

# How to: Contact Partner Support



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## Technical Support Hours

Business Partner Support is staffed Monday through Friday, **8:30am to 5:30pm** Eastern Time.

### Opening a Support Case

The email to the address below will open a case and send an automated response with the case number for further communication with your analyst.

Email: [partnersupport@updox.com](mailto:partnersupport@updox.com)

### Escalations

For any escalation needs related to the Partner Support Team please reach out to

- Pat Mize, Manager Partner Support, [pmize@updox.com](mailto:pmize@updox.com)
- David Vanlandingham, Senior Director Customer Experience [dvanlandingham@updox.com](mailto:dvanlandingham@updox.com)

## Partner Team: Questions & Inquiries

If you already have the contact information of your Account Manager, please reach out to them directly for the faster assistance.

If not, then the email to the address below will get you in touch with one of our representatives from the Business Development team to assist you with any questions or concerns you may have!

Email: [bizdev@updox.com](mailto:bizdev@updox.com)

### Updox Holiday Schedule

Our offices will be closed in observance of the following holidays:

Holidays
New Years
Martin Luther King Jr. Day
Memorial Day
Juneteenth
Independence Day
Labor Day
Thanksgiving
Day After Thanksgiving
Christmas

\* If the holiday falls on a Saturday, it is observed the preceding Friday.

<b>Holidays</b>
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* If the holiday falls on a Sunday, it is observed the following Monday.
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