



Welcome to

POSintl.com

easy, affordable retail automation since 1985!

POS International, Inc. Phone Support Contract

POS International is pleased to offer phone support for POS International Software Products* and any Hardware (i.e. Cash Drawers, Networks, Printers, etc.) that our support staff is familiar with.

SUPPORT: Discussion of any subject relating to any computer, software, bookkeeping, accounting or application question, problem or situation regardless of the cause. Administrative questions are not considered Support. **Support will ONLY be provided to those clients that have a current Support Contract on file.**

APPLICATIONS SUPPORT: Discussion of general approach to utilizing software for different customer- oriented application problems.

SUPPORT FEES: Current support fees are posted online on the POS International website.
<http://posintl.com/support/options.htm>

SOFTWARE SUPPORT: Discussion of issues relating to problems or errors with the software, whether caused by the software user or by the hardware.

SUPPORT HOLD: An active account is placed on hold if there is an open balance over 15 days or if the original support time has expired. This situation can be rectified by activating a new phone support contract.

ACCESS: Regular Support hours are 9:00 AM - 6:00 PM E.S.T. Monday - Friday. It is imperative that you have a telephone next to your CPU for effective telephone support. Please have an email account and internet access to facilitate your ability to transfer files, fixes or updates. This could save considerable support time for you. If you have a fax machine please let our support technicians know, this can also facilitate your support.

DISCLAIMER: POS International provides this service to you "AS IS" and does not warrant that the information provided will be error-free or will meet any or all customer needs. Any errors that are identified by clients of POS International, Inc. will then be evaluated by POS International to determine whether the errors apply generally to the program or are customer specific. Any errors that are peculiar to that specific customer will, at the option of POS be dealt with by using one or several methods of correction. Program related errors will be forwarded to program authors. In no event shall POS be liable for any loss, damage, or injury of any nature, due to the above, whether direct or consequential in connection or resulting from the use of the service. **Online Support:** This service is provided via the internet, and will be available to customers with Broadband or High-Speed internet service. POS Online Support is an interactive service and requires the cooperation of both POS International and the client. This service cannot and will not work if one or both parties are not available to initiate the online session. It is at the discretion of POS International to determine what circumstances constitute an online support session. Any issue which requires the evaluation of data or other information by POS International may not be supported online (including, but not limited to; report data, report formats, missing data, etc.). POS International is not responsible for internet connectivity problems or issues or connection problems or issues caused by or related to the customer's computer security policies or security software.

****IT IS THE RESPONSIBILITY OF THE CUSTOMER TO DO FREQUENT BACKUPS TO PROTECT DATA. POS offers an Online, Offsite Backup and Data Protection service for a nominal fee****

Premium Support - Entitles the users of Power POS or Retail Power to both phone support and online support for the specified period. This service allows our technicians to connect directly to your computer. It can be used for configuration changes, viewing of error messages, software setup, training and the like. All software updates are free! Prompt callback and a 1-800 number is provided.

This service requires a broadband internet connection and remote access to the POS computer and/or server. This can be provided by one of several means including Windows Remote Desktop®, PCAnywhere®, LogMeIN® (with file transfer enabled), or our "POS Online Support" tool available for FREE on our website. It is our policy to require a telephone contact prior to an online support session. A valid PowerPOS or RetailPower Passcode and Operator password with security level 99 must be supplied as well as any usernames and passwords for your selection of a remote tool before we initiate a connection. Connection problems or issues caused by or related to the customer's computer security policies or security software are the sole responsibility of the customer.

Telephone Support - Entitles the users of Power POS or Retail Power to phone support services for the specified period. All software updates are free! Prompt callback and a 1-800 number is provided.

It is required, and to the customer's benefit, to provide a telephone near/next to the computer needing the support along with providing a valid PowerPOS or RetailPower Passcode and Operator password with security level of 99.

Phone Support - 800-646-4767 option 2

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Document provided courtesy of:

~POS International Technical Support Department~ ~ ~5079 N Dixie Hwy #280~ ~Oakland Park, FL 33334~
Toll Free: 800-646-4767 ~ Local: 954-376-4634~ Fax: 954-421-7313 ~ fitz@posintl.com ~ www.posintl.com

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