



Technical Support Options for Total Retail Solution

Without Support Plan	
Web Tools	Free online documentation (one printed manual included with software). Free access to our online knowledge base. Free access to our Yahoo! User's Group.
Web Support Requests	\$100 per hour, \$100 minimum. (We strive to answer within 1 business day M-F.)
Regular Support Calls	\$100 per hour, \$100 minimum. (We strive to answer within 1 business day M-F.)
Priority Support Calls	Not available without a support plan.
After Hours Support	Not available without a support plan.
Bronze Plan - \$500 Per Year (Discounts/Credits Available - See Page 3)	
Regular Support Calls and Web Support Requests	6 calls included. Must be used within contract period, and do not carry over with renewal. (We strive to answer within 1 business day M-F.)
Priority Support Calls	Up to 2 of the above 6 calls per year may be Priority Calls. These DO count against your 6 total calls (see above). Must be used within contract period, and do not carry over. (We strive to answer within 1 business hour M-F.)
<u>After Hours Support</u> 6am – 8am PST M–F 5pm – 9pm PST M-F 8am – 5pm PST Sat	Included for Emergencies Only, when available. (Important: See definitions on next page.) These DO count against your 6 total calls (see above). If the technician is not available for after hours support that day, or if your situation does not meet the standards we have in place for emergency calls, your call will be returned on the next business day.
Silver Plan - \$750 Per Year (Discounts/Credits Available - See Page 3)	
Web Support Requests	Unlimited Free while under contract. (We strive to answer within 1 business day M-F.)
Regular Support Calls	Unlimited Free while under contract. (We strive to answer within 1 business day M-F.)
Priority Support Calls	5 calls free. Must be used within contract period, and do not carry over with renewal. (We strive to answer within 1 business hour M-F.)
<u>After Hours Support</u> 6am – 8am PST M–F 5pm – 9pm PST M-F 8am – 5pm PST Sat	Free for Emergencies Only, when available. (Important: See definitions on next page.) If the technician is not available for after hours support that day, or if your situation does not meet the standards we have in place for emergency calls, your call will be returned on the next business day.

Diamond Plan - \$1,250 per year (Discounts/Credits Available - See Page 3)

Web Support Requests	Unlimited Free while under contract. (We strive to answer within 1 business day M-F.)
Regular Support Calls	Unlimited Free while under contract. (We strive to answer within 1 business day M-F.)
Priority Support Calls	Unlimited Free while under contract. (We strive to answer within 1 business hour M-F.)
<u>After Hours Support</u> 6am – 8am PST M–F 5pm – 9pm PST M-F 8am – 5pm PST Sat	Free for Emergencies Only, when available. (Important: See definitions on next page.) If the technician is not available for after hours support that day, or if your situation does not meet the standards we have in place for emergency calls, your call will be returned on the next business day.

Miscellaneous (Applies to all customers)

Help with <u>Initial</u> Installation	TRS Software / Upgrades: Free Hardware purchased from JMM: Free Hardware purchased elsewhere: \$100 per hour
Non-TRS Issues	Such as network setup, computer issues, etc.: \$100 per hour
Data Researching	\$100 per hour (see definitions on next page).
Custom SQL	Standard: Covered under a Priority Support Call, Regular Support Call or Web Support Request. Complex: Call or submit a web request for a custom quote (see definitions on next page).
Hardware Purchased from JMM (excluding Cutting Table Solutions)	Phone support is included with all annual support plans (call limit still applies for Bronze plan) for hardware purchased from us (excluding Cutting Table Solutions). Without a support plan the hardware is supported for one year from the purchase date.
Cutting Table Solutions (CTS)	Unlimited phone support is included for any CTS purchased from us. If you purchased your CTS from another source, support is included with all annual support plans (call limit still applies for Bronze plan). If you are not currently covered by a support plan, our normal \$100 per hour support rates will apply. If the issue cannot be resolved over the phone, you may send the CTS to us for diagnosis. A \$50 fee will apply and you are responsible for all shipping fees both ways. If we determine the issue is not fixable and you decide to replace your CTS (by upgrading or purchasing a new one from us), the \$50 diagnostic fee will be applied to that purchase.

