Customer Support User's Guide

Support plans, service levels and rates for DCRS customers · Updated November 2026

LIVEHELP · 24 HOURS, 365 DAYS

314-739-6666 x2

or toll-free 1-800-231-0166 · fastest way to reach us

Support@DCRS.com

Answered next business day by phone

AT A GLANCE

Your POS runs your business. We keep it running.

Every DCRS Support Plan puts a team of retail and hospitality specialists on a toll-free line, with software updates included in your cloud POS subscription and the managed services that keep your system protected and connected.

LiveHelp

Software and operating questions answered 8am to midnight Central, 7 days a week. 85% of issues are solved on the first call.

Software updates

New versions, fixes and security updates arrive through your cloud POS subscription. We handle escalations to the manufacturer for you.

Managed services

Firewall protection, ScreenConnect remote support and 4G internet backup, kept current for you.

Preferred response

Plan customers always come first in our queue. Plans can be customized for multi-site and national accounts.

Security and PCI compliance. You, as End-User and Merchant, are solely responsible for the security and protection of your system and data, including protection against unauthorized access and compliance with the Payment Card Industry Data Security Standard (PCI DSS) and all credit and debit card rules, regulations and laws.

How this guide fits your agreement. This guide describes the support plans in your DCRS Sales Order and Subscription Agreement. If this guide and your signed agreement differ, the agreement governs. Under that agreement, recurring prices may change with 30 days' notice, past-due balances accrue interest at 1.5% per month, subscription services may be suspended when payment is 15 days past due, and you are responsible for PCI compliance.

SUPPORT PLANS

Four plans, from phone support to onsite repair

Every plan includes LiveHelp, software updates and managed services. The plans differ in how hardware gets fixed.

A

Onsite Full

Technician at your site, Monday to Saturday, 8am to 5pm

- ✓ LiveHelp, 7 days
- ✓ Software updates
- ✓ Managed services
- ✓ Hardware parts
- ✓ Onsite labor, travel to and from your site

Sites within 200 miles*

B

Onsite Weekday

Technician at your site, Monday to Friday, 8am to 5pm

- ✓ LiveHelp, 7 days
- ✓ Software updates
- ✓ Managed services
- ✓ Hardware parts
- ✓ Onsite labor, travel to and from your site

Sites within 200 miles*

C

Depot

Ship or carry equipment to our depot, Monday to Friday, 8am to 5pm

- ✓ LiveHelp, 7 days
- ✓ Software updates
- ✓ Managed services
- ✓ Hardware parts
- ✓ Depot repair labor

Anywhere. You pay freight in; we pay return ground freight.

MOST POPULAR

D

LiveHelp

Phone and remote support. Included in SaaS contracts, except Oracle Simphony

- ✓ LiveHelp, 7 days
- ✓ Software updates
- ✓ Managed services
- – Hardware parts
- – Repair labor or onsite visits

Anywhere. Billed annually in advance.

Full LiveHelp staffing (Level 1 and 2) is available 8am to 5pm Central, Monday to Friday, with on-call technicians outside those hours. LiveHelp from midnight to 8am is billable. Mobile hardware (handhelds, iPads and others noted in the sales order) is serviced only by its manufacturer. *Sites beyond Zone 3 (126+ miles from the servicing office) are served on a reasonable-efforts basis, with arrival no sooner than 24 hours from the request. Rates can vary for sites more than 200 miles from St. Louis.

Hardware service includes (Plans A, B and C)

- All parts repaired, exchanged or replaced, new or reconditioned, excluding supplies
- All labor to diagnose and repair, exchange or replace
- Travel to and from your site on onsite plans
- New hardware from DCRS includes 12 months of Plan C unless noted as manufacturer's warranty
- Equipment must be in good working order when the plan starts; equipment out of coverage gets a chargeable inspection first

Hardware service does not include

- Damage from misuse, tampering, liquid, fire, weather, power surges, wiring or cabling faults, or accidents
- Mobile products under direct manufacturer warranty
- Work needed because of viruses or security breaches
- Supplies such as ribbons, keys, tills, covers, batteries and cards
- Labor outside plan hours or on New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving or Christmas

Plan C tip: keep spares for critical components, since loaners aren't provided, and ask your Account Representative for our Depot Support Plan document.

