Customer Support Services

FAQ -Detailed definition of the support plan agreement

Support coverage and advanced support

We are committed to making our applications functional in the event of an incident. We cannot guarantee that any error or anomaly will be corrected permanently.

We make every effort to fix as many anomalies, often referred to as bugs, as possible and to correct recurring situations. However, delays are not guaranteed once the system is back up and running.

Support plan scenario and clarification	
Emergencies (P1)	
An emergency is any situation leading to the interruption of your primary operations. For example, we understand that selling is the primary purpose of a store. Therefore, if you are unable to serve your customers or perform sales transactions, then this constitutes a P1 emergency.	**Examples:** • Server down or server error • Majority of printers used in operations are down (no option to redirect printing) • Majority of banking terminals (Integrated Pin pad) are down • Majority of points of sale are down • Generalized error code
Priorités (P2)	
P2 priority issues affect multiple users and/or affect a primary task in your store.	**P2 Examples:** • Inability to receive stock or perform stocktaking • Error in group communication • Issue blocks several users from performing their work • One main printer or point of sale is down • Transaxion indicating a red dot (Bank terminal and server are up and running)
Priorités (P3)	
P3 priority issues affect a small proportion of employees and do not affect the normal course of operations.	**P3 Examples:** • Unable to update stocktaking or complete inventory counts • Unable to post to the General Ledger • Unable to print reports or other documents • Remote access issue within iTivity

Valid from January 1, 2023 to December 31, 2023. Subject to changes.

Support plan scenario and clarification

Basic support

What constitutes basic support after an error code or technical diagnosis? With basic support, we are available to guide you in the proper use of the system. Using the knowledge base made available to you, we can direct you to the information that can provide a solution. We can answer your basic questions, however, we will take no action. Under basic support, maintaining your system remains your responsibility.

Step-by-step support is available; however, it is not included in basic support.

We can guide you through a procedure and answer certain questions about the significance of a field. Performing the work for you constitutes advanced support service (see next section). **Examples of assistance that is INCLUDED in basic support:** • Provide basic information for a process not documented in the knowledge base • Answer questions that do not require Level 2 analysis (e.g. Does a specific report exist?) • Provide documents to complete procedures • Investigation of an error coming to the screen while using the application	**Examples of assistance that is NOT INCLUDED in basic support:** • Any support call that results from modifications performed by the customer without prior discussions about their impacts with our support team (Such as, all bank terminals down due to network changes requiring support troubleshooting) • Create new employees • Printer management: Screen settings, modify printers per screen/user • Delete printers or users • Management of security and company settings • File integrities or quantity recalculations • Installation of a terminal emulator or iTivity • Modify a form alignment, printer changes, or screen parameters

Advanced support

Advanced support is automatically linked to a purchased time bank which decreases based on use. A time bank is purchased in advance through the customer service. Advanced support is not provided without a bank time. Advanced support offers you step-by-step guidance through a procedure or can offer you a refresher tutorial on a specific subject. You can use a time bank to have us perform a level of tasks that you could normally do yourself. However, it is not intended for the purpose of providing complete training or project work.	**Example of Advanced support:** • Revise the procedure for an internal process: Receiving, physical count, perform an entry in a cash register, print checks • Perform a change, such as adding a new user or changing the print settings for the customer • Analyze a support request, such as identifying an imbalance in the General Ledger • Install the Anzio, iTivity, and OGC screens • Dataview comparisons to legacy data An investigation that starts as advanced support and reveals a system error will not be deducted from the time bank.

Your satisfaction begins with you

We always prioritize emergencies to ensure that your system is functional. However, it is important to manage your expectations of our support service. Even when using a time bank to access advanced support from our service team, you should understand that reasonable delays may occur. You must provide us with advance notice for any date-specific requests. Requests that require even minimal planning should be submitted to us with two business days' advance notification. Processing inventory count files for third-party companies outside of our business hours requires advance notification.

When we receive a request, such as adding a screen (a bank terminal or new CDI PIN pad), we will carry out the work based on priority and team availability. We can plan and prioritize time-sensitive work, such as the arrival of a new employee, if we are given more than 48 hours advance notification.

Support plan inclusions and exclusions

We offer a basic support plan and advanced support (which is more software-focused than technical). However, certain work performed by our team, such as maintenance support, is excluded from our basic support plan and is billed separately.

Using a time bank, the hours required to perform these tasks can be deducted as and when required.

Support plan inclusions / exclusions- Scenarios and clarifications
Printers
There are several factors to consider for printers. Is it a new printer, a technical problem, a configuration change?

Included in **basic support:**	Included using a **time bank**:	Requires **sales team** involvement:
• First level analysis of the problem • Diagnosis of faulty/broken equipment • Modification of an IP address in the server configuration	• Configuration when changing print parameters for an identical model (e.g. Epson, Okidata) • Second level analysis and investigation • Configuration of a new printer whose model is supported by ACCEO applications • Investigation of unsupported equipment that is configured with ACCEO applications	• Purchase of a new printer or related supplies • Complete form alignment (e.g. Laser scanning, addition of electronic signature) • Configuration of an unsupported new printer

Scanner		
Included in **basic support:**	Included using a **time bank**:	Requires **sales team** involvement:
• Guide to programming sheets • First level problem analysis • Diagnosis of faulty/broken equipment	• Installation assistance following receipt of a new scanner • Second level analysis and investigation of an uncommon problem	• Purchase of a new scanner, cables, or batteries

Support plan inclusions / exclusions- Scenarios and clarifications

RF gun and Handheld inventory mobile

Included in **basic support:**	Included with the use of the **bank time:**	Requires **sales team** involvement:
- Guide to documentation on device use and basic support - First level problem analysis - Diagnosis of faulty/broken equipment	- Refresher tutorial processes related to device use (e.g. Receiving, physical count) - Moving device to a different location or company - Second level analysis and investigation - Change related to a web provider modification	Purchase of a new RF gun or Handheld inventory mobile (TC25 type)

Monitor and user management

Included with **basic support**:	Included using a **time bank:**	Requires **sales team** involvement:
- Guide to documentation on workstation configuration, employee creation, and related maintenance - Guide to documentation on user delete and screen lock - Unlock a blocked process not managed by a screen lock - First level problem analysis	- Creation of a new screen or user - Installation of a terminal emulator or iTivity	Purchase of a new RF gun or Handheld inventory mobile (TC25 type)

Point of sale (POS) - Transaxion

Included with **basic support**:	Included using a **time bank**:	Requires **sales team** involvement:
- First level problem analysis - System problem such as invoice and data synchronization difficulty (Bridge) - POS not closing or a duplicate invoice number - Guide to documentation on application-related processes (e.g. Security group, discount management, new employee creation, adding a payment method)	- Creation or maintenance of user information - Process support - Change of logo - Printer configuration on a computer - Database initialization (seasonal POS) - Configuration following an in-store equipment modification	- Transaxion installation/reinstallation of Transaxion - Addition/change of equipment

Support plan inclusions / exclusions- Scenarios and clarifications

Integrated payment

Included in **basic support**:

- First level problem analysis
- Contact integrated payment provider for investigation and equipment replacement purposes

Included using a **time bank**:

- Configuration after moving a bank terminal
- Contact integrated payment provider to replace damaged pin pads

Requires **sales team** involvement:

- Addition of a new bank terminal

Software

Requires **sales team** involvement:

- Software release or version updates
- Addition of a new company or warehouse (location)
- Change of banner/group
- Change of owner