



*Infinite Solutions to Your POS Needs*

# Support Services Users Guide

Service Level Guidelines and Customer Support Information

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[www.infinitypos.com](http://www.infinitypos.com)

## WELCOME!


This document provides an introduction to the Infinity POS Customer Support Center, and explains our processes and procedures as well as the scope of support provided by the Infinity POS Customer Support Center. Please review this guide as it contains important information related to the service and support of your Micros products.

With the purchase of your Micros System, you have access to a wide range of services and resources developed specifically to meet the requirements of the hospitality industry. Our maintenance options provide you with easy to use, effective support programs that enable you to get the most from your investment in Micros products.

## Contacting the Infinity POS Support Center

### **WHEN IS SUPPORT AVAILABLE?**

Infinity POS products are supported on a 24-hour, 365 days/year basis. You are always entitled to receive courteous prompt help with any of our products.



Call  
1-866 FOR-IPOS  
(1-866 367-4767)

### **WHO IS SUPPORTED?**

Infinity POS customers, who have purchased any of our Support Plans, including our minimum Help Desk Only Support Plan, are entitled to support provided by IPOS Support Services, within the hours of 7:00 A.M. to 11:00 P.M. 7 days a week, 365 days/year, at no charge, both by phone or remote connection if so available. Help Desk support from 11 pm to 7 am is chargeable.

### **WHAT IS SUPPORTED?**

Help Desk support is defined below by addressing the following support areas:

- IPOS Software Application Support
- Operating System & Network Support
- Interface Support
- Third Party Application Support
- Hardware Dispatching and Support
- Credit Authorization Application Software Support

## OUR COMMITMENT TO SUPPORT

At INFINITY POS, we understand the demands and pressures of the hospitality industry and we know that **your success depends on how effectively you can put our products to work.** Sharing information, being responsive as well as accessible, keeping your system up-to-date, and working through problems and solutions together are a part of our commitment to providing you with an effective, comprehensive support program.

## QUESTIONS TO ASK YOURSELF?

- Can your company afford to be without this system for a day or more?
- Would you agree that proper planning for support, as with planning to build a home or planning just about anything else, is necessary to be successful?
- Knowing we cannot respond on a moment's notice without proper planning, what do you tell your staff and customers when the system cannot be fixed quickly because you have not planned for a Support Plan?
- After the warranty expires, are you aware that we offer several Support Plan choices?
- What about future software versions, software maintenance and corrections, and their availability?
- Will you be using integrated Credit Authorization Software? Is it PCI-DSS Compliant? How do you keep it compliant?
- How will you insure your system remains up-to-date for Anti-Virus, Anti-Spyware, and Intrusion Protection?

## BENEFITS OF A SUPPORT PLAN

- A Plan **budgets your maintenance and service expenses accurately**, providing you a fixed cost for a period of time and passing the risk of failure to us.
- A Plan **reduces your maintenance and repair costs**, since the Plan fee is based on the estimated average repair costs and the major repair risk is spread over many years.
- A Plan **avoids the costly expense of having to replace a major component.**
- A Plan **provides you with software maintenance and corrections.**
- A Plan **provides you help desk support by phone at no cost**, for 7 days per week up to 11:00 P.M., for 365 days per year, to answer your software questions. **This along will equal the value of even the "Complete Care Plan".**
- By planning for support, **you can expect to get preferred response time**, since we have anticipated your needs.

## SUPPORT PLAN CHOICES

The Infinity POS Support Center is made up of industry and product specialists. Each Infinity POS Support Analyst understands the hospitality business and has either come directly from within, or has received extensive training specific to, the hospitality industry. This ensures that within our support staff there is someone who understands the product you are using when calling the Support Center, but also someone who understands the details of your business - someone who understands how impacting some problems can be and the urgency in getting those problems resolved.

To assure you support when you need it, we offer **four Support Plan choices**. **The first is our COMPLETE CARE plan. This is the same suite of services you enjoyed during the first year of use of your system. The second is our SOFTWARE ENHANCEMENT AND HELP DESK plan. This plan includes all the features of the COMPLETE plan, except hardware coverage. Third is our Help Desk Only Plan. And finally, our Fee for Service Plan.**

Even though you may not have problems during the warranty period, these Plans provide you with the convenience of calling us to correct future problems that occur.

