

FLEX-TIME

Telephone Support Packages
For Microsoft Dynamics Store Operations



5-hour Package

\$562.50
10% Savings*

10-hour Package

\$1,062.50
15% Savings*

20-hour Package

\$2,000.00
20% Savings*

* savings are available to customers who purchased their Microsoft Dynamics software from Tri-City Retail Systems

RMS Store Operations Telephone Support Plans

With Flex-Time Support Plans only the time you use is decremented from your plan. Plus Flex-Time Plans do not have expiry dates; so there is no need to renew each year if you haven't used up all the time on your plan.

Customers who purchase their RMS Software from Tri-City Retail Systems receive special pricing on Flex-Time Plans.



- Prices do not include applicable taxes
- Pricing is subject to change without notice

Tri-City Retail Systems

Do you have technical questions about the Microsoft Retail Management System? Do you want to have access to an RMS expert if you are having a system problem? At Tri-City Retail Systems, we can answer all your questions or provide emergency technical support any time of day, any day of the week. With over 60 man years of experience and a large installed base of RMS users across the country, the support team at Tri-City Retail Systems is your best source for assistance with your Microsoft Retail Management System.

Standard Hours Support

Standard support is offered during normal business hours, which are from 9:00 AM to 6:00 PM Eastern time, Monday to Friday. Flex-Time telephone support is billed by the minute.

After Hours Support

After-hours support is available on an emergency basis only and will be billed at 1.5 times the standard hourly rate. For Flex-Plan customers, each after-hours minute will represent 1.5 minutes and will be decremented from your outstanding balance of hours at that rate.



For Training and Support call toll free:
1-877-877-4767