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Support Model [1]

July 22, 2026 by Melanie Jones [2]

Not sure if you have access to complete a task? Find out which roles have access to complete which tasks - and those you must request.

Within eComm, different types of roles directly correlate to the level of access granted [3] and the training received. For those tasks that a role can't complete, a request should be submitted to the next level of support.

- Users always go to their eComm specialist, who will elevate accordingly.
- Super Users always work with their eComm specialist, who will address (or escalate) accordingly.
- eComm specialists always submit a ticket to the System office, which will be addressed (or escalated) accordingly.

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