

## [RSAPOS Software Maintenance Information and FAQ](#)

The RSAPOS system is the main tool in the control and improvement of profit within your business. Over time it can be overlooked or forgotten that just by using the system on a daily basis it is ensuring that you are maintaining your profit margins, controlling your stock and providing protection of your money and profits. Apart from this, if some time is applied to analysing the information provided by the system you can make better business decisions to increase profit margins and/or turnover. Most retail stores that start using the system report increases in profits by up to 1 - 2 percent. We also find that most businesses using the system are consistently "up on last years sales and profits". Even if there is a downturn in economy, while many businesses will be "down on last year" most of our customers are either steady or up on last year. This reflects the fact that the system is providing the necessary information and functionality to ensure consistent growth and improvement.

### **What does an RSAPOS Software Maintenance Agreement provide?**

- FREE RSAPOS Software Upgrades every month.
- RSAPOS Software support via telephone and/or modem during normal business hours.
- On-Site support during business hours is chargeable at a discounted rate.
- After Hours emergency telephone support. After Hours On-Site support is chargeable at a discounted rate.
- Industry specific software enhancements to help keep you a step ahead of your competitors.
- Assists us with funding of Support Staff and associated equipment.
- Assists us with funding of Software Programmers and associated software development costs.

NB: When GST was introduced, unlike other software companies, all GST Software including GST Pricing Preparation and Conversion software was provided to RSAPOS Software Maintenance customers for no charge. Instead of profiteering by the new tax system we wore the enormous development costs.

### **What does an RSAPOS Software Maintenance Agreement cost?**

The price of an RSAPOS Software Maintenance Agreement is \$1,000 (ex GST) per year for a site with 1 PC and \$200.00 (ex GST) for each additional PC at the site. This is a once a year business expense which is easily justified and should be treated with the same importance as Insurance and Car Registration.

The weekly software maintenance charge for a single site with 1 PC calculates to less than \$20 per week.

**What if I am not covered by an RSAPOS Software Maintenance Agreement?**

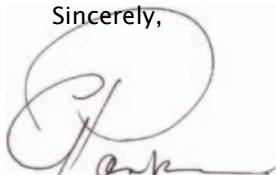
We cannot successfully support a customer who is not covered by an RSAPOS Software Maintenance Agreement. This is because it is impossible to support software versions that are not current and the cost to purchase current version software and to pay us to support it really does not justify.

All work performed by us will be charged at our current rates which are:

For hours 9.00 am to 5.00 pm Monday to Friday: Telephone/modem support: \$75 per 15 minutes, Call Out fee (metropolitan Sydney area): \$88, labour: \$149 per hour. After hours support increases by up to 100%.

We look forward to providing you with the ongoing support that your business requires.

Sincerely,

  
Glen Parker



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 technology

Acecourt Pty Ltd  
 T/as Retail Systems Australia  
 ABN 74 003 751 111  
 Incorporated in NSW  
 www.rsapos.com

## RSAPOS SOFTWARE MAINTENANCE AGREEMENT

Terminal	Quantity @ Price	Extended Price
First Terminal	1 @ \$1100.00 per year	\$1100.00 per year
Additional Terminals	..... @ \$ 220.00 per year	\$..... per year
	<b>Total</b>	\$..... per year

Please fill in above for additional terminals by entering the quantity of additional terminals and the Extended price.

Agreement Commencement / End Date:            /   /            to            /   /

Hours of Coverage:            9.00 am to 5.00 pm Monday to Friday (After Hours phone support free. After hours on site support at normal weekly rate).

**Maintenance Acceptance**

Customer Signature: ..... Date:   /   /

Retail Systems Signature: ..... Date:   /   /

**Nb: All prices include GST.**



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## RSAPOS HARDWARE MAINTENANCE AGREEMENT

Terminal/Accessories	Quantity @ Price	Extended Price
Cash Register/s inc. PC, Windows OS, Keyboard, Monitor, Receipt Printer, Cash Drawer and CCD Scanner.	..... @ \$ 660.00 per year	\$..... per year
Back Office PC	..... @ \$ 360.00 per year	\$..... per year
Laser Scanner	..... @ \$ 99.00 per year	\$..... per year
Laser Report/Label Printer	..... @ \$ 150.00 per year	\$..... per year
Ink Jet/Dot Matrix Report Printer	..... @ \$ 99.00 per year	\$..... per year
Customer/Rear Display	..... @ \$ 77.00 per year	\$..... per year
Modem	..... @ \$ 44.00 per year	\$..... per year
HandPos	..... @ \$ 240.00 per year	\$..... per year
	<b>Total</b>	\$..... per year

(\* Subject to factory modification)

Please fill in above for additional cash register/s, back office PC/s and accessories which you would like covered by entering the quantity of additional terminals and the Extended price.

