



Epicor® Eagle® Advice Line

Hours of Operation and Holiday Calendar

Regular Hours of Operation

Day	Eagle Advice Line	Hardware Services
Monday to Friday	4 a.m.–6 p.m.	8 a.m.–5 p.m. Local Time
Saturday	5 a.m.–5 p.m.	Call Eagle Advice Line
Sunday	5 a.m.–5 p.m.	Not available

*Chat support hours may differ

2020 Holiday Schedule

Holiday	Date Scheduled	Day of the Week	Eagle Advice Line
New Year's Day	1/1/2020	Wednesday	6 a.m.–3 p.m.
Easter Sunday	4/12/2020	Sunday	CLOSED
Memorial Day	5/25/2020	Monday	6 a.m.–3 p.m.
Independence Day	7/4/2020	Saturday	6 a.m.–3 p.m.
Labor Day	9/7/2020	Monday	6 a.m.–3 p.m.
Thanksgiving Day	11/26/2020	Thursday	CLOSED
Christmas Eve	12/24/2020	Thursday	6 a.m.–3 p.m.
Christmas Day	12/25/2020	Friday	CLOSED

*All times listed are Pacific Time Zone

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Contact the Eagle Advice Line at 800.322.3077 or through the EpicCare Support Portal at epicorcs.service-now.com/epiccare/