

Transact Campus Commerce Support Policy



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CAMPUS COMMERCE OVERVIEW

This document describes the specific Support Services provided for the Campus Commerce product lines that include:

- Cloud Point of Sale
- Mobile Ordering
- TS SaaS
- Campus Cash

Please refer to the Transact Global Support [Policy](#) for general services that extend across all product lines.

THIRD PARTY VENDOR SUPPORT

Transact will make every effort to troubleshoot third-party hardware and software-related issues for products that integrate directly with and have been certified to work with Transact. Transact may partner with third-party vendors as appropriate to resolve any reported issues. In the event a third-party vendor must be engaged, Technical Support Engineers can assist the client and give proper guidance to achieve resolution.

- **Windcave** – Transact will assist directly with any Windcave issues, please call in or place a ticket for assistance. Windcave Outages and Service notifications can be found at <http://status.windcave.com/>
- **Freedom Pay** – When clients are experiencing issues with Freedom Pay hardware or software, a ticket can be put in at <https://corporate.freedompay.com/my-freedompay-support/> or, Freedom Pay Support can be reached at 888-495-2446.
- **Verifone** - Transact will assist directly with any Verifone issues, please call in or place a ticket for assistance. Current Status of Verifone Outages can be found at <https://support.verifone.com/s/contactus> and <https://www.verifone.com/en/uk/service-notifications>

For any client issues with Var Sheets, Transact is not authorized to call TSYS, Elavon, or back-end processors on behalf of the client, as that relationship is owned by the client and their designated bank.

HARDWARE SUPPORT & RMA REQUESTS

When support, replacement or repair becomes necessary, the first step is to find out if the device is supported, and then determine if it is under warranty. Devices supported will be made available in product release notes.

If it is under warranty, the repair request can be submitted to the manufacturer and assisted by Transact support if needed. Some of the third-party vendors are:

- **HP** – For warranty and possible replacement or RMA, the client can call - 800-334-5144 (Menu Options 7, 5 OR Say "Point of Sale System" for the voice prompt) to begin the RMA process. If the client feels they are not getting speed of resolution, they can contact the Campus Commerce team to facilitate resolution
- **Touch Dynamic** – 888-508-6824 or: <https://www.touchdynamic.com/support/rma-request/>
- **Epson**– https://epson.com/Support/Point-of-Sale/Thermal-Printers/Epson-TM-T88V-Series/s/SPT_C31CA85011#contact
- **Zebra**– <https://www.zebra.com/us/en/support-downloads/scanners/general-purpose-scanners/ds4308.html>
- **ELO**– <https://www.elotouch.com>

In the event the hardware is out of warranty with the manufacturer, Transact will test to ensure the software is functioning as designed. If it is determined by Transact Engineers that the device is still not functioning properly and a reasonable workaround is not available, it will be the client's responsibility to have the device replaced. Please consult your Client Success Manager for device replacement options.

SUPPORT COVERAGE AND PLANS

Support for software and hardware contracts have different support service levels. The following are the plans available for the Campus Commerce products:

Support Schedules for software and hardware contracts have different support service levels. The following are the plans available for Payments Support.

Campus Commerce Support	Standard	Platinum+
Technical Support during normal Client Support hours: 8AM to 8PM EST. Mon-Fri , Not Including Major U.S Holidays. Support can be request during none-business hours at a rate of \$250 hour, with a minimum of 2 hours.	✓	✓
24x7x365 Emergency Outage Support Support for Severity 1 & 2 Emergency Outages only. Response target within 60 minutes for Sev 1 and 4 Hours for Sev 2. Expert Hands Services: \$250 an hour for Non-Emergency Severity 3 &4 Support available upon request.	✓	✓
Direct access to the Online Customer Learning Center	✓	✓
Extended Hours of Support North America 6am to 10 PM EST (Mon-Fri) Phoenix, AZ; no daylight savings Weekend/Holidays and Off Hours Concessions Support/Sporting Events available upon request. Minimum 2 weeks' notice required.		✓
Expert Hands Training and Maintenance Hours 5 hours of expert hands hours will be provided quarterly, to be used at the client's discretion upon request. Will not be available during peak times.		✓
Support Appointment Scheduling Ability to schedule time's that work best for the client with Support.		✓

Campus Commerce Support	Standard	Platinum+
Assigned Senior Dedicated Support Engineer Direct access to Senior Engineer and Senior Engineer team. Dedicated 800 number for direct routing to assigned Engineer. Backups are provided when they are out of the office, or the client has the option of getting immediate help through 'Base' channels at their discretion.		✓
Quarterly Support Check-In and Review Trending analysis based on institutions needs and prioritization for a proactive approach. Request for this review must be made in advance by primary contact.		✓
Slack Channel Integration Assigned Dedicated Engineer can be integrated into client's Slack instance upon request.		✓
Rapid Deployment Assistance Dedicated Engineer will be involved with the installation team to partner with installation services.		✓

Please consult your CSM if you have any questions regarding additional Support offerings.

