

# 2010 | support policy



Using SherWare's oil and gas accounting software should be as easy as possible, so that's why we've spent countless hours compiling the best types of information to help you maneuver around the software and learn how to use your software to its fullest.

We have created a free online support library with a variety of "help" documents and training materials designed to help you find the answers to questions you've come across while using the software. These documents range from printed getting started guides, in-program Help files, a Knowledge Base of frequently asked questions, video demonstrations and tutorials and articles that address how to complete different functions within the software.

We've spent hundreds of hours updating our help files and compiling our Knowledge Base of common questions you and many of our other clients have asked. We've found that the clients who take advantage of these FREE training options are much happier with their software because they know how to use it correctly and can actually "see" how to solve their own problems.

Clients who don't utilize these help features often feel frustrated and dissatisfied with the program because they don't understand how the software works. They only know what they've been "told" to do when working with a SherWare support technician after calling for help with a specific matter. This leaves both the user and our support technicians feeling unsatisfied.

SherWare, Inc. defines technical support as: "knowledgeable people assisting the users of our software products so they can use the software as it was intended." All of our software programs have been designed to be user-friendly and very straightforward.

- If you call us and we have to "teach" you how to use the software or "walk you" through the setup and installation process, which is documented in our Help Files, video tutorials and SherWare Knowledge Base, that is considered training and is billable to you. (Please contact us for more information on training costs or visit the Services page on our Web site at [www.sherware.com](http://www.sherware.com).)
- Alternately, if you call us and we help you with an error code or problem you're experiencing with our software, answer a specific question you have about set up or customization or listen to your feedback about the software, that is considered Technical Support.

## Free Support:

**Initial Free Support:** We offer FREE technical support for the first 90 days from the date you purchase the software to cover installation, setup and general use questions about the software. While these questions are already answered in the online support library, we would be happy to answer them during these early stages of using the program.

Prior to contacting support though, we do recommend that you take the time to look through our free training materials provided in the online support library. Our support technicians have worked very hard to make sure the library will cover a majority of your technical support questions. These include: Getting Started Guides, Documentation, Newsletters & Articles, Indepth Help Files, Knowledge Base of Frequently Asked Questions, Video Tutorials.

**Online User Support Forum:** For basic, free, lifetime support of your software, please visit our SherWare Online Support Forums, where you can ask questions, request enhancements, post answers and discuss the software with other SherWare users.

## **Paid Training & Support (Silver, Gold & Platinum Support Policies)**

We understand that not all questions can be answered through our free training resources found in the Online Support Library. Therefore, additional training or technical support questions can be addressed by purchasing a more comprehensive support plan to meet your support needs.

Please note: All new users are required to purchase the Gold Support Policy at a rate of 15% of their software cost.

Once your initial 90-days of free support have passed, your support policy will take effect. If you'd like personal support from one of our trained support technicians, you will have to purchase either the Silver, Gold or Platinum Support Policy, as outlined below:

### **Silver Support Policy**

When you've read through our In-Program Help Files, browsed through our Online Support Library, and still need help from a real person, then the Silver, Gold or Platinum Support Policy is meant for you. The Silver Support Policy includes unlimited access to our Online Support Library as well as unlimited e-mail support, and any software maintenance and updates throughout the year. This policy can be renewed annually.

\*Note: This policy does not include any phone support. If you need to speak with a support technician by phone, you will be billed per incident, which is \$75 per incident.\*

### **Online Support Library: Unlimited Access**

- **SherWare's Knowledge Base:** We've compiled hundreds of support questions you have asked us over the past few years, along with answers from our trained support technicians.
  
- **Self-Paced Video Tutorials/Demonstrations:** View tutorials created by our support technicians to learn how to complete various tasks in the software from creating a new company to entering bills to reconciling clearing accounts in QuickBooks.
  
- **Technical Documentation:** Available to download as a PDF from our Online Support Library, our documents will help you, along with the training demonstrations, be able to set up and effectively use your software program.
  
- **Getting Started Guide:** Each guide provides the necessary steps you need to take to set up your software for your company, as well as how to use the software from start to finish on a typical distribution/run.
  
- **In-Program Help:** We have spent hundreds of hours updating and compiling the most comprehensive built-in help files detailing how each screen works, a how-to for more than 30 topics, common problems and error messages.

The cost is 15% of the current software cost, including any optional modules you may use.

