



RetailPRO Maintenance & Support Plans

BENEFIT	DESCRIPTION	BRONZE	SILVER	PLATINUM	DIAMOND
SOFTWARE ASSURANCE	Software Assurance covers continuous research and development providing updated iterations of existing versions. Discounted cross-over licensing when upgrading versions	N/A	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	N/A	N/A	1 Hour per month <small>(must be pre-scheduled)</small>	1 Hour per month, per location <small>(must be pre-scheduled)</small>
TRAINING VIDEOS	Full Access to MY RETAIL PRO TV	N/A	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
CRS SUPPORT EMAIL BRIEFINGS	Email briefings include updates on the latest releases of your software. Information for general users and additional offers exclusive to Members.	N/A	<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).	N/A	12 HOUR RESPONSE	2 HOUR RESPONSE	1 HOUR RESPONSE
HELP DESK SUPPORT	Help desk support relating to the troubleshooting and resolution of any RetailPRO Software operational malfunction and/or CRS Provisioned/Approved peripheral equipment. Daily 6:30am-6:00pm MST (Excluding Statutory Holidays)	\$250.00 PER HOUR <small>(Pre-purchased & billed in 15-minute increments)</small>	\$200.00 PER HOUR <small>(Pre-purchased & billed in 15-minute increments)</small>	UNLIMITED WITH TOLL FREE SERVICE	UNLIMITED WITH TOLL FREE SERVICE
AFTER HOURS SUPPORT	Help desk support relating to the troubleshooting and resolution of any RetailPRO Software operational malfunction and or CRS Provisioned/Approved peripheral equipment. Monday – Friday 6:00pm-9:00pm MST (Excluding Statutory Holidays)	\$250.00 PER HOUR <small>(Pre-purchased & billed in 30-minute increments)</small>	\$200.00 PER HOUR <small>(Pre-purchased & billed in 30-minute increments)</small>	UNLIMITED	UNLIMITED
EMERGENCY SUPPORT	SYSTEM DOWN - EMERGENCY Support Daily 9:00pm - 6:30am MST	\$350.00 PER HOUR <small>(Pre-purchased & billed in 1-hour increments)</small>	\$300.00 PER HOUR <small>(Pre-purchased & billed in 1-hour increments)</small>	\$125.00 PER HOUR <small>(Pre-purchased & billed in 1-hour increments)</small>	UNLIMITED
CRS Shield	CRS Peace of Mind Redundancy including incremental 1-2-3 Managed Back Ups & Virus Protection (Mandatory)	\$249.00 PER MONTH	\$199.00 PER MONTH	\$149.00 PER MONTH	INCLUDED
CONSUMABLES	All standard and special order consumable products	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	10% DISCOUNT	15% DISCOUNT
DATA VERIFICATION AND SYSTEM REVIEW	Our Technical team will perform an annual Data Verification and System Review to ensure the integrity of your data. (Version 8.7 ONLY)	\$250.00/HR	\$200.00/HR	1 Annual DVS Included	Anytime DVS