



The Benefits Table of Annual Maintenance Service. Bplus ERP & POS after the Warranty Period (MA)



The Benefits Table

of Annual Maintenance Service Contracts.

Bplus ERP & POS after the Warranty Period (MA)

Benefit Description	Types of MA		Not sign MA
	Platinum	Gold	
1. Free upgrade during warranty period (Download link for new version from www.businessplus.co.th)	Free upgrade Service at Center (Excluding On-site service)	Free upgrade Service at Center (Excluding On-site service)	
2. Free consulting services via phone, E-mail, fax, Line , Webboard during office hour	 Special / Immediately Responding within 30 minutes (Service Hotline)	 Responding within 1 hour	 ** Scope of service
3. Free consulting service via mobile, Line , Webboard after office hour (Monday-Friday 05.30 pm - 10.00 pm) (Holiday 08.30 am - 10.00 pm)			
4. Free Special service via e-Remote Computer during office hour (Only Basically Service)	 Responding within one day.	 Responding within two day.	
5. Free consulting service online e-Openhouse consulting by Making appointment 3-5 days inadvance			
5.1 Bangkok and Upcountry with distance less than 200 km. from BKK, and suburb of BKK included Pathumthani, Nonthaburi, Nakornphatom, Samutsakorn, Samutprakan Free e-OpenHouse 1.30 hrs/time	- ADV 2 time/year - PRO 4 time/year Use rights within the year	- ADV 1 time/year - PRO 1 time/year Use rights within the year	
5.2 Upcountry with distance up to 200 km Free e-OpenHouse 1.30 hrs/time	- ADV 2 time/year - PRO 4 time/year Use rights within the year	- ADV 1 time/year - PRO 1 time/year Use rights within the year	
6. Installation program according to the number of devices and Licenses (according to the right) During the office hour (Monday-Friday 8.30-17.30)	 Standard price	 Standard price	 Standard price
7. Add on Service/data migration/Change device migrate Sever Online/e-remote service (installation according to the number of Licensed) during the office hour (Monday-Friday 8.30 -17.30)	 Standard price	 Standard price	 Standard price
8. E-Open House Service Free for Data Check/Consultation			
8.1 Sending data for checking, Free	 Report preliminary results within 1 day (working day)	 Discount 20% (from price 1,000-3,000 Baht) Report preliminary results within 2 days (working day)	
8.2 E-Open House consultation service, with a prior appointment of 3-5 business days, Free		 Discount 20% (from price 1,000-3,000 Baht)	

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8.3 Checking server Performance (Request from customers) - Auto backup - Advice for RAM/HDD	 Appointment in advance within 3-5 days (working day)		
9. Free for Onsite Service/Data Check (Customer ofce)			
9.1 Bangkok Free Service 4-5 hrs./time	 Based on contract (only- PRO)	 3,500 Baht/time/day *V2.9 Price 4,000 Baht	
9.2 Upcountry with distance less than 200 km. from BKK, Free Service 4-5 hrs./time and suburb of BKK included Phathumtani, Nonthaburi, Nakornphatom ,Samutsakorn, Samutprakan	 Based on contract (only- PRO) (Extra charge for travelling expenses as company standard)	 4,500 Baht/time/day (Extra charge for travelling expenses as company standard) *V2.9 Price 5,000 Baht	
9.3 Upcountry with distance up to 200 km. from BKK, Service for 2 days / 1 time, Price 14,000 Baht (7,000 Baht each) Extra charge for travelling & accommodation expenses as the company standard	- STR	- STR	- STR
	- ADV (Price 14,000 Baht/time/ 1 night/ 2 days) Extra charge for travelling & accommodation expenses *V2.9 Price 16,000 Baht	- ADV	- ADV
	- PRO (Discount 10% from Price 14,000 Baht/time/1 night/ 2 days) Extra charge for travelling & accommodation expenses *V2.9 Price 16,000 Baht	- PRO (Price 14,000 Baht/time/1 night/ 2 days) Extra charge for travelling & accommodation expenses *V2.9 Price 16,000 Baht	- PRO
10. Unlimited training service through E-Learning 1 year, Free (Can you study? www.businessplus.co.th)			
11. Traning Service			
11.1 Outside training with the special course for each company (Exclude travelling & accommodation expense for upcountry) (ifany)	 Discount 10% (from price 12,500 Baht/ day/ 5 Persons) Over 5 Persons 500 Baht/day and Persons	 Discount 10% (from price 12,500 Baht/ day/ 5 Persons) Over 5 Persons 500 Baht/day and Persons	
11.2 Training Service online e-Learning	 Discount 30% (from price 12,500 Baht/day)	 Discount 20% (from price 12,500 Baht/day)	





