

# Emporio UK Service Level Agreement



Emporio will provide support for all supplied hardware and software during normal working hours, 9.00am - 5.30pm, Monday-Friday (excluding English bank holidays).

Support for low and high priority issues should be logged by opening a ticket on our helpdesk system. For emergency issues please call our Emergency Support Line on 0845 094 0198. Our Emergency Support Line is also available on Saturdays from 9.00am - 5.30pm.

## Classification of Problem and Response Times (Reasonable Endeavours)

Priority	Classification	Response Time	Action	Resolution
Low	Minor, non-urgent problems	3 Days	5 Days	2 Weeks
High	Non-critical disruptions that degrade the user experience plus training issues.	1 Day	2 Days	3 Days
Emergency	Problems of a critical nature rendering a key component or purpose of the software inoperable and needing to be resolved very quickly.	ASAP	ASAP	ASAP

## Low / High Priority Procedure

You will need the following information when opening a ticket on our helpdesk system:

- Name
- Subject
- Department (Support | Enhancement Request)
- Priority Level (Support Issues Only)
- Message

Once your ticket has been submitted you will receive a confirmation email. Your enquiry will then be assigned to the correct department, dealt with in-turn and closed within the resolution times listed above. When we close your ticket you will receive an email confirming the ticket closure.

## Emergency Priority Procedure

The following procedure will be followed when a call comes into the Emergency Support Line.

1. The support engineer will open a ticket
2. The following information will be logged against the ticket:
  - Caller's Name
  - Store Name
  - EPOS Terminal Number (if applicable)
  - Description of Problem
  - Classification of Problem
  - Support Engineer's Name
  - Date and Time of Call

From this point the engineer will attempt to resolve the problem immediately. If the engineer does resolve the problem he/she will update your ticket by adding a description and close the ticket.

Should an immediate resolution not be possible the engineer will advise the caller why he/she cannot resolve and issue a date when they should be able to resolve. The ticket will be left open and the appropriate action will be taken to resolve and close within the resolution times listed above (based upon the priority).

## YESpay

Emporio will act as first line support for all YESpay enquiries and the same procedure as above will be in place. If the Emporio engineer is not able to resolve the problem it will be escalated to YESpay support. Emporio will act as a contact for all YESpay issues but must be exempt from the Response Times listed above if the problem is out of their control – i.e. a YESpay or Merchant Provider issue.

## NitroSell

Emporio will act as first line support for all NitroSell enquiries and the same procedure as above will be in place. If the Emporio engineer is not able to resolve the problem it will be escalated to NitroSell support. Emporio will act as a contact for all NitroSell issues but must be exempt from the Response Times listed above if the problem is out of their control – i.e. a NitroSell or ISP issue.

## Items not included in standard support

The support will include all issues with the software, hardware and/or user training.

Should other issues arise that need resolving including (this is not an exhaustive list) these will be charged at an hourly rate of £35.00 + VAT. We will also charge any authorised costs required to resolve the issue.

Malicious data corruption	Virus infection	Mal-ware or Spy-ware infection	Abuse of hardware
Data misuse and unauthorised transfer or copying	Downloading or installation of programs that cause problems with the supported programs operation	Copying and distributing software, music and film	Software piracy
Hacking	Email and chat room abuses	Pornography	Identity and financial abuses

To try and eradicate any of the above Emporio will (unless instructed otherwise):

1. Lock down the Internet Browser (accept sites where access is required)
2. Un-install any Games
3. Un-install the MSN browser
4. Un-install MSN messenger
5. Provide a router with Firewall protection
6. Not supply CD or DVD Burners on EPOS hardware
7. Install Anti-Virus and Anti Mal-ware / Spy-ware tools (this still does not prevent a user invited Virus)

## Manufactures' Warranties

The individual hardware components are listed below with their manufacturer's warranty details and the action Emporio will take should a component fail. All items sent will be invoiced directly to the store and on successful repair or exchange under warranty a credit note will be issued. There will be a charge for postage and packing.

Item	Length of Warranty	On Failure
Logitec Black Combo Keyboard and Mouse	5 Year Manufacture	Emporio will have a replacement ready for dispatch within 6 hours. The item will then be sent with Parcel force next day delivery.
Dell Optiplex PC	3 Year Manufacture NBD On-Site *	Dependent on the failure Emporio will either instruct Dell to visit your site with a replacement component or will have a replacement PC ready for dispatch within 6 hours. The item will then be sent with Parcel force next day delivery. Faults must be reported before 4pm for Dell to be able to be onsite the next business day.
Draytek Vigor Router V2820N	3 Year Manufacture	Emporio will have a replacement ready for dispatch within 6 hours. The item will then be sent with Parcel force next day delivery.
Mobile Compia M3+	2 Year Manufacture	Emporio will have a replacement ready for dispatch within 6 hours. The item will then be sent with Parcel force next day delivery.
Iiyama Touch Screen Monitor	1 Year Manufacture	Emporio will have a replacement ready for dispatch within 6 hours. The item will then be sent with Parcel force next day delivery.
Pole Display	1 Year Manufacture	Emporio will have a replacement ready for dispatch within 6 hours. The item will then be sent with Parcel force next day delivery.
MSI Half Height PCI Parallel to Serial	1 Year Manufacture	Emporio will have a replacement ready for dispatch within 6 hours. The item will then be sent with Parcel force next day delivery.
APC Battery Backup UPS	1 Year Manufacture	Emporio will have a replacement ready for dispatch within 6 hours. The item will then be sent with Parcel force next day delivery.
3COM 10/100/1000 Switch	1 Year Manufacture	Emporio will have a replacement ready for dispatch within 6 hours. The item will then be sent with Parcel force next day delivery.
DigiPOS Cash Drawer	1 Year Manufacture	Emporio will have a replacement ready for dispatch within 6 hours. The item will then be sent with Parcel force next day delivery.
Epson Black TM-T88IV Receipt Printer	1 Year Manufacture	Emporio will have a replacement ready for dispatch within 6 hours. The item will then be sent with Parcel force next day delivery.
Symbol LS2208 / LS9208 Scanner	1 Year Manufacture	Emporio will have a replacement ready for dispatch within 6 hours. The item will then be sent with Parcel force next day delivery.
VeriFone Secura Pin Pad	1 Year Manufacture	Emporio will have a replacement ready for dispatch within 6 hours. The item will then be sent with Parcel force next day delivery.

\* Dell's Next Business Day On-Site Service Description may be downloaded <http://www.dell.com/downloads/emea/services/uk/en/nbd.pdf>

### Price File Import

Emporio will endeavour to upload on a monthly basis price files for the following suppliers

- CLF Distribution
- The Health Store (both Sterling and Euro catalogues)
- Tree of Life
- Solgar

**Any other suppliers' price files not listed above must be emailed to Emporio in our predefined template.**

Emporio will aim to have any other suppliers' price files ready for import within one week of receiving the file.

Running a price file import will have the following effects on your data

- Any fields that are checked in your control panel will be updated with the data in the price file
- Any fields not checked will be left with your existing data
- Any new items not already on the system will be added with the supplier's data
- If the item already exists the supplier will be added
- Any discontinued items the supplier will be removed (the item will still exist)
- Some checking and cleansing of your data may also happen (please check the import log)

### Backup

Emporio will backup your data each evening at a predefined time and transfer the file to a secure offsite location.