the customer's business operations and effective use of the product and there is no available workaround, the customer must upgrade to a more current version of Syft Synergy.

Customer System Upgrades

When under a current operational level agreement (OLA), customers will receive patches, updates, upgrades, and new releases for their contracted products at the customer's discretion. These patches, updates, upgrades, and releases are generally available at no additional charge to the customer.

After getting approval from the customer, a Syft Support Analyst will install the patch/update on the customer's test and product environments. Additional charges may be incurred if any additional work is needed outside of a standard upgrade/update. Additional work examples include extensive data migration, script modifications, and other efforts outside of a standard upgrade/update.

Disclaimer

Products are only eligible for support if they are unmodified. Support does not include:

- The installation or maintenance of applications or devices external to Syft. External applications/devices include products that were not installed/supported by Syft and products that were not installed under Syft's advice.
- Any services required due to client negligence, unauthorized modification, the combination of Syft products with other products, or other causes external to the product.

Customers should log a support call before applying any operating system patches that might affect Syft Synergy-related product components. Syft Support analysts will help the customer through the process.