

28 June 2019

Dear Client

**After-Hours/Emergency Support: 2018/19 Financial Period**

This communication serves to inform you that we have assigned support technicians to offer assistance after hours.

Kindly note that after hours/emergency support covers the following:

- Billing errors (not preparation of billing)
- Month-end and year end errors
- Statement errors
- Users unable to log in
- Any system errors
- Authorization type issues

The after-hours support/emergency exclude the following:

- Importing of any file e.g. indigent registers, valuation rolls etc.
- Reconciliations of accounts
- Control balancing

Except for emergency support, all other afterhours support for weekends needs to be requested from the Service Delivery Manager (SDM) at least two days prior to support required.

The emergency support can be logged by dialling the Munsoft number 011 215 8000. An afterhours call agent will take the call, log an incident on Sysaid and contact the person on standby directly. If that person cannot be reached, his or her direct manager will be contacted.

The after-hours support will be available during the following times (only for clients with pre-arrangements and/or emergency issues):

<b>Monday – Friday:</b>	<b>17:00 – 21:00</b>
<b>Saturday:</b>	<b>08:00 – 21:00</b>
<b>Sunday:</b>	<b>08:00 – 17:00</b>

We would like to take this opportunity to wish you the very best with the financial year end.

Yours sincerely,

**Munsoft Team**