



## LACA Support – Best Practices


LACA is dedicated to providing quality service. In order to best serve our customers, this document should be used as a means to summarize issues/questions and include any relevant information and attachments. Use [fiscal@laca.org](mailto:fiscal@laca.org) to create support tickets/emails. When corresponding back & forth regarding the same support ticket, simply **reply** instead of starting a new email (which will create a new ticket).

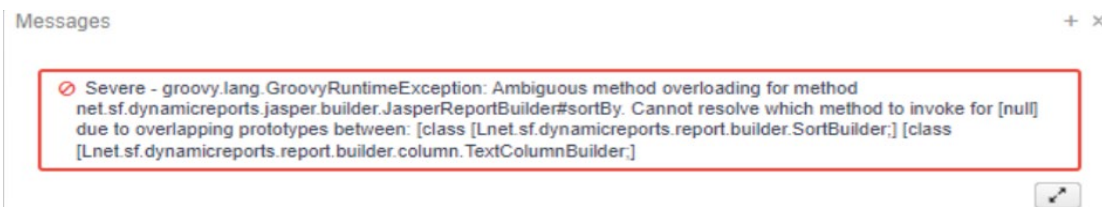
Information included in support tickets to LACA should include:

- **Is the issue/question Time Sensitive?**
  - If this ticket is in relation to a time sensitive process please include the timeframe.  
*Example: A check to this vendor needs to be issued by X date. OR the district needs to have payroll file to the bank by the end of the day.*
- **Record Specific Information/What system you are needing assistance in:**
  - If this ticket is related to a specific user, transaction number, or record please include the identifying information in the ticket, as well as what system you are needing assistance with (USPS, USAS, Kiosk, RAM).

Below are examples of specific records and identifying information:

USAS	USPS	Inventory
PO Number	Employee Number	Tag Number
Invoice Number	Employee Name	Asset Class
Check/Reference Number	Payroll Item Code	Location Code
Account Code	Check Number	Fund

- **Reports**
  - If this ticket is related to a specific report, please include the report name and/or attach the report(s).
  - If you are referring to specific totals on reports, please attach a copy of the report with the Report Options Page
- **Errors**
  - The error detail/stack trace is usually a long technical message. When reporting an error, this can be extremely helpful in locating the cause of the reported issue.
  - If the error message has a double-arrow icon , click this to expand the full error detail and copy/paste into a .txt or word document and attach it to the ticket.



- Often times it is helpful to also list the steps taken immediately before receiving the error.

### Sensitive Information

Please do not include sensitive information in the ticket description, comments, or attached reports. If we need to gather sensitive information, a secure file request can be sent.