



HARVEST SUPPORT EXTENDED HOURS

With the upcoming grain harvest just around the corner, we would like to inform every one of our extended support hours and telephone number to call for assistance.

SUPPORT PHONE NUMBER

620-662-0482

TOLL FREE NUMBER

866-360-0016

NORMAL SUPPORT HOURS

Monday – Friday	7:30 a.m. – 6:00 p.m. CST
Saturday – On call	9:00 a.m. – 12:00 p.m. CST

EXTENDED HARVEST SUPPORT HOURS

Extended harvest support times will be in effect from Monday, June 2nd 2025, through Friday, July 25th 2025. **Harvest Related Issues** should call 866-360-0016. Please select **Option 3** to contact the support representative on call. If that person is on another call, please leave a message and we will get back to you as soon as possible. Please, only call with harvest related questions during the extended support hours.

Monday – Friday	6:00 p.m. – 8:00 p.m. CST
Saturday – On call	12:00 p.m. – 8:00 p.m. CST

REMINDERS!

Prior to the start of the 2024 Harvest you will need to maintain/update the following:

➔ **GET SCALES UPDATED, CHECKED, AND TESTED NOW! – DON'T WAIT.** ←

- 1) Update the default crop year on the commodity master.
- 2) Update Premium/Discount schedules that may have changed since last harvest – and TEST them.
- 3) Update storage schedules that need rates or storage dates changed – and TEST it.
- 4) If your organization is using the Scale Interface module, download all changes to those scales after completing maintenance on the Agtrax server.

If you have any questions please do not hesitate to call.

The Staff of AgTrax wishes you a successful Harvest 2025!