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ScerIS Support Options Summary

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Maintenance and Support

ScerIS provides a single resource for attaining support for all products and solutions purchased and licensed through ScerIS. Standard support is provided during the hours of 8:00 am to 5:00 pm (ET) Monday through Friday, excluding ScerIS holidays. A list of holidays observed by ScerIS can be found at www.sceris.com/holiday-schedule. Support outside of normal business hours may be available on a case by case basis. Contact ScerIS for more information.

ScerIS Software and ETCETERA® Software Maintenance

Customers that have paid-up maintenance agreements are entitled to software support in accordance with their specific Software License and Maintenance Agreement. The types of services offered are determined by the specific type and terms of that agreement.

ScerIS Software License and Maintenance Agreement

Customers with an paid-up ScerIS Software License and Maintenance Agreement are entitled to a number of benefits to help protect the value of their system. These services include:

- Access to new versions of ScerIS software that are covered under the maintenance agreement.
- Software error and defect resolution services.
- Complimentary annual health assessment of ScerIS software applications.

For defect resolution, refer to your ScerIS Software License and Maintenance Agreement.

In cases where the issue is determined to not be a ScerIS Software or ETCETERA® Software defect (i.e. configuration issue, misunderstanding of how the feature is designed to work, related to custom programming, etc.), the time spent discussing the reported issue, any time to make adjustments to the configuration, training on how the feature works and other related tasks will be considered a billable support call. Time for these services are charged to a Support Pack or a preauthorized Time and Material order.

ScerIS does not charge an annual maintenance fee on custom software, custom programming, custom interfaces or utilities. These items, along with any other items where maintenance has not been charged are excluded from the ScerIS maintenance agreement. Any reported software errors, including defects, will be investigated and corrected at the standard billable rates in effect at the time the service is performed.

Scanner Maintenance

Scanner maintenance is provided through a third-party company and varies between scanner manufacturers. Please contact ScerIS with any questions as to the specific benefits that you may be entitled to through your scanner maintenance agreement. ScerIS will assist in scheduling service for covered equipment upon customer request.

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Automated Data Capture (ADC)

ADC software is provided through a third-party company. ScerIS provides certain services to customers that are under a maintenance agreement for their ADC software products. These services include:

- Access to new versions of all generally available software that is covered under the maintenance agreement.
- Access to special software patches that may be released to correct a defect that has been identified in the software that is under maintenance as a result of a support call being initiated.

ScerIS does not charge an annual maintenance fee for custom programming including rules configuration in ADC solutions. All services related to all reported software errors, including defects, in an ADC solution that are determined to be with the ADC software, custom programming or configuration will be investigated and where possible corrective steps taken. These services are billable and can be provisioned in Support Packs or in Time and Materials services described below.

Support and Value-Added Services

ScerIS offers its customers additional services to increase the benefit of their ScerIS solutions. These services are provided on a fee for service basis. Some of the services offered under Support include:

- Administrative help with passwords, user accounts and security levels.
- Assistance with creating or modifying folders or drawers.
- Training on specific functions of products or solutions.
- Installation or reinstallation of purchased software.
- Assistance with backups, server logs or other server and pc administrative tasks.

Support and Value-Added Services Pricing

There are several types of support services that can be purchased. The most common types of support options are presented below. If you do not see an option that matches your specific needs, please contact your Sales Executive or call the Technical Support line to discuss your needs.

Support Pack Pricing

Customers with an active and paid Software License and Maintenance Agreement in place have the option to purchase a prepaid hourly support pack. This can provide a more economical solution for customer support service costs and is not subject to a minimum time allocation per support request.

The time that a member of the ScerIS Customer Success team spends with the customer or on the customer's behalf is applied against the pre-purchased support service pack. Time will be deducted from the support pack based on actual time used including time to document the support instance in the customer's file and document time entries (in minutes).

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Customer support service packages are non-refundable and non-transferable. This support pack will be available for one (1) year from the date of purchase. Any unused time will expire at the end of the agreement term.

