



Piracle Support Services

Commitment to Our Customers

Piracle's commitment to providing support for your system starts from the time of purchase and continues throughout your day-to-day operations. Our exceptional products are designed to streamline your payment management processes, combined with timely, accurate, and courteous service, offer you the type of solution that is essential for your expanding business needs.

Benefits Of Your Annual Support Agreement

Free Access

All customers with a current maintenance plan receives unlimited free technical support during our regular business hours (7:00 AM – 7:00 PM, Mountain Standard Time).

Product Upgrades

Receive free upgrades for minor version releases and a 50% discount on major version releases.

Priority

Your technical support issues receive top priority and are addressed first during regular business hours by our support staff from our Salt Lake City, Utah headquarters.

MICR Testing

Quarterly MICR document testing ensures that checks you print meet ANSI X9B and American Banking Association (ABA) standards, keeping your check process error-free through the national check processing and routing system. Without an active support agreement this service costs \$100.00 per test.

Supporting Business Growth

Piracle understands that your needs change as your business grows. Necessary changes in checking accounts or new accounting software create an evolving computing environment that may require upgrades or additional support. For these reasons, Piracle offers a technical support agreement specifically to meet your expanding business needs.

Protecting Your Assets

When you adhere to our Safe Payment Practices™, Piracle systems are your best guarantee against loss due to fraud, forgery or alteration. Call your sales consultant for more information on how you can protect your business assets.

Support Agreement Pricing

Your support agreement pricing is determined by the version of Piracle software you use and the terms under which you purchased it. Please contact your sales consultant for the pricing associated with your new system.

CUSTOMER SUPPORT: 800.621.5720 HOURS OF OPERATION: 7:00 A.M. – 7:00 P.M. MOUNTAIN STANDARD TIME (MST)

For more information on this and other Piracle Solutions visit us online at www.Piracle.com