

Technical Support Policies

This document is intended as a guideline for understanding which issues are covered by a Stone Edge Extended Support Contract as either “billable” or “non-billable” time, as well as what type of issues are NOT covered under a support contract.

The amount of time that a Stone Edge Application Support Technician (Tech) spends resolving an issue that is deemed billable and covered under a support contract is referred to as “billable time.” Billable time is deducted from the minutes allotted on a user’s support contract.

- *Standard Contract = 180 minutes/year*
- *Enterprise Contract = 300 minutes/year*

*Billable issues are defined in **Section I** of this document. “Non-billable time” refers to the time spent by a Tech resolving an issue that is not deducted from the customer’s support contract. Certain issues for which Stone Edge Technologies takes responsibility have been deemed non-billable. These issues are explained in greater detail in **Section II** of this document. Some issues are not covered by a Technical Support Contract and require purchasing additional training time or contracting the services of a Stone Edge Developer. Information about these types of issues can be found in **Section III**.*

Technical Support Contracts are renewable on an annual basis. Technical Support Contract minutes do not “rollover” and expire at the end of the contract year.

Stone Edge Technical Support reserves the right to discontinue product support for versions of the Order Manager application that are greater than one year old from the latest version release date.

A unique support ticket is created each time a user contacts Stone Edge Technical Support for assistance. Stone Edge reserves the right to limit each ticket to one (1) incident per ticket and end a support call when the issue is resolved. If a customer calls with multiple issues during hours of high call volume, a Tech may resolve the first issue, create a new ticket for the additional issue(s), and inform the customer that their next ticket will be addressed at a later time, thus ending the present call.

Stone Edge Technical Support is available from 9 am – 6 pm EST. In the event that a support call runs overtime, Stone Edge Technical Support reserves the right to end the call at 6:30 pm and resume it the following business day. If a customer wishes to continue the call beyond 6:30 p and a Tech is available, the customer will be charged at a rate of \$100/hour.

Any incident not specifically detailed in this document will be evaluated on a case-by-case basis. It shall be at the discretion of Stone Edge Technologies, Inc. to determine if an issue is covered as billable or non-billable, or not covered, under a Stone Edge Technical Support contract.

I. Issues Covered by a Stone Edge Technical Support Contract as Billable Time

1. **General “how-to” questions.** These are questions about how certain features work in the Order Manager or how to perform certain tasks in the program. For example, “How do I import orders?” or “How does the Purchase Order system work?” To avoid accumulating billable time with a Tech on these types of questions, refer to the Stone Edge Order Manager User’s Guide or Knowledge Base. If you have multiple questions about using program features that exceed 15 minutes, we suggest scheduling a training session with a Support Technician (\$100/hour).
2. **Errors in the Order Manager.** In the event an error occurs in the Order Manager, the Tech must first diagnose the problem. If the diagnosis shows that the error is due to setting changes made by the customer or erroneous data, the time spent on the issue is billed against the customer’s support contract. For example, the Order Manager displays an error message because the customer deleted information directly out of a data table, or changed a system parameter, or changed the username and password in their shopping cart, but not in Order Manager.
3. **Errors relating to software other than those provided by Stone Edge.** These include shopping cart software, external shipping software, credit card processing software, etc. For example, when a customer has a third-party module installed on their shopping cart to record additional customer data and that data is not importing into the Order Manager. During diagnosis, if it is determined that the module is not supported by the Order Manager, the Tech will terminate the support session and deduct the diagnosis time from the user’s support contract.
4. **Errors caused by third-party customizations.** For example, when a customer has a custom report developed by a third-party and after upgrading to the latest version of Order Manager, the report no longer works. If the Tech determines the cause of the error is due to the third-party customization, then the support session will end and the diagnosis time for the issue will be billed against the support contract. The customer would then be directed to report the error to the third-party developer.
5. **Data lost due to power failure, computer virus, data corruption, etc.** Stone Edge is not responsible for data loss due to outside influences unrelated to the Order Manager software. It is the customer’s full responsibility to perform regular backups of their data, preferably on a daily basis. Any time spent by a Tech assisting a customer with an issue related to systems outside the Order Manager will be deducted from the customer’s support contract.
6. **Requests to perform standard operations.** Examples include installing the latest version of the Order Manager, creating the connection to an external shipping program, or adding a new shopping cart to the Order Manager. Instructions on how to perform those operations can be found in the Stone Edge Knowledge Base.
7. **Errors caused by Microsoft Windows and/or Microsoft Access.** Customers often call Stone Edge Technical Support with issues caused by the combination of certain versions of Windows and Access. Please refer to our system requirements page for more information:
<http://www.stoneedge.com/OMSsystemRequirements.htm>

