Document version: 1.0 (25-May-2022)

Case information template to use when raising a "Question" type of issue

Refer to (Landing page) for Support resources and troubleshooting prior to raising your case

**Section 1: Basic details (where not already provided)**

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| --- | --- | --- |
| Business Partner: |  |  |
| Your Name: |  |  |
| Your contact details (Phone and email): |  |  |
| Customer Company: |  |  |
| Product: |  | e.g. Sage X3, SEI, EMDA |
| Product Version: |  | e.g. 2022 R1 |
| Issue Priority: |  | Critical, High, Medium or Low. Refer (BP handbook) for verification |

Section 2: Question

Provide the full details of your question

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