



Technical Support Highlights

Phone technical support is available 8am to 7pm Monday - Friday and 8am - 12pm on Saturday.

You may be billed monthly or yearly, the choice is yours. No contract is required. By paying for support, you will receive all updates to our software which will be automatically downloaded by your systems via internet. A cancellation of support will result in having to repurchase software should a newer version be desired.

24 hour phone support is available via pager, at an extra charge of \$100 per incident (\$150 per incident between the hours of 11pm – 6am CT) for those currently paying for monthly support. Should the incident exceed 1 hour in support time, the client will be billed regular DCS rates in increments of 15 minutes. To avoid charges, please do not call our pager during normal business hours.

We will always do our best to answer or return your call as quickly as possible, usually within 30 minutes. Should your system be inoperable, please state as such so we may place your call in a higher priority status. Due to the nature of our business, our technical support includes significantly more support than is normally provided by software vendors in other industries.

Phone Technical support includes:

- Any problems associated with our software
- Basic Windows problems (missing icons, printing problems, basic network glitches due to Windows OS, etc...) □ Questions on how to use our software.
- *Note: This is not a replacement for DCS training. Please do not use it as such.
- Help with third party software purchased by DCS (ie: the basics of how to use tape backup software, antivirus, etc...)
- Help with troubleshooting hardware problems (more so if DCS supplied the Hardware)

Phone Technical support does not include such things as:

- Removal of Computer viruses
- Helping tellers find shortages/overages and balance the store
- Third party software (Netspend, SecureCheck, Western Union, etc...)
- Having DCS make changes to your point of sale configuration (addition/deletion of menu items, daily sheet changes)
- Accounting errors created by your tellers ie: entering zero for "Cash count" at end of day
- Transferring DCS software to other machines due to broken hardware (If less than 30 days old and hardware is purchased from DCS, this will be included)
- Additional work to back office configurations to accommodate new or changed stores i.e: The addition of a store requires changes to the MOCS system
- Setup, monitoring, and continued maintenance of external system backups / disaster recovery procedures

Should work be requested that does not fall into the guidelines of what is included in phone technical support, our tech support personnel will advise. If in question, please ask. There are always gray areas which need to be addressed on a case-by-case basis.

For help with issues that are not covered under phone technical support, our personnel are able to assist you for an extra fee. Please be aware, that we may not be able to help you right away with such issues, as clients with issues/questions specific to DCS software have priority.

Our goal is always to be sure our clients are taken care of in a timely manner and are happy with the results!

Thank you for your time and continued business!
-The DCS Team