







# Understanding How Support is Billed


The Etail Support portal enables customers to submit various types of requests, including issues and work requests. Depending on the type of request, billable hours will be incurred, which will be reflected in your monthly billing report.

The table below shows the default billing accounts for each issue type.

Issue Type	Default Billing Assumption (1)
 <b>User or Password Issues</b> Having trouble logging in or setting up a new user? <a href="#">Ask for assistance here.</a>	Non-Billable
 <b>Create a Work Request or Project</b> Ask us to do something in EVP for you (load a file, export data, etc.) or get started on a new project (adding a channel, new supplier, etc.)	Billable
 <b>Open a Problem Ticket</b> Tell us about something that isn't working right in EVP	Billable (2)
 <b>Request a New Report</b> Have us create a report for you	Billable
 <b>Billing</b> Ask a question about your bill or change your billing tier	Non-Billable
 <b>Monitoring Detection</b>	Non-Billable

When you select 'Show Details' on an issue in the support portal, the associated budget and funding type details will be displayed. The information displayed will vary depending on the issue type and the customer.

- Work Request

 [redacted]@gmail.com raised this on 4/30/2025 4:21 PM Hide details


**Description**  
seclock add new items in the daily feed how is the process to get added in EVP? do we need to do a new import ? or the system will create a new catalog listing if its not already in EVP?



**Budget Hours**  
2

**Funding Type**  
Hourly Billed - Client 100%


**Priority Sequence**  
5

**Status**  
CUSTOMER RESPONDED

**Request type**  
 Create a Work Request or Project

**Shared with**  
 [redacted]@gmail.com  
Creator  
 Share

- Problem Issue request, with a managed service engagement model

 [redacted] raised this on 1/29/2025 8:09 AM Hide details

**Description**  
Hi Team,  
  
Here are some mixed orders from last week that did not have the tracking sent back.  
  
1/22/25 - 766571, 766602, 766463, 766544, 766543  
  
1/19/25 - 764618, 764730, 764754

**Business Impact**  
  
Partial Functionality - System is not functioning as expected, but work can continue with a workaround in place

**Priority Sequence**  
  
4

**Funding Type**  
Managed Services

- Problem Issue request, with an ad-hoc as incurred engagement model



raised this on 5/5/2025 4:29 PM

[Hide details](#)

### Description

Pls see attached do you know from where this 4 days latency came from ? Because i set up from top noch NV location should be 5 days pls see attached

### Budget Hours

1

### Funding Type

Hourly Billed - Client 100%

- If after our initial research, it is determined to be an Etail or EVP issue, it will be adjusted to Non-billable.



raised this on 4/9/2025 11:31 AM

[Hide details](#)

### Description

Why is this happening

See price, Bussiness price, minimum and maximum price

### Funding Type

Non-Billable

### Status

IN DEVELOPMENT QUEUE

### Request type



Open a Problem Ticket

### Shared with



Creator



+ Share

## Billing Statement

The billing statement details will vary depending on how support is split between billable and non-billable accounts.

- All support activities are non-billable

## Billing Process Summary

Customer  Month 03-31-2025

### Revenue Share and Hosting Summary

SC Revenue  
\$48,776

Per Order Fee	Per Unit Fee	Manifesting Overage Fee	Total Variable Fee	Manifesting Engine Fee	FMRR Fee	Total Monthly Revenue Fee
\$0	\$0	\$0.00	\$0	\$0	\$1,607	\$1,607

### Sales Channel Revenue Details

Related-Sales Channel Revenues

Related Merchant	Sales Channel Name	Sales Rev. (USD)	Shipping Rev. (USD)	Total Rev.
No Sales Channel Revenue records found				

### Billing Summary

Fixed Fee Projects	GFE Project/Other Services	All Billed Services
\$0.00	\$0.00	\$0.00

FF Payment Required ⓘ Total Payment Required  
\$0

General Comment

- A combination of billable and non-billable support

Customer  Month 03-31-2025

### Revenue Share and Hosting Summary

SC Revenue  
\$104,363

Rev. Variable Fee	Per Order Fee	Per Unit Fee	Manifesting Overage Fee	Total Variable Fee	Manifesting Engine Fee	FMRR Fee	Total Monthly Revenue Fee
\$587	\$0	\$0	\$0.00	\$587	\$0	\$1,500	\$2,087

### Sales Channel Revenue Details

Related-Sales Channel Revenues

Related Merchant	Sales Channel Name	Sales Rev. (USD)	Shipping Rev. (USD)	Total Rev.
No Sales Channel Revenue records found				

### Billing Summary

Fixed Fee Projects	GFE Project/Other Services	Extended Support	All Billed Services
\$0.00	\$0.00	\$1,199.64	\$1,199.64

