Enhanced Service Support Tiers

Tier 1 Essential Business Support - $350 Per License Annually	Tier 2 Comprehensive Business Support - $500 Per License Annually
Cost-effective: Low investment for tasks like user setup and pricing changes.	Cost-efficient Scaling: Fits businesses with more than 3 users, items, or multiple outlets.
Tailored for Small Teams: Handles up to 3 users efficiently.	Enhanced Inventory Management: Includes features for detailed item control.
Localized Support: Customized for single-outlet businesses.	Strong Updates: Suitable for businesses with a big product list.
Operations Efficiency: Deals with purchase orders, item creation and price updates	Expanded Business Presence: Fits enterprises with multiple outlets, offering support for outlet creation and management.
	Financial Management Excellence: Includes setup for strategic financial control and reporting.

What Is Included?

Tier 1 $350.00 Per License Annually

1. **Create Item**
   - ❖ Item Grp Identification
   - ❖ GL Module Identification, (If Required)
     (If Required) Inventory Export (Upgrade to Tier 2) Regardless Of Items

2. **Price Update**

3. **Purchase Order Amendments**
   - ❖ PO Change Delivery Date
   - ❖ PO Change Item Qty
   - ❖ PO Change Item Price
   - ❖ PO Change GRN Status to Pending
   - ❖ PO Change GRN Status to Pending
   - ❖ PO Change Invoice Status to Pending
   - ❖ Cancel PO
   - ❖ Delete PO
   - ❖ PO Remove Item
   - ❖ PO Add item
   - ❖ PO Change Status
   - ❖ PO Change Purchase order Date

What Is Included?

Tier 2 $500.00 Per License Annually

1. **Create Item**
   - ❖ Item Grp Identification
   - ❖ GL Module Identification, (If Required)

2. **Price Update**

3. **Purchase Order Amendments**
   - ❖ PO Change Delivery Date
   - ❖ PO Change Item Qty
   - ❖ PO Change Item Price
   - ❖ PO Change GRN Status to Pending
   - ❖ PO Change GRN Status to Pending
   - ❖ PO Change Invoice Status to Pending
   - ❖ Cancel PO
   - ❖ Delete PO
   - ❖ PO Remove Item
   - ❖ PO Add item
   - ❖ PO Change Status
   - ❖ PO Change Purchase order Date

4. **Create User**
   - ❖ Approval Level Mapping Set Up to Outlets

5. **Create Outlet**
   - ❖ Brand Creation
   - ❖ Specific Supplier & Item Mapping
   - ❖ Location & Warehouse Creation

6. **GL Module**
   - ❖ Multiple GL Specific / GL Code

7. **Inventory Items Setup/Sync**

8. **Ad Hoc Task**
   - ❖ Any Other Task Not Specified Here Or Included In Our Standard Technical Support