

# TechTime with Tim (rev.2)

## Technical Support

OES-Solutions Technical Support offers assistance to all of our customers who are currently purchasing equipment and are within payment terms on their account. This is a free service we offer at OES to assist both Technicians and Sales Professionals in everything from pre sales assistance and configuration questions to real-time (at the machine) troubleshooting. Our very knowledgeable Service Manager, Tim Jones, will help you diagnose the problem and engage you in resolving it.

Due to overwhelming demand, CCR dealers will get first priority. Followed by those with questions regarding an OES-Solutions purchase. For ease of logging a support request,

## Training

Sharp Electronics offers CCR Dealers every opportunity to train Sales and service Reps alike. OES-Solutions can also accommodate "in house" Non-Certified training on a Cost per hour basis. In House training is for informal, customized training to meet your immediate Dealership needs and priced on a case-by-case basis.

## Support Hours

8:00am eastern time to 5:00pm eastern time.

To receive Priority Support, go to [www.oes-solutions.com](http://www.oes-solutions.com) and click on TECHNICAL SUPPORT. Fill out the form and we will get back to you as soon as possible. (this form is mobile compatible) For non-Emergent support you may leave a voicemail or email and your request will be answered in turn. CCR Dealers at any time may contact Sharp HelpDesk at 855-253-2255.

## Part Orders

All part orders must be received in electronic form and be in cut-and-paste format (no cell phone pics, fax, handwritten scan etc).

You may also use the [www.oes-store.com](http://www.oes-store.com) website for ALL Parts & Supplies by multiple manufacturers.

All part orders (in any form) must be received before 1:00pm eastern time for Ground and 3:00PM eastern time for 2<sup>nd</sup> day & Overnight to meet Tech Data's same day shipping requirements.