



FasTraxPOS

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Valued FasTrax Customer,

In an effort to improve your experience when requesting technical support, beginning over the next 2 weeks, your calls will be answered by our support call operator. Callers will be issued a reference number and their request will be triaged to a support technician.

This improvement will not only cut down on your current "hold time" when making a request, but will ensure you the proper support for your specific issue.

Since this process will accurately record and archive your calls, the provided request reference numbers can be used to track ticket statuses more efficiently without requiring additional phone calls or emails.

Emergency "site-down" calls will **immediately** be transferred to an available support technician in lieu of receiving a return call.

Support requests made via the FasTraxPOS website will continue to be the fastest method for creating request and will experience no procedure changes.

Thank you for your cooperation and support.

We remain committed in continuing to improve your FasTrax experience!

Best,

FasTraxPOS Technical Support

