

DOSIS® Support Procedure

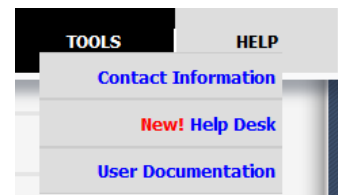


Manchac Technologies is happy to announce the introduction of the DOSIS Help Desk ticketing system for our DOSIS customers. Beginning with the DOSIS software release 1.17.50 you will notice new features to support the DOSIS Help Desk ticketing system. The DOSIS Help Desk Ticketing system has been put into place for you and will give your entire organization visibility of all submitted issues with your DOSIS machine(s) as well as the current status of any open issues that might be in progress. Having a common median for communication for all your issues will help our support team service your needs more efficiently and effectively.

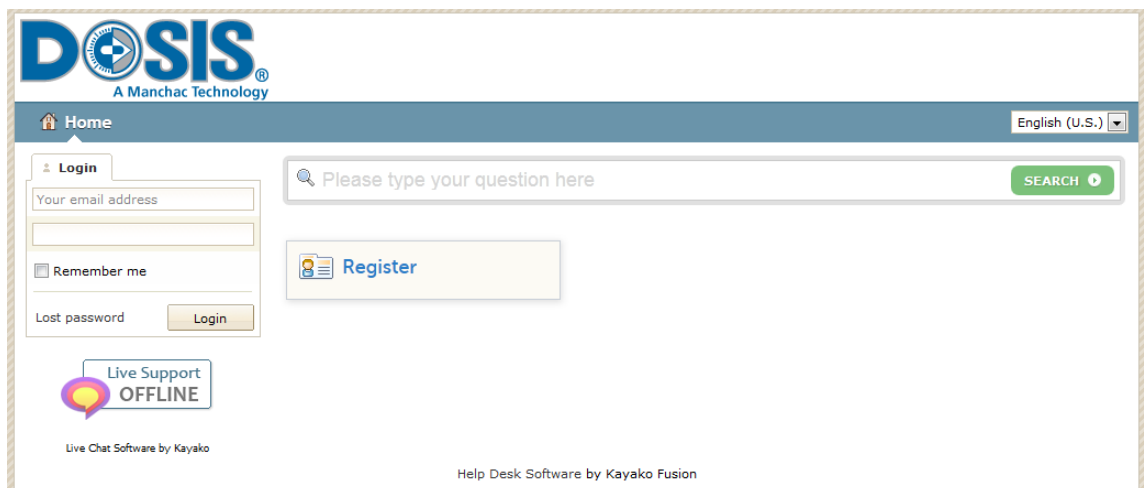
As you know, traditionally we have encouraged you to utilize the support@manchac.com email address for all communications of issues with your DOSIS. Moving forward, the support@manchac.com email still will be monitored, but we encourage you to utilize the new ticketing system directly. When our support staff receives a phone call or an email that requires action they will be entering a support ticket on your behalf, so that all things are captured and tracked to insure that you get a proper resolution to your identified issue(s).

How do I login to the DOSIS Help Desk?

Initially you just need to open up a web browser and go to help.dosis.com or on the DOSIS WebAccess page on the Help Menu, use the drop down menu and select Help Desk to open help.dosis.com in a new tab. At the welcome page you will see a Register button, just click on it, and follow the instructions. Each individual who works with DOSIS can register; there is no limit to the number of people per organization.



Note that all tickets against an organization can be seen by every member of that organization including the history of all tickets!



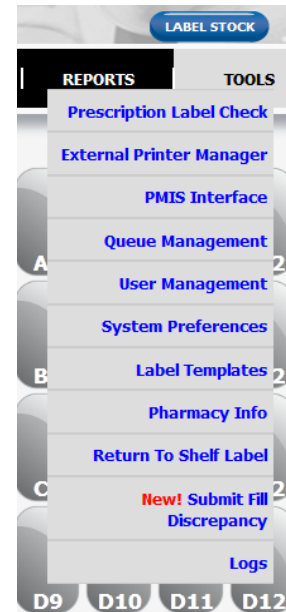
What should be submitted as a Ticket?

Moving forward all things that are not counting errors shall go into the DOSIS Help Desk ticketing system! Any type of work or problem that you may have that cannot be immediately resolved should be entered as an individual ticket. Examples: interface changes, label changes, feature request, issues that are persistently causing you problems.

How to Submit Un-detected Errors?

The DOSIS software release has been updated with a form for you to enter non-detected error cards. To submit DOSIS filled blister cards that are labeled properly but are not filled correctly (un-detected errors), go to the Tools Menu and select Submit Fill Discrepancy.

On this form you will be able to enter the Request Fill ID, and then select whether there was a quantity error. You have basically three options in the Content Group: Okay, Too Many, or Too Few. You must select one of the three options. After that you can designate the general problem in the Problem Group: Jumper(s), Broken Pill(s), False Run Empty, or Desiccant. Press the Save button when you have completed your selection, it will give you feed back of completion when it is finished by displaying Error Report Saved.



Submit Fill Discrepancy

Fill Request
Request Fill ID: *

Contents
Quantity: *

☐ Okay
☐ Too Many
☐ Too Few

Problems

☐ Jumper(s)
☐ Broken Pill(s)
☐ False Run Empty
☐ Desiccant

To look at what you have submitted, we have added a Submitted Discrepancy on the Report Menu. From this report you can see what has been submitted by current day or by date range if you utilize the normal filtering mechanism.

SUBMITTED DISCREPANCY							
FILL ID ▲ ▼	COMPLETED ▲ ▼	REPORTED ▲ ▼	QUANTITY ▲ ▼	JUMPER(S) ▲ ▼	BROKEN PILLS(S) ▲ ▼	FALSE RUN EMPTY ▲ ▼	DESSICANT ▲ ▼
1	2011-04-01 09:03:33	2012-06-08 17:26:29	OK	No	No	No	No
87202	2012-06-06 09:20:02	2012-06-11 15:06:08	OK	Yes	No	No	No
87222	2012-06-18 12:24:06	2012-06-18 12:56:54	OK	Yes	No	No	No

The Manchac Support team will monitor your Submitted Discrepancies; so you no longer have to send emails to support. As before if you feel like you are not seeing improvements you are encouraged to call or email us about your concerns.