Technical Support Definitions/Policies/Restrictions

Web Support Request	Customer initiates support request by filling out a form on JMM Software website. Our support team will answer these requests via email or phone call at technicians' discretion. How-to questions may be answered by directing user to specific documentation on the subject or to an article in our knowledge base, unless the specific question is not covered anywhere else, in which case we will write a customized reply. Support team strives to respond to all support requests within one business day (Monday through Friday). Does not cover Data Researching or Data Conversion (see below)
Regular Support Call	Same as Web Support Request, except that the support case is started by calling our Regular Support telephone line instead of filling out a web support form.
Priority Support Call	Customer calls the JMM Software Priority Support number. Support team strives to return all phone messages within one hour during normal business hours (8:00am-5:00pm Monday-Friday, Pacific Time). Does not cover Data Conversion or Data Researching. For training or how-to questions, a support incident is limited to no more than 30 minutes. If a training/how-to call goes over 30 minutes, one priority incident will be used up or charged for every 30 minutes or fraction thereof. Remote software set-up or settings/data configuration by support team is also subject to this time limit.
Emergency Support Call	Emergency support is offered for extended hours (6am – 8am PST Monday – Friday, 5pm – 9pm PST Monday – Friday and 8am – 5pm PST Saturday). After Hours Support is not available on Sundays and Holidays. We will strive to call you back within ½ hour of your contact. A technician will not always be available for after hours support and there is a chance that you may not receive a call back. If the situation does not meet the emergencies standards as defined in the definitions below the technician will call you back on the next business day. An emergency is defined as not being able to process POS transactions through TRS.
Data Researching	Unless the issue is very simple, or answerable by existing documentation, questions such as “Why are the costs on this reports so low?”, “Why is this customer’s account balance wrong,” etc. fall under the category of Data Researching. When these types of questions are asked via a web support request, we may refer you to a document listing the most common causes, but if we must look at your database ourselves to find the problem for you, then the incident will be billed by the hour (see pricing on front).
Custom SQL	Custom SQL rates are charged if you would like us to write you a custom query (to generate a custom report, find a specialized set of records, or update your data in a special way). Standard queries are those we can write fairly quickly and may be covered under a Standard or Priority Call or Web Support Request. A complex query is one that is extra complex or time consuming for us to write (as estimated by the support rep). There will be a charge for complex queries. These will be custom-quoted so you may determine whether it is cost-effective for you.
Data Conversion	Converting your data from another POS System or other software is not covered by either Web Support Requests or Priority Support. JMM Software does offer data conversion as a service when possible, but it is priced separately from support.
Support Incident	(Applies to Web Support Requests, Regular Support Calls and Priority Support Calls) A support incident may be used for: <ul style="list-style-type: none">▪ A problem with a single piece of POS hardware purchased from JMM Software.▪ Help resolving a single error message or unexpected program behavior.▪ Asking a single question about how the software works.▪ Up to 30 minutes of training or how-to questions.▪ Up to 30 minutes of settings/data configuration by support team.▪ A question about whether a software feature is available.
Software Bugs / Defective Hardware	If a Support Call is used to get help with a program issue that turns out to be a true software bug or the result of hardware found to be defective during the immediate replacement period, then the call will not count against your bank of Support Calls, nor will you be billed, unless the bug has already been fixed in a later version or release of the software. We recommend you make sure that you are running the latest release of TRS before calling for support, so you don't needlessly use up a Support Call. The JMM Software support team or management makes the determination of whether an issue is the result of a bug, user error, or “working as designed.”

Support Discounts and Credits

Initial Purchase / Timely Renewal Credits:

Purchase of support plan with initial TRS purchase: **\$250 Discount** (Silver or Diamond only)

Renewal of support plan with no lapse in coverage (must renew within 30 days of expiration): **\$250 Discount**

Purchase of support plan with License Transfer: **\$250 Discount** if transferring the current version of TRS or upgrading TRS (Silver or Diamond only).

Low-Utilization Credits:

No support incidents during contract period: **\$200 credit** toward your next year's renewal

1 support incident during contract period: **\$150 credit** toward your next year's renewal

2 support incidents during contract period: **\$50 credit** toward your next year's renewal

Note: Credits only valid if you renew at the end of your contract period, and cannot be saved for future use, transferred, or redeemed for cash or merchandise.

Being on a support plan is a no-brainer!

Here are some examples:

If you never use support:

With Support Plan:

\$500 Bronze Support Plan
-\$250 Initial/Renewal Discount
-\$200 Credit toward next year's
renewal

\$50 Net Cost Per Year

Think of it as a \$50/year insurance policy that gives you **access to priority support and emergency after-hours support!**

Plus, keeping your contract current keeps you eligible for the discounted renewals every year!

Without a plan, emergency support will require purchasing a plan at the full \$500 price.

If you use 1 Support Incident

With Support Plan:

\$500 Bronze Support Plan
-\$250 Initial/Renewal Discount
-\$150 Credit toward next year's
renewal

\$100 Net Cost Per Year

Without Support Plan:

\$0 No Support Plan
+\$100 (or more, depending on
length) Hourly Support

\$100 (or more) Net Cost / Year

In this case, with the support plan, you would **break even at worst!** Plus, you get access to priority/emergency support all year long!

If you use 2 Support Incidents

With Support Plan:

\$500 Bronze Support Plan
-\$250 Initial/Renewal Discount
-\$50 Credit toward next year's
renewal

\$200 Net Cost Per Year

Without Support Plan:

\$0 No Support Plan
+\$200 (or more, depending on
length) Hourly Support

\$200 (or more) Net Cost / Year

In this case, with the support plan, you would **break even at worst!** Plus, you get access to priority/emergency support all year long!

If you use 5 Support Incidents

With Support Plan:

\$500 Bronze Support Plan
-\$250 Initial/Renewal Discount

\$250 Net Cost Per Year

Without Support Plan:

\$0 No Support Plan
+\$500 (or more, depending on
number and length)

\$500 (or more) Net Cost / Year

If you need support only 3 or more times per year, the plan **REALLY pays off!**