Please also remember that these Plans are for support of your Micros POS System only.

Beyond the scope of these Plans, we offer a complete “CONSULTIVE SERVICES” suite of training classes and one on one professional consulting to provide for your in-depth business operations, fraud control and accounting integration needs. Please see our Website for more details under “Training”

# Call Center Procedures

## TELEPHONE SUPPORT

IPOS provides high quality support via a toll free number to help you make the best use of your investment in MICROS hardware and software products. Support via telephone is handled using our own call tracking system, to provide maximum operating efficiency and the highest level of customer satisfaction. At time of call, the type of support needed and your support plan coverage will be validated in order to determine billing and priority.

## EMAIL SUPPORT

IPOS accepts requests for support via email as well. Consideration must be given that email is NOT monitored on a 24/7 basis, and will be responded to as time allows. Support via email is handled using our own call tracking system, to provide maximum operating efficiency and the highest level of customer satisfaction. Email support is available the same as telephone support. Our support email address is [Support@Infinitypos.com](mailto:Support@Infinitypos.com)

## WHO CAN CALL?

Anyone from a customer site may place a call to the IPOS Support Center to request support. However, it is recommended that a **Site Expert** be identified at each site that will act as a Primary Contact. Primary Contacts are usually more senior staff members that are knowledgeable about IPOS software and/or hardware and how it is used in the customer specific environment. If you need to change the name of a designated contact, please notify us immediately to ensure that IPOS maintains accurate and complete contact information for your site(s). The Customer Support Center can be contacted to request an update to your site information.

Please be prepared to provide the following details:

- Company/Site Name
- Former Contact Name
- New Contact Name
- Address
- Phone, Fax, and Email Information

## BEFORE YOU CALL

Using phone support is as easy as picking up the phone. However, there are a few things you should know before you call. A few guidelines will help you make the most effective use of the IPOS Support Center – and help us resolve your problem in the fastest, most accurate way possible. If something isn't working the way you expected, we recommend that you explore the problem before you call IPOS Support.

Try the following suggestions – you may find you don't need to call after all:

- Verify that the problem is related to the MICROS Software/Hardware. **The problem may be with your network, power, third party software or interfaces, in which case you will need to contact the appropriate vendor for support. If necessary, IPOS will work with you and the other vendor to track down the problem.**
- Attempt to reproduce the problem to ensure that it isn't just a simple error or misstep.
- Check the obvious things like cabling, power, login information, etc. **Often the solution lies in the process, not the software.**
- Review all relevant documentation – including any manuals and online help if available.
- If the problem is reproducible, check to see if any changes have recently taken place in your operating environment that might be responsible for the problem.

# Support Center Customer Bill of Rights

## **C**ommunication

You have the right to be communicated with honestly and with timeliness, with the ability to contact a member of our management team at any time.

## **A**ttitude

You have the right to courteous, professional, and helpful treatment at all times, with a genuine concern for your time.

## **R**eliability

You have the right to expect our products and service to be of high quality, and for us to keep our promises to you.

## **E**mpathy

You have the right to expect our team to show empathy and to act with concern should you experience difficulties with any of our products or services.

## ***Our Commitment to Exceptional Service***

*We understand that the quality of service we provide to you is the most important thing that we can do to help you achieve your business objectives. If our service does not meet your satisfaction, you have our commitment that we will do everything that we can to make it right.*

## **ESCALATION OF SERVICE LEVEL ADHERANCE ISSUES**

If at anytime a customer feels that the level of support they are receiving does not meet their expectation, they are encouraged to utilize the following procedures. This escalation process is to be used **ONLY** after a call has been created.

### **ESCALATION PROCESS**

If escalation is needed during normal business hours (M-F, 9am-5:30pm Eastern), please contact one of our Management:.

|               |               |  |
|---------------|---------------|--|
| Robert Foster | Extension 101 | <a href="mailto:RFoster@Infinitypos.com">RFoster@Infinitypos.com</a>   |
| Chris Emerson | Extension 105 | <a href="mailto:CEmerson@Infinitypos.com">CEmerson@Infinitypos.com</a> |

Or the Project Manager:

|              |               |  |
|--------------|---------------|--|
| Mike Findley | Extension 120 | <a href="mailto:PFindley@Infinitypos.com">PFindley@Infinitypos.com</a> |
|--------------|---------------|--|

The number is: **1-866-367-4767**

If escalation is needed after normal business, the first step is to contact the On-Call Technician and request that Management be contacted and respond to your escalation.

