

APA (Accounts Payable Agility) 24x7 Support Process

000017006 | Troubleshooting | Last updated 2026-09-10 | Accounts Payable Agility

Customers with active 24x7 support contracts who need to contact APA (Accounts Payable Agility) Support off hours for a critical Sev 1 issue that cannot wait until business hours, please follow the 24x7 steps as documented in this Global Technical Support Contact Information article.

i.e. Log a new case and make sure you **check the 24x7 box** when you create it in the [support portal](#). You will then receive an automated email, with further details on how to directly contact us if situation requires it.

The following process is being deprecated

The following describes the process for **customers with active 24x7 support contracts** to contact **APA/IPA** Support off hours for a critical Sev 1 issue that cannot wait until business hours.

If you have a critical production issue for which you need immediate off hours APA/IPA Support assistance:

- 1 Log a case in our Support Portal
- 2 Email mv.support@.com ensuring you have your **Account Support ID** in the subject of the email
- 3 · Note: Your Support ID is displayed on the Header of your case
- 4 Ensure the support portal **Case Number** is in the email body.

Following these steps will ensure the APA/IPA Technical Support team receives your off hours support request, which will be responded to via the case. All other cases will be responded to normally during business hours.

Applies to

Product	Version	Build	Environment	Hardware
APA / IPA	All Currently Supported Versions	Production		

<https://aio-eus-uat-cae-aif-app14-local.redglacier-35d7ee4f.eastus.azurecontainerapps.io/article/17006>