



Technical Support Contract (TSC) Policies and FAQ

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ShopWorks Technical Support Contract (TSC) Overview

The OnSite Technical Support Contract (TSC) is a 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. If additional hours need to be purchased the cost is \$175 per 4 hours.
- 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 time frame the TSC is in effect.
- All documentation (manuals and videos) are delivered via our ShopWorks Central website (www.shopworkscentral.com) or our ShopWorks Help website (www.shopworkshelp.com). Only customers with a TSC will be able to view advanced training materials.

Major upgrades (referred to as a "Build +") are delivered on average every 12-18 months. Minor and maintenance updates (referred to as a "Build") are issued more often. These updates are very fast to install and will be used to fix glitches and add minor functionality between major upgrades. All upgrades are delivered via the ShopWorks Central website. The link below will take you to a video on how the upgrade process works:

<http://www.shopworkscentral.com/medias/am88ce4feo>

- If you are a customer with yearly billing, an invoice will be sent to you 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) simply send in an installment payment with the cycle on which you would like to pay. All TSC invoices must be paid in full before the next year becomes due.

For customers who are paying via credit card monthly no invoice will be sent and you will see the monthly charges on your credit card statement.

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. For any questions regarding your TSC please contact accounting@shopworx.com.

- Companies must have a current TSC to receive OnSite and/or upgrades. Should you not renew your TSC, your status will change to receive basic services only (NO upgrades). Additional Technical Support hours (if needed), will be \$400 per 4 hour block (for customers with NO TSC) instead of \$175 per 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 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.

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 or rented over time.



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.



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



If you are a customer who is renting OnSite either on your server OR a Cloud server, there are NO ADDITIONAL COSTS for your TSC. TSC price is included in your monthly rental.

Frequently Asked Questions

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

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).

However, the most important services...major upgrades, access to full online training and attendance at ShopWorks events...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.

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 email the questions over to us before calling so we have time to prepare answers and/or an approach.

Email: support@shopworx.com

3. If your computer crashes, exit OnSite and restart the computer. Many times this will reset the computer memory and solve the problem. 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.