



## CAMPUS COMMERCE PLATINUM+SIGNATURE SUPPORT AND EXPERT HANDS CONSULTING COVERAGE

The following terms and conditions apply only to the extent that Client purchases the below-referenced support services as specified in a signed Order Form.

### CAMPUS COMMERCE PLATINUM+ SUPPORT

**1. Maintenance.** Upon payment of applicable fees, Transact shall provide Client with maintenance and support services in accordance with its then-current standard maintenance and support policy. In addition to the standard coverage provided, the items described herein are included with the purchase of Platinum+ and Signature Support:

**1.1 24/7 Product Support.** Transact will provide Client Support and 24/7 troubleshooting assistance regarding Cloud POS Software issues. During non-standard office hours, business stopping issues (severity 1) calls are responded to within sixty (60) minutes and partial outages (severity 2) are responded to within four (4) hours.

**1.3 Emergency Onsite Assistance.** In the event of a Transact System site outage and the parties are unable to solve the problem remotely, Transact will travel on-site to Client location and all travel fees and living expenses incurred, shall be invoiced to and payable by Client.

**2. Dedicated Support Engineer.** Technical support engineers are assigned to individual Client accounts but are subject to availability; therefore, Transact does not guarantee a specific individual will always work on an account.

**3. Support Channels.** Transact will provide support primarily through the case system and any additional support channels are subject to change at Transact's discretion.

**4. Expert Hands Support.** Platinum+ or Signature Clients are eligible for (5) hours of specialized services ("Expert Hands Services") during each calendar quarter. Expert Hands Services hours will be tracked by the Transact support team, are product specific, do not rollover, and are not available during peak seasons, which include January, February, August and September. In the event Client exceeds the five (5) available hours during any calendar quarter, Client has the option to purchase additional hours at the then current hourly rate

**5. 24x7 Proactive Monitoring.** All Transact systems are proactively monitored and designated Client contacts will receive outage notifications if registered in the Client portal.

**6. Personalized Success Path.** Available upon request, Clients Technical Support engineer can review case trends and issues to make recommendations to improve system functionality.

**7. Quarterly Technical Health Check and Review.** Subject to availability, the Client has the option to request one (1) health check during each calendar quarter to review issues, open cases, evaluate case trends, and to discuss options to take a more proactive approach to improving user experience. Requests must be made at least fourteen (14) days in advance and only the preceding quarter at a time, will be covered.

### SIGNATURE SUPPORT

If a client purchases Signature Support, the following bonus services will be added to the client's subscription in addition to all the Platinum+ offerings outlined above.

**8. Customized Coaching for Onboarding and Implementation.** For new and existing products, client can request that a technical support engineer be engaged with onboarding and implementation efforts two (2) weeks prior to go live, subject to schedule availability.

**9. Holistic Technical Trend Analysis and Coaching.** Upon request, the assigned technical support engineer can review product-related trends and discuss with Client, areas of improvement.

**10. Early Alerts & Remediation.** Transact agrees to proactively communicate with Clients through cases, over the phone, or bulletins submitted through the connect portal for discussing critical system changes and effective ways to implement user adoption of such changes.

**11. Annual Technical Health Reviews.** Upon request, a technical support engineer can review the annual trend of cases the Client has created and offer recommendations.

**12. Technical Account Management.** Technical support engineers are available to support Clients by providing access to products and account areas.

**13. Key Event Management and Concession Support.** Clients who have key events planned during standard business hours, non-standard business hours, weekends, or holidays, and anticipate the need for additional remote concession support during such key events scheduled, may submit a written request fourteen (14) days prior to such key event to reserve a technical support engineer, subject to schedule availability.

**14. Enhancement Request Tracking.** If requested by Client, a technical support engineer can add enhancement requests to the Aha portal on behalf of the Client and will create a case to follow up.

## CAMPUS COMMERCE EXPERT HANDS CONSULTING

Campus Commerce Support offers Expert Hands Consulting services for Clients upon request.

Expert Hands is an ad hoc service for minor changes or service requests for high-level urgency scenarios that have been requested by a client to remain operational or improve campus operations. Traditionally, these may have involved a Transact Services project team scheduled in advance, but depending on the scope of the request, it may be handled by our Technical Consulting Support team without support of a full project team.

The cost of Expert Hands is based on Transact's then current hourly rate. After the work is reviewed, scoped and recommendations made, Transact will finalize the steps with the Client. Time required will be included into the statement of work.

These services can be a valuable tool for organizations that need to address a specific need or problem quickly and efficiently.

Here are some of the benefits of using these services:

- Quick and efficient way to address a specific need or problem that falls outside the Scope of Standard Support.
- Provide quick access to specialized expertise that may not be available in-house.
- Reduce the operational impact and risk of making a mistake by hiring an experienced professional.
- Transact verified work – If we can't fix it, we won't charge you.

Below is a general list of what the Transact Campus Commerce Support Team can provide. Once requested, Support Management will evaluate the request to establish a timeline and resources to complete the work. Pricing only includes work on the existing system and does not include pricing for new hardware.

Expert Hands		
Service	Description of Service	Estimate Hours to Complete Service
Price Imports	Creating Import/exports for items and pricing	2

Schedule creation	Creation of menu schedule to appear as purchasable options during specific timeframes	1
Menu Buildouts	<b>Creation of a Generic or vendor-specific menu for Point of Sale</b>	<i>Hours vary based on the complexity of the request.</i>
Location Creation (Mobile Ordering)	Creating a new location in the Mobile Ordering Dashboard	1
Re-Imaging multiple devices (2 or more)	Flashing POS to put Transact Image in place	2 per Device
Mass RMAs	Replacement/repair of 2 or more devices	2
New Routing Setup for printing	Local Area or VM routing setup	<i>Hours vary based on the complexity of the request.</i>
General Cloud POS Usage	Basic “How-to” on functionality in the Back Office environment	1
Creating scheduled reports/deleting	<b>Creation and deletion of Client-requested reporting</b>	1
Creating new users/cashiers	Adding or removing new users in Back Office	1
POS Creation	Creation of a new Point of Sale in Back Office	1
Tender creation	Creation of payment method for Global/location-specific tenders	1
Custom Layout creation	Creation of custom layout/configuration per location	<i>Hours vary based on the complexity of the request.</i>
Monthly Check-Ins (topic of the month)	Meeting to review previous Support cases, known issue review, or frequently asked questions in the last month.	<i>Hours vary based on the complexity of the request.</i>
Product Training	“How To” walk-throughs on functionality Topic/Functionality specific walkthrough and configuration	<i>Hours vary based on the complexity of the request.</i>
Adding/Deleting users in the Transact Support Hub	Adding or removing authorized users in the Transact Connect Portal	1
After Hours Support	Support outside of normal operational hours such as “concessions event.” Scheduled in advance	<i>Hours vary based on the complexity of the request.</i>

**Outside-of-scope projects:**

Depending on the complexity and based on an initial evaluation, the request may require a full project team and will flow through the standard process with the Services team to be quoted and scheduled.