Keystroke Point Of Sale

Keystroke Advanced POS

SOFTWARE MAINTENANCE SERVICE PLANS

Platinum Support   **$99/month**   *12 month minimum, billed via Visa, MasterCard, or Discover only.*
Includes unlimited access to the SBS Priority Technical Support Service, *plus* software updates with automatic notification service. Only Platinum Support customers get the advantage of a dedicated Priority Support Line (toll-free at 888.275.4727 or 888.ASK.4SBS), which receives first response by SBS staff, even before the sales line! This plan is recommended for customers who want the absolute ultimate in technical support service for the Keystroke POS system, and the added advantage of monthly billing. Reduced Remote Access minimum.**

Updates Plus   **$495/year (after $100 renewal discount *)**   *Non-Renewal List Price: $595*
Includes software updates and 3 Support Cases per year. This plan is recommended for customers primarily interested in software updates only – such as savvy users and those who work closely with a local Authorized Dealer to resolve most issues.

Silver Support   **$595/year (after $200 renewal discount *)**   *Non-Renewal List Price: $795*
Includes software updates and 12 Support Cases per year. This is the best plan for most typical customers who are relatively familiar with Keystroke and want a secondary source for assistance when their local dealer is not available. Reduced Remote Access minimum.**

Gold Support   **$895/year (after $200 renewal discount *)**   *Non-Renewal List Price: $1095*
Includes software updates and an unlimited number of Support Cases per year. This plan is recommended for customers who place heavy demands on the Keystroke system or want unrestricted access to SBS support services. Reduced Remote Access minimum.**

**Renewal discounts are rewarded for maintaining gap-free plan coverage. Plan will be extended by 12 months from prior plan end date.*

Maintenance Plans for Multiple Stores

Businesses with the Keystroke POS system licensed for use in multiple locations have several options to receive software updates and technical support services. An Authorized Dealer and/or Certified Installer should play a critical role in the configuration and maintenance of the Keystroke system, data polling procedures, and other custom integrations. For software updates and to receive SBS technical support supplementary to the services of a local dealer, a Software Maintenance plan (see above) may be purchased for each licensed location.

The **Gold MultiStore Support** plan is also available for multi-location businesses employing a full-time system manager who oversees the system and is available to assist staff with day-to-day issues at all stores. This plan includes unlimited support calls placed by the designated contact person or system manager. The Per Site Fee is charged for each location in addition to the main store (or other primary location).

Gold MultiStore Support Plan   **$1495/year (after $500 renewal discount*)**   *Non-Renewal List Price: $1995*
+ Per Site Fee   **$350/year (after $150 renewal discount*)**   *Non-Renewal List Price: $500*

> **SBS Commitment & Technical Support Limitations**
> *Our goal at SBS is to provide excellent software and services to all our customers. We promise to do our very best to provide you with friendly, honest, and reasonable guidance to resolve your questions or problems as quickly and painlessly as possible. We also work closely with Authorized Dealers who are more appropriate to assist with issues external to the Keystroke software application and are not covered by our Software Maintenance plans. Our policy is to refer the following types of issues to a dealer: networking, operating systems, viruses, hard disks, installation of printers or other hardware, third-party software, and custom configurations (including MultiStore polling). Exceptions to this policy include PayPerCall and RemoteAccess Support where we will give our best effort to provide training services or technical support for issues not necessarily related to Keystroke software.*
> **SBS Hours:** 8:00am - 6:00pm mountain time, monday-friday, except holidays.
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> ***The success of our business depends on the success of your business!***

Third-Party Payment Integration

SBS developed the Keystroke Payment Module (KeyPay) to help ensure the security of your customers' sensitive card data and to comply with data security requirements mandated by the major card brands (Visa®, Mastercard®, etc.), payment processors, and the Payment Card Industry Security Standards Council (PCI). Keystroke POS with KeyPay is maintained to conform with the latest published PCI guidelines – Payment Application Data Security Standard (PCI PA-DSS v1.2), and has undergone thorough testing by a third-party PCI approved Qualified Security Assessor (QSA).

The KeyPay module includes technology that enables your business to securely and seamlessly process credit, debit, gift and other electronic payments through select merchant service providers without any additional software. Please contact your local Authorized Keystroke Dealer for a recommendation and to learn more about the benefits of using the fully integrated payment processing features provided in Keystroke with KeyPay. If for any reason your business is unable to utilize the merchant service provider recommended by your dealer, additional fees to activate the use of a third-party payment software application may be required.

For more information about merchant compliance guidelines or to verify the Validated Payment Application listing of Keystroke POS with KeyPay, please visit www.PCIsecuritystandards.org.

PayPerCall Technical Support – 800.275.4727

PayPerCall Technical Support service is available to customers who are either not subscribed to a Software Maintenance Service plan or who require training or technical support services outside the parameters of a prepaid service plan. PayPerCall service is only provided to properly licensed and registered customers, and may not be available for older versions of Keystroke POS software. Software updates are available only through prepaid Software Maintenance Service plans. Typical PayPerCall cases include:

       - Additional Support Cases exceeding the allotment of a prepaid plan
       - Technical support for non-Keystroke issues (see SBS Commitment & Technical Support Limitations)
       - Training by telephone

$60 Minimum for initial 24 minutes, plus $15 per 6 minute increment thereafter ($150 per hour).

Remote Access Support – 800.275.4727

Remote Access Support service offers the convenience of an experienced Keystroke support technician connecting to your system using internet-based technology to troubleshoot, perform system maintenance, or provide training. Normal time required to establish the remote connection is billable, and availability of this service is subject to change.

       $96 Minimum for initial 24 minutes, plus $24 per 6 minute increment thereafter ($240 per hour).
       ** For active Silver, Gold, and Platinum Support customers, the Minimum charge is reduced to $48 for initial 12 minutes.

SBS Technical Support Facts & Tips

How do I obtain technical support and software updates?
For technical support, call **SBS** at **800.275.4727**. SBS business hours are 8:00am - 6:00pm mountain time, monday-friday, except holidays.
To update your software, use the **Keystroke Update Installer** located in the Keystroke program group. Of course, whenever you have questions or when updating your system it's always a good idea to check in with your Authorized Keystroke Dealer to ensure everything goes smoothly.

What is a Support Case?
SBS defines a Support Case as a single issue that focuses on one aspect of Keystroke POS software (e.g., installation of an update, a question about a particular feature, or resolving an error message). Most support calls constitute a single Support Case; however, if you call with multiple issues or unrelated questions, a single phone call may constitute multiple Support Cases. On the other hand, a call may not count as a Support Case at all such as when multiple calls are required to resolve a single issue. Our support technicians document all support activity for your business in our customer service database. This information is used to track usage of Support Cases and as a tool to help us provide better support service.

What if I Need Additional Support Cases?
If you use all of your allotted Support Cases under a prepaid plan and need additional technical support, you have several options:

- **Contact Your Local Authorized Keystroke Dealer.** Depending on the nature of the issue, this may be necessary anyway.
- **Use Pay Per Call or Remote Access Support.** See above for rates and service descriptions.
- **Purchase a New Service Plan.** Select a plan more appropriate for your business' needs. Depending on the situation, we may be able to pro-rate the cost to upgrade the remainder of your plan period to Gold Support, or put you on monthly Platinum Support.

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