

TEL | 607.433.2200
TOLL FREE | 888-546-4384
WEBSITE | directive.com
ADDRESS | 330 Pony Farm Road
Oneonta, NY 13820

Contact Details				
Primary Contact				
Name:				
Title:				
Office Phone:				
Mobile Phone:				
Email:				
Support Portal Options:	View/Create All Tickets / Invoices			
	 View/Create All Tickets 			
	 View/Create Own Tickets / Invoices 			
	 View/Create Own Tickets 			
	o No Access			
Table to LCs at all				
Technical Contact				
Name:				
Title:				
Office Phone:				
Mobile Phone:				
Email:				
Support Portal Options:	 View/Create All Tickets / Invoices 			
	 View/Create All Tickets 			
	View/Create Own Tickets / Invoices			
	View/Create Own TicketsNo Access			
	o No Access			
Billing Contact				
Name:				
Title:				
Office Phone:				
Mobile Phone:				
Email:				
Support Portal Options:	View/Create All Tickets / Invoices			
	View/Create All TicketsView/Create Own Tickets / Invoices			
	 View/Create Own Tickets / Invoices View/Create Own Tickets 			
	No Access			
Purchasing Contact				
Name:				
Title:				
Office Phone:				

Mobile Phone:		
Email:		
Support Portal Options:	0	View/Create All Tickets / Invoices
	0	View/Create All Tickets
	0	View/Create Own Tickets / Invoices
	0	View/Create Own Tickets
	0	No Access

Emergency Contact			
Primary Contact Name:			
Email:			
First # to Call:			
Second # to Call:			
Hours to Call:			
Secondary Contact Name:			
Email:			
First # to Call:			
Second # to Call:			
Hours to Call:			

Additional Information			
Can Directive discuss issues with the end user?			
Are users able to submit support requests directly			
with Directive?			
Do all tickets need approval before being			
addressed? If yes, by whom?			