### **POSITIVE FEEDBACK**

If, at any time, a customer would like to express positive feedback about a support/service transaction, an email address is in place to which this type of correspondence can be sent. The email address messages sent to this address are shared with the entire department.

The email address is [Sales@Infinitypos.com](mailto:Sales@Infinitypos.com)

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## DEFINITIONS

Level 1 Support : Assistance provided by a IPOS Customer Support person. The analyst will document the support request, gather pertinent information, attempt first call resolution and escalate the request, if necessary, to a Second Level Support Analyst.

Level 2 Support: Assistance initially provided by an Application Support Specialist and escalating through to a Technical Support Manager.

Field Service Technician: A local technician who typically responds to dispatched break/fix problems or configuration issues and is available to provide service at the customer site.

Response Time (Help Desk): The time that it takes the Support Center to contact the customer to provide initial contact on a case. Response times are only implemented when the issue is not resolved on the first call. The expected First Call Resolution rate is 85%.

Resolution Time: The time it takes to resolve an issue. Expected resolution time is different for each situation or issue and cannot be determined until the appropriate support professional has evaluated the problem.

Site Expert: An IPOS trained customer employee designated by the customer to handle basic programming and administration tasks as they relate to the IPOS product. This person acts as the primary contact for issues reported to the IPOS Support Center.

## "COMPLETE CARE" PLAN

This plan provides complete coverage of your system. It begins with our HELP DESK Support Line. Available 24/7, the expert knowledge to assist you with any Micros Support need is a phone call away. Hardware Service and Repair includes coverage on each piece of hardware for repairs necessitated by normal use. Software updates to your ORIGINALLY installed versions of the Operating Systems and POS Application are included. If installed, Credit Card Level 1 support and access to the MerchantLink Level 2 support line is included. Service to covered equipment is provided as necessary based on the Priority Level of the event. The following are the guidelines used to determine the appropriate priority level for each issue received by the Support Center. Customer Support will be responsible for making the final decision regarding priority level based on the information collected from the user.

| Priority Level | Description                        | Examples  |
|----------------|------------------------------------|---|
| P1             | System Down                        | Entire system or majority of revenue centers unable to perform POS transactions.  |
| P2             | Major System Disruption            | Entire revenue center or more than 25% of terminals unable to perform POS transactions.<br>Significant Loss of system functionality, such as:<br>Credit Authorization<br>POS Interfaces<br>Loss of Reporting<br>Loss of all remote printing / KDS<br>Failure to reset totals. |
| P3             | Single Function Failure            | Single workstation down<br>Timekeeping issues<br>Remote printing problem<br>System performance issues<br>Other issues that impact business but do not present major operational problems  |
| P4             | Minor/Procedural issue or question | Programming question<br>Operational procedure<br>Other issues that does not impact operations<br>Reprinting of current reports  |
| P5             | Customization/Programming          | Billable support or significant programming assistance requiring scheduling of dedicated support resources.<br><b>Any non-Support Plan issue.</b>   |

## WHAT IS SUPPORTED

- Help Desk
- Hardware Service & Repair
- POS Application Support
- Platform & Network Support
- Interface Support
- Third Party Application Support
- CA/EDC Support

## HELP DESK

Full Help Desk staffing (Level 1 & 2) is available from 9 am to 5:30 pm Eastern, Monday to Friday, and an on-call Field Service Technician is available outside of those hours. Help Desk support from 11 pm to 7 am is chargeable.

## HARDWARE SERVICE & REPAIR

### **Items Covered**

- Maintain the covered equipment in normal working order.
- Repairs may be made On-site or by Depot Maintenance as determined by the priority level
- Repairs may be made by parts replacement or exchanging units. Exchanged units removed become the property of IPOS as it will be repaired and placed back into the spare parts pool.
- Parts used in the repair may be new, reconditioned or used.
- Researching and reporting MICROS hardware defects to Research & Development

### **Not Covered (Billable)**

- Repairs services provided in this agreement do not include labor or parts necessary to repair damage to equipment caused by fire, accident, abuse, burglary, war, vandalism, customer's negligence, power line fluctuation, acts of God (such as lightening, floods, wind, etc...), conductive materials or fluids entering the equipment, services of third persons not authorized by IPOS to service the equipment nor do such services include labor and parts necessary for the recreation or reacquisition of data lost for any reason whatsoever. Included in this provision are printer heads and printer motors damaged through paper jams or insertion of foreign objects into the printer.

