



**4POS**  
Software for the independently minded retailer!

**Support - It is what makes & keeps it working!**

Scenario	Fee	Please note that all calls are logged	Hours Available	Number of Telephone Calls / Month	Teamviewer Sessions Month	Max Duration of Call
<b>New 4POS users (within 30 days of voucher registration)</b>						
<b>Includes the following FREE services!</b>						
Email questions w.r.t. functionality. Eg Can 4POS ....	Free	Relating to 1 answer - not multiple steps	Monday to Friday - 09h00-16h00	4		
Skype w.r.t. functionality. Eg Can 4POS ....	Free	Relating to 1 answer - not multiple steps	Monday to Friday - 09h00-16h00	4		
WhatsApp w.r.t. functionality. Eg Can 4POS ....	Free	Relating to 1 answer - not multiple steps	Monday to Friday - 09h00-16h00	4		
Teamviewer Installation & configuration on SINGLE PC	Free	Relating to 1 PC - Not re-installs!	Monday to Friday - 09h00-16h00	1		
Teamviewer Installation & configuration on NETWORK - Multiple PC's	R 800	Per Network	Monday to Friday - 09h00-16h00	1	1	
Upgrade assistance to 4POS Version 17 with Teamviewer	R 800	Per PC	Monday to Friday - 09h00-16h00	n/a	n/a	n/a
		<b>Please play fair - any unfairness will result in support being withdrawn.</b>				
		<b>Training per phone / email / skype / WhatsApp not intended or allowed.</b>				
<b>Support Contract fees</b>						
30 minute Training session	R 500	Only available for Teamviewer - One session	Monday to Friday - 09h00-16h00		1	30
6 Month support contract	R 2,500	Telephone / Teamviewer / Skype / WhatsApp	Monday to Friday - 09h00-16h00	2	6	10
12 Month Telephone support contract	R 1,200	Telephone / Teamviewer / Skype / WhatsApp	Monday to Friday - 09h00-16h00	2	12	10
1 year support contract - Telephonic & Teamviewer support	R 3,999	Telephone / Teamviewer / Skype / WhatsApp	<b>Monday to Sunday - 09h00-16h00</b>	4	12	10
Teamviewer Installation & configuration on NETWORK - Multiple PC's	R 800	Per Network	Monday to Friday - 09h00-16h00			
Auditing of 4POS system - validating database integrity & stock movements.	R 4,999					

### Terminology explained

Non Accredited dealer	A technician or computer dealer that has not been accredited by 4POS as a certified 4POS support installer.
Teamviewer	A remote support software used by 4POS to "Log in" to your PC using the Internet
Number of calls per month	The maximum calls per customer unit.
"Auditing"	Any enquiry w.r.t. enquiry re the credibility or validating of financial & stock data including stock figures

### Banking Details :

**Acct Name : 4POS (Cannonbury Consultants)**  
**Bank : Absa Bank**  
**Branch : Clearwater Mall**  
**Account Number : 406-635-4776**  
**Branch Code : 630-188**  
**Reference : Your Cell Number Eg. 083-555-7777**

When doing an EFT, please email proof of payment to support@4pos.co.za with a brief description of what the payment is in aid of & your contact details.