SOFTWARE SUPPORT COVERAGE

Your support agreement covers most types of issues and questions related to the CloudPOS application.

Support is defined as, "Troubleshooting with devices or environments, in previously working configurations, in an active production area, where either a hardware issue or configuration issue needs to be rectified to ensure the device is operating as intended for return to normal day to day operations."

Support that is not covered under the support agreement is billable on a time and materials basis and must be scheduled in advance. These items will be performed by our Global Services group and are processed as a consulting engagement. Contact your Client Success Manager for more information.

Standard Support Coverage includes:

- Resolution or explanation of CloudPOS-generated error messages
- User issues that occur during normal system and desktop operations
- Specific procedural and system capability questions
- Research, identification, and escalation of CloudPOS application defects
- Assistance and troubleshooting third-party peripherals with errors stemming from CloudPOS application

- CloudPOS application patches, hot fixes, and Binary Updates
- Backups in the form of disaster recovery

Technical Consulting Custom Support

Issues that go outside of the normal scope of Client Support may be billable. Please consult your Client Success Manager for billable engagements. Examples of billable events:

- Performing Re-Image of Client Point-of Sale on-site to be shipped back to client
- Any changes or modifications to Transact hardware
- Reporting reconciliation
- Authoring or assisting with authoring a custom report
- Training on-site or over the phone
- Upgrading OS version on Point-of-Sale
- SQL queries or Importing data
- Network diagnostics beyond application generated errors
- Re-posting of any sales totals, including credit card sales outside of normal troubleshooting
- Support for End-of-Life* versions/releases of Transact software
- Creating schedules
- Creating menus
- Restoration of Client Data/Configurations as a result of accidental deletion or corruption by the client

SUPPORTED BINARIES AND REGISTER SOFTWARE

The Transact Development team will deploy new register software binaries as fixes and new features are deployed. It is the responsibility of the client to update register binaries to the most up to date versions when they are made available. If the device is no longer on a supported binary version, an update will be required before further troubleshooting can commence.

Support Binary and software versions will be announced by product management in release notes and will be available in the Cloud POS back office when available.

TRANSACT CERTIFIED THIRD-PARTY SOFTWARE SUPPORT

This section is intended to outline certified third-party software and non-Transact applications approved by Transact for use with Transact products (e.g., NCR, Pharos, Micros). Your Client Success Manager can work with you to confirm if your third-party application is supported by Transact.

Standard Support Coverage

- Troubleshooting of application generated errors

- Functionality issues that occur during normal use of the product
- Procedural and documented capability questions

Technical Consulting Custom Support

- Upload, distribution, and/or installation of product updates or patch releases
- Applications not purchased from Transact
- Applications not covered under your current support contract
- Activation of new features in the application
- Installation or configuration of third-party software

OPERATING SYSTEM AND NETWORK SUPPORT

Operating system and network-related issues are supported as they relate to the Transact application and products.

Standard Support Coverage

- Operating system generated error messages that relate to the CloudPOS application
- Procedural and system capability questions
- Cloud issues that prevent normal operation of the CloudPOS software
- System printer problems directly related to Transact applications
- Network configuration problems directly related to the Transact applications or Transact hardware

Technical Consulting Custom Support

- Costs of operating system version upgrades, security patch releases, or release supplements
- Installation of operating system upgrades, security patch releases, or hot fixes; configuration, installation, or addition of new hardware; or peripherals not purchased from Transact
- Troubleshooting network infrastructure beyond the impact on the CloudPOS System
- Network consultation or configuration, including network support, design, or evaluation
- Network problems caused by the addition of or changes in network configuration or hardware by the user
- Re-installation of operating system when a full system backup is not available
- Re-installation of operating system due to configuration changes, installation of additional features, functions, or software not provided, authorized, or installed by Transact
- System administrative tasks, including but not limited to adding users, maintaining file system, updating firewall permissions, user permissions, monitoring system resources, performing backups, and storing software

