

OTHER PRODUCTS

SERVICES & POLICIES

PERIPHERAL COVERAGE

We **do not** offer service contracts on peripherals (terminals, printers, modems, scanners, UPS's etc) are a thing of the past. Reliability is high and replacement costs low resulting in most clients self-insuring.

We encourage clients to upgrade dumb terminals (C330, C332) to PC's as we do not support dumb terminals with any new systems or upgrades.

PC's and most printers can be installed and serviced by any local computer shop. The terminals emulation is now available off the SSI FTP SERVER or a hard copy can be requested for a minimal fee for the CD & shipping.*

If your UPS, cash drawer or modem fails, replacement is often less expensive than repair.

*Installation by SSI extra.

AFTER HOURS SERVICE

AFTER HOURS is defined as:

from 5PM to 8PM and from 7:30AM to 8AM Monday through Friday,
Saturday, Sunday and statutory holidays.

All times are North American client local

AFTER HOURS SERVICE is meant primarily for (although not restricted to) POINT OF SALE clients who depend on their computer system to serve their customers during their business hours. **It is meant to address emergency situations.**

There is no charge for calls of an inquiry nature and most issues can be resolved this way. However, where staff must respond by Internet / modem or go into the office to research an issue as you have requested an immediate response, there will be a charge for time at a rate of \$150.00 per hour with a one hour minimum.

In situations where the issue is an emergency, it is the client's responsibility to ensure that the key operator has been consulted and initiates the call to SSI. It is very difficult for our staff to evaluate a situation with a person on the other end of the line whose knowledge of the system is very limited.

SSI reserves the right to change this policy and/or rates from time to time. We appreciate your business and hope that this added service will be of benefit.

CLIENTS SUPPORT PROCEDURES

During SSI office hours (8:00a.m.-5:00p.m. Eastern Time):

1. Dial **1-800-461-7286**
2. You may then select:
 - #1, for general support, may be answered by Laurie or Silvana, monitored regularly
 - or
 - ext **225**, direct extension to Silvana
 - ext **228**, direct extension to Laurie

After 2:00p.m Pacific Time (5:00p.m. Eastern Time):

1. Dial **1-800-461-7286**
2. You will hear an after hours message directing you to extension #500 as the voicemail box to leave a message. Please use extension **#500**.
3. Kerry, at our Vancouver support desk, will monitor these messages regularly and will return your call or direct another SSI staff member to call.

OTHER EMERGENCY OPTIONS

AFTER HOURS TELEPHONE NUMBERS

SSI LOCAL	705 945 0677
SSI Vancouver	604 598 8544
SSI TOLL FREE	800 461 7286
Terry Kelly home	705 945 8385
John Evans home	905 727 0357

Please note: In order to qualify for support, you must have a valid Software Support Agreement.

INVENTORY

We continue to make improvements to the Physical Inventory section of the system. These enhancements are described in the release manuals.

Portable Terminal Software is a product that allows the use of data collectors for inventory and order taking & bin # population. Price installed, including a manual is \$495.

Portable terminals are now available. Inventory and/or purchasing can be done using portable terminals with scanners. Scan the item bar code or enter the item number into the terminal along with the quantity counted or to be ordered, then simply download the data to the system. Various report and edit functions are available to make the process simple. It certainly eliminates errors and tedious and time consuming data entry.

We have several terminals available for rental. The rental rates and purchase price are as follows:

Rentals:

Data collector	\$100.00 each
Gun Scanner	\$ 35.00 each

Freight both ways is extra and the term is two weeks.

Rent three or more and we pay the freight.

Book early for inventory taking.

If you are having a special sale or are concerned about year-end inventory we can be available on standby. For a fee of \$250.00 we will assign someone on staff, knowledgeable in your weekend project, to be available by a direct call to address your inquiries.

APPLICATION SOFTWARE UPDATES

Your SSA provides for regular updates to your application software, usually one per year. Enhancements, improvements and new features suggested by our clients are developed during the course of the year. This ensures that your software does not depreciate.

These enhancements are installed for a nominal charge and a complete feature listing is provided.

We attempt to make all the features “parameter” driven allowing for them to be installed with minimal effect on your day to day use of the system. Using the information in the accompanying manual, our web site www.ssiinc.ca and through discussion with our staff, you may select the new options you find useful to be implemented at your convenience.

You may request advance installation of the new features for various reasons, and this is allowed, however, the upgrade is provided on an as is basis and an installation **fee commensurate with the effort required is charged and is subject to a minimum fee of \$250.00.**

SYSTEM ENHANCEMENT POLICY

We welcome your input for new features to the system. It must meet the following criteria:

- must be programmable as an enhancement, not a modification making the client unique
- must improve the marketability of the product
- requires no more than a few days work
- can be scheduled at SSI's convenience
- **client agrees to a minimum installation charge of \$250.**

If all of the criteria are not met then the change is considered "custom programming" under the "SERVICES NOT COVERED & SPECIAL CONDITIONS" of the SOFTWARE MAINTENANCE AGREEMENT. This requires a Software Work Order with an estimated charge and completion date for approval by the client.

