

SouthWare® Technical Support Agreement

SouthWare Support Roles

1. The primary goal of our Support Team is to respond to our Dealers' SouthWare product-related questions with **accurate**, **complete**, and **timely** answers. We want to be available and prepared when you phone in with an urgent and important call.
2. We have primary responsibility for Quality Control. Our Support Team tests all products before they are released to you. This area of responsibility includes new products, weekly product updates, and the manufacturing of our product masters.
3. We also have responsibility for Basic and Advanced Training Classes along with ongoing improvement of our knowledge of our products.

To help us better fill our roles and to give you the quality Support you are accustomed to we have listed below the structure and guidelines of our Support Agreement with you.

SouthWare Support Availability

We are staffed to provide Dealer support from our offices in Auburn. We have a tiered phone schedule for our support staff that covers the hours of 8-5 Central Time. The schedule allows each person time off the phone for research, training, testing and other projects. If you plan on being on-site during our lunch hour (12-1 Central Time), please call ahead of time to insure that someone will be available to help you.

On Tuesday Mornings, our Support Team has a department meeting to share information valuable to our Dealers and Support Team. These meetings usually last one hour. If you plan to be on-site on a Tuesday morning, please call ahead of time or be aware that we may not be available during our meeting.

At all other times there are two to three Support Techs answering the phone lines with the rest of us working on related projects.

Who Should Call for Support

Our top priority is to support **active** SouthWare Dealers as they support their customers. To protect SouthWare and our Dealers we require that each Dealer establish a limited number of persons who are authorized to call SouthWare for support. Reasons for this limit include:

- We cannot provide our best support unless we are talking to someone who is familiar with supporting SouthWare.
- We assume that anyone authorized to call is also authorized to ask us to do other special services that result in fees being charged to your company (refer to Billing Rates given later in this document).

We encourage you to e-mail detailed questions / problems! Giving us a detailed description of your question allows us to research the question/problem instead of spending your valuable time discussing details over the phone.

Other Notes:

- The person or persons calling should be directly working with the customer on a problem. When you call us the information is already second hand. Third and fourth-hand information is very frustrating for everyone, especially the customer who can't get an answer.
- Please have access to our product documentation, release notices, and a computer. Our Support Technicians will attempt to help and answer any calls about the use and capabilities of our products, however we have found it to be extremely difficult to answer questions about our

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- products if the person calling does not have immediate access to these items.
- If your staff is limited due to an unexpected turnover, illness, or vacation, please call or fax us the names of the temporary personnel who will be calling.

Calls Covered under Regular Support

Here are the types of calls or questions that we handle as regular Support:

- Specific calls about running SouthWare® products that are not clearly answered in the documentation or ExcelAssist™. This includes calls about possible program bugs.
- Questions about how to implement a particular accounting decision within the products. Please do not ask us to make accounting decisions for you such as defining your chart of accounts or what accounts to use for a transaction.
- Questions relating to printers, terminals, faxing etc. IF these peripherals work properly at the operating system but do not work properly within SouthWare.

Tools Support

We also provide Tools Support services at your request. SouthWare Tools include:

ReportMate™
WorkFlow™
ImportMate II™
SouthWare Forms™
OfficeLink, RCF Packets
Data Packets
WebViews and Preview web pages, etc.

These products allow you to modify normal SouthWare processes and/or data and require a higher level of technical expertise. (NOTE: Database Director™ is the only SouthWare Tool or Product that is not included in the Support billing program.)

Requested assistance with the Tools products is not considered emergency or top-priority. Our Support Technicians can research the question on a time-available basis only.

To help you with Tools Support questions, we may ask you to email or upload formats, text files, setups, datafiles, etc. A detailed explanation of the desired result or output is required so that the Support Technician is fully aware of what the Dealer wishes to accomplish.

Billing Rates (effective January 1, 2008)

Regular Support	\$100.00
Tools Support	\$120.00
NL Certified	\$135.00
NL Uncertified	\$200.00
Category 4	\$150.00
Category 5	\$180.00

Product changes to previous revisions: \$120.00 an hour with a minimum charge of 30 minutes.

NOTE: Dealers may choose to escalate a request to speak to a senior tech, if a Dealer request this, the Dealer will be charged 150% the standard rates listed above.

