

SUPPORT INFORMATION

PrintBoss Software makes check printing simple, secure, and efficient. PrintBoss Technical Service makes PrintBoss simple, secure, and efficient.

The PrintBoss Support Department provides resources to help you maximize and protect your investment in PrintBoss.

FREE SUPPORT

PrintBoss 30-Day Free Installation Support

Get your PrintBoss up and running without a hitch with our free callback support during the first 30 days after you register your software. Call 636-527-6100 from 8:30am-5:00 pm Central time. If a technician is not available, a message will be taken and we will call you back within 2 hours.

PAID SUPPORT

Standard PrintBoss Annual Support Plan

Get unlimited PrintBoss support with this convenient pre-paid annual plan for standard PrintBoss users. The PrintBoss Annual Support Plan is the answer for access to standard PrintBoss upgrades, resolution of PrintBoss technical issues, and peace-of-mind knowing help is available when your checks and forms must be printed!

Standard PrintBoss Service Contract Highlights

1. Answer questions about all standard forms and interface files
 2. Use the correct PrintBoss forms
 3. Ensure that your accounting software interface files are up to date
 4. Implement a multitude of available PrintBoss security features
 5. Receive priority service treatment over per incident callers
- For a complete copy of the Terms and Conditions of the Annual Support Plan, please see our website at <http://www.wellspringsoftware.com/Commerce/Products/Files/Service%20Contract.pdf>

For PrintBoss installations using standard forms and interface files that are distributed with the PrintBoss installation files, the PrintBoss Service Contract includes:

- *Technical support:*
 1. Phone Support Technicians are available weekdays from 8:30 am to 5:00 pm CST
 2. Faxes and emails will be answered within 24 hours, or the next business day

Wellspring Software, Inc.

- **PrintBoss Updates:**

1. Internet authorization code to download program upgrades directly from the Wellspring Software website for the term of your service contract. Program updates will maintain compatibility between PrintBoss and any new versions and/or upgrades to standard host accounting software interfaces.
2. Technical notes via a special web login.

Three Ways to order a Service Contract:

1. Complete the enclosed application
2. Call (800) 600-6861.
3. Place an order on our website: www.wellspringsoftware.com

Your service contract will be activated upon payment and will be annually renewable. Upon purchase, a full service contract will be mailed to you. Service Contract costs for all models of PrintBoss are listed on our current price sheet. Please note that while every effort is made to send renewal notices to correct addresses, it is the responsibility of the end user to renew service contracts within 30 days of the service contract anniversary date.

Non-Standard PrintBoss Annual Support Plan

Owners of PrintBoss utilizing either custom accounting host interfaces and/or custom forms (i.e. interfaces or forms not shipped with prepackaged software) must have a Service Contract to have access to the Wellspring Software, Inc. technical support staff. If your support questions relate to a non-standard interface or a non-standard form, you may be required to pay an hourly fee for the time that a technician spends to resolve a specific non-standard issue.

Per Incident/One Time Support

PrintBoss technical support is available on a per-call basis at the current per incident price as listed on the current Wellspring Software, Inc. price list. An "incident" means either a single issue or problem or a product usage question that involves a single topic on a menu. The service technician will determine how many incidents will be handled during the course of the call. All such services require credit card prepayment.