PERSONAL COMPUTERS

In order for a PC to be a workstation it must be IBM compatible WINDOWS and have a minimum configuration. (see below). Further it requires terminal emulation software that SSI provides. It can be downloaded from the SSI FTP SERVER or a hard copy can be requested for a minimal fee for the CD & freight.

PC MINIMUM REQUIREMENTS

Pentium II processor or better
color monitor
comms port available
NIC port
2MB available hard drive space
256MB RAM
WIN 2000 / 2003 / XP

Note that these are minimum requirements for running terminal emulation. If you are running other memory dependent software more RAM could be required.

NOTE:

Where a client wishes to transfer terminal emulation to another PC and SSI's assistance is requested a minimum charge will apply.

SSI SUPPORTED PRINTERS

****Note:** It is recommended by SSI NOT to get an internal network card installed into your printer, unless you are purchasing an HP with a built in JetDirect Card.

Laser Printers:

HP LaserJet 1200 Series

HP LaserJet 1300 Series

HP LaserJet 2200 Series

HP LaserJet 2300 Series

HP Multi-Function LaserJet (All Series)

Brother Laser Printers

IBM Laser Printers (These should work, based on HP Standards)

Digital Copiers

CANON 6P200

Lexmark Optra Series

Dot Matrix Printers

OKI Data Series 320/321/395

Epson FX Series

****Note:** SSI recommends that the client confirms the compatibility of all laser Printers before purchase.

Bar Code / Label /Receipt Printers :

- Epson TM-T88III Series Receipt Printer
- Epson TM-T90 Series Receipt Printer
- Epson TM-L90 Series Label printer
- Cognitive Blaster Advantage Label Printer

Scanners:

- Symbol LS 4074 Series- Gun Wireless
- Symbol LS 4004 Series- Gun
- Symbol LS 4006 Series- Gun
- Symbol LS 4008 Series- Gun
- Symbol LS 9208 Series- Hands Free

Scanner Stands for LS4004 Series:

- Intellistand
- Desktop/Counter Stand
- Wall/Side Stand

Printers purchased from SSI include the necessary serial/parallel ports, correct configuration to print from the SSI system, printer cable and set-up instructions; plus, the SSI assurance that it will work for the purpose you bought it.

If purchased from another vendor, required assistance is chargeable.

Other printers may be compatible.

If you wish to connect a non-supported printer to the SSI system the printer must be shipped to our office.

For a two hour minimum charge, plus parts, with no guaranty of success, we will exert our best effort to configure the printer to your needs and return it to you with instructions.

Current Price Range (April 2005)

Description	Price 04/08/05
HP LaserJet 2300	\$ 700.00
HP Laser Jet 3030 All-in-one (Printer, Scanner, Copier)	\$ 650.00
Brother HL 6050 DN Monochrome High-Speed	\$1,000.00
Okidata ML 320 Turbo 9-Pin Dot Matrix	\$ 600.00
Items Available From SSI	Price 04/08/05
Cognitive Blaster Advantage (Label Printer)	\$1,070.00
Epson TM-L88II (Receipt Printer)	\$ 550.00
Epson TM-L90 (Receipt and Label Printer)	\$ 750.00
Symbol LS4074 Series- Wireless	\$ 960.00
Symbol LS4004 Series	\$ 675.00
Intellistand	\$ 125.00
Desktop/Counter Stand	\$ 35.00
Wall/Side Stand	\$ 65.00

CUSTOM REPORTS AND DATA TRANSFERS

The software has a comprehensive reporting capability. Where you require information that is not feasible with this report generator the following options are available.

JUST ASK is a tool that allows our support staff to respond more quickly to a client's request.

Where it is used to provide a client with a feature that is not as yet part of the system it is subject to a minimum charge of \$125. to defray cost of development and installation.

A client can be trained to use JUST ASK as it is part of the operating system. A good aptitude and understanding of computers is required. There is a charge for the manual and training.

C-View is an ODBC compliant access to the database. (ODBC is a standard developed by Microsoft Corporation that allows data to be communicated across networks) C-View opens your data source so that ODBC compliant 3rd party products such as Excel or Lotus spreadsheets, Microsoft Access, Crystal Reports from Seagate, and Impromptu from COGNOS and Corvu from CORVU software can utilize the existing data without the need for file exports or imports. Inquire about the installed price of this great tool.

