

FLEX-TIME

Telephone Support Packages

For Microsoft Dynamics
Retail Management
System Store Operations



5-hour Package
\$625.00

Pay-As-You-Go
Support

\$125/hour

*15 minute minimum
charge per call

10-hour Package
\$1250.00

20-hour Package
\$2550.00

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 Dynamics Retail Management System.

Standard Support Rates

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 Rates

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**

RMS Store Operations Telephone Support Plans

With Flex Time Support Plans only the time used is decremented from your plan and Flex Time is valid two years from date of purchase.

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*