HOW A SUPPORT CALL WORKS

Most calls end on the first call

Every call gets a call ticket you can use to track it until it's resolved.

1. **You call LiveHelp**
   Any authorized person from your business can call. A trained Site Expert at each location works best.
2. **We log and prioritize**
   Your call gets a call ticket and a priority from P1 to P5.
3. **Level 1 works it**
   85% of issues are solved right here.
4. **Level 2 or the manufacturer**
   Specialists take harder issues; software issues go to the manufacturer for resolution; hardware goes to a technician.
5. ✓ **Call closed**
   When you accept the resolution, or after two attempts over two days with no reply.

Before you call

- Check whether the problem is your network, power, internet provider or a third-party product. We'll help track it down if needed.
- Try to reproduce it, and check cabling, power, internet and logins. Often the resolution is in the process, not the software.
- Note any error messages and recent changes at your site.

When goals pause

- We're waiting on information from you or a third party
- An issue needs monitoring over time
- Programming work needs scheduled resources
- The manufacturer is working an escalation; its timeline applies

PRIORITY	WHAT IT MEANS	EXAMPLES	RESPONSE GOAL	RESOLUTION GOAL
P1	Major system disruption	Server crash, total system failure	**Immediate**	**2 hours**
P2	Severe disruption	Many terminals down, no payments, no reporting or remote printing, EOD/SOD won't complete	**2 hours**	**4 hours**
P3	Single function failure	Timekeeping issue, one printer or terminal down	**4 hours**	**24 hours**
P4	Minor or procedural question	Programming, configuration or how-to questions, cosmetic problems	**24 hours**	**48 hours**
P5	Customization or programming	Billable or scheduled programming, any out-of-scope issue	**24 hours**	**10 days**

Our LiveHelp Center sets each call's priority from the information you give us. Response goals apply when an issue isn't solved on the first call. We resolve 95% or more of calls before these goals.

MANAGED SERVICES AND REMOTE ACCESS

Subscriptions we run for you

We buy, install and maintain these subscriptions and pay the third-party fees on your behalf. They're included in your plan where they apply to your system.

LiveProtect
Intrusion protection, content filtering and firmware updates for your Meraki or Unifi firewall.
Sites with a DCRS-supplied firewall

ScreenConnect remote support
A secure remote connection, so we can fix most issues without a site visit.
All plans

4G internet backup
Keeps orders and payments flowing if your primary internet connection fails.
Standard on cloud POS sites · optional for Oracle Simphony

CreditHelp
Help with authorization and batching problems, and we set up and join the support call with your processor or payment vendor.
Integrated payment sites

Card data stays with your processor

DCRS does not store, process or transmit cardholder data, and does not re-key credit card batches. Re-keying lost batches is done only by your processor. We'll assist you in connecting with the processor.

Remote access with ScreenConnect

Remote access lets us resolve most issues without an onsite visit. We use the connection option agreed with you.

Attended
ScreenConnect is installed when support is needed, and your on-site staff approve each session.

On-demand
ScreenConnect stays ready, and we connect when support is required.

- ✓ Our staff connect only from company-issued, managed devices with endpoint security and full-disk encryption.
- ✓ Access is limited to DCRS staff assigned to your account, and each session is tied to a support ticket.
- ✓ You may change your option or withdraw remote access at any time by telling us. A more restrictive option may delay support, and onsite work needed as a result may be billable.
- ✓ We may change the remote access tools we use, with notice to you.

Limitation of liability. DCRS has no liability to you resulting from authorized remote access performed to deliver your plan, and you will indemnify and hold DCRS harmless from any loss, cost, damage or claim (including reasonable attorneys' fees) resulting from that authorized access. Where you have signed a DCRS Master Services Agreement, that agreement governs remote access and liability instead of this paragraph.

