Scanco's Technical Support & Maintenance Plan
Effective January 2018

Scanco's technical support team is pleased to offer outstanding support for our customers on an active support plan. Outlined below is what our technical and maintenance plans cover.

Software Technical Support Online Request Form: Support can be reached by creating a support request online at http://www.scanco.com/online-support/.You will receive a confirmation email with your CASE NUMBER after submitting your issue. The support case will be automatically created for you. You will receive a confirmation email with your CASE NUMBER after submitting your issue.

Software Technical Support Phone Line: Support can be reached by phone at 330-645-9959 x 111 during normal business hours from 9:00-5:00 Eastern Standard Time. If a representative is not available, you may leave a detailed message. The support line is checked every 1⁄2 hour. Scanco will return your call within 24 hours. Support is only provided to customers with current support plans with Scanco.

Software Technical Support Email Line: Support can be reached by emailing support@scanco.com. The support case will be automatically created for you. Our technical support coordination team is monitoring and assigning cases to the best technical support representative to quickly address your questions or concerns. A Scanco representative will be in contact with you during normal business hours from 9:00- 5:00 Eastern Standard Time. Response will be within 24 hours.

Case Inquiry or General Questions: Suggestions for receiving the fastest response is to always select "reply- all" to the case email that was

automatically created for you. Also, please include the following information to insure you receive the quickest response possible:

1. Software you are using that you are experiencing problems with.
2. Version of ERP.
3. Hardware you are running the software on.
4. What is the chain of events that led up to the issue?
5. Include as many video's or screen shots if possible.

Maintenance Plans: Included in your technical support agreement with Scanco is maintenance with our software which includes Scanco Software Upgrades and product updates. Scanco Software Upgrades are defined by matching the version of ERP you are running. Product updates are features that we add to our standard product. Product updates can be deployed automatically through the app store, emailing or calling our technical support team and making an appointment for your product update. Custom application upgrades are not included in the standard support plan and will require additional cost to be upgraded.

Test Server to Live Server: Included in your support agreement is a one-time install to a test server and then again to your live production server.

Label Designs: Included in your label printing support agreement is designing one label design and training on how to create additional design templates for future use.

Back Support Charge: Customers can elect not to renew their Scanco Support plan. If you opted out of renewing Scanco Support and support is needed a 25% back-support fee can be applied to re-instate your support plan.

What is not included in my contract? Listed below are frequently asked and not included in the standard support agreements.

1. Multiple Server Moves or Server Upgrades.
2. After hours Installs
3. After hours phone support
4. After hours upgrades or product updates
5. Multiple Label Designs
6. Scanco Training