8. ***A customer (or a hired third-party) modifies a customization developed by Stone Edge and causes errors.*** For example, a Stone Edge Developer creates a custom report for a customer, which is no longer working as intended. If the Tech discovers that there were changes made to the original customization by the customer or a hired third-party which caused the report to malfunction, the time spent resolving the issue is billed against the customer's support contract. If the errors need to be resolved by a Stone Edge Developer, monetary charges may apply instead of deducting billable time from the customer's support contract.
9. ***Reporting inconsistencies.*** Data results displayed in management reports sometimes do not match up from one report to another. This is due to the use of different dates when generating reports. If a Tech is asked to determine why data is inconsistent, the time is billable against the customer's support contract. More information on report results can be found in the Stone Edge KnowledgeBase:
http://www.stoneedge.com/help/OM_DOC/tips_tricks/Different_Totals_on_Reports.htm
10. ***Issues with compatible hardware purchased either from Stone Edge Technologies or a third-party dealer.*** Stone Edge only supports the hardware brands and models that are offered on our website. Setup documentation is available in the Stone Edge Knowledge Base for all compatible hardware products. If a customer calls Stone Edge Technical Support for help setting up compatible hardware, the time will be deducted from the customer's remaining support contract. For issues dealing with the hardware itself, the Tech will direct the customer to the manufacturer for assistance. Stone Edge Techs are unable to troubleshoot issues with the hardware itself and malfunctioning hardware should be covered by the manufacturer's warranty. However, if the hardware functions properly outside of the Order Manager, then the Tech will likely be able to fix the issue within the Order Manager.
11. ***Issues with hardware not purchased through Stone Edge Technologies.*** If a customer purchases hardware other than the products offered on our website, and it does not function with the Order Manager, it is unlikely that a Tech will be able to resolve the incompatibility. Stone Edge only supports the hardware brands and models that are offered on our website and described in our Knowledge Base. If a customer would like to have hardware supported, they must put in a request for customization.
12. ***Third-party technicians.*** If an outside technician contacts Stone Edge Technical Support on behalf of a Stone Edge customer, the time spent with the Tech will be deducted as billable time from the customer's support contract.

II. **Issues Covered by a Stone Edge Technical Support Contract as Non-Billable Time**

Stone Edge Technical Support will not deduct billable time from customer support contracts for phone calls or emails dealing with issues in the list below. However, if a Tech determines that any of the following issues are due to changes made by the customer, or a third-party hired by the customer, the time spent will be billable against a support contract.

1. ***Software Bugs.*** Bugs are errors in the program. They may occur during installation or normal operation of the Order Manager. Bugs are almost always accompanied by an error number and

message. For example, a Tech is contacted in regards to an “Error 94: Invalid use of Null” and determines that the error is caused by a bug in the software. All time spent on the issue will be recorded, but not charged to a support contract. Bug fixes may be included in a newer software version release. Stone Edge Technical Support reserves the right to require a version update prior to troubleshooting the issue.

- 2. *Technical Support error.*** If the Stone Edge Technical Support Manager determines that a Stone Edge Technician provided incorrect information, any time spent correcting the situation is not billable against a support contract.

III. Issues Not Covered By a Stone Edge Technical Support Contract

The following issues are not covered by a Stone Edge Technical Support Contract, but may be covered with a paid training session or by contracting a Stone Edge Developer to fulfill the request at their current billing rates. Stone Edge Technical Support does not cover calls or email regarding the development or implementation of any of the following:

- 1. *Custom modifications or additions.*** Stone Edge Technical Support will not assist with any request to alter the basic functionality of the program to fit a single customer’s unique requirements such as reports, forms, code, queries, online cart scripts, or anything that would be an addition to, or modification of the standard “out-of-the-box” version of the Order Manager. This includes initial performance of a new customization. Any issues with a customization performed by Stone Edge Developers may be referred back to the original Developer that performed the customization. Requests for custom programming will be handled by Stone Edge Technical Support. If the Stone Edge Development team is unable to accept a customization request, Support will inform the customer and attempt to provide an appropriate vendor to perform the customization.
- 2. *Integration with non-supported shopping carts, third-party software, or hardware.***
- 3. *Data conversion or import into the Order Manager from non-supported, third-party software.***