

Retail Pro Support Plan Comparison

| | BRONZE | SILVER | PLATINUM |
|--|-----------|---------------------------------|----------|
| Unlimited Remote Support Mon-Fri 6AM-9PM MST | ✓ | ✓ | ✓ |
| Weekend Support 6:30AM-6:30PM MST | ✗ | ✗ | ✓ |
| P1 Response Time | 4 Hours | 2 Hours | 1 Hour |
| Credit Card/EFT Support | ✓ | ✓ | ✓ |
| RetailPRO Support Briefings | ✓ | ✓ | ✓ |
| RetailPRO Plugin Support | ✓ | ✓ | ✓ |
| RetailPRO Hardware Installation & Diagnostics | ✗ | ✗ | ✓ |
| Support Analysis Report | Quarterly | Quarterly | Monthly |
| RetailPRO Training | Keystroke | Keystroke | Ongoing |
| RetailPRO Data & Configuration Management | ✓ | ✓ | ✓ |
| Data Imports | ✗ | ✓ | ✓ |
| Price Cost Manager Management | ✗ | ✓ | ✓ |
| Promotions Management | ✗ | ✗ | ✓ |
| Remote Monitoring, Management & Remediation | ✗ | Monitoring & Notifications Only | ✓ |
| Enhanced Reports & Document Support | ✗ | ✗ | ✓ |
| Polling & Replication Management | ✗ | ✗ | ✓ |
| Data Backup, Monitoring & Remediation | ✗ | ✗ | ✓ |
| System Review | Annual | Quarterly | Monthly |
| Ongoing Expert Advice & Support | ✗ | ✓ | ✓ |