



Executive Summary

This procedure describes the steps for creating an Elo Customer Care ticket. Customer Care tickets are created whenever a customer or an employee wishes to comment on our products, policies, personnel, or web site.

Action:

1. Visit the Customer Care url: <http://support.elotouch.com/Forms/CustCare/>
2. Fill in all mandatory fields with applicable information.

Customer Care

Give us a call at 408-597-8000, email us at customerservice@elotouch.com or submit form below.

Contact Information

Name* <input type="text" value="First Name and Last Name"/>	Company* <input type="text" value="Example Inc."/>
Email Address* <input type="text" value="name@example.com"/>	Phone* <input type="text" value="(000) 123-4567"/>
Fax <input type="text" value="(000) 123-4567"/>	Contact [if not Requestor]* <input type="text" value="Example Inc."/>
Address Line 1 <input type="text" value="Street address"/>	Address Line 2 <input type="text" value="County"/>

Country* Afghanistan	State / Province* San
City San	Postal Code [Zip] 56009
Product Information	
Sales Manager San	Action Please select...
Part Number 1217862 (Where Applicable)	Model / Description 3232LM
Serial Number(s) ser-56985	
Describe Issue <div style="border: 1px solid #ccc; height: 150px;"></div>	

3. Place a tick mark in the ***“I’m not a robot”*** field and then choose ***“Submit”***

<input checked="" type="checkbox"/> I'm not a robot	 reCAPTCHA Privacy - Terms	Please Click on Captcha for Validation
<input type="button" value="Reset"/>	<input type="button" value="Submit"/>	
*Required fields		

4. Once form has been submitted, a new page will appear with the below information.

Customer Care

Thank you for contacting us. If you requested a response, we will contact you within two business days to address your concerns.

To submit additional documentation for your issue:
email the information to customerservice@elotouch.com. Please include your name and Customer Care ID ##### in the email.

[Click here to Return](#)

- a. You will also receive an acknowledgment email from Customer.Service@ELOTOUCH.com with a reference ID and information for contacting Elo Touch Solutions regarding your submission.
5. If you selected “**Response required**,” in the “**Actions**” section of the form, you will be contacted by Elo within two business days to address your concerns.

Product Information

<p>Sales Manager</p> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 10px;">San</div> <p>Part Number</p> <div style="border: 1px solid #ccc; padding: 5px;">1217862 (Where Applicable)</div>	<div style="border: 1px solid #0070C0; padding: 5px; margin-bottom: 5px; text-align: center;">Action</div> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;">Please select...</div> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;">Please select...</div> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px; background-color: #0070C0; color: white;">Response Required</div> <div style="border: 1px solid #ccc; padding: 5px;">Commentary Only</div> <div style="border: 1px solid #ccc; padding: 5px; margin-top: 10px;">3232LM</div>
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