FF Payment Required ⓘ Total Payment Required  
\$1,200

General Comment

### Customer Support Hours

Support Hours (non-billable)  
26.90

### Billable Tickets

Extended Support Hours  
33.05

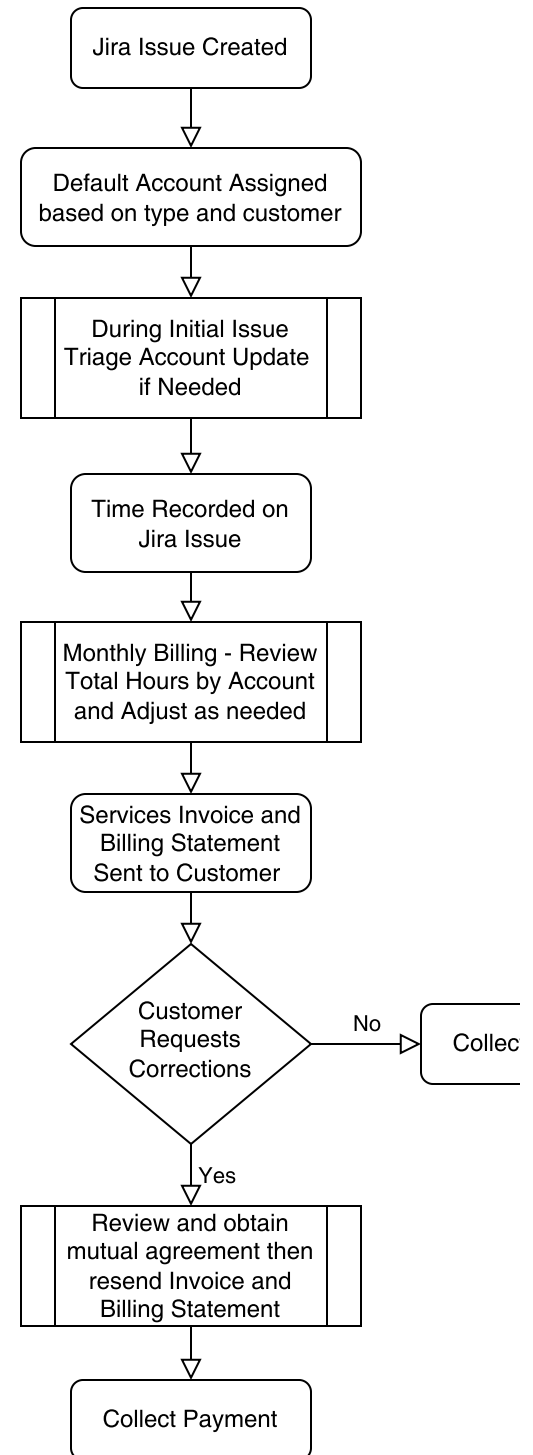
Related-TWL-Tickets

Full Report | Email | More ▾

Billing Summary	Billed Support (tot) (Hrs)	Supt Adj. Out (tot) (Hrs)	Total (tot) (Hrs)	Billing Amount (tot)
New Feature: Cancel Order Button to Trigger rejected Order Ack file (ETAIL-13651)	3.43	3.37	6.80	\$669.83
Operational Support: Carrier Mapping (ETAIL-14530)	2.72	3.07	5.78	\$529.82
New Channel: eBay Channel Setup	0.00	1.12	1.12	\$0.00
Operational Support: General	0.00	2.95	2.95	\$0.00
Operational Support: Setup Warehouse in EVP (ETAIL-13747)	0.00	1.03	1.03	\$0.00
Wrap-up: IP Activities being performed by Etail at no cost	0.00	15.37	15.37	\$0.00
<b>Totals (6 groups)</b>	<b>6.15</b>	<b>26.90</b>	<b>33.05</b>	<b>\$1,199.64</b>

The total support hours that have been assigned to a billable account

The billable support hours that have been adjusted out due them being non-billable or as goodwill to the customer



**Note (1)** - While an issue type has a default billable assumption, the specific nature of the issue may necessitate an adjustment to reflect the true root cause or nature of the request. Our general support model aims to minimize communication overhead and delayed responses by responding to a ticket, assuming a minimum of 1 hour is pre-approved for research and resolution. We will adjust it to a non-billable account if it is a base support issue. Still, suppose it is adjusting data, configuring additional capabilities, repeating training, correcting a user-generated issue, fixing customer data, etc.. In that case, it is viewed as Extended support and is left as a billable issue.

Some customers provide a bigger allowance of up to 2, 3, or 4 hours to research and resolve, but 1 hour is the minimum.