## POS APPLICATION SUPPORT

### **Items Covered**

- Resolution or explanation of MICROS application generated error messages
- Assistance with user problems that occur during normal system and desktop operations
- Guidance with procedural and system capability questions
- Researching and reporting MICROS software or application defects to Research & Development
- Assistance with reloading MICROS applications from Full System Backup(s)
- Assistance with reloading MICROS Database(s) from backup
- Assistance with the installation of MICROS application release supplements or patch releases for supported clients
- Assistance with the identification of programming changes that may need to be performed by the customer to correct reporting or functionality issues
- Reprinting of current day's reports
- Assistance with programming changes to database files to meet customer's requirements to existing menu's.
- Accounting of, or balancing of MICROS Standard or Custom reports or the identification of areas where a reporting imbalance may exist within a report

### **Not Covered (Billable)**

- Resolution of problems resulting from changes to the database performed by, or an agent of, the customer
- Training performed on site or over the phone
- Consulting Services for business operations, fraud, accounting integration etc.
- Installation of new modules requiring an activation code
- Reloading MICROS applications from scratch when a full system backup is not available
- Programming new POS devices such as PCWSs, UWSs, printers, etc
- Programming new revenue centers, touch screens, keyboards, and menus
- Programming new reports and autosequences
- Rebuilding of database tables, totals files, re-posting of totals, or any manual manipulation of database files
- Re-posting of any sales totals, including credit card sales

## OPERATING AND NETWORK SUPPORT

INFINITY POS will provide support for Operating System and Network related issues within the following guidelines as they relate to the MICROS or MICROS-FIDELIO product(s):

### **COVERED**

- Explanation and resolution of operating system generated error messages
- Assistance with user problems that occur during normal system and desktop operations
- Guidance with procedural and system capability questions
- Root cause analysis of server crashes and problems during boot
- Resolution of system printer problems directly related to MICROS or MICROS-FIDELIO applications
- Assistance with reloading system from a full system backup in the event of hard disk failure or data integrity issue
- Assistance with issues or problems related to the performance of system or database backups not related to removable media hardware or hardware components
- Resolution of network configuration problems directly related to the MICROS or MICROS-FIDELIO application(s) or MICROS hardware
- The installation of operating system version patch releases, or release supplements
- Software Recovery services are defined as the performance of recovery or reloading of MICROS data file backups, application software, required operating systems, and/or Point-of-Sale databases. It includes reloading all software necessary to make the covered products operational again in the event of failure. Software Recovery service applies only to MICROS applications software, databases, and required operating systems, and does not apply to any other software products.

### **NOT COVERED (BILLABLE)**

- The cost of operating system version upgrades and their installation.
- Assistance with configuration, installation, or addition of new hardware or peripherals
- Assistance loading and supporting third party applications not used in conjunction with the purchased Micros System
- Resolution of problems directly related to non-supported third party applications
- Assisting with troubleshooting or removal of viruses or other malicious third party software.
- Resolution of problems or issues related to a customer's network not directly related to the MICROS or MICROS-FIDELIO application
- Pre or Post-installation network consultation or configuration including network support, design or evaluation or the cost of those services
- Resolution of network problems caused by addition of or changes in network configuration or hardware by the user

- Reinstallation of Operating System from scratch when a full system backup is not available
- Restoration of any files or programs after a system crash, not available on the site's full system backup
- Performing system administration tasks including but not limited to adding users, maintaining file system or database integrity, monitoring system resources, performing backups, and storing software
- Creation or installation of custom applications, batch files, shell scripts not part of the standard MICROS installation
- "Ghosting" of the operating system onto any machine other than the machine where the ghost image or backup was created
- Assistance with correcting issues on systems where a ghost image, backup, or hard disk from another system was installed

## INTERFACE SUPPORT

INFINITY POS will provide support as outlined below for various interfaces used with MICROS and/or MICROS-FIDELIO products such as PMS, POS, LDS, VSS, TMS, etc.

