Standard Operating Procedures

To help streamline our communication and deliver quality assistance, we have created the following standard operating procedures (SOPs) for our support, billing, and sales departments.

1. Account Creation and License for New Property:

Things to note while filling out DGF:

- Commercial: Subscription, Ultimate, NextGen OR Demo

- Partner Discount (as per agreement with eZee): If entered incorrectly, the property will be locked and the invoice will not be issued.

- Bill To Address

- If the property is on demo, then select the account type as a demo, the account will be locked in 14 days

- After Account creation invoice will be raised in 2 working days as per the commercial mentioned in the prospect that you have put during the DGF creation.

- After account creation and before an invoice is raised, if you want to change the commercial you can edit the DGF and regenerate the prospect.

In case of exceptional situations or any concerns email at partnersupport@ezeetechnosys.com. (Response SLA: 24 Working Hours)

Guidelines Video

Escalation: Anis Rahaman - anisur@ezeetechnosys.com

2. Support Department:

Responsible For

- Property Configuration
- Products Training
- All Types of Integration (OTA, Website, Payment Gateway, Door Lock, Accounting Software, etc)
- Enhancements, Defects, Queries, etc

Available: 24*7*365 on [Live Chat Support](#).

For more product information visit [Knowledge Bank](#).

(i) Cloud Product Support Team

Products: eZee Absolute, eZee Reservation, eZee Centrix, eZee Optimus, eZee Mint, Rate Shopper, eZee RMM, ORMS, and eZee Panorama.

Reachable On:-

✉ Email: cm@ezeetechnosys.com

📞 Phone: **0261-677-8777**

| 1 | Press 1 For Cloud Products (PMS, Booking Engine & Channel Manager)
| 3 | Press 3 For Cloud POS (Optimus)
| 5 | Press 5 for Revenue Management (eZee Mint & RMM)

(ii) Nextgen Support Team

Products Responsible for eZee Frontdesk and eZee Burrp.

Reachable On:-

✉ Email: support@ezeetechnosys.com

📞 Phone: **+91 261 677877** & | 2 | **Press 2**

(ii) Escalation Matrix

ESCALATION MATRIX	LEVEL 1		LEVEL 2	
Products	Name	Email ID	Name	Email ID
eZee Frontdesk, Burrp & Optimus	Sumit Kayal	sumit.kayal@ezeetechnosys.com	Bhavik Jariwala	bhavik.jariwala@ezeetechnosys.com
Cloud PMS, IBE, ORMS & CMS	Bhavesh Ramchandani	bhavesh.ramchandani@ezeetechnosys.com	Bhavik Jariwala	bhavik.jariwala@ezeetechnosys.com
eZee Panorama	Mohamad Motiwala	mohammad.motiwala@ezeetechnosys.com	Aeijaz Sodawala	aeijaz@ezeetechnosys.com
eZee Mint and RMM	Parixit Popat	parixit.popat@ezeetechnosys.com	Aeijaz Sodawala	aeijaz@ezeetechnosys.com

Note: Escalation level 2 is available only if you are not satisfied with level 1 escalation.

3. eZee Billing Team:

Responsible for: Invoicing, Payments, Commission, issuing the license, and registering client
Response SLA: 24 working hours

Reachable on:-

✉ Email: billing@ezeetechnosys.com

📞 Phone: **+91 261 6778777** & 4 **Press 4**

👤 **Escalation:** anisur@ezeetechnosys.com