

JFP Technologies Co. Ltd

Software development | CCTV Surveillance | Networking | web designs & hosting | Maintenances.

TIN: 132-402-817



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(Opposite) Coffee Garden,
Mbeya, Tanzania

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ONIMAS TECHNICAL SUPPORT OFFERINGS

JFP Technologies Co. Ltd is proud of its Customer Support offerings. We are 100% Tanzania based and you will never get an "off-shored" support representative present in Zanzibar, Dar es salaam, Morogoro, Iringa, Mbeya, Dodoma, Arusha, Tabora and Mwanza

We currently provide the following training and technical support services:

- On-site training and support at your location.
- Off-site training and support at our offices.
- User-guide training by our tutorial videos.
- Reseller (Agent) on-site training.
- On-line support on your computer by remote login (e.g. Team Viewer).

ONIMAS Shopifier software comes with 90 days of FREE Standard Technical Support (see plan description below).

Upgrades from previous *ONIMAS* versions come with 30 days of FREE Standard Technical Support.

In addition JFP Technologies Co. Ltd offers a variety of affordable service and support options to help you get all the benefits from this software after the initial 90 day period.

FREE Standard Technical Support

JFP standard technical support for questions about using ONIMAS software, system requirements, or troubleshooting is available at no charge to all registered users for 90 days from the date of purchase (30 days from the date of purchase of an upgrade).

JFP standard technical support is available Monday - Friday, 9:30 A.M. to 5:30 P.M. EST. For technical support call 0755-474852 or contact your reseller (Agent).

After the initial free technical support period, standard technical support is charged on a per-15 minute increment. Technical support can also be paid for in advance to allow sales people to call with problems without requiring prior approval.

Note: Standard Technical Support does not include weekend support. Weekend support is only available for customers who have purchased an Enhanced Technical Support (Support Plan). If you need weekend support then you should consider purchasing a Support Plan.

FREE E-mail Technical Support

For questions about using Onimas software, system requirements, troubleshooting, or comments and suggestions, e-mail:

E-mail: support@jfp.co.tz

There is no charge for this service. However, when using this service, you are not guaranteed an immediate response. We are always trying to improve Onimas and we value customer input. So if you would like a feature that Onimas does not currently have, please feel free to contact us and let us know.

Enhanced Technical Support (Support Plans)

The Enhanced Technical Support Plan option is available for *ONIMAS* customers who would like a technical support plan beyond the free time period or for customers who would like emergency technical support during extended hours and on weekends. Emergency technical support is for sales related emergencies only. Emergency technical support is available from 5:30 P.M. to 8:30 P.M. EST weekdays and from 9:30 A.M. to 8:30 P.M. EST on weekends.

Please contact your reseller (Agent) or main office technical support (0755-474852 or e-mail support@jfp.co.tz) for more information. **The Enhanced Support Plan is affordable.**

The **Software Upgrade (Activation)** is also included with the Service Plan. So customers never need to worry about paying again

To help us better and more quickly address your problem, please have the following information available when you call:

- Your Personal or business name and location.
- Software Version Number (If appropriate).
- The type of hardware you are using, including network, if applicable.
- The exact wording of any message that appeared on your screen.
- What happened and what you were trying to do when the problem occurred.

Restrictions and Other Information

During periods of heavy call volume, we may allow all calls to go to the voice mail system. When this happens, we ask that you follow the instructions and to please leave a message.

We do this to triage support requests. This means that we will call customers with serious sales emergencies first and then call customers with less pressing issues. In either case, please be assured that we will call you back. Be sure to leave your phone number, name, and business name. Also, please leave a brief description of the issue you are having.

Although not typical, we reserve the right to limit customer support telephone calls to 30 minutes and limit each customer support contact to a single question or incident. This is especially true for customer support calls that are more product training in nature rather than technical support issues.

Weekend and after hours technical support for the Enhanced Technical Support Plan does not include support for planned new installations or re-configurations. If you are planning to perform a new installation or re-configuration, then please contact us in advance during normal business hours so that we can discuss and make

you aware of issues that you might encounter or to schedule the installation(s) and support during normal business hours.

Please note that our support offerings are limited to Onimas software and related hardware purchased directly from us. We make every effort to make sure that Onimas is functioning correctly but there are times when underlying computer hardware, operating systems, peripheral drivers, or network environments have issues that prevent Onimas from operating correctly. When this happens, we will, at our discretion, ask customers to contact their local computer professional or Onimas reseller (Agents) to repair fundamental systemic problems.

We are also limited in our ability to help people with third party software such as Word, Excel, QuickBooks, email clients, browsers, printer drivers, etc. We will make an effort to identify the general nature of third party issues but we are not able to support products from other vendors.