### **COVERED**

- Resolution of MICROS or MICROS-FIDELIO application generated error messages
- Assistance with user problems that occur during operations as they relate to the MICROS or MICROS-FIDELIO application
- Guidance with procedural and interface capability questions
- Resolution of interface problems, issues, or errors related to MICROS or MICROS-FIDELIO standard interface scripts and/or programs
- General information concerning MICROS interface specifications

### **NOT COVERED**

- Programming of database files and scripts required for back office applications or other interfaces
- Changes to the interface configuration as a result of an upgrade to the other vendor's software/hardware
- Programming of the PMS/Interface files and testing of the interface with the third party vendor
- Programming, or testing of, interfaces in the MICROS application or workstation application
- Creation or installation of interface scripts or files not part of the MICROS or MICROS-FIDELIO standard installation

## THIRD PARTY SOFTWARE OR HARDWARE

Third Party Applications refer to those approved and used in conjunction with the purchased MICROS system. Support for those applications is given based on the following guidelines:

### **COVERED**

- Resolution of application generated error messages
- Assistance with user problems that occur during normal and standard operations
- Guidance with procedural and documented capability questions
- Assistance with the installation or configuration of third party software according to MICROS approved installation guidelines

### **NOT COVERED**

- Upload, distribution, and/or installation of product updates or patch releases
- Cost of product updates or patch releases
- Assistance with supported applications not purchased from MICROS or MICROS-FIDELIO
- Assistance with supported applications not covered under a support contract
- Assistance with applications, software or programs not purchased from MICROS or MICROS-FIDELIO
- Activation of new features within the application
- Installation or configuration of third party software via remote dial in

# SOFTWARE ENHANCEMENT AND HELP DESK PLAN

This plan again begins with our HELP DESK Support Line. Available 24/7, the expert knowledge to assist you with any Micros Support need is a phone call away.

Software updates to your ORIGINALLY installed versions of the Operating Systems and POS Application are included. If installed, Credit Card Level 1 support and access to the MerchantLink Level 2 support line is included. This program does not include any hardware repair, labor or parts.

## WHAT IS SUPPORTED

- Help Desk
- POS Application Support
- Platform & Network Support
- Interface Support
- Third Party Application Support
- CA/EDC Support

## HELP DESK

Full Help Desk staffing (Level 1 & 2) is available from 9 am to 5:30 pm Eastern, Monday to Friday, and an on-call Field Service Technician is available outside of those hours. Help Desk support from 11 pm to 7 am is chargeable.

## POS APPLICATION SUPPORT

### **Items Covered**

- Resolution or explanation of MICROS application generated error messages
- Assistance with user problems that occur during normal system and desktop operations
- Guidance with procedural and system capability questions
- Researching and reporting MICROS software or application defects to Research & Development
- Assistance with reloading MICROS applications from Full System Backup(s)
- Assistance with reloading MICROS Database(s) from backup
- Assistance with the installation of MICROS application release supplements or patch releases for supported clients
- Assistance with the identification of programming changes that may need to be performed by the customer to correct reporting or functionality issues
- Reprinting of current day's reports
- Assistance with programming changes to database files to meet customer's requirements to existing menu's.
- Accounting of, or balancing of MICROS Standard or Custom reports or the identification of areas where a reporting imbalance may exist within a report

### **Not Covered (Billable)**

- Resolution of problems resulting from changes to the database performed by, or an agent of, the customer
- Training performed on site or over the phone
- Consulting Services for business operations, fraud, accounting integration etc.
- Installation of new modules requiring an activation code
- Reloading MICROS applications from scratch when a full system backup is not available
- Programming new POS devices such as PCWSs, UWSs, printers, etc
- Programming new revenue centers, touch screens, keyboards, and menus
- Programming new reports and autosequences
- Rebuilding of database tables, totals files, re-posting of totals, or any manual manipulation of database files
- Re-posting of any sales totals, including credit card sales

## OPERATING AND NETWORK SUPPORT

INFINITY POS will provide support for Operating System and Network related issues within the following guidelines as they relate to the MICROS or MICROS-FIDELIO product(s):