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12. Modify form/report, price based on company standard (Manday)	 Discount 10% from standard price	 Standard price	
14. Transfer of remaining service entitlements from within the warranty, Number of free Onsite times, such as form/report creation services.			
16. Free Seminar/Special activity (if have only)			
17. Program is the copyright especially for the individual person or company affairs. The copyright cannot be transferred. There would be based on the tax identification number that has been registered.	- STR  - ADV  - PRO  (Except Renaming of entrepreneur or company name. An entity documentation is required from The revenue Department or Department of Business Development)	- STR  - ADV  - PRO  (Except Renaming of entrepreneur or company name. An entity documentation is required from The revenue Department or Department of Business Development)	 The copyright cannot be transferred. There would be based on the tax identification number that has been registered.

Remarks

-  = Free
-  with condition = Free or Free with condition
-  = No free and cannot buy additional service
-  with condition = No free but can buy additional service
- STR = Bplus ERP Software version Starter
- ADV = Bplus ERP Software version Advanced
- PRO = Bplus ERP Software version Professional

Basic Service : Check / Monitor and fix data by Support specialist that could be xed by remote without the technical and time limitation. In case could not serve as a basic service our support team will inform customer immediately. On the other hand, customer have to pay for onsite service under the company standard condition.

**Scope of service :

- In case under Maintenance Period, receive service type follow the Benefits table.
- In case of out Maintenance. The service will be only e-mail after our support team service all warranty customer completely.
- In case lack of Maintenance since over 5 years. There have no right to renew the maintenance and all type of service.

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Service Benets for First-Year Customers

- **Service Readiness**

The company is ready to provide services in both hardware and software aspects.

- **Help Desk**

Ready to assist you with pleasure. If you encounter problems, experienced staff can answer your questions via telephone and email.

- **Phone Support Service**

The company provides software consultation services over the phone for customers.

- In cases where the staff cannot immediately provide assistance, they will contact you back to resolve the issue and ensure that you can resume your work.
- If the issue cannot be resolved over the phone:
 - You can bring the problematic data to receive service or advice at the company without incurring additional charges, based on a prior appointment during business hours, Monday to Friday.
 - If you cannot come to receive service, the company is willing to send staff to address the issue, and you will incur charges according to the terms and conditions, based on a prior appointment during business hours, Monday to Friday.
 - Mobile phone support is also available outside of business hours.

- **Special Remote Computer Service**

In cases where the issue cannot be resolved over the phone, we can address the problem as if we are right beside you through remote support. You don't need to worry about the confidentiality of your data. While resolving the issue, users can observe the process on their screens.

- **Emergency Customer Service**

In case of emergencies or crises that require immediate assistance, for first-year customers and customers within the warranty period, it means situations where customers encounter problems that require immediate attention. We have summarized the issues and the problem-resolution approach as follows:

Details of Emergency Crisis Assistance Services that require immediate help are as follows:

1. Unable to Access the Program, including both the main program and add-on programs:

- Analyze the issue and provide preliminary troubleshooting recommendations:
 - The network may have connectivity issues; customers are advised to check the basics.
 - Preliminary check of the Hardlock and recommend restarting the Hardlock service.
 - Suggest trying to restart the user's device or the server as a preliminary step.
 - Recommend trying to reinstall the program as an initial troubleshooting step.
- After analyzing the above issues and being unable to resolve them, immediate remote or onsite assistance will be required.

For example:

- Database corruption.
- Server malfunctions or is infected with a virus.

The Benefits Table

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2. POS Machine and Peripheral Equipment Issues, such as Printer not working, Drawer not popping, POS Machine hanging.

- Analyze the issue and provide preliminary troubleshooting recommendations:
 - If the equipment has issues, recommend turning the device on-off as an initial step.
 - Suggest trying to restart the user's device as a preliminary step.
- After analyzing the above issues and being unable to resolve them, immediate remote or onsite assistance will be required.