Other Notes:

- New SouthWare support personnel will be billed at zero until they gain some experience and proficiency. Then over a period of months, as Bonnie measures progress, they will bill at 50% then 75% so dealers won't be paying extra while they learn.
- The rate for all support means you pay that rate for level 1, 2 or 3 support within our tiered program. During lunch, or absences, you might get a level 3 Support Tech for a level 1 call, but the rate is still only the standard rate. We believe that this approach is simplest and works out most fairly for everyone over a period of time.
- Time spent on calls that WE define as SouthWare bugs is not billable.

Non-SW situations

(e.g. 3rd party products or Acucorp products)

Our Support Staff has a general knowledge of Non-SW related products. **Time spent on issues involving these Non-SW related products is billable.** If we find that the 3rd party product or Acucorp product is not working due to a bug in SouthWare, the Dealer will not be billed. The Normal Resolution Steps we will take include:

1. Referring you to a related discussion in ExcelAssist™
2. Sending you a standard SupportTips sheet via email (if one is available)
3. Verbally communicating the steps needed to set up the software (if we know them)

Prospect Calls

If you have a question concerning a prospective customer, you should first call your SouthWare Sales Representative for assistance. If a SouthWare Support Technician does get involved in a prospect situation, we may ask the Dealer to fax us a list of questions/needs from the prospect. From this list we can research the questions and give you an acceptable solution. SouthWare Support can only give these types of calls secondary priority if there are available resources to give.

Helping with a Prospect Call:

- The person calling should have a basic knowledge of the product they are asking questions about, especially if the questions will require in-depth discussions of the product's ability.
- The Dealer should discuss the prospect's questions with our Sales Department first.
- The Dealer should provide adequate time to address the prospect's questions. If assistance with a demo is needed, please contact Sales and allow a reasonable amount of time for Sales (or Support, if necessary) to research the questions and respond.

Support for End-Users

Please realize that we are not an end-user support organization! Our job is to support dealers and we are staffed for our dealer base. If you are unable to support your users for an extended time we will be glad to put you in touch with other SouthWare® dealers who can help support your customers directly.

We will speak with the end-user only under these conditions:

- We feel that the situation/problem will be handled more efficiently if we speak directly with the End-user (and the Dealer agrees)
- We must speak to the end-user because the Dealer is not available and cannot be reached.

Summary

To review, our primary goal in supporting our customers is to give accurate, complete, and timely responses to your SouthWare questions. This agreement is designed to:

1. Allow us to give excellent support to resellers who are successfully selling SouthWare products.
2. Help ensure that we spend our time on the tasks that are most important to you.
3. Protect both our customers and ourselves by minimizing the time our Support people spend on issues that can be solved in a more effective and efficient manner.

Authorized SouthWare® Support Technicians

The guidelines and agreement above will be used and we will be diligent in enforcing them. Because all calls are subject to support charges we want to ensure that only authorized persons from your company can incur these charges. Please take the time to fill out the following information concerning the persons from your company who are authorized to call SouthWare Support for assistance. We will require prior consent from an officer of your company before speaking with a technician whose name is not on our authorized list.

Please note that if there are changes in personnel, we must receive a list of these names signed by an officer of your company along with the technician's signature indicating that they have read and understand the SouthWare Technical Support Agreement.

Dealership Name: _____

Officer Signature: _____

Officer Name: _____

List of Authorized SouthWare Support Technicians:

I have read and understand the policies and standards outlined in the SouthWare Technical Support Agreement.

Persons Authorized to call SouthWare Support:

Name: _____ Signature: _____ Date: _____

Email address: _____ Work Phone Extension: _____ Cell Phone: _____

Name: _____ Signature: _____ Date: _____

Email address: _____ Work Phone Extension: _____ Cell Phone: _____

Name: _____ Signature: _____ Date: _____

Email address: _____ Work Phone Extension: _____ Cell Phone: _____

Name: _____ Signature: _____ Date: _____

Email address: _____ Work Phone Extension: _____ Cell Phone: _____

Please mail to: SouthWare Support
P.O. Box 3040
Auburn, AL 36830

or fax to: 334-887-2179

Authorized SouthWare® Support Technicians Additions/Deletions

Dealership Name: _____

Officer Signature: _____

Officer Name: _____

I have read and understand the policies and standards outlined in the SouthWare Technical Support Agreement.

Additional Authorized Support Technicians

Name: _____ Signature: _____ Date: _____

Email address: _____ Work Phone Extension: _____ Cell Phone: _____

Name: _____ Signature: _____ Date: _____

Email address: _____ Work Phone Extension: _____ Cell Phone: _____

Deletions:

_____ Date: _____

_____ Date: _____

Please mail to: SouthWare Support
P.O. Box 3040
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