### **COVERED**

- Explanation and resolution of operating system generated error messages
- Assistance with user problems that occur during normal system and desktop operations
- Guidance with procedural and system capability questions
- Root cause analysis of server crashes and problems during boot
- Resolution of system printer problems directly related to MICROS or MICROS-FIDELIO applications
- Assistance with reloading system from a full system backup in the event of hard disk failure or data integrity issue
- Assistance with issues or problems related to the performance of system or database backups not related to removable media hardware or hardware components
- Resolution of network configuration problems directly related to the MICROS or MICROS-FIDELIO application(s) or MICROS hardware
- The installation of operating system version patch releases, or release supplements
- Software Recovery services are defined as the performance of recovery or reloading of MICROS data file backups, application software, required operating systems, and/or Point-of-Sale databases. It includes reloading all software necessary to make the covered products operational again in the event of failure. Software Recovery service applies only to MICROS applications software, databases, and required operating systems, and does not apply to any other software products.

### **NOT COVERED (BILLABLE)**

- The cost of operating system version upgrades and their installation.
- Assistance with configuration, installation, or addition of new hardware or peripherals
- Assistance loading and supporting third party applications not used in conjunction with the purchased Micros System
- Resolution of problems directly related to non-supported third party applications
- Assisting with troubleshooting or removal of viruses or other malicious third party software.
- Resolution of problems or issues related to a customer's network not directly related to the MICROS or MICROS-FIDELIO application
- Pre or Post-installation network consultation or configuration including network support, design or evaluation or the cost of those services
- Resolution of network problems caused by addition of or changes in network configuration or hardware by the user

- Reinstallation of Operating System from scratch when a full system backup is not available
- Restoration of any files or programs after a system crash, not available on the site's full system backup
- Performing system administration tasks including but not limited to adding users, maintaining file system or database integrity, monitoring system resources, performing backups, and storing software
- Creation or installation of custom applications, batch files, shell scripts not part of the standard MICROS installation
- "Ghosting" of the operating system onto any machine other than the machine where the ghost image or backup was created
- Assistance with correcting issues on systems where a ghost image, backup, or hard disk from another system was installed

## INTERFACE SUPPORT

INFINITY POS will provide support as outlined below for various interfaces used with MICROS and/or MICROS-FIDELIO products such as PMS, POS, LDS, VSS, TMS, etc.

### **COVERED**

- Resolution of MICROS or MICROS-FIDELIO application generated error messages
- Assistance with user problems that occur during operations as they relate to the MICROS or MICROS-FIDELIO application
- Guidance with procedural and interface capability questions
- Resolution of interface problems, issues, or errors related to MICROS or MICROS-FIDELIO standard interface scripts and/or programs
- General information concerning MICROS interface specifications

### **NOT COVERED**

- Programming of database files and scripts required for back office applications or other interfaces
- Changes to the interface configuration as a result of an upgrade to the other vendor's software/hardware
- Programming of the PMS/Interface files and testing of the interface with the third party vendor
- Programming, or testing of, interfaces in the MICROS application or workstation application
- Creation or installation of interface scripts or files not part of the MICROS or MICROS-FIDELIO standard installation

## THIRD PARTY SOFTWARE OR HARDWARE

Third Party Applications refer to those approved and used in conjunction with the purchased MICROS system. Support for those applications is given based on the following guidelines:

### **COVERED**

- Resolution of application generated error messages
- Assistance with user problems that occur during normal and standard operations
- Guidance with procedural and documented capability questions
- Assistance with the installation or configuration of third party software according to MICROS approved installation guidelines

### **NOT COVERED**

- Upload, distribution, and/or installation of product updates or patch releases
- Cost of product updates or patch releases
- Assistance with supported applications not purchased from MICROS or MICROS-FIDELIO
- Assistance with supported applications not covered under a support contract
- Assistance with applications, software or programs not purchased from MICROS or MICROS-FIDELIO
- Activation of new features within the application
- Installation or configuration of third party software via remote dial in

## HELP DESK PLAN

This plan includes our HELP DESK Support Line. Available 24/7, the expert knowledge to assist you with any Micros Support need is a phone call away. Full Help Desk staffing (Level 1 & 2) is available from 9 am to 5:30 pm Eastern, Monday to Friday, and an on-call Field Service Technician is available outside of those hours. Help Desk support from 11 pm to 7 am is chargeable. This program does not include any hardware repair labor or parts, or any on-site visits necessary to correct problems. It does not include any software enhancements or revisions.

