



<p><b>Partner Resources</b></p>	<p><a href="#">Partner Resources   Updox Knowledge Base</a></p> <p>An online Updox Knowledge Base with dedicated Partner resources including Training and Enablement, porting information, Public API specs, access to Partner Portal, Partner Status page and more.</p>
<p><b>Partner Support Business Hours (L2, L3)</b></p>	<p><b>Email support at <a href="mailto:partnersupport@updox.com">partnersupport@updox.com</a> 8:30 am - 5:30 pm EST Monday-Friday</b></p> <p>An email to this address will create a case and send a case number as a reply, with the [Case #] and [Ref #] you can use to update your case</p>
<p><b>Partner Support Escalations on current Tickets</b></p>	<p>For any escalation needs related to the Partner Support Cases please reach out to Pat Mize, Manager Partner Support, <a href="mailto:pmize@updox.com">pmize@updox.com</a></p>
<p><b>Outages, Notifications and Alerts</b></p>	<p>Partner support provides this page to allow you to view and subscribe to alerts regarding maintenance schedules, outages, etc.</p> <p><a href="http://Partnerstatus.updox.com">Partnerstatus.updox.com</a></p> <p>If escalation is needed please reach out to: <a href="mailto:Bizdev@updox.com">Bizdev@updox.com</a></p>
<p><b>Account Management Needs</b></p>	<p>To ensure smooth and continuous communication between your Account Executive, Solution Consultant, and our Head of Partnerships, please direct any account management support escalations to the following contact: <a href="mailto:Bizdev@updox.com">Bizdev@updox.com</a></p>
<p><b>Partner Accounting Needs</b></p>	<p>For all questions about your invoices, or accounting related questions, including your usage files, please reach out to: <a href="mailto:Accounting@updox.com">Accounting@updox.com</a> And escalate to <a href="mailto:Bizdev@updox.com">Bizdev@updox.com</a></p>