

Mobile Communications Department Guidelines

Mobile Communications Contact Information

Phone: 770-840-6802

Email: routesupport@olemexicanfoods.net

Web Link: <https://desk.zoho.com/portal/olemex/>

Infoton DSD

1. Submit a Ticket (CHIMERA DSD)

The Division or Regional Manager must send a request via email to Route Support for a ticket to generate.

The following email needs to include:

1. Subject line in the email: (Route number) – (Division) – (Chimera DSD)
2. The route number
3. The driver's name
4. The device make and model
5. The description of the problem
6. How and whom duplicates the problem.

Example:

Email Subject: Route 984 – Sacramento – Chimera DSD

Route number: 0516

Driver's name: John Doe

Device make and model: Samsung Galaxy J3

Description of problem: The printer is not able to print the daily report

Confirmed by Management: The problem was confirmed by Angel Roberto. Mr. Roberto remoted in through quick support and was not able to print the daily report. The driver has the latest version