Agreement Commencement / End Date:            /    /            to            /    /

Hours of Coverage:            9.00 am to 5.00 pm Monday to Friday (After Hours phone support free. After hours on site support at normal weekly rate).

**Maintenance Acceptance**

Customer Signature: .....            Date:    /    /

Retail Systems Signature: .....            Date:    /    /

**Nb: All prices include GST.**

## RSAPOS Maintenance Terms and Conditions

Emergency Maintenance – Retail Systems Australia will at no cost for parts or labour to the customer and not excluding the following clauses, assist the customer over the phone, repair the equipment on the customers premises or repair the equipment in the workshop if absolutely necessary.

Retail Systems Australia warrants that the equipment will be maintained in the working order it is in on the Maintenance Agreement commencement date. Retail Systems Australia's obligation is limited to repair and/or parts replacement on the equipment, and in no event shall Retail Systems Australia be liable for consequential damages. The foregoing warranty is in lieu of all other warranties, expressed or implied, and damages arising out of or in connection with work to be performed by Retail Systems Australia. Without limiting the foregoing, Retail Systems Australia disclaims all implied warranties of merchantability and fitness.

Retail Systems Australia shall not be liable for damages to equipment or otherwise from any cause beyond Retail Systems Australia's reasonable control, nor in any event for indirect or consequential damages. The services to be provided hereunder shall not include labour or parts necessary to repair damage to the equipment caused by accident, abuse, ignorance, operator error, negligence including paper jams, conductive materials or liquid entering the equipment, power failure, any force of nature eg: storm damage, lightning strike, earth quake etc or damage arising from acts of third persons including repair work by any persons not being authorised by Retail Systems Australia. Any repairs from such cases will be rendered by Retail Systems Australia at the customers request at current repair rates.

The customer will:

- a) Provide environmental conditions for the equipment in accordance with the requirements of the manufacturer and Retail Systems Australia.
- b) Provide adequate access and working space within reasonable distance of the equipment for use by Retail Systems Australia personnel.

In the event of the equipment covered by the agreement requiring a major overhaul after three (3) years from the initial date of equipment delivery when new, an estimate of the cost of such overhaul will be submitted by Retail Systems Australia and upon approval, the customer will be charged for such work in addition to the yearly maintenance premium.

The maintenance agreement does not cover the cost of cash drawer, expendable supply items such as paper rolls or the fitting of ribbons, etc. outside of the maintenance calls. When requested by the customer such cash drawers, supply items and/or labour shall be chargeable at Retail Systems Australia's current rate. In no event shall supply items be used by the customer for the equipment which do not meet the specifications of the manufacturer.

Software – Software maintenance providing telephone and/or on site software service is only available on the latest version of the software (latest version can be provided for current fee), the maintenance agreement then provides ongoing future upgrades free of charge. Software/program changes or additions requested by the customer are chargeable at current software/programming rates. Corrupt data or any other problems beyond our control is not Retail Systems Australia's responsibility.

Updates will either be installed by Retail Systems Australia support staff or downloaded from Retail Systems Australia's website ([www.rsapos.com](http://www.rsapos.com)) and installed installed by the customer with written instructions and telephone support if necessary.

Data is the customers responsibility at all times eg: backups are to be done by the customer. If there are diskette problems or operating system problems they are the responsibility of the customer and repairs are chargeable by Retail Systems Australia.

After Hours – Our office hours are from 9.00am to 5.00pm Monday to Friday. After hours emergency support is available. While non-maintenance are charged overtime rates for after hours emergency calls, maintenance customers are charged only at normal business hours rates including call out fee and after hours telephone support is free of charge. Please use the after hours emergency number for emergencies only.

This agreement will remain in force for a period of twelve months from the commencement date and unless the agreement is terminated by notice in writing from either party not less than 30 days prior to expiration, it shall continue from year to year upon payment of the maintenance premium in effect on the date of the extension.

Hardware maintenance covers normal "wear and tear". Any equipment under maintenance which is irreparable (eg: parts no longer available) will be replaced with current equivalent at 80% of Retail Systems Australia current selling price. Retail Systems Australia reserves the right to cancel a maintenance agreement and refund the unused portion.

All telephone call charges, including STD for support are the customers responsibility.

Non maintenance/warranty customers will be charged for telephone support at the current Retail Systems Australia support rates.

Maintenance Agreements for RSAPOS system hardware and software are strictly non-transferable. If a customers business is owned or managed by different people than is under the current agreement, a new agreement will need to be paid for and signed. Any training for existing versions is chargeable under these circumstances.