



# The Wine Management System ©1996-2008

## Technical Support

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### Technical Support

WMS offers unlimited no-charge usability support via toll call for the first 2 months after installation.

Support after this time is based on three distinct Support Packages (Bronze, Silver and Gold). These are available for 1-year terms. See page 2 for specific details of each package.

For Support Schedule details, contact:

Email: [sales@wms4wine.com](mailto:sales@wms4wine.com)

For **Technical Support**:

Email: [support@wms4wine.com](mailto:support@wms4wine.com)

Phone: (604) 802-6358 during our support hours.

Standard Support hours for *Monday through Friday* (excluding holidays):

- ❑ 7:00 A.M. to 6:00 P.M. Pacific Standard Time (PST).

Standard Support hours for *Saturday*:

- ❑ 9:00 A.M. to 5:00 P.M. Pacific Standard Time (PST).

### Provisions:

1. Every email/phone call will attempt to be answered within 24 hours.
2. Requests for enhancements to WMS are not included in any of the support packages.
3. Enhancements to WMS may be requested by completing the form “*Enhancement/Error Request*” on the Administrative Switchboard in WMS. Complete this form, print and fax to The Wine Management System at 604-533-6729. The technical department will respond to your request within 7 days with an estimate for the enhancements.



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## Technical Support

### **BRONZE Support**

**Annual Fee:**

- None

**Online Help Desk:**

- Direct e-mail support to Technical Support Personnel at [support@wms4wine.com](mailto:support@wms4wine.com)
- \$25 per hour.

**Person-to-Person Phone Support:**

- From Qualified Support Specialists via toll call
- Hours (Pacific Standard Time):
  - **Mon-Fri: 7 AM to 6 PM**
  - **Sat: 9 AM to 5 PM**
- \$50 per hour (1 hour minimum).

**Web Site Support:**

- Full access to Frequently Asked Questions (FAQ) at [www.wms4wine.com](http://www.wms4wine.com)

**Software Upgrades:**

- Software Enhancements, Release Notes and Documentation included with each upgrade.
- Annual fee for upgrade may apply (see Price page on web site for current cost).
- User id and password supplied for download of upgrade.
- Order a replacement CD for \$25 (see web site download page) shipping not included.

**On-Site Support:**

- Installation and setup of Software Enhancements, New Version Releases and Documentation.
- \$50 per hour, 1-hour minimum, travel expenses outside the Vancouver Lower Mainland not included.

### **SILVER Support**

**Annual Fee:**

- \$150 per year

**Online Help Desk:**

- **6 free email/incidents per year.**
- Direct e-mail support to Technical Support Personnel at [support@wms4wine.com](mailto:support@wms4wine.com)
- \$25 per incident after initial 6 emails.

**Person-to-Person Phone Support:**

- **6 phone calls/incidents per year.**
- From Qualified Support Specialists via toll call.
- Hours (Pacific Standard Time):
  - **Mon-Fri: 7 AM to 6 PM**
  - **Sat: 9 AM to 5 PM**
- \$50 per incident after initial 6 phone calls.

**Web Site Support:**

- Full access to Frequently Asked Questions (FAQ) at [www.wms4wine.com](http://www.wms4wine.com)

**Software Upgrades:**

- Software Enhancements, Release Notes and Documentation included with each upgrade.
- Annual fee for upgrade may apply (see Price page on web site for current cost).
- User id and password supplied for download of upgrade.
- Order a replacement CD for \$25 (see web site download page) shipping not included.

**On-Site Support:**

- Installation and setup of Software Enhancements, New Version Releases and Documentation.
- \$50 per hour, 1-hour minimum, travel expenses outside the Vancouver Lower Mainland not included.

### **GOLD Support**

**Annual Fee:**

- \$500 per year

**Online Help Desk:**

- **20 email/incidents per year**
- Direct e-mail support to Technical Support Personnel at [support@wms4wine.com](mailto:support@wms4wine.com)
- \$25 Per Incident after initial 20 emails

**Person-to-Person Phone Support:**

- **20 phone call/incidents per year**
- From Qualified Support Specialists via toll call
- Hours (Pacific Standard Time):
  - **Mon-Fri: 7 AM to 6 PM**
  - **Sat: 9 AM to 5 PM**
- \$50 per incident after initial 20 phone calls.

**Web Site Support:**

- Full access to Frequently Asked Questions (FAQ) at [www.wms4wine.com](http://www.wms4wine.com)

**Software Upgrades:**

- Software Enhancements, Releases Notes and Documentation included with each upgrade.
- No annual fee for upgrade.
- User Id and Password supplied for download of upgrade.
- All information provided at no charge on CD-ROM, shipping included.

**On-Site Support:**

- Installation and setup of Software Enhancements, New Version Releases and Documentation.
- On-site visits included at no charge (maximum 3 per year), travel expenses outside the Vancouver Lower Mainland not included