If at any time during the year you wish to upgrade policies, you can simply pay the difference in price between your current support policy and the new support policy.

### **Gold Support Policy**

Because there will invariably be times where you need an answer immediately or want to be able to pick up the phone to call us, we have a Gold Support Policy to meet your support needs. The Gold Support Policy includes unlimited access to our Online Support Library as well as unlimited e-mail support, unlimited telephone support, and any software maintenance and updates throughout the year. This policy can be renewed annually.

The cost is 20% of the current software cost, including any optional modules you may use.

If at any time during the year you wish to upgrade policies, you can simply pay the difference in price between your current support policy and the new support policy.

### **Platinum Support Policy**

This support policy is for those of you who want to be able to chat live with one of our support technicians. This feature is available most business hours throughout the day. It simply requires that you have an instant message account through Windows Live Messenger.

The Platinum Support Policy includes unlimited access to our Online Support Library as well as unlimited e-mail support, unlimited telephone support, and the ability to chat live with our support technicians online, as well as any software maintenance and updates throughout the year. This policy can be renewed annually.

The cost is 22% of the current software cost, including any optional modules you may use.\*

If at any time during the year you wish to upgrade policies, you can simply pay the difference in price between your current support policy and the new support policy.

### **Abuse Policy**

SherWare, Inc. reserves the right to limit the length of each telephone call and the number of incidents per call, as well as the number of times per day and week a company may call, e-mail or instant message to prevent abuse of the support service. Initiative and common sense on the part of the user is assumed in all support cases, and support should be used only if all other Online Support Library resources are exhausted and a reasonable solution has not been found.

Profanity, personal attacks and/or threats to SherWare, Inc. support personnel via e-mail, telephone or fax will not be tolerated and could subject you to having your support subscription terminated.

### **Reinstatement to Support**

If you are not current on support, you may be charged a reinstatement fee in addition to the cost of the support subscription for the current year.

- A reinstatement fee of 50 percent of the current support subscription cost will be required in addition to the current support subscription if a support subscription has been lapsed for one year.
- A reinstatement fee of 75 percent of the current support subscription cost will be required in addition to the current support subscription if a support subscription has been lapsed for two years.

- A reinstatement fee 100 percent of the current support subscription cost will be required in addition to the current support subscription if a support subscription has been lapsed for more than two years.

### **Versions No Longer Covered By Support**

Any software programs not updated since 2006 and earlier are not supported by SherWare's technical support team, and users can not expect help with the program unless the software is updated to the latest version. Since we just released the new version of all software programs this year, 2010 will be the last year we support version 5 of the Accounting Manager, version 2 of the Disbursement and JIB Manager Integrated Edition and version 7 of the Disbursement and JIB Manager.

### **Upgrading**

SherWare will release upgraded versions of the software from time to time. Current Silver, Gold or Platinum subscription holders are entitled to the upgrades at no extra charge. Non-current support subscribers, or any client at the Bronze Support Policy, can purchase an upgraded version of the software for 25 percent of the current software price.

Software can be upgraded to a higher level of SherWare software at any time. The cost of the new software is calculated by taking the new software cost minus what you paid for the original software. Optional modules, training and support are not included in calculating what you have already paid.

When switching between software applications, you agree to destroy any installation CDs, manuals and other information from the old program. You are not entitled to continue using both programs. If want to use both programs, you must purchase the second program at full price.

### **Off-Site Licenses**

The support subscription is held by only one company or individual. If the company is sold or divided into multiple entities, only one of these entities can keep the support subscription. If a company branches into multiple offices at different locations, only one of these branches will hold the software license and support subscription. An off-site license and additional support subscription is required for each additional branch.

An off-site license allows you to install the software at an off-site location from the main company office location. The license entitles the software to be used only for the company in whose name the license was obtained for.

If you are going to be the off-site location for more than one company or are going to use the software for a company other than what you are licensed for, then you are required to purchase the full version of the software. To obtain support and updates to the software at an off-site location, support must be purchased separately from the main office location. If a main office location has more than one off-site location, support must be purchased for each location separately.

### **Contacting Support:**

You may contact support by phone, e-mail or fax.

330.682.0137 – Local Phone

888.446.2218 – Toll Free Phone

866.338.1254 – Fax

support@sherware.com – E-mail

\*Prices subject to change at the discretion of Sherware, Inc.