



CUSTOMER CARE MEMBERSHIP



WHAT IS INCLUDED

The BAASS Customer Care Membership plan offers an essential service designed to assist with all software-related support questions. Membership support is available for all versions of Sage 300/300c/300cloud, Sage HRMS, and BAASS supported 3rd Party modules on an annual term. As a member, you will receive unlimited access to customer support to assist you in areas of functionality, troubleshooting, connectivity, maintenance and more.

HOW IT WORKS

A support ticket can be created using the following methods:

- Log a ticket: <https://www.baass.com/support>
- Support email: support@baass.com
- Manage my cases: <https://portal.baass.com/>

Once a ticket is received, our support team will conduct a support incident diagnosis, during which an expert analyst will determine what action is required. If the issue needs to be escalated to a Subject Matter Expert, a ticket will be issued with an associated fixed price quote.

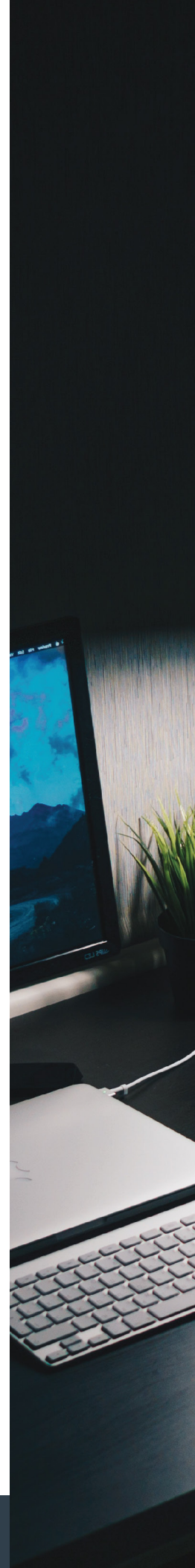
RESPONSE TIMES



**UNLIMITED
ACCESS TO
CUSTOMER
SUPPORT**

FEATURES AT A GLANCE

Access to Support Services	NO PLAN	BASIC	STANDARD	ADVANCED	PREMIUM
Annual Incidents	\$300 per incident	Unlimited	Unlimited	Unlimited	Unlimited
Response Time	8 Hours	6-8 Hours	2-4 Hours	1-2 Hours	0-1 Hours
Points of Contact per Membership	N/A	1	2	3	4
Remote Access Fee	\$35 per incident	✓	✓	✓	✓
Access to After Hours	Premium applies	Premium applies	Premium applies	Standard price	Standard price
Self-Service Portal	✓	✓	✓	✓	✓
Workstation Installs (per year)	Quote required	1	2	3	4
Install Software Service Packs, Hot Fixes	Quote required	1 workstation	2 workstations	✓	✓
System Reviews/Technical Site Survey	\$1,400	\$1,000	1 included	2 included	2 included
Implementation Review (one per year)	\$1,000	\$750	\$500	✓	✓
Data Health Check	\$800	✓	✓	✓	✓
Data Repair Diagnosis	\$800	\$600	\$300	✓	✓
Year-End Preparation	\$600/incident	\$300	\$300	✓	✓
Payroll Updates	Quote required	1 workstation	2 workstations	✓	✓
Upgrade Planning Assistance	Quote required	Quote required	✓	✓	✓
Training and Updates					
BAASS Remote Educational Series	\$50 each	✓	✓	✓	✓
Product Update Notification	Opt in	✓	✓	✓	✓
BAASS Newsletter	✓	✓	✓	✓	✓
Discount for Vendor Conferences	N/A	BAASS VIP RATE	BAASS VIP RATE	BAASS VIP RATE	BAASS VIP RATE
BAASS Connect	Regular Rate	\$49.95 per attendee	1 attendee included	2 attendees included	5 attendees included
BAASS Connect VIP Session	N/A	✓	✓	✓	✓
Remote Training Sessions	\$450 per session	1 included	2 included	3 included	5 included
Enhancement Tools (exclusive to Sage 300/300c/300cloud customers)					
BAASS Query Tool Modules	N/A	GL	GL	GL, OE, IC	GL, OE, IC, PIC
WisePlanner Budgeting	N/A	N/A	50% off annual subscription 1 user	Subscription for 1 user	Subscription for 5 users Budgeting + Forecasting
Payroll Shield	N/A	N/A	N/A	N/A	Subscription for 1 user



WHAT YOU NEED TO KNOW



POINTS OF CONTACT

Based on your membership the contacts specified for support shall be a staff member educated on the use of your installed software who understands your current business processes.



DATA HEALTH CHECK

BAASS will configure an automated data integrity check; review integrity report submitted up to 12 times per year (once monthly) and recommend solutions for any data integrity errors.



BAASS NEWSLETTER

BAASS releases a newsletter containing valuable information on your software systems, upcoming releases, 3rd party modules that provide extended functionality to your system and Tips & Tricks.



YEAR-END PREPARATION

BAASS will review the steps required for year-end with your Sage 300/300c/300cloud via conference call or webinar.



BAASS CONNECT

Complimentary registration to our Annual BAASS End-User Conference sponsored by Sage. With a CCM subscription you will gain access to an exclusive members only session.



RESPONSE TIME

The guaranteed maximum queue between the time you contact the Customer Care Membership desk and the start of your assessment by a Support Technician.



WEEKEND SUPPORT ACCESS

BAASS has support representatives available from 8:00 a.m. to 5:00 p.m. on weekends to provide full support. This service must be scheduled in advance to ensure availability. Premium and Advanced members receive a preferred price.



FIXED PRICE SERVICES

We are dedicated to providing simple, predictable and cost effective technical services to our customers for their management business systems. We will continue to identify common issues and make them available to you from our Membership Desk at a guaranteed fixed price.



PAYROLL & PRODUCT UPDATES

When Sage 300 Payroll updates are released for your version, BAASS will complete the payroll updates for memberships that include the payroll module.

Support Contact Information

Monday - Friday
8:30am - 5:00pm
1-888-650-5544

advisors@baass.com