



Technical Support Policies and FAQ

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ShopWorks Technical Support Contract (TSC) Overview

The OnSite Technical Support Contract (TSC) is a yearly, renewable invoice that bundles the following services.

- 6 hours of Technical Support. If you have over 10 hours of Technical Support already on your account the value of this (\$225) is deducted from your yearly renewal invoice.
- Access to the "ShopWorks Central" website. Users with a TSC will have access to the entire site. Users without a TSC will have access to basic documentation only. This website is used to deliver training videos, OnSite documentation, vendor products updates, upgrades and any other technical resources used by our customers.
- All OnSite updates for the year the TSC is in effect.
- Discounted attendance at ShopWorks University training events.

Changes In OnSite 7

Beginning with OnSite 7 there are changes to how ShopWorks will provide technical support based on whether or not a customer has a current TSC.

- All documentation (manuals and videos) will be delivered via our ShopWorks Central website. This will allow documentation to be more dynamic and will allow us to publish new training resources faster. Basic manuals and videos will be available to all customers. However, only customers with a TSC will be able to view advanced training materials.
- OnSite 7 has been designed to be much more "upgradeable". In the past, OnSite upgrades have been issued on average every 18 months. These were major upgrades and required data importing.

Beginning with OnSite 7 we anticipate major upgrades will still be delivered on average every 12 months. These will require very little, if any, data imports. This means an upgrade might take 30 minutes instead of the 4 – 8 hour process in past versions.

More importantly, because the upgrade process will be much simpler, ShopWorks will be issuing minor and maintenance updates every 30 – 60 days. These updates will be very fast to install and will be used to fix glitches and add minor functionality upgrades between major upgrades. All upgrades will be delivered via the ShopWorks Central website.

- An invoice will be sent to you yearly for the renewal of your TSC. Terms are Net 30 days. If special payment terms are needed (monthly on credit card or quarterly for example) these will be considered on a case by case basis.

If not paid within terms you will receive a notice via email regarding the status of your account. After 90 days, your account status will be changed to not having a TSC. This will affect your website status as well as hourly Technical Support and ability to receive upgrades.

- Companies must have a current TSC to receive OnSite 7. Once receiving OnSite 7, should they not renew their TSC at any time, their ShopWorks Central status will change so that they receive basic services only. In addition, additional Technical Support hours, should they be needed will be \$100 per hour instead of \$50 per hour (\$175 for 4 hour block) for customers with a TSC.

Companies with a current TSC receive preferential status for phone and email support over customers without a TSC.

- Companies without a TSC will receive maintenance updates only. To receive upgrades you must have a current TSC.
- Companies that have decided not to renew their TSC will be required to pay the missed years before being issued a current TSC. There will be a 6 month grace period after the TSC effective date when there is no penalty for paying an unpaid TSC. After the 6 month grace period there will be a 10% penalty per TSC.



The "A la carte" option of paying 15% of User Costs for upgrades WILL NOT be available in the future. You MUST have a current TSC to receive upgrades. See next section for examples of TSC costs.

TSC Costs

The cost of your yearly TSC is 10% of the User Cost of your system. User Cost is defined as the total cost of OnSite licenses purchased over time.

Example: Logoz-R-Us purchases an 4 user OnSite system in January 2009. Costs for OnSite licensing is shown below.

First OnSite License	\$4900.00
Each Additional License	\$990.00 x 3 = \$2970

Total User Cost	\$7870
Annual Technical Support Contract Cost	\$787



If additional User Licenses are purchased over the course of the year, the cost of these being added to the TSC is prorated and added to the invoice on which the additional licenses were purchased.

The additional users will increase the next years TSC cost as described above.



If you have 10 hours or more of Technical Support on your account your yearly TSC will reflect a \$225 reduction because the 6 hours normally included are not needed.



In the above scenario, if the customer were to not pay their TSC and let it lapse for 3 years, their costs per year would go up. There cost to renew the past due years would be $3 \times \$787 + 10\%$ penalty per year for a total of \$2597.

In addition, they would not have benefited from having a TSC over those 3 years when the invoices were not paid.

Frequently Asked Questions

What if I elect to not have a Technical Support Contract?

Beginning with OnSite 7, you will need to have a TSC to get most services from ShopWorks. Without a TSC you will still be able to receive phone support (at a higher cost) and get maintenance updates.

However, the most important services...major upgrades, access to full online training and attendance at ShopWorks Universities...requires that you have a current TSC.

Users with a current TSC receive priority when receiving technical support service.

How do you keep track of the hours on my Account?

Every time you call us with a question, problem with your system, or training issue, that call is logged into a system our technicians use when on the phone. Monthly we send you a Support Statement which shows the hours you began that month with, details of the hours you used, and the remaining balance.

We charge hours against your account in 15 minute increments...so it makes sense for you to group questions together before calling. If you call for a "quick 5 minute" question, you will still be charged for a full 15 minutes.

What about "Glitches"?

If we are researching or repairing a glitch in your system there is NO REDUCTION of your Technical Support Hours. On your statement for that month, you will see details for what we are working on, but with a "\$0.00" charge.

OnSite customers are never charged for fixing glitches.



Beginning with OnSite 7, many glitches will be repaired not by logging into your system but by you downloading updates from our ShopWorks Central website. Most of these maintenance updates will only take 10 – 15 minutes to install.

What if I use up my Support Hours?

Renewing your Technical Support Contract automatically adds 6 hours to your account. If you don't use all of your hours one year, they carry over to the next (and next...if applicable). If your account ends up at any month end with a negative balance, we will send you an invoice for additional support hours to bring your account up-to-date.

We have two different costs for phone support depending on whether or not you have a current Technical Support Contract:

1. Customers with a current TSC: \$50 per hour or \$175 for a 4 hour block. NOTE: This is only necessary if you use the hours you get with each renewal.
2. Customer with NO TSC: \$100 per hour purchased in 4 hour block minimums.

How can I get the most out of my Technical Support?

1. Have one or two people at your company designated as your “ShopWorks Contacts”. Having one or two “specialists” will help build in-house expertise on how to use ShopWorks, and will in effect start building you own training program.
2. Before calling Tech Support with training related issues, check your documentation, tutorials and web site as you can find many of the answers there. Keep in mind that we charge a minimum of 15 minutes per call. If you do have a question that needs to be answered by a person, gang it together with others to save your support time. Also, it helps to fax the questions over to us before calling so we have time to prepare answers and/or an approach.
3. If your computer crashes, exit OnSite and restart the computer. Many times this will reset the computer memory and solve the problem. Also perform regular system maintenance like running Scandisk and Defrag. These are both utilities that are included with Windows and can be accessed from the Start Menu. Call Technical Support when computers crash on a regular basis.
4. MAKE SURE your system backups are being done properly and working correctly.

At least a third of OnSite customers are either not doing data backups at all or they are not being done properly.

In cases of severe server crashes data files can be irreparably damaged so that data cannot be recovered. In these cases, having a daily, clean data backup is the single key factor to restoring data without down-time, lost information and high expenses.

ShopWorks reserves the right to charge double support time for rebuilding or recreating data. In cases where this needs to be done ShopWorks will advise the customer in advance.