## WHAT IS SUPPORTED

- Help Desk
- POS Application Support
- Platform & Network Support
- Interface Support
- Third Party Application Support
- CA/EDC Support

## POS APPLICATION SUPPORT

### **Items Covered**

- Resolution or explanation of MICROS application generated error messages
- Assistance with user problems that occur during normal system and desktop operations
- Guidance with procedural and system capability questions
- Assistance with the identification of programming changes that may need to be performed by the customer to correct reporting or functionality issues
- Reprinting of current day's reports
- Assistance with programming changes to database files to meet customer's requirements to existing menu's.
- Accounting of, or balancing of MICROS Standard or Custom reports or the identification of areas where a reporting imbalance may exist within a report

### **Not Covered (Billable)**

- Resolution of problems resulting from changes to the database performed by, or an agent of, the customer
- Training performed on site or over the phone
- Consulting Services for business operations, fraud, accounting integration etc.
- Installation of new modules requiring an activation code
- Reloading MICROS applications from scratch when a full system backup is not available
- Programming new POS devices such as PCWSs, UWSs, printers, etc
- Programming new revenue centers, touch screens, keyboards, and menus
- Programming new reports and autosequences
- Rebuilding of database tables, totals files, re-posting of totals, or any manual manipulation of database files
- Re-posting of any sales totals, including credit card sales

- Researching and reporting MICROS software or application defects to Research & Development
- Assistance with reloading MICROS applications from Full System Backup(s)
- Assistance with reloading MICROS Database(s) from backup
- Assistance with the installation of MICROS application release supplements or patch releases for supported clients

## OPERATING AND NETWORK SUPPORT

INFINITY POS will provide support for Operating System and Network related issues within the following guidelines as they relate to the MICROS or MICROS-FIDELIO product(s):

### **COVERED**

- Explanation and resolution of operating system generated error messages
- Assistance with user problems that occur during normal system and desktop operations
- Guidance with procedural and system capability questions
- Root cause analysis of server crashes and problems during boot
- Resolution of system printer problems directly related to MICROS or MICROS-FIDELIO applications
- Resolution of network configuration problems directly related to the MICROS or MICROS-FIDELIO application(s) or MICROS hardware

### **NOT COVERED (BILLABLE)**

- The cost of operating system version upgrades and their installation.
- Assistance with configuration, installation, or addition of new hardware or peripherals
- Assistance loading and supporting third party applications not used in conjunction with the purchased Micros System
- Resolution of problems directly related to non-supported third party applications
- Assisting with troubleshooting or removal of viruses or other malicious third party software.
- Resolution of problems or issues related to a customer's network not directly related to the MICROS or MICROS-FIDELIO application
- Pre or Post-installation network consultation or configuration including network support, design or evaluation or the cost of those services
- Resolution of network problems caused by addition of or changes in network configuration or hardware by the user
- Reinstallation of Operating System from scratch when a full system backup is not available
- Restoration of any files or programs after a system crash, not available on the site's full system backup
- Performing system administration tasks including but not limited to adding users, maintaining file system or database integrity, monitoring system resources, performing backups, and storing software

- Creation or installation of custom applications, batch files, shell scripts not part of the standard MICROS installation
- "Ghosting" of the operating system onto any machine other than the machine where the ghost image or backup was created
- Assistance with correcting issues on systems where a ghost image, backup, or hard disk from another system was installed
- Assistance with reloading system from a full system backup in the event of hard disk failure or data integrity issue
- Assistance with issues or problems related to the performance of system or database backups not related to removable media hardware or hardware components
- The installation of operating system version patch releases, or release supplements
- Software Recovery services are defined as the performance of recovery or reloading of MICROS data file backups, application software, required operating systems, and/or Point-of-Sale databases. It includes reloading all software necessary to make the covered products operational again in the event of failure. Software Recovery service applies only to MICROS applications software, databases, and required operating systems, and does not apply to any other software products.

