

**WHO YOU
GONNA
CALL?**



Sorted.

WHAT IS THE SORTED PLATFORM.

ABOUT THE SORTED PLATFORM.

Sorted's delivery experience platform powers checkouts, carrier management, and post-purchase tracking around the world. The platform hosts three core products:



Personalised delivery options at checkout.



Controlled and flexible delivery and carrier management.



Automated tracking and post-purchase communications.

Features are accessed via a suite of APIs and a web-based UI.

Clients often choose to integrate with a range of enterprise systems such as:

- eCommerce platforms
- Websites
- Warehouse management systems
- Order management systems
- Operational workstations

WHEN IT COMES TO FIXING ANY PROBLEMS...

Sorted is responsible for:

- Uptime and availability of Sorted services

You are responsible for:

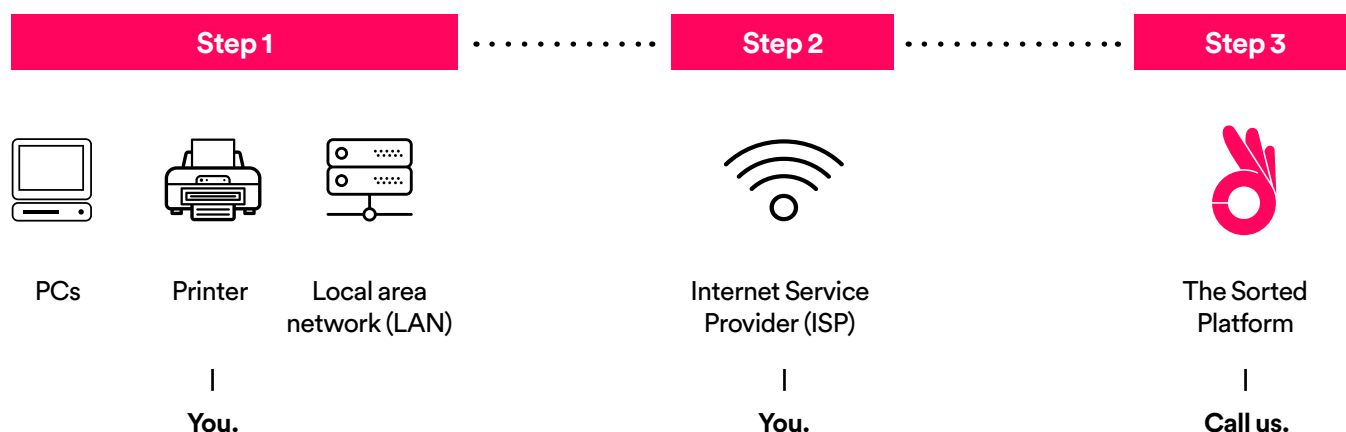
- Local PCs
- Printers
- Networks
- Internet Services

SOMETHING'S NOT WORKING?

WHEN DO I CALL FOR HELP?

When you experience a problem with a software service, the issue will lie in one of three areas.

It's easy to misdiagnose the reason for the service disruption if the areas are not investigated in a logical order.



Steps 1 and 2 are within your control, whilst Sorted are always responsible for our own services.

To make sure that service is restored as quickly as possible in an emergency, please check that the root cause doesn't lie in the first two steps before you get in touch with the Sorted support team.

HELP US TO HELP YOU.

WHEN SUBMITTING A TICKET FOR SUPPORT, WHAT INFO SHOULD I PROVIDE?

There are 12 questions you should try to answer for us, that could really help to speed up our process of resolving the issue. These questions are:

- 1. What's your customer name?**
First things first, this will let us know exactly who you are and what service you provide. Some businesses have multiple branches – so it's helpful to know.
- 2. Is this on your live environment or your test environment?** This will help us to find out how serious the issue may be and if it could impact your customers.
- 3. Can you give us the top line?**
We'll need a brief description of the issue so we can get a rough idea of what it may be.
- 4. Is the issue affecting a specific carrier?** This will let us know whether it's about a specific carrier, or our platform.
- 5. When did this issue start?**
It's really helpful for us to know if it's a longstanding issue or a recent occurrence.
- 6. Any error messages?** Providing us with any error messages you're seeing will speed up the diagnosis and solution.
- 7. Have you tried turning it off and on again?** Let us know what internal investigations have already taken place to resolve the issue, so we don't repeat the same tests here.
- 8. If the issue is with the API, can you provide any endpoints you are calling, as well as the request/response of the call?**
This will help to make our testing and investigation much faster.
- 9. What's the impact on your business?** This is so we can identify the severity of the issue.
- 10. Have we been here before?**
Give us a heads up if we've resolved this issue previously – it'll speed up the resolution this time around.
- 11. Have you recently made any changes to your system that could affect your Sorted products?** This could give us a hand in identifying what may be causing the issue.
- 12. Are you able to identify which product feature is affected?**
For example UI or API. With this info, we're able to narrow down our investigation to a specific area.

You don't need to answer all of these questions, but please try to submit as many answers as possible when submitting a ticket.

If you don't include this information in your ticket, it could take us a little longer to prioritise and resolve the issue – as we'll still need to ask you the questions above to help our investigation.

If your issue needs sorting ASAP, the best thing to do is give us as much of this information as you can – to ensure that we can provide a speedy resolution.

INCIDENT TYPES AND RESPONSE TIMES.

Severity	We'll reply within...	You'll be up and running in...	Definition
1	15 minutes (24/7)	2 hours	<ul style="list-style-type: none"> Critical production issue that severely impacts your use of the service. The situation halts your business operations and no procedural workaround exists. Service is unavailable. Data loss requiring restore from backup.
<p>Please note that severity 1 incidents will need you to have dedicated resources available to work on the issue on an ongoing basis with the Sorted team.</p>			
2	30 minutes (24/7)	4 hours	<ul style="list-style-type: none"> Major functionality is impacted. Significant performance degradation is experienced. The situation is causing a high impact to portions of your business operations whilst a reasonable workaround exists.
3	1 hour (Mon - Fri 09.00-17.00 GMT)	2 days	<ul style="list-style-type: none"> There is partial, non-critical loss of use of the service with a medium-to-low impact on your business. Your business continues to function with a short-term workaround.
4	8 hours (Mon - Fri 09.00-17.00 GMT)	5 days	<ul style="list-style-type: none"> Enquiry regarding a routine technical issue. Information requested on application capabilities, navigation, installation or configuration. Bug affecting a small number of users. Acceptable workaround available.

HOW TO GET IN TOUCH.

CONTACTING US.

Standard Customer Support.

Incident Severity:



Availability:

09:00 to 17:00 Monday to Friday.
(excluding UK public holidays)

 03300 553 167

 support@sorted.com

 www.electioapp.com/help

Emergency Customer Support


Incident Severity:



Availability:

24/7, 365 days a year.

 03300 553 167

 Please note that emails are not monitored out of hours, so only use email to follow up with details.

FOR WHEN IT REALLY HITS THE FAN.

Major incidents are few and far between, but here's what will happen if you do experience one.

- Major incidents will be managed by an appointed Incident Manager.
- We will issue hourly updates via email about how quickly services will be restored.
- Our priority will be to complete a full investigation and to share the details and corrective actions as soon as possible.
- After all major incidents, we will issue an Incident Review document. The timescales for creating this will be estimated and shared during the first 24 hours following the closure of an incident, although please note this will be dependent on the nature of the incident.

