

Support

Rules for submitting support requests



Send all enquiries exclusively through the support system inside the Brix application. Phone calls and direct messages to MICRO PROCESS employees (e-mail, SMS, Viber, WhatsApp and similar) do not speed up resolution — such enquiries are outside the regular processing queue and are handled only after the requests entered in the support system, which take precedence.

To have your request resolved quickly and without additional correspondence, follow the rules below when submitting it. Without specific data it is not possible to investigate the cause of an error or to reproduce the problem.

1. Detailed description and specific data

Describe the problem in detail. A general description such as “I cannot close the invoice” is not enough. Always state:

- **Relevant data** — document type and subtype, department name, exact document number, partner name and OIB, item name, document amount, accounting account and similar.
- **Description of the action** — the steps that preceded the error (e.g. a click on a specific button), so that we can repeat them and find the cause.
- **Authorisation** — if the request concerns a document, state the data by which we can identify it and write explicitly **whether we may close that document** on your behalf for testing.

2. Data as text, not as an image

Provide numbers, amounts and system messages as text in the request description. An error message in Brix is copied by a quick double-click on the message itself and then pasted into the request text. Text data allows faster analysis than an image.

3. One problem - one request

Do not open several separate requests for the same topic or problem. Support processes each request separately, so a follow-up opened as a new request — often with only a short message such as “It says it is already entered” — stays unlinked from the original request: the staff member who takes it has no insight into the earlier communication, and such a request is easily overlooked.

All communication on the same topic goes through one request:

- **Additional messages** — enter an additional question, observation or comment as a new

message in the ~ **Messages** ~ tab (envelope icon) of the existing request.

- **Attachments** — attach images and other files in the ~ **DMS** ~ tab (paper clip icon) of the same request.

4. Images and screenshots

Send images only when necessary (e.g. a specific graphical report or ledger card). Clearly mark on the image what is wrong and write what the correct data should be.



Images sent by e-mail are not stored in the support system and are not visible to support.

5. Continuing communication on a closed request

If the request has already been closed but the problem is not fully resolved, or you want to extend the topic, do not open a new request; proceed as follows:

1. Reactivate the closed request with the **REOPEN** button.
2. In the ~ **Messages** ~ tab, enter a new message with a detailed explanation.



Replies to automatic e-mail notifications about closed requests do not reach support and are not visible in the system.



An incomplete request requires additional correspondence and prolongs resolution — thank you for your understanding.

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