



**LEADERS HOLDING CO.™**

Est. 1971

## Information Technology System Concern Submission Form

Thank you for letting us know that we can help you improve an I.T. system in your store. We look forward to helping you get it resolved. In an effort to find a solution as fast as possible please answer each question below so we can more quickly understand the area of concern and find a resolution.

### Step 1: Address One Concern per Form

We are happy to help you with all of your concerns. To make sure that we are clear on each opportunity please fill out one of these forms per concern. Combining multiple concerns on one form will cause confusion and cause it to take longer to solve.

### Step 2: 1 Minute Power Off

Start by turning your computer or any device attached to your concern off. Let it be completely powered off for at least 60 seconds before turning it back on.

### Step 3: Check to See If Concern Is Resolved

### Step 4: Answer the Following Questions

The device I have a concern with is my	Example: A Computer	
I have completed the 1 Minute Power Off process in Step 2	Yes	No
The power light is lit on the device I have a concern with	Yes	No
I have had this concern for how many days	Yes	No
My concern is intermittent, meaning it does not happen everyday	Yes	No
I am getting an error message when my concern happens	Yes	No
If you are getting an error message please take a picture and email IT@leadersfurniture.com	Yes	No

### Step 5: Share Specific Details of Your Concern

When Does The Concern Happen?

**Final Step:** Email your concerns to [leaders@allpointpos.com](mailto:leaders@allpointpos.com)