▼ Global

- Issue - Additional Research Approval Required
- Issue - Billable Work Approval Required
- Issue - Change to Non-Billable

- **Additional Research Approval Required**

- **Buillable Work Approval Required**

Add internal note [Reply to customer](#)

Normal text ▾ | **B** *I* ... | A ▾ | | + ▾

This ticket has been paused to await funding approval from ( [redacted] ) s for Etail to proceed with the implementation of the requested work or perform any necessary clean-up.

We are requesting **XXX** hours of additional funding.

[redacted] If you believe this is a non-billable issue, please provide context for our review to the requested team.

- **Change to Non-Billable**

Add internal note [Reply to customer](#)

Normal text ▾ | **B** *I* ... | A ▾ | | + ▾

[redacted], based on our initial review and research on this issue, we have determined that this is a non-billable support request. We have adjusted the Funding Type to '**Non-Billable**', and the hours will be included in your monthly billing statement as Support, rather than Billable Support.

**Note (2)** - A Problem Ticket can represent any issues impacting the overall operation of your EVP instance. An EVP platform issue could cause these issues, data in the EVP instance, or actions taken by an EVP user. Often, the root cause of an issue may not be known until the problem is fully addressed. Therefore, the final decision on whether the hours incurred are non-billable or billable will not be made until:

1. For Standard Support customers, this decision will be made once the initial research on the issue has been completed.
2. For managed services or operational support customers, this decision will occur during the end-of-month service billing process.

It is also dependent on the support engagement model that is in place between Etail and the customer:

- **Operational Support** is a level of support where Etail provides resources as a dedicated member of a customer's e-commerce support team, offering Level 1 and Power User support. Therefore, almost any issue is initially a billable event as Etail performs roles normally performed by a customer. This also includes proactive monitoring, daily review meetings with the customer, and immediate response to issues as they are detected or reported. This model also includes all the activities included in the managed service and standard support models.
- **Managed Services** is a level of support at which Etail is ready to engage and assist a customer's power user in performing their role in supporting e-commerce operations. This

could include multiple weekly meetings to review and plan activities as needed. This can include ad-hoc configuration changes or setting up new channels as required. As a set amount of resources is pre-scheduled each month, it is typically possible to provide the required assistance within a few days. The assigned managed service resource will also provide a first pass review on all Level 2 support issues that are raised by the customer, based on their knowledge of the customer's EVP instance and processes, and will typically provide a faster resolution path than standard support, and therefore is billed on an as-incurred basis for these initial review activities and then resolution activities are either non-billable or billable depending upon

- **Standard Support** is primarily provided through support requests, which are reviewed and addressed on a first-in, first-out (FIFO) basis based on priority. Meetings will be arranged as needed for urgent issues.

Support for the Client is limited to the Software. Specifically, it excludes issues related to the use of Client equipment used to access or interact with the Software, Client internal networks, Internet Software Providers, bugs or other problems introduced by the Client, custom code, or any other matter that is not related to the hosted Software.

A key part of the support structure is the Client's team of lead personnel who provide the first level of contact, Level 1, for its users of the Software. Etail's experienced staff of consultants and developers provides Level 2 and Level 3 support to ensure that the right kind of help is available as needed. The following is an overview of each of the levels of support:

- **LEVEL 1:** The Client's Power User provides the first line of internal support and is the primary point of contact for the Client's internal users for all operational issues. Suppose there are any issues with the EVP or any integrations supported by the EVP platform. In that case, the Client-designated Level 1 support personnel will contact Etail (by telephone, support ticket, or e-mail) as required to resolve questions or issues they cannot resolve.
- **LEVEL 2:** Etail maintains qualified representatives to respond to questions and issues from the Client's Level 1 support. Level 2 response time will be based on the severity of the issue's impact, to keep the Client as productive as possible. The support center will research known problems, investigate alternative approaches, recreate the problem, and test possible resolutions. After reviewing the situation and the question/issue, Etail will provide a resolution or assign a Priority Level to the table below. When a fix cannot be accurately provided to the Client, the Level 2 representative will escalate to Level 3 and provide all needed documentation and information. Only Client's Level 1 support may contact Etail's Level 2 support.

- **LEVEL 3:** Etail's Level 3 support encompasses its production and development teams. Level 3 will address a problem when Level 2 determines that it can only be resolved through programming or development work effort. Work may be performed on an emergency basis for Priority 1 problems or on a quick response or normal development schedule for lower-priority problems. Level 3 will provide fixes by updating the Etail application server as required and as available on the least disruptive basis.

Upon receiving a call, e-mail, or notification from the online reporting application, Etail support staff will assign one of three priority levels to the situation:

- **Critical:** Immediate
    - System down
    - Any incident that results in an enterprise-wide failure, renders the application unusable, or results in unrecoverable data corruption or data loss.
    - Affects multiple users and causes a system cessation or prevents the successful and timely completion of work for an entire group
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