COVERAGE

What's included and what's billable

Your plan covers support for products purchased from DCRS. Billable work is charged at the rates below and scheduled in advance.

AREA	INCLUDED IN YOUR PLAN	BILLABLE
Cloud POS software	Error messages, problems in normal operation, how-to questions, software updates and new versions, reporting bugs and escalating to the manufacturer, help identifying programming changes you can make, reprinting today's reports	Significant programming; new menus, revenue centers, devices, screens or reports beyond the installation scope; fixing changes made by you or your agent; report balancing; training; new modules; onsite work during upgrades
Network and devices	Device and printer problems tied to products we sold, printer re-routing, network configuration problems tied to hardware we sold	New hardware or peripherals; network design or reconfiguration; problems from changes you make; customer-supplied servers or virtual machines; system administration
Interfaces	Errors and problems with standard interfaces purchased from us, interface capability questions	Programming or testing third-party or PMS interfaces; changes caused by another vendor's upgrade; custom interface scripts
Third-party apps we sold	Error messages, normal operation, installation and configuration to our standards	Apps not purchased from us or not on a plan; new feature activation; products we no longer support
Hardware dispatching	Dispatching authorized technicians, help swapping devices with your onsite spares, diagnostics and basic troubleshooting	Installing new or relocated devices; mobile products under manufacturer warranty; add-on mag card readers
Credit authorization	Error messages, problems during operations, procedural questions	New or changed payment drivers or Merchant IDs; new features; internet provider problems; encryption key rotation; PCI compliance
Managed services	Subscription fees and updates for services in your plan, remote setup, error messages, how-to questions, new feature activation	Subscriptions for products not purchased from us; authorization, batching and re-key issues, which are between you and your processor (we'll facilitate the call)

> **Never covered:** custom work, work needed because of computer viruses or security breaches, and onsite visits to Plan D sites. DCRS is not responsible for charges from third-party hardware providers.

RATES, RENEWAL AND REPAIR

One rate sheet for every customer

These rates apply to sites without a plan and to work outside a plan's hours or coverage. Plan customers are always scheduled first.

Labor and support rates

Effective November 2026 · all times Central

Standard labor, onsite or remote Monday to Friday, 8am to 5pm. Onsite time starts with travel to your site.	**$225** per hour
Overtime labor Evenings, weekends and holidays	**$270** per hour
Daily rate A full day of onsite labor	**$1,350** per day
Training at DCRS At our St. Louis office	**$125** per hour, or $750 per day
Depot diagnostic with support Equipment brought to our depot	**$125** per 30 minutes
After-hours support LiveHelp outside plan hours, midnight to 8am	**$150** per 30 minutes

Sites without a plan pay by Visa, Mastercard or Discover before work begins. Plan sites can pay for work outside their plan by card, or on open account with a signed Billing Agreement; contact our Controller. Credit authorization support on a time-and-materials basis needs our Support Manager's approval and a separate agreement.

Renewal, payment and cancellation

- **Renewal payment is due 30 days before your renewal date.** Plans renew automatically at the prevailing rate once payment is received.
- Coverage stops if payment isn't received by the renewal date. Managed services expire immediately, since we pay vendors in advance; most charge reinstatement fees, and all are non-refundable.
- Unpaid sites may move to COD without a Billing Agreement or with past-due amounts.
- Either of us may cancel a plan on 30 days' written notice. Annual advance fees are non-refundable.
- Plans are billed annually in advance, unless you're on a monthly SaaS contract.

Parts repair without a hardware plan

	EXCHANGE	MATERIAL REPAIR
How it works	We install a working replacement and keep your broken unit	We repair only the broken part, here or at the manufacturer
Downtime	One trip, back up right away	Up to 8 weeks; spares needed
Cost	Parts cost more, labor less	Parts cost less, labor more (two trips plus shipping)
Warranty	90 days	90 days

Also available for accidental damage on Onsite or Depot plans.

ESCALATION

Not getting the support you expect?