Remote Services Support Pack Pricing (as of 01/01/2026 - subject to change without notice)

		Purchase Price* (in US$)	Effective Hourly Rate
5	Hour Support Pack	1,050.00	210.00
10	Hour Support Pack	2,000.00	200.00
20	Hour Support Pack	3,800.00	190.00
40	Hour Support Pack	7,200.00	180.00

Time and Material Pricing

For those customers that do not purchase a support pack and that have an active and paid Software License and Maintenance Agreement in place, ScerIS offers a time and material option. Time will be accumulated based on actual time used including time to document the support instance in the customer's file and document time entries (in minutes). Minimum charges apply. Time above the minimum is billed in hourly increments, rounded up to the next full hour.

Time and Material (T&M) Pricing (as of 01/01/2026 - subject to change without notice)

Support Type	Hourly Rate	Minimum Charge
Off-Site T&M	First Hour $275.00 Additional Hours $225.00 Per occurrence	1 Hour
(General Support Only – For other services contact ScerIS.)		

Payment terms for support related billings are NET DUE. All authorizations to purchase support or authorize time and material pricing must be in writing (email, fax or mail) and include the billing contact details. A template has been provided at the end of this document that can be used to expedite the purchase of support packs.

Termination

Termination of the Software License and Maintenance Agreement will automatically terminate prepurchased Support Packs and cancel Time and Material support services. Customer is responsible for payment of outstanding invoices for Support Packs and Time and Material billings. Customer forfeits hours remaining in a Support Pack or continuing services in the event of Termination of the Software License and Maintenance Agreement.

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Opening a Support Instance

To request service, please contact ScerIS Technical Support at **978-218-5064 or 978-218-5000.** A support instance may also be initiated through email at scerissupport@sceris.com, however a phone call is the recommended method of opening a support instance.

Upon contacting ScerIS please be prepared to provide the following information:

- Company name
- Your name
- Phone number
- Email address
- What products you have and their version numbers
- The reason for the request for service
- The priority of the issue

If the support issue is causing a work stoppage in the production environment, this information should be communicated to the ScerIS support engineer. ScerIS *highly discourages* the use of emails to initiate support for production down support requests due to technical issues.

In the event that the request is determined not to be covered under a maintenance agreement, then the support pack or T&M support will be charged. If ScerIS determines that the services are covered under a maintenance agreement, then no charge will be made.

Call Prioritization

Calls are answered in the order they are received for the creation of a support ticket and the determination of severity. Once the priority has been established, the customer has been validated to be eligible for support, the support engineer will work with the caller to resolve the issue or schedule a time for a later call back. If the support issue is causing a work stoppage in the production environment, this information should be communicated to the support engineer.

In order to assist with problem resolution, ScerIS may request that the customer perform diagnostic procedures, provide written documentation outlining problems encountered, or provide remote access to workstation(s) and/or server(s) as necessary.

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Remote Support Pack Order Form

Please complete the form and email to scerissupport@sceris.com.

Company Name:	
Billing Address include Street, City, State and Zip Code	
Contact Name:	
Contact Telephone:	
Contact Email:	

Number of Hours: Purchase Order #:		
Effective Date:	If required for an invoice to be paid.	
	If not effective immediately upon receipt.	

Support Pack Pricing (as of 01/01/2026 - subject to change without notice) Telephone Support Pack Pricing

	Purchase Price* (in US$)	Effective Hourly Rate
5 Hour Support Pack	1,050.00	210.00
10 Hour Support Pack	2,000.00	200.00
20 Hour Support Pack	3,800.00	190.00
40 Hour Support Pack	7,200.00	180.00

Approved by (Signature) : _____

Print Name: _____

Print Title: _____

Date Approved _____

Payment terms: Net Due Upon Receipt

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Time and Material (T&M) Telephone Support Order Form

Please complete the form and email to scerissupport@sceris.com.

Company Name:	
Billing Address include Street, City, State and Zip Code	
Contact Name:	
Contact Telephone:	
Contact Email:	

Order #:		If required for an invoice to be paid.
Effective Date:		If required for an invoice to be paid.

- **Time and Material Telephone Support is provided at the rate of $275.00 per hour for the first hour and $225.00 per hour for all remaining hours** (as of 01/01/2026, subject to change without notice).
- **Time and Material Support is billed in full hours only.** Any partial hours used will be rounded up to the next full hour.

* Sales tax is additional where applicable.

Approved by (Signature) : _____

Print Name: _____

Print Title: _____

Date Approved _____

Payment terms: Net Due Upon Receipt

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