

Bplus

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 <i>(Download the new version from the website only)</i>	 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 <i>Monday – Friday: 6 p.m. – 10 p.m.</i> <i>Company Holidays: 8.30 a.m. – 10.00 pm</i>			
6. Special Service Online via VNC or Remote Computer during Business Hours, Free <i>(Basic Service)</i>			
7. Installation Service according to the number of purchased licenses <i>(as per entitlement)</i> , Free during business hours <i>(Monday-Friday: 8.30 a.m. – 5.30 p.m.)</i>			
8. Additional Installation Service / Data Migration / Machine Transfer / Server Transfer Online e-Remote Service <i>(Installation based on the number of purchased licenses) during business hours (Monday-Friday: 8.30 a.m. – 5.30 p.m.)</i>	 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. Service Fee for Data Check/Consultation at the Service Center 9.1. Sending data for checking, Free	 Preliminary results notification within 1 business day	 Preliminary results notification within 2 business days	 Preliminary results notification within 3 business days

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<p>9.2. If coming in person for data check or consultation, with a prior appointment of 2 business days, Free</p> <p>9.3. Open House consultation service, with a prior appointment of 2 business days, Free</p>	<p></p> <p>Arrive on any business day with a prior appointment</p>	<p></p> <p>Arrive on any business day with a prior appointment</p>	<p></p> <p>Arrive on any business day with a prior appointment</p>
<p>10. Onsite Entitlement/Offsite Data Inspection, Free</p> <p>10.1 Within Bangkok Metropolitan Area (Entitlements based on standard or sales conditions)</p> <p>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</p> <p>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</p>	<p></p> <p>Number of times according to entitlement (additional transportation charges for Bangkok Metropolitan Area per company standard)</p> <p></p> <p>Number of times according to entitlement (additional transportation charges per company standard)</p> <p></p> <p>(Price: 14,000 Baht/session/1 night/2 days, additional transportation, and extra accommodation charges per company standard)</p>	<p></p> <p>Number of times according to entitlement (additional transportation charges for Bangkok Metropolitan Area per company standard)</p> <p></p> <p>4,500 Baht/session/day (additional transportation charges per company standard)</p> <p></p> <p>4,500 Baht/session/day (additional transportation charges per company standard)</p> <p></p> <p>4,500 Baht/session/day (additional transportation charges per company standard)</p>	<p></p> <p>3,500 Baht/session/day (additional transportation charges for Bangkok Metropolitan Area per company standard)</p> <p></p> <p>4,500 Baht/session/day (additional transportation charges per company standard)</p> <p></p> <p>4,500 Baht/session/day (additional transportation charges per company standard)</p>
<p>11. Unlimited training services at the standard course service center, Free (Training reservation along with document download through WEB)</p>	<p></p>	<p></p>	<p></p>
<p>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)</p>	<p></p> <p>Price: 10,000 Baht/day/up to 10 persons</p>	<p></p> <p>Price: 10,000 Baht/day/up to 10 persons</p>	<p></p> <p>Price: 10,000 Baht/day/up to 10 persons</p>

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Benefit Details	Program Type		
	PRO	ADV	STR
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
14. Transfer of remaining Onsite service entitlements within the warranty period	 Can transfer to continue using the service (in the case of extending the MA in the month it expires)	 Can transfer to continue using the service (in the case of extending the MA in the month it expires)	 Can transfer to continue using the service (in the case of extending the MA in the month it expires)
15. Transfer of remaining service entitlements from within the warranty, such as form/report creation services.			
16. 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.

During Business Hours,

Monday – Friday: 8.30 a.m. – 5.30 p.m.

Call Center :

0-2880-8800, 0-2409-5409

Mobile Call Center :

08-0915-5660, 06-5629-0509,
09-4997-3559

Customer Relations Department :

08-7320-6775, 08-0582-5747



@crmBplus

After Business Hours

Monday - Friday: 5.30 p.m. – 10 p.m.

Weekends: 8.30 a.m. – 10 p.m.

After-Sales Service Department :

HRM Support

08-1790-5855, 09-8902-3459

ERP Support

08-6341-4268, 08-6342-9081

System Support

08-6341-4267, 08-6342-9080

support@bplus.co.th

Or Other Contact Channels



HRM Support

Line ID : @businessplus_pr

support_hrm@bplus.co.th



ERP Support

Line ID : @bplusaccount

support_erp@bplus.co.th



System Support

Line ID : @businessplus_se

support_system@bplus.co.th

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