

SECTION:	Software Services and Support
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SUBJECT:	On-Site Support
DATE:	4/05 SUPERSEDES: 1/96

TITLE: ESS4, On-Site Support

POLICY: Retalix will provide on-site support to dealer partners on an “as available” chargeable basis. Requests for on-site support will be made to the field Systems Engineering or Technical Support group.

SCOPE: All Retalix dealer partners

PROCEDURES:

1. The Retalix Technical Support organization does not normally provide on-site support without payment from the requesting party except where advance written notice has been sent to the service location (i.e., field trial sites, etc.).
2. An authorized purchase order will be required prior to approval to provide on-site support. By providing the P.O., the reseller/distributor agrees to the terms of this policy.
3. Charges for the reseller requested on-site support are \$1,750 per day, plus a flat \$300 per day to cover all applicable expenses. Expenses will conform to the following:
4. Every reasonable effort will be made by Retalix to resolve the dealer’s issues that prompted the visit.
5. The dealer will be invoiced for on-site support immediately upon completion of the visit, or after each week spent, whichever is deemed appropriate by Retalix. Payment terms will be net 30 days from invoice date.
6. Any hardware or spare parts required by Retalix to perform repairs on-site must be provided by the dealer.
7. Retalix may offer at its sole option to attend and assist with first-time or subsequent installations. These offers are made on a case-by-case basis, and may be chargeable or non-chargeable. In no case will a site visit be non-chargeable if the dealer has not attended the Service and Support courses for the associated product.
8. Retalix may choose at its sole option to visit a dealer’s site in lieu of providing a course. In this case, the services of the Retalix support engineer will be charged at the rate of \$1,200 per day for a minimum



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of two days. Note that dealers will be saved the air and hotel travel expenses for their own employees.

