

# D I G I T A L CASHBOX

## SUPPORT POLICIES AND PROCEDURES

**OFFICE HOURS: MONDAY-FRIDAY 9:00 AM – 6:00 PM CST.  
EMERGENCY SERVICES AVAILABLE 24/7**

First, thank you for choosing us as your POS partner. We appreciate your business and will do everything in our control to keep your system running as smooth as possible. As with any technology, there will be times when you have questions, or unexpected problems occur with your hardware or software. Know that we are always here for you. This document explains our best practices for different situations, what should be handled during normal business hours, and when to initiate an emergency after-hours call. We have implemented our own software programs, policies, and procedures so that we can track and follow up with your request in a timely and professional manner. Here are the options to request support.

Option 1: For support during or after hours, call our office at 402-819-2274.

\*This is the only way to request after-hours emergency support. Calls, texts, social media messages, or other means of communication sent directly to an employee will not be accepted and will not receive a response. We have no way of tracking or logging these individual communications in our systems to ensure your issue or request is responded to and resolved.

Option 2: Email [support@digital-cashbox.com](mailto:support@digital-cashbox.com) or send a Whatsapp to 402-819-2274 (non-emergency only).

### **What happens when you call during normal business hours?**

A live person will answer the phone and attempt to help, get you to a person who can, or take a message. If no one is available for immediate assistance, someone will respond as soon as possible. For general inquiries and assistance with operations, programming, reporting, training, and other non-emergency calls, this is generally no more than 4 hours. For emergency calls and issues severely impacting normal operations, we try to respond within 30 minutes. In either instance, it is typically much sooner. Often, requests and questions can be answered or addressed during the initial call, while others may have to be scheduled, require follow up, further information, or investigation depending on the complexity of the request and our current schedules.

### **What happens when you call after normal business hours?**

When you call our office after normal business hours, we have an auto attendant voice message system which will give you the option to leave a general message or request emergency service. Any messages left in the general mailbox will be answered on the next business day. If you request an emergency call, we will be alerted via multiple channels, and the on-call technician will respond within 30 minutes. If you do not receive a return call within that time, kindly call back so our backup tech will be alerted and ensure you get a response. We always try to respond as soon as possible, and our average response time is less than 20 minutes. From time to time, we might be experiencing a technical glitch of our own such as bad cellular reception, a missed message or be inundated with calls (i.e., when a credit card processor or ISP goes offline). This does not happen often, but... Murphy's Law!

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### **What IS considered an emergency?**

An emergency is a hardware or software failure that is preventing you from continuing your normal operations, or one which is affecting your profitability.

### **What IS NOT considered an emergency?**

A non-emergency is something that does not prohibit you from entering sales, printing kitchen slips, guest checks, processing payments, and other business critical functions at all or the majority of POS or kitchen stations.

Below are some examples of how support requests should be categorized.

### **Emergency Call Examples:**

- System completely down or unresponsive, cannot enter any orders
- Credit card or gift card processing down
- Required operational interfaces down (PMS, Online Ordering)
- POS workstation down\*
- Check printer, kitchen printer, or payment device down\*
- \*No secondary or other POS station/printer/payment device available
- Procedural, i.e., refunding a customer/adjusting charged amount/tip amount

### **Non-Emergency Call Examples:**

- Menu/Staff additions and programming
- Reconfiguration of POS station or printer functionality/relocation
- Supply orders such as paper, ribbons, gift cards, etc.
- Print routing and formatting
- Software/version upgrades
- An issue that you have recently contacted us for that is still being resolved.

Occasionally we receive calls stating that an issue has been occurring for some time. Please help us provide you with better service and scheduling by letting us know as soon as a problem arises so it doesn't become an emergency.

Most of our support contracts will cover all normal and after-hours phone and remote support. Onsite service is not covered unless otherwise noted. If you have questions regarding what is and isn't covered with your particular contract, please contact [sales@digital-cashbox.com](mailto:sales@digital-cashbox.com), or call us to confirm.

The following holidays we are closed and are considered after hours: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, Christmas

\*Half Days – New Year's Eve, Christmas Eve