## INTERFACE SUPPORT

INFINITY POS will provide support as outlined below for various interfaces used with MICROS and/or MICROS-FIDELIO products such as PMS, POS, LDS, VSS, TMS, etc.

### **COVERED**

- Resolution of MICROS or MICROS-FIDELIO application generated error messages
- Assistance with user problems that occur during operations as they relate to the MICROS or MICROS-FIDELIO application
- Guidance with procedural and interface capability questions
- Resolution of interface problems, issues, or errors related to MICROS or MICROS-FIDELIO standard interface scripts and/or programs
- General information concerning MICROS interface specifications

### **NOT COVERED**

- Programming of database files and scripts required for back office applications or other interfaces
- Changes to the interface configuration as a result of an upgrade to the other vendor's software/hardware
- Programming of the PMS/Interface files and testing of the interface with the third party vendor
- Programming, or testing of, interfaces in the MICROS application or workstation application
- Creation or installation of interface scripts or files not part of the MICROS or MICROS-FIDELIO standard installation

## THIRD PARTY SOFTWARE OR HARDWARE

Third Party Applications refer to those approved and used in conjunction with the purchased MICROS system. Support for those applications is given based on the following guidelines:

### **COVERED**

- Resolution of application generated error messages
- Assistance with user problems that occur during normal and standard operations
- Guidance with procedural and documented capability questions
- Assistance with the installation or configuration of third party software according to MICROS approved installation guidelines

### **NOT COVERED**

- Upload, distribution, and/or installation of product updates or patch releases
- Cost of product updates or patch releases
- Assistance with supported applications not purchased from MICROS or MICROS-FIDELIO
- Assistance with supported applications not covered under a support contract
- Assistance with applications, software or programs not purchased from MICROS or MICROS-FIDELIO
- Activation of new features within the application
- Installation or configuration of third party software via remote dial in

## FEE FOR SERVICE PLAN

For customers not covered under an IPOS Support Plan and for support requests not covered by one of the plans, Time & Materials Billable Support is offered via two different billing methods:

1. **Credit Card:** IPOS will accept Visa, Master Card or Discover from any customer for Time & Materials billable support. After verifying your credit card over the telephone, the IPOS Support Center will provide the requested support. Customers who do not have an existing credit relationship in good standing with IPOS can only receive Time & Materials billable support by providing a valid credit card.
2. **Prior Billing Agreement:** For customers with an existing credit relationship in good standing with IPOS, Time & Materials Support may be performed with a signed Billing Agreement, and charged to an IPOS open account.

## HOURLY TRAVEL & LABOR RATES

The following are our billable rates **without a Plan, or outside of a Plan's Hours or Coverage:**

- **Help Desk WITHOUT a Plan:** \$ 75.00 each incident, with a 30 minute maximum. After 30 minutes, billing to be at the hourly rate and fractions thereof.
- **Help Desk WITH a Plan, but OUTSIDE of PLAN HOURS (11:00 P.M. to 7:00 am, any day):** \$ 50.00 each incident, with a 30 minute maximum. After 30 minutes, billing to be at the hourly rate and fractions thereof.
- PLEASE NOTE: Software Maintenance and correction, and LEVEL 2 support for integrated Credit Authorization Software users, is not available on an incident or time basis.
- **On-Site, 9:00 am to 5:30 pm Monday to Friday:** On-Site Rate 1, \$150.00/hour, plus Parts. Actual travel charges up to a maximum of (2) Hours will be charged.
- **On-Site, 5:30 pm to 9:00 am Monday to Friday, or anytime weekends or holidays:** On-Site Rate 2, \$225.00 per hour, plus Parts. Actual travel charges up to a maximum of (2) Hours will be charged.

On-Site rates begin with travel time to your site. All time periods are Eastern Time.

All Plans exclude the following designated National Holidays:

New Year's Day

Memorial Day (last Monday in May).

Independence Day

Labor Day (first Monday in September).

Thanksgiving Day (fourth Thursday in November).

Christmas Day

**The scheduling of Time & Materials work to be performed is dependent on availability of IPOS' resources and existing support workload. CUSTOMERS WITH A SUPPORT PLAN ARE GIVEN TOP PRIORITY. SUPPORT for LEVEL 2 CREDIT AUTHORIZATION is NOT OFFERED on a TIME & MATERIALS basis.**

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