

SERVICE PLANS FROM ACME POS

<ACME POS> specializes in helping restaurants use technology to boost their profitability. The most valuable services we provide come AFTER the installation of a POS System and go far beyond phone support and onsite assistance when something goes wrong. The chart below details a variety of services that deliver measurable value to restaurants every single day of the month.

Phone & Remote support is fully covered under the Standard and Enhanced Plans and is available at an <80% Discount> under the Basic Plan. Restaurants who choose not to enroll in any service plan at all may request phone support during business hours at a rate of <\$350/hour> but “After Hours Support” is available ONLY to restaurants who enroll in a service plan.

	Most Popular!		
	Basic/A la Carte	Standard	Enhanced
Services	\$20/mo	\$120/mo	\$200/mo
Software Patches & Updates	✓	✓	✓
Anti Virus Scans	\$10/mo	✓	✓
Remote Access to POS (LogMeIn Account)	\$30/mo	✓	✓
Automated Off-Site Backups	\$20/mo	✓	✓
RM Alerts <small>Fraud, Overtime, VIP Alerts</small>	\$5/user/mo	✓	✓
RM Monitor: Alerts & Quick Reports	\$30/mo	✓	✓
Email Service: Custom Reports	\$30/mo	✓	✓
Email Service: Sales Receipts to Customers	\$30/mo	✓	✓
Email Service: Weekly Schedules to Staff	\$30/mo	✓	✓
Phone & Remote Support During Business Hours*	\$70/mo or 80% off hourly fee	✓	✓

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Most Popular!

Basic/A la Carte

Standard

Enhanced

\$20/mo

\$120/mo

\$200/mo

Services

Phone & Remote Support After Hours*

\$80/mo
or
\$250/incident

20% discount



Semi-Annual Preventive Maintenance Visits

\$75/visit

20% discount



Once a Year

Half Day Training Classes/Processing

\$100/hour

20% discount

Up to 2 staff/year

Software Version Upgrades

\$30/mo
or
\$500/station

20% discount



Installation billed separately

On-Site Support

\$300/hour
(9-5/M-F only)

50% discount
24x7

50% discount
24x7

On-Site Support: Travel Time

\$50/hour

20% discount



Within 25 miles

Equipment Repair: Labor

\$150/hour

20% discount



Equipment Repair: Parts

List Price

20% discount

50% discount

Online Ordering Service

\$99/mo

\$99/mo

\$59/mo

Customer Paging

\$40/mo

\$40/mo

\$20/mo

RM Loyalty

\$50/mo

\$50/mo

\$25/mo

RM Gift Cards

\$120/mo

\$120/mo

\$80/mo

RM Enterprise

\$60/store/mo

\$60/store/mo

\$50/store/mo