



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 with Free Plan.
After Hours Support	Not available with Free Plan.
Silver Plan - \$500 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 support technician is available). (Important: See definitions on next page). 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[KF1] (unable to process POS transactions), the technician will call you back on the next business day.
Diamond Plan - \$1000 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 calls free while under contract. (We strive to answer within 1 business hr 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 support technician is available) (Important: See definitions on next page). 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 emergency standards (unable to process POS transactions), the technician will call you back on the next business day.
Miscellaneous (Applies to all customers)	
Help with Initial Installation[KF2]	TRS Software or 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 <i>Definitions</i> 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 <i>Definitions</i> on next page).

Technical Support Definitions/Policies/Restrictions

Web Support Request	Customer initiates support request by filling out a form on the 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. If the specific question is not covered anywhere else, 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 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, the technician will return your call 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?” or “Why is this customer’s account balance wrong?,” etc. fall under the category of Data Researching. When these types of questions are asked, 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, the incident will be billed by the hour (see support plan pricing above).
Custom SQL	Custom SQL rates may be charged if you would like us to write a custom query for you (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 as a Standard Call, 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 technician). The charge for complex queries will be custom-quoted.
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.
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 questions about how the software works (Web Request).▪ Up to 30 minutes of training or how-to questions (Priority Support).▪ Up to 30 minutes of settings/data configuration by support team (Priority Support).▪ A question about whether a software feature is available or a request for a new feature.
Software Bugs / Defective Hardware	If a Priority 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, the call will not count against your bank of Priority 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 Priority 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**

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

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.

Low-utilization credits will accrue on plans purchased in January 2010 or later, and can be used toward renewals starting January 2011.

Being on a support plan is a no-brainer!

Here are some examples:

If you never use support:

With Support Plan:

\$500 Silver 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 Silver 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 Silver 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 Silver 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!**