



CRS CERTIFIED SUPPORT PACKAGES

BENEFIT	DESCRIPTION	SILVER	PLATINUM	DIAMOND
SOFTWARE ASSURANCE	Software Assurance covers continuous research and development entitling you to any new updates, upgrades and new generations of software at no additional software charge.	Installation Extra (\$200 PER HOUR)	Quarterly Installation included	Monthly Installation Included
TRAINING	Our POST INSTALLATION “key-stroke” training covers the cursory use of standard features within your software. **MUST BE PRE-SCHEDULED	\$200.00 PER HOUR	1 FREE HOUR PER MONTH	1 FREE HOUR PER MONTH
CRS SUPPORT EMAIL BRIEFINGS	Email briefings include updates on the latest releases of your software. Information for general users and additional offers exclusive to Platinum/Diamond users.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
EMAIL SUPPORT	Email access to our Technicians generates a response within the outlined timeframes Monday - Friday 6:30am – 6pm (excl. holidays).	24 HOUR RESPONSE	1 HOUR RESPONSE	1 HOUR RESPONSE
HELP DESK SUPPORT	Help desk support relating to the troubleshooting and resolution of any operational issues with your software and peripheral equipment. Monday – Friday 6:30am-6:00pm MST (Excluding Holidays)	\$200.00 PER HOUR (Pre-purchased & billed in 15 minute increments)	UNLIMITED WITH TOLL FREE SERVICE	UNLIMITED WITH TOLL FREE SERVICE
AFTER HOURS SUPPORT	Help desk support relating to the troubleshooting and resolution of any operational issues with your software and peripheral equipment. Monday – Friday 6:00pm-9:00pm MST (Excluding Holidays)	\$300.00 PER HOUR (Pre-purchased & billed in 15 minute increments)	UNLIMITED WITH TOLL FREE SERVICE	UNLIMITED WITH TOLL FREE SERVICE
EMERGENCY SUPPORT	SYSTEM DOWN - EMERGENCY Support Monday thru Friday - 9:00pm - 6:30am MST, Saturdays 6:30am - Mondays 6:30am	\$300.00 PER HOUR (Billed in 30 minute increments)	\$125.00 PER HOUR (Billed in 30 minute increments)	\$125.00 PER HOUR (Billed in 30 minute increments)
CRS CLOUD	Operate on CRS Virtual Servers	N/A	Monthly Charge	Unlimited Access
CRS Shield	CRS Peace of Mind Redundancy including incremental 1-2-3 Back Ups	Billed Monthly (optional)	Reduced Monthly Rate (optional)	Included with VM Servers
CONSUMABLES	All standard and special order consumable products	N/A	10% DISCOUNT	15% DISCOUNT
RetailORBIT	RetailORBIT Monthly Merchandise Planning	N/A	Monthly Fee	Monthly Fee
DATA VERIFICATION AND SYSTEM REVIEW	Our Technical team will perform an annual Data Verification and System Review to ensure the integrity of your data.	\$200.00 / HR	1 Annual DVS Included	Anytime DVS
LIVE MONTHLY WEBINARS	CRS offers monthly webinars to enhance your POS Software skills and overall experience.	N/A	Monthly Webinars	Unlimited access to training Library



Support Agreements are based on an initial 12-month commitment and are open for review thereafter on an annual basis. The agreement will continue in perpetuity unless either party requests a review. A minimum of 90 DAYS NOTICE by the initiating party is required to terminate this agreement or to change the conditions in any way that negatively impacts the other party.

Conditions to commencement and continuation of Platinum Level Support

1. All accounts with CRS must be current and in good standing.
2. Support Fees are subject to increases on a pro-rated basis in the event of additional software licensing, effective the month following the purchase of new licensing. Changes or a decrease of fees due to license retirements will occur on the Support Agreement anniversary date following the change.
3. Payment is facilitated as authorized by CRS Credit Department.
4. In the event of third party warranty or service arrangements (i.e. IBM, Dell) CRS Tech Support will assist to the extent that we can without violating the servicing obligations of the third party.
5. Support Fees are subject to change at time of annual renewal.

CRS CERTIFIED	SILVER	PLATINUM	DIAMOND
SUPPORT PLAN	Sites ____ Seats ____	Sites ____ Seats ____	Sites ____ Seats ____

CLIENT INITIAL: _____

DATE: _____