



# Don't get caught without support!

POSHELPNOW.COM

Standard Yearly Contract

# \$55

per month per store

## Please take action so you don't have a lapse in your POS Help Desk support

### Look at the services you could be missing out on...

#### Services

- EOD/SOD Issues
- Report Balancing Issues
- Register Communication
- Network Communication
- Phone Installation New PC
- Phone Installation Re-imaged PC
- Issue Management
- Documentation

#### Diagnostics

- SMP & Focus Software
- Internet Service
- Integrated Credit / Gift Card
- Dell PC Hardware & Software
- Panasonic JS550, JS775, JS790, JS950
- Partner Tec SP800, SP850, SP1000
- Thermal Printer
- Cash Drawer / Coin Changer / Money Counter
- PowerVar / Tripplite / SmartPower
- KDS Logitech, QSR
- Hand held scanners

See reverse for additional services & pricing

### Our Mission

Support you at the highest level of expertise and proficiency with as little disruption as possible to your day-to-day business

### Our Promise

Be proactive in evaluating, designing and implementing technologies to give you the competitive advantage while minimizing cost to deliver the best value

### Our Expertise

Drawing from our knowledge, skills and experience, we make the right decision for the problem whether relating to sales, service or technical issues

**POS Help Desk 877-811-3811**



# Kahala Help Desk Additional Services

POSHelpNow.com

Description	Price	Contract	Notes
Hourly SVC Billable Phone Support	\$100	\$80	
PC Swap from Another Store	\$200	\$160	
PC Re-image <i>parts &amp; shipping not included</i>	\$300	\$300	
On-site Service	N/A	N/A	Provided from our partner ERC
Transfer Focus Key to New Location	\$300	\$300	
Hourly Programming	\$100	\$80	
Block Programming <i>5-hour block pre-purchased</i>	\$400	\$320	
Manage Virus Expiration	\$40	\$30	
POS Software Training Webinar	\$100	\$50	

## Our Competitors...

- Can charge up to 20-40% more for phone support
- Offer fewer hours of operation, charging premium for weekends and evenings
- Set call minimums and charge for calls that exceed the threshold

**Kahala's POS Help Desk is open**  
15 hours a day • 7 days a week • 363 days a year

Call Toll-Free  
**877-811-3811**