

The purpose of this document is to give you a good idea of what is covered by the 2 levels of Remote Support Agreement (RSA) that we offer. We will never be able to include every possible thing that might go wrong in the lists below and so we reserve the right to add items to this document in the future. The latest copy of this document will be posted on our website.

Please note that the list below only specifies what types of problems are covered under the two RSAs that we offer. Just because a problem is not covered under your RSA, it does not mean that we will not fix it for you if we can (some problems we will not be able to help you with such as internet service issues, problems with 3rd party products etc) – however the time involved will incur a charge at the discounted RSA rates.

A. Emergency Support

In general the problems and issues covered by Emergency support are those which can be expected to occur at the POS terminal in the normal use of the POS System through operator error, hardware or software failure and which prevent any sales being made. Programming errors and other back-office issues are not included.

Under Emergency Support our focus is on getting POS terminals working again. This may involve a temporary or partial fix and may require assistance from the operator. In some cases we will log in remotely and do the repairs while in other cases we may be relying on someone on-site to tell us what is happening and to follow our instructions to repair the problem.

In some cases a fix or repair may not be possible and when this happens we will advise the best possible way to proceed until the problem can be repaired and log the problem for follow up.

Because sales cannot be made, Emergency Support is provided at all times.

Specific problems/issues covered by Emergency Support are:

- POS terminal frozen or dead or otherwise not working.
- POS software not loading or giving error messages.
- Any peripheral provided by us and connected to the POS terminal (scale, scanner, interfaced or integrated eftpos terminal, receipt printer, order/kitchen/coffee printer, customer display, clerk reader, mag stripe reader) not working. Excludes barcode label printer and stocktaking PDE which are connected to back office functions.
- POS Network issues (POS terminals not communicating with each other).

B. Product Support

In general, these are questions and problems which arise in the use of the back office functions.

Because they do not directly prevent sales from being made, and as these issues often require quite a bit of time to resolve, they are only covered during our normal business hours of 8.30 am to 5.30 pm, Mondays to Fridays excluding Public Holidays and Canterbury Show Day.

In some cases the problems covered by Product Support will arise through programming mistakes made as you enter new items, create new screen layouts, change prices and perform other back office work.

We strongly recommend programming and changes to system configuration should only be done during at times where you have enough time to enable you to test what you have done and contact us during our office hours if there are any problem. This will avoid any additional charges for support outside our office hours.

Product Support RSAs also include Emergency Support as defined above.

Issues and questions covered by Product Support relate to:

- Programming (new items, prices, clerks, customers, screen layouts etc),
- Reporting,
- System maintenance,
- Back-ups etc.
- Back office peripheral provided by us not working (stock taking PDE, barcode label printer).

- General enquiries about system capability, planning for expansion, use of new features etc. Please note however that we will not actually do the programming work for you under the RSA. We will answer your questions, show you what needs to be done and watch/wait while you make sure you know how to do what needs to be done, however if you want us to do the work for you the time involved will be charged at the discounted RSA rates.

C. Not covered by Remote Support Agreements

In general these are issues and problems caused externally to the POS system, failure to follow good PC practice or failure to follow our instructions.

- Problem caused by software or hardware not supplied by us.
- Support for any products or services not supplied by us including internet connections, power, telephone, POS software and hardware etc, or for damage caused to your POS system by these products or services including power surges and outages.
- Problems caused by changes made to the POS network by staff or 3rd party contractors.
- Training of new or existing staff in new or existing functions.
- Performing back office programming for you, including repairing your programming errors. We will help you with things you don't understand and answer questions about how to achieve what you want to do with the system, but the actual programming is not covered under your RSA. If you want us to do this type of work it will be subject to availability of time and chargeable separately.
- Any on-site work that needs to be done by our staff.
- Problems caused by Malware, viruses or updates to any software other than your PS software (including Windows, antivirus, and firewall applications).
- Data recovery or re-creation.
- Labour or software costs (if any) to install upgrades to your POS system.
- Repeated calls or questions about the same thing. When we help you with a problem or question, we expect that you will either remember or write down the responses to your questions so that you do not have to call us again with the same question.
- Damage caused by failure to follow our verbal or written instructions.
- Any replacement or additional hardware, parts, or software which may be required for any purpose, including the cost of installing and configuring the hardware and/or software.