

Retail Management Service Plans

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Your success depends on your system operating smoothly and efficiently, so it's essential you have high-quality service. Microsoft Great Plains is pleased to provide QuickSell customers with services designed to address your mission-critical needs.

During your first year as a QuickSell customer, you'll be enrolled in the Foundation Services-Basic Program. This service plan includes product maintenance and a base level of support and training, which serves as a solid foundation to the strategic one-to-one services you receive from your partner.

The Foundation Services-Basic Program

The Foundation Services-Basic Program helps ensure your success during your critical first year with a new solution. During subsequent years, the Foundation Services-Basic Program keeps your solution current and boosts your productivity. It includes:

All Product Maintenance All major and minor updates to the product are included at no extra charge, including major version releases and service packs – so your solution stays supportable and compatible with current technology.

Access to CustomerSource This secure web site is being created exclusively for QuickSell customers and will be available soon. CustomerSource is a secure, password-protected website that delivers business-boosting information 24 hours a day.

A highlight of CustomerSource is TechKnowledge, a searchable self-support database that contains answers to commonly asked questions. If you can't find your answer in TechKnowledge, you can easily submit a question electronically. CustomerSource also provides your entire support history online – so you can easily find the answer to a technical issue that occurred in the past.

Award-Winning Technical Support Your service plan includes three support incidents at no additional charge. These support incidents are offered as a back-up for times when your partner may be unavailable.

If you need additional support incidents, you can purchase per-incident support using a credit card, which has a same day response time. Or you can pre-pay for a 5-Pack of Support Incidents and save time and money with a 3-hour guaranteed response time and a lower per-incident price.

A Base Level of Training You will receive one online training tutorial that provides an introduction to your QuickSell product. Internet-based training puts you in control of the class. You can skip through topics you already know, focus more time on trouble spots and put your new skills to work right away.

The introductory online training tutorial is an excellent foundation for the customized training you receive from your partner.

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• GLOBAL •

Service Plan Benefits At-A-Glance

The Foundation Services – Basic Program*	
Benefits	<ul style="list-style-type: none"> • Version upgrades and service packs • CustomerSource – a secure customer web site with self-support resources (coming soon) • 3 support incidents with same-day response time • 1 online training tutorial to provide users with an introduction to their point of sale solution • The ability to purchase 5-Packs of Support Incidents • Discounts on per-incident support
Pricing	
QuickSell Commerce or QuickSell 2000 (single store price)	\$525
QuickSell Headquarters AND QuickSell Commerce (for the store that has both products installed)	\$1225
Other support and training options	
5-Packs of Support Incidents with 3-hour guaranteed response time	\$425
Per-Incident Support with same-day response	\$125 for customers not on a service plan \$95 for customers on a service plan
Training Workbooks	\$75 - QuickSell 2000 Workbook \$75 - QuickSell Commerce Workbook

*The Foundation Services-Basic Program is required for all first-year customers in North America. The Foundation Services-Preferred Program, with additional support and training benefits, will be introduced in Calendar Q4 2002.

Any unused support incidents will expire at the end of your Foundation Services service contract.

If you purchased a support plan before July 1, 2002

If you are currently enrolled in a Sales Management Systems support plan, you will be able to continue to receive those benefits through your renewal date for that plan. You'll be able to receive any major version upgrades or service packs released during your enrollment, as well as access CustomerSource and our technical support team.

On your renewal date, you have the option to purchase the Foundation Services-Basic Program. If you choose not to be enrolled in any service plan, you will not be able to receive major version upgrades or service packs, access CustomerSource or purchase 5-Packs.

Your renewal

Microsoft Great Plains Business Solutions sends a renewal notice for your service plan approximately 30 days before your renewal date. You can renew directly with your partner or through Microsoft Great Plains. An additional 15% of your current system list price will be charged for the reinstatement of expired service plans.

To enroll in any of our services or to get more information, contact your local Microsoft Great Plains Partner or call Microsoft Great Plains at 800-456-0025, press 2, and then press 1.

If you purchased your product before July 1, 2002, and have not yet used your 30 days of free support, Microsoft Great Plains will be discontinuing that program on December 31, 2002.