3. Issue with opening post-sale invoices or full-format tax invoices where the printed forms do not match/generate.

- Analyze the issue and provide preliminary troubleshooting recommendations:
 - If the form is not printing correctly, it can be coordinated with the RD team, and follow-up will be ensured to conclude within the day.
 - If the form does not print, check the printer and perform a basic on-off restart as a preliminary step.
 - If the printer is not working, try restarting the user's device as a preliminary step.
- After analyzing the above issues and being unable to resolve them, immediate remote or onsite assistance will be required.

4. Customers are required to close the financial statement or submit tax documents within 3 days.

- Analyze the issue and provide preliminary troubleshooting recommendations:
 - Summarize the issues that customers need the support staff's help with and define the scope of the examination clearly beforehand.
 - Assist in analyzing the problem and provide guidance on how customers can proceed with the resolution.
- After analyzing the above issues and being unable to resolve them, immediate remote or onsite assistance will be required.

• System and Technical Consult

Provide consultation on system and technical aspects before and after installing the software to ensure smooth operation and flexibility. The services include:

1. Providing advice on computers and various peripheral devices.
2. Offering guidance or checking the existing computer system's capability to support the intended operations.
3. Providing advice on signal cables for connecting between offices and branches.
4. Offering consultation on computer networks.

• Consulting

Providing system design consultation to save time, reduce expenses, and increase revenue by implementing systems as quickly as possible, based on past implementation experiences.

• E-Learning sessions through the website at:

<https://www.businessplus.co.th/Training/account-erp-c072>

• Training: Onsite training sessions at the customer's company, based on the purchased version's licenses.

• Dedicated staff available to follow up on tasks, answer questions, coordinate, and provide various conveniences.

• Contact Channels:

Customers can submit service complaints and compliments through <https://www.businessplus.co.th/Recommend>

• Other Services:

- Coverage of news updates, documents, knowledge seminars, special training sessions, and advertising banners based on the purchased version's licenses.
- Distribution of gifts, freebies, and others (if available).

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Software Warranty During the Maintenance Period

Warranty Scope

- Covers error corrections according to the standard features of the program.
- Includes free program version updates, downloadable from the website, excluding data backup and delivery service charges.
- Applicable only to programs purchased legitimately with the proper license.
- The company reserves the right to modify data structures according to the program version without prior notice.

Beyond the warranty and service coverage, it does not include:

- Troubleshooting issues related to operating systems, computer viruses, networks, computers or peripherals.
- Addressing problems arising from limitations of the operating system, databases, networks, computers or peripherals.
- Damages caused by accidents, theft, or natural disasters that render the program unusable.
- Using the program incorrectly or accessing data in a way that deviates from the standard procedures defined by the program.
- Upgrading the program incorrectly or without approval from the company.
- Any requirements beyond those specified in the standard program and standard reports.
- Customer-developed add-on programs or errors resulting from the use of such programs.
- Customer-developed reports or errors resulting from the use of such reports.

Service center

Monday – Friday : 8.30 a.m. – 05.30 p.m.



Call Center :

0-2880-8800,
0-2409-5409
(Auto 30 Line)



Mobile Call Center :

08-0915-5660, 06-5629-0509,
09-4997-3559
(Queuing Management System.)



Customer Relations Department :

08-7320-6775, 08-0582-5747



CRM

@crmBplus



support@bplus.co.th

Or Other Contact Channels



Line@ : every day from 8.30 a.m. – 10.00 p.m.

e-Mail : Monday – Friday 8.30 a.m. – 10.00 p.m.



Bplus HRM Support

Line ID : @businessplus__pr
support__hrm@bplus.co.th



Bplus ERP Support

Line ID : @bplusaccount
support__erp@bplus.co.th



Bplus Pos Support

Line ID : @businessplus__se
support__system@bplus.co.th

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BusinessPlusPosSoftware



@saleBPLUS



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Support Service

Service every day from 8:30 a.m. - 05:30 p.m.

