

Elliott Maintenance Support Policies

What Is Elliott Maintenance Support?

Effective August 1, 2002, customers who have paid the Elliott Maintenance fee to maintain their Elliott Maintenance Contract current, will also qualify to receive maintenance support directly from NETcellent. In addition to receiving direct maintenance support, NETcellent will also provide customers under the Elliott Maintenance Contract with free updates, upgrades of Elliott Business Software, and other benefits like accessing the Elliott Knowledge Base.

What's Covered by Elliott Maintenance Support?

Maintenance Support is intended to help you recover from error condition so you can get on with your normal daily operation. It is not intended to provide consultation or training over the phone. Consultation and training services are provided either through Elliott resellers or NETcellent System, Inc.

Examples distinguishing between support issues and consultation/training services are provided for clarity at the end of this document.

What are the Limitations on Elliott Maintenance Support

There are no limits on the number of maintenance support calls that a user can place. However, in many situations, errors may be caused by the operating system setup, faulty hardware, or other problems outside of the Elliott Business Software. In these situations, you may need to get your hardware or network consultants involved in order to solve the problem. Under these circumstances, NETcellent will provide you with guidance regarding what to do next. However, NETcellent may not be able to provide the direct assistance in solving your network, O/S, or hardware problems.

Elliott Maintenance Support does not cover EDI, Crystal Reports, Star Ship, F9 and other 3rd party products.

Customer satisfaction is the number one goal at NETcellent. And although we resolve almost all support calls, we cannot guarantee that every support issue will have immediate resolution.

Designation of Primary Support Contact

NETcellent will require you to designate two individuals in your organization as the primary and secondary support contacts. You may change your support contacts on a monthly basis. Both primary and secondary support contacts should know how to

operate computer hardware and software, and have a basic understanding of Windows O/S and Elliott.

The benefits of our working only with your designated primary and secondary contacts are threefold:

- (1) Support issues are resolved more quickly when our support staff has a developed relationship with your designated contacts.
- (2) All your personnel will know who to go to when they have questions.
- (3) Your designated contacts will develop superior knowledge of the Elliott Business Software, and may be able to provide other personnel more rapid response to known issues.

What are examples of maintenance support?

- When you receive an error message, such as a Btrieve Error 65 on the System Password file, and cannot proceed.
- When your workstation has a problem printing a report on its local printer while other users do not have the same problem.
- When you upgrade to Elliott V7.0 and all workstations work except one.
- When you change a workstation to Windows XP and receive an error message when starting up Elliott.

What are examples of consultation support?

- When you want help in performing month-end or year-end closing procedures.
- When you want help in performing or processing an inventory physical count.
- When you want to find out who deleted a particular order.
- When you find that your General Ledger distribution is out of balance, and want help in finding what to adjust.
- When you want to determine why your balance sheet net income is different from your income statement.
- When you want to determine why your inventory stock status report total value is different from your General Ledger inventory account.
- When you want help in designing a Crystal Report or determining which data files to get data from in designing a report using Crystal Reports.
- When you want help in setting up and using the shipping verification add-on feature.
- When you want help in speeding up posting of COP invoices to Accounts Receivable.
- When you want help in voiding a posted Payroll check.
- When a posting process stops in the middle, such as posting COP invoices to Accounts Receivable, and you want help in finding and fixing any file data errors.
- When you want help in examining a stock status report in which the values don't make sense to you.
- When you have a question on how to use any Elliott feature or functionality.

How Do I Contact Netcellent for Maintenance Support?

You may contact NETcellent in any one of three ways:

- Call NETcellent's primary line at 909-622-5009.
- Fax your support question to NETcellent at 909-622-5119.
- Email your support question to support@netcellent.com

Please indicate your name, company name, and phone number on your fax or email so we can get back to you. To help expedite the support, we ask you to provide as much information as you can. In many situations, a screen dump (Use Alt-PrtSc or PrtSc to copy the current screen message and paste to Wordpad) faxed or e-mailed to us will speed up support resolution tremendously.

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