

Microsoft Business Solutions® Service Plans

Microsoft® Business Solutions-Retail Management®

Retail Management Service Options

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

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

The Foundation Services Program

The Foundation Services Program helps ensure your success during your critical first year with a new solution. During subsequent years, the Foundation Services 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.

The Foundation Services Program includes:

Access to CustomerSource This secure web site is exclusively for Retail Management customers. 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 with a credit card. CustomerSource also provides your entire support history online — so you can easily find the answer to a technical issue that occurred in the past.

A Base Level of Training You will receive one online training tutorial for one user that provides an introduction to your Retail Management 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. The QuickSell 2000 tutorial is 34 minutes in length and the Store Operations tutorial is 106 minutes in length.

Ability to Purchase Award-Winning Technical Support If you would like Microsoft Business Solutions Support as a back-up for times when your partner may be unavailable, you can purchase per-incident support using a credit card, which has a same day response time. You receive a discount if you are enrolled in the Foundation Services Program.

Or, if you are enrolled in the Foundation Services Program, 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..



The Year's Ten Best
Web Support Sites



1997, 1998, 2000, 2001

Service Plan Benefits At-A-Glance

Foundation Services Program*	
Benefits	<ul style="list-style-type: none"> • Version upgrades and service packs • CustomerSource – a secure customer web site with self-support resources • 1 online training tutorial for one user that provides an introduction to your point of sale solution • The ability to purchase 5-Packs of Support Incidents • Discounts on per-incident support • The ability to purchase additional users
Pricing	
QuickSell 2000 customers Store Operations customers Headquarters customers	<ul style="list-style-type: none"> • 18% of system list price at the time of purchase
Other Support and Training Options	
5-Packs of Support Incidents** with 3-hour guaranteed response time	<ul style="list-style-type: none"> • \$425
Per-Incident Support with same-day response	<ul style="list-style-type: none"> • \$125 for customers not on a service plan • \$95 for customers on a service plan
Training Workbooks	<ul style="list-style-type: none"> • \$75 - QuickSell 2000 Workbook • \$75 - QuickSell Commerce Workbook

*The Foundation Services Program is required for all first-year customers in North America.

** 5-Pack incidents expire one year from the purchase of the 5-pack. Customers must be enrolled in the Foundation Services Program to purchase 5-Packs of support incidents.

Customers currently enrolled in a service plan will begin receiving the latest benefits upon renewal.

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 Program. If you choose not to enroll in Foundation Services, you will not be able to receive version major 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.

If you want to buy additional users (stations), we require enrollment in a Foundation Services Program. If you do not have a current plan and want to buy additional users, you must pay 18% on the entire new list price. If you already have a current plan, we will prorate the Foundation Services price based on the additional users purchased.

Customers who migrate from QuickSell 2000 to Store Operations are considered a new customer and are required to pay 18% of the full licensed package, not the upgrade or trade in value.

Customers currently enrolled in a service plan will begin receiving the latest benefits upon renewal.