Once your call is open, contact any manager Monday to Friday, 8am to 5pm Central, at **314-739-6666 x2** or **1-800-231-0166**.

Support Manager	**Dan Krise**
Project Manager	**Dan Lonero**
Technical Director of Operations	**Mathew Schultz**
Controller	**Guy Unverferth**
President	**Matt Kramer**

After every call we email a short survey that our managers review daily. Share feedback anytime at info@dcrs.com.

OUR SERVICE STANDARDS

95% of calls answered within 5 minutes, including after-hours alert time

85% of issues resolved on the first call

95% of calls resolved within their priority goals

YOUR PART

What we need from you

1. **Name a Site Expert** at each location: your first line of troubleshooting, our point of contact, and the person who knows your setup. Tell us when that person changes.
2. **Keep your systems secure,** including passwords, physical security, access control and devices we don't manage. Our managed services help, but security and PCI DSS compliance, including annual encryption key rotation, stay with you.
3. **Provide a working internet connection and router.** 4G backup is standard on our cloud POS sites and optional for Oracle Simphony.
4. **Allow remote access** through one of the ScreenConnect options, or tell us if you prefer to schedule onsite service.
5. **Work with us on open issues:** respond to our calls, emails and texts, have error messages ready, and schedule non-covered work in advance.
6. **Keep your account current,** so we can continue to support you.

WHO HANDLES WHAT

Shared responsibilities

Your POS depends on several parties. This is who is responsible for each part, and how DCRS helps.

AREA	RESPONSIBLE	HOW DCRS HELPS
PCI DSS compliance	You, as the merchant	We install PCI-validated payment applications and keep the managed services in your plan current
Cardholder data and batch re-keying	Your payment processor	We help with authorization and batching problems and assist you in connecting with the processor
Network, passwords and devices we don't manage	You	We support network problems tied to hardware we sold
Internet service	You and your internet provider	4G backup is standard on cloud POS sites and optional for Oracle Simphony
Firewall subscription	DCRS, on sites with a DCRS-supplied firewall	LiveProtect keeps protection and firmware current
Cloud POS software and updates	The POS manufacturer	We answer questions, report bugs and escalate issues to the manufacturer for you
Hardware repair	DCRS on Plans A, B and C; the manufacturer for mobile devices under warranty	We dispatch technicians, run the depot and help with manufacturer warranty claims

DEPOT REPAIR

Sending equipment to our depot

1. **Call LiveHelp first.** We'll troubleshoot with you and open a call ticket. Many problems are fixed without shipping anything.
2. **Label the box with your call ticket number** and your business name and phone number.
3. **Pack the unit securely,** in its original box or with padding on all sides. Include only the items we ask for.
4. **Ship or drop it off** at our depot, Monday to Friday, 8am to 5pm. On Plan C you pay freight to us, and we pay return ground freight.

Depot address

DCRS Solutions
Attn: Depot Repair
2605 Metro Boulevard
St. Louis, MO 63043

Typical turnaround: 5 business days after we receive it

Repairs sent on to a manufacturer take longer.

Definitions

Level 1 / Front Line	LiveHelp analysts who log your request, aim to solve it on the first call, and escalate if needed
Level 2 / Back Line	Application support specialists, escalating through to our technical support managers
Technician	A local technician dispatched for break/fix or configuration work at your site
Response time	How long until we make contact on a case not solved on the first call
Resolution time	How long it takes to resolve an issue, set by its priority
Site Expert	Your trained employee who handles basic programming and administration and is our primary contact
Managed Subscription Services	Subscriptions we buy, install and maintain for you, including third-party fees we pay on your behalf
Remote access	Our connection to your on-site devices through ScreenConnect, using the option agreed with you

This guide does not list every item covered or not covered by our plans or managed services. We make no guarantee, express or implied, that a support request will resolve any problem or difficulty.



DCRS Solutions · 2605 Metro Boulevard, St. Louis, MO 63043 · 314.739.6666 · 800.231.0166 · www.dcrs.com