

Stamps Access Issue

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Author: {'link':

'https://fmcnaddev.service-now.com/api/now/table/sys_user/31a85ef41bb989501d67db1dcd4bcb92',

'value': '31a85ef41bb989501d67db1dcd4bcb92'}

Category: {'link':

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Title

Stamps Access Issue

Purpose:

Follow this procedure when a user reports that ...

Required Information to be documented in each Incident:

Contact NameContact NumberClinic / Facility NumberDetailed Description of the issue.Screen shot of the Error

Troubleshooting Process

1.

When user getting sign in error on stamps.com.

2.

As this issue is Out of scope for us so please advise user to connect with Tech Support-877-782-6785email: Enterprisesupport@stamps.com

Incident Classification Requirements

Category

Inquiry & Help

Subcategory

Product not supported

Service

Resolution Process

Please review/update Classification and provide customer with the Incident number for their reference prior to resolving.

Incident Resolution Categorization

Resolution Code

Not Resolved-Referred to Alternative External Path

Resolution Category

Inquiry & Help

Resolution Subcategory

Product not supported

Resolution Service

Escalation Process

Please review/update Classification and provide customer with the Incident number for their reference prior to escalating

Escalation Group

NA

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