



The Benefits Table of Services for Bplus ERP & POS Software's First-Year Customer





Benefits Table of

Bplus ERP & POS Program Services for First-Year Customers

Benet Details	Program Type		
	PRO	ADV	STR
1. Phone Survey of Equipment Readiness 1.1 Server 1.2 Cloud			
2. Data Readiness Check 2.1 Template Excel			
3. Program Version Upgrade throughout the warranty period for free (Download the new version from the website only)	 Special upgrade service at the service center, Free (Excludes offsite services)	 Special upgrade service at the service center, Free (Excludes offsite services)	 Special upgrade service at the service center, Free (Excludes offsite services)
4. Consultation Services via telephone, email, fax, during business hours for free	 Queue System Contact Back within 30 minutes	 Queue System Contact Back within 1 hour	 Queue System Contact Back within 1 hour
5. Mobile Phone Service Outside of Business Hours, Free Monday – Friday: 6 p.m. – 10 p.m. Company Holidays: 8.30 a.m. – 10.00 pm			
6. Special Service Online via VNC or Remote Computer during Business Hours, Free (Basic Service)			
7. Installation Service according to the number of purchased licenses (as per entitlement), Free during business hours (Monday-Friday: 8.30 a.m. – 5.30 p.m.)			
8. Additional Installation Service / Data Migration / Machine Transfer / Server Transfer Online e-Remote Service (Installation based on the number of purchased licenses) during business hours (Monday-Friday: 8.30 a.m. – 5.30 p.m.)	 There are additional service charges according to the standard pricing	 There are additional service charges according to the standard pricing	 There are additional service charges according to the standard pricing
9. E-Open House Service Free for Data Check/ Consultation 9.1 Sending data for checking, Free	 Preliminary results notification within 1 business day 14 time/year Use rights within the year	 Preliminary results notification within 2 business days 8 time/year Use rights within the year	 Preliminary results notification within 3 business days 4 time/year Use rights within the year







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9.2 E-Open House consultation service, with a prior appointment of 3-5 business days, Free (Not more than 1.30 hours at a time)	 Arrive on any business day with a prior appointment	 Arrive only on Friday with a prior appointment	 Arrive only on Friday with a prior appointment
10. Onsite Entitlement/Offsite Data Inspection, Free			
10.1 Within Bangkok Metropolitan Area (Entitlements based on standard or sales conditions)	 Number of times according to entitlement (additional transportation charges for Bangkok Metropolitan Area per company standard)	 Number of times according to entitlement (additional transportation charges for Bangkok Metropolitan Area per company standard)	 3,500 Baht/session/day (additional transportation charges for Bangkok Metropolitan Area per company standard) *V2.9 Price 4,000 Baht
10.2 Outside provinces within a distance of not more than 200 km from Bangkok, 1 service session, 4-5 hours, including suburban areas such as Pathum Thani, Nakhon Pathom, Samut Sakhon, Samut Prakan and Nonthaburi, Free	 Number of times according to entitlement (additional transportation charges per company standard)	 4,500 Baht/session/day (additional transportation charges per company standard) *V2.9 Price 5,000 Baht	 4,500 Baht/session/day (additional transportation charges per company standard) *V2.9 Price 5,000 Baht
10.3 Outside provinces beyond 200 km from Bangkok, service for 2 days/1 session, price 14,000 Baht (7,000 Baht per day), Free	 (Price: 14,000 Baht/session/1 night/2 days, additional transportation, and extra accommodation charges per company standard) *V2.9 Price 16,000 Baht		
11. Unlimited training service through e-Learning 1 year, Free (Can you study? www.businessplus.co.th)	 	 	
12. Offsite Training Service based on standard courses, organized by the customer who provides the venue and training equipment (excluding transportation/accommodation costs, (if any), applicable for areas outside Bangkok Metropolitan Area or its vicinity or other provinces)	 Price: 10,000 Baht/day/up to 10 persons	 Price: 10,000 Baht/day/up to 10 persons	 Price: 10,000 Baht/day/up to 10 persons
13. Form Modification/Reports/Creation of Work Shifts Service, priced according to the company's standard (Manday)	 10% discount from the standard price	 Standard Price	 Standard Price

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14. Transfer of remaining service entitlements from within the warranty, Number of free Onsite times, such as form/report creation services.			
15. Access to special seminars/training sessions/workshops on various topics (if available), Free			

Remarks



= indicates entitled to free service.



(conditions apply) = indicates entitled to free service subject to specified conditions.



= indicates not entitled to free service and additional services cannot be purchased.



(conditions apply) = indicates not entitled to free service, but additional services can be purchased.

Basic Service : Refers to the service of inspecting/correcting data, considering from experts whether it can be serviced remotely without technical limitations and within the timeframe. In cases where basic service cannot be provided, the staff will notify you. Customers may need to request onsite service with service charges based on the company's standard conditions or submit data to the service center

****Scope of service :** refers to the case where, if the warranty is less than 1 year, service is provided exclusively via email after the customer's MA service is completed and within the entire warranty period. In the event that the warranty exceeds 1 year, the right to free service is reserved.

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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.

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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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BusinessplusERP



Facebook
BusinessPlusPosSoftware



@saleBPLUS



Businessplus.co.th

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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	★ S1	081-790-5855	Miss Rungrat		
E2 Service Team		065-504-8927	Mr. Yanawut		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	★ S1	098-902-3459	Miss Chamaichanok		
Phone Number	Responsible Person	088-982-8736	Mr. Narayut		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	S2	088-982-8835	Miss Chantamon		
088-9828717	Mr. Takdanai	081-710-4189	Mr. Yuttapun		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			★ S1	065-504-8988	Miss Kanokwan		
					088-982-8812	Miss Attaporn		
					088-982-8819	Mr. Chanin		
					088-982-8836	Miss Jutima		
				S2	088-982-8839	Miss Phakamon		
					088-982-8816	Mr. Pongsirichai		
					088-982-8821	Mr. Wuthichai		
					088-982-8840	Mr. Rattanapon		
					088-982-8846	Mr. Sittikorn		