Bplus ERP Support		Bplus Pos Support		Bplus HRM Support		Bplus RD Support			
E1 Service Team		S1 Service Team		H1 Service Team		Service Team			
Phone Number	Responsible Person	Phone Number	Responsible Person	Phone Number	Responsible Person	Phone Number	Responsible Person		
063-3451380	Miss Chirawan	086-341-4267	Mr. Peeradech	★ S1	086-378-9348	Miss Sirirat	088-982-8729	Mr. Sirichai	
088-9828709	Miss Laddawan	081-710-4190	Mr. Saharat		088-982-8810	Miss Kansinee	063-187-6850	Mr. Nadthasin	
086-3429081	Miss Rungarun	088-982-8747	Mr. Chaiphorn		088-982-8824	Miss Rungthip	094-327-9279	Mr. Panyapol	
088-9828720	Miss Pannida	088-982-8746	Mr. Chalernpol		088-982-8841	Mr. Thawatchai	088-982-8748	Miss Pinkamon	
088-9828728	Mr. Wachirayan	S2 Service Team		H2 Service Team		088-982-8750	Miss Paranun		
088-9828725	Mr. Apisit	Phone Number	Responsible Person	Phone Number	Responsible Person				
088-9828726	Miss Bussaya	086-342-9080	Mr. Wasan	★	081-790-5855	Miss Rungrat			
E2 Service Team		065-504-8927	Mr. Yanawut	★ S1	063-187-6852	Miss Nipawan			
Phone Number	Responsible Person	088-982-8734	Mr. Tannawat		088-982-8823	Mr. Waragrit			
086-3414268	Miss Laorthip	088-982-8741	Mr. Watcharaphon		088-982-8844	Miss Punrada			
065-2058199	Miss Prattana	S3 Service Team		★ S2	088-982-8815	Mr. Chainarong			
088-9828716	Miss Pattama	Phone Number	Responsible Person		088-982-8825	Mr. Thitithitichok			
088-9828713	Mr. Siriyos	066-115-0288	Mr. Thunthab		088-982-8832	Mr. Chalermchai			
E3 Service Team		088-982-8732	Mr. Sombat		088-982-8842	Mr. Tanatad			
Phone Number	Responsible Person	088-982-8742	Mr. Kitchon	★ S3	065-504-8970	Miss Noppamas			
065-5048929	Mr. Thanakrit	088-982-8740	Mr. Theerawat		088-982-8831	Miss Aunyananee			
088-9828714	Mr. Anan	S4 Service Team			088-982-8837	Mr. Channarong			
063-3451383	Miss Prapassorn	Phone Number	Responsible Person		H3 Service Team				
088-9828719	Mr. Prawit	066-056-8991	Mr. Tammarong	Phone Number	Responsible Person				
E4 Service Team		088-982-8735	Mr. Paladon	★	098-902-3459	Miss Chamaichanok			
Phone Number	Responsible Person	088-982-8736	Mr. Narayut	★ S1	088-982-8814	Miss Anannatouch			
089-8146801	Mr. Ongart	088-982-8743	Mr. Mongkol		088-982-8827	Mr. Phanupong			
063-3451381	Mr. Suwisit	S5 Service Team			088-982-8826	Miss Wimonwan			
088-9828715	Mr. Tawatchai	Phone Number	Responsible Person		088-982-8835	Miss Chantamon			
088-9828717	Mr. Takdanai	081-710-4189	Mr. Yuttapun	★ S2	099-421-3003	Miss Natchaya			
E5 Service Team		063-187-6853	Mr. Kantapon		088-982-8829	Mr. Sakolphak			
Phone Number	Responsible Person	088-982-8737	Mr. Siriwat		088-982-8834	Mr. Pongsathorn			
088-9828710	Mr. Pitipong	088-982-8738	Mr. Surasak		088-982-8845	Mr. Anawil			
088-9828712	Miss Saranya			H4 Service Team					
063-3451382	Mr. Teerawit			Phone Number	Responsible Person				
065-2058299	Mr. Supakorn			★	065-504-8988	Miss Kanokwan			
				★ S1	088-982-8812	Miss Attaporn			
					088-982-8819	Mr. Chanin			
					088-982-8836	Miss Jutima			
					088-982-8839	Miss Phakamon			
				★ S2	088-982-8816	Mr. Pongsirichai			
					088-982-8821	Mr. Wuthichai			
					088-982-8840	Mr. Rattanapon			
					088-982-8846	Mr. Sittikorn			