

Phone Prompts for After Working Hours

For Support After Working Hours- (5pm-8am Central Time Zone)

<Option 1> If you know your **Parties Extension** please press 1 now
Choosing this option will direct you to the specified party's extension.

<Option 2> If you would like our **Company Directory** press 2
Choosing this option will direct you to the company directory by last name (and other search options).

<Option 3> If you would like to leave a **General Voice Mail Message** for someone to get back to you when we reopen please press 3

Choosing this option will direct you to the company central voice mail system where you can leave a voice mail. When the office re-opens your message will be directed to the appropriate department for follow up.

<Option 4> For **Emergency Technical Support** on Bar Code Scanning Systems after normal business hours please press 4 now

This option is for support of bar code scanning systems after normal business hours when in a critical down situation. Choosing this option will direct you to the remote after hours call center and you will be immediately connected to a live operator who will gather information and forward it to the appropriate SICK department for follow up. Note- To guarantee immediate technical support with an on-call field service engineer during non-regular work hours, holidays, and weekends a SICK After Hours Support Agreement is required.