

Bi-tech Software, Inc
1072 Marauder Street Chico, CA 95926

HELP FORM

Date: _____ Number of pages (Including This Cover Page): _____

Client ID: _____ LBF _____ Your Name: _____

Phone #: _____

E-mail: _____

Subsystem: _____ (Leave blank or enter the two-character code such as NU, GL, AP, AR, PO, SI, EN, FA, HR, PY, PC, FF, CK, etc.)

ATTN: _____

Type: _____ (F = Fault, Q = Question, C = Change)

Urgency Level for Faults and Questions, assigned by Client: _____ (1-5).

Level 1: System Down - Cannot continue to use software

Level 2: Critical

Level 3: Important

Level 4: Inconvenient

Level 5: Documentation Related

Brief Description:

Please FAX to (530) 891-4816. The Help Desk may be reached at (800) 851-4800 outside California or (530) 986-4803 within California.

This form may be copied and distributed for future Help Desk request.