

2012 | 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, compiling our Knowledge Base of common questions you and many of our other clients have asked and creating video tutorials on how to complete tasks within our software. We've found that the clients who take advantage of these 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.

Defining technical support

SherWare, Inc. has a reputation for providing the best Technical Support available; however, not everything is considered Technical Support.

Support includes answers to technical questions as well as updates to the software. Technical questions deal with setup and use of the software. Updates provide you with any patches that are released for software enhancements or bug fixes. When current on support you will be prompted for any available updates when you open the software.

Technical support is provided through phone, email, fax, instant messaging, mail, help file, support forum, and on-line videos. The support policy that you choose determines which methods of support are available to you. Support does not include auditing your records, explaining basic computer skills (i.e., printer setup, network permissions, copy/paste), or training. These will be billed as training if needed.

A support contract is necessary for every software license that is purchased. A software license is good for one physical address therefore a support contract is only good for one physical address as well. Multiple computers may be supported under a support contract as long as they are all under the same software license.

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 commonly asked questions. These include: Getting Started Guides, Documentation, Newsletters & Articles, Indepth Help Files, Knowledge Base of Frequently Asked Questions, Video Tutorials.

Levels of Support:

Platinum

The “Platinum” level of support is an enhanced level of support. It includes all updates and you can contact us via Online Chat, Phone, Email and Fax. Priority will be given to Platinum support holders when multiple requests for support are in queue.

Gold

The “Gold” level of support is our standard level of support. It includes all updates and you can contact us via Phone, Email or Fax.

Silver

The “Silver” level of support is a reduced level of support. It includes all updates and you can contact us via e-mail only.

This is available to anyone but is designed for those who have been customers for a while and do not need to contact support often. It gives our loyal customers a discount since they are already familiar with the software and do not need to contact support very often. Since this does not include phone support you will be billed for issues resolved over the phone.

None/Per-Incident

The “Per-Incident” level of support is assigned to those that do not renew support. If you are not current on support you will be billed for any support incidents that you request at an hourly rate of \$100 per hour. You will be billed for a support request even if it is related to a problem with the software. Support requests for those that are not current on support will be answered after all any pending incidents of current support holders have been resolved. Per-Incident support holders will not receive software updates that are released. A re-instatement fee will be charged to anyone that that renews support after it has expired.

Reinstatement to Support

If you are not current on support, you will be charged a reinstatement fee in addition to the cost of the support subscription for the current year. The reinstatement fee is described below.

Late Support Renewal: A late fee of 5 percent of the current support subscription cost will be required if a support subscription is paid after the due date. Your renewed support will expire one year from your last expiration date.

Subscription expired over a year : A reinstatement fee of 25 percent of the current support subscription cost will be required per year that your subscription has been inactive This is in addition to the current support cost. Your renewed support will expire 1 year from the date the support is reinstated.

Maximum Reinstatement Fee: If your support subscription hasn't been renewed in over 3 years you'll need to purchase the software again

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, fax, 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.

Abusing SherWare's Support Center, 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.

Versions Covered By Support

Version 6 of the "Accounting Manager," version 3 of the "Disbursement and JIB Manager Integrated Edition" and version 8 of the "Disbursement and JIB Manager" are the only supported versions.

Purchasing Software Updates

Software updates are released from time to time and can be purchased even if you are not current on support. Updates are free to clients that are currently under a support contract. Non-current support subscribers can purchase an upgraded version of the software for 25 percent of the current software price. A software update does not include any support with it.

Purchasing a different SherWare Program

If you decide that a different one of our programs is better suited for your operation you can switch between programs at any time. If you are upgrading to a more expensive program then you will be credited the amount that you originally paid for your current program. If you are downgrading towards a cheaper program you will be charged \$500 for the switch. New clients that have purchased the software within 90 days will not be charged for downgrading programs and will be credited the difference in price.

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.

Transfer of Support Contract

The support subscription is held by only one company or individual for a specific physical address. If the company is sold or moves the support contract is transferrable to the new address. If a company is divided into multiple entities the license can transfer to only one of these entities. If a company branches into multiple offices at different locations, only one of these branches will hold the software license and support subscription.

Off-Site Licenses

An Off-Site License is needed for companies with multiple offices and for accountants that want to install the software to facilitate a client of theirs that is using SherWare. The Off-Site license is designed to be cheaper than purchasing multiple licenses at full cost. A separate support contract must be obtained for technical support and updates for each off-site license.

An Off-Site License is needed for every office that the software is installed in. Support for each Off-Site License will be tracked separately. The license entitles the software to be used only for the company in whose name the Off-Site license was obtained for. An entity that uses SherWare to handle the data for multiple clients will have to purchase the full version of the software.

Contacting Support:

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

(330) 262-0200	Local Phone
(888) 262-3143	Toll Free Phone
(866) 338-1254	Fax
support@sherware.com	E-mail

Support Schedule

Support is available from 9am - 5pm ET Monday - Friday.

Support is unavailable on the following holidays in 2012.

Friday	April 6th	- Good Friday
Monday	May 28th	- Memorial Day
Wednesday	July 4th	- Independence Day
Monday	Sept 3rd	- Labor Day
Thursday	Nov 22nd	- Thanksgiving Day
Friday	Nov 23rd	- Thanksgiving Recovery
Monday	Dec 24th	- Christmas Eve
Tuesday	Dec 25th	- Christmas Day

