



## Standard Support (What's Included?)

### Standard Plan - \$650/Month/Company

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The "Standard" plan by Cetec ERP is the recommended minimum for all companies running operations actively on Cetec ERP and includes prioritized "fast-tracked" support requests with phone and email access.

Requests can be submitted to Cetec ERP via email or via the ticketing support portal; this will create a ticket which the support team will quickly respond and interact with you on (further over email or via the ticketing portal) until your question is answered and/or issue resolved. Support can also be reached via phone during covered hours (generally 9am – 7pm EST, M-F).

### What's Covered?

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Support plans are designed to support regular business usage and operations. Support is not intended to be a replacement for proper training or professional services (e.g. CPA Advice, Financials Reconciliation, Forensic Accounting, or Business Process Consulting).

We recognize that there are indeterminate lines around these kinds of issues, and we attempt to err on the side of providing more support rather than less. However, we do not intend day-to-day support to replace the work of your CPA or financial controller (which may include proper training in the specific structures/terminology of the Cetec ERP accounting/manufacturing/ERP modules).

A rough rule of thumb to help delineate these gray areas: if professional services are generally offered for the question being asked, it probably does not qualify as "support". For example, "*How should I map Outsource POs to my Ledger?*" is a question that should be directed to your CPA, not to Cetec ERP support. On the other hand, "*Where do I control the mapping of Outsource POs to my Ledger in Cetec ERP?*" is a great question for support!

To help in cases where there is a gray area at hand, Cetec ERP support specialists may abide by a "30 minute rule", where after 30 minutes, if it becomes clear that the issue deserves professional services, they will pause

and recommend that you seek the advice of your own CPA or consultant, or setup a billable consultation with one of our own internal accounting specialists or ERP consultants.

## **Phone/Video-Call Support Boundaries**

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Cetec ERP sets an upper limit of direct phone support to 15 hours per month (billable services will be recommended upon approaching this limit.) This limit exists to prevent abuse by people holding support on the phone (e.g. calling support with the goal of having them join an internal meeting “just in case a question comes up”).

There is no limit on how many tickets can be submitted via email or the portal, nor is there a limit on how many posts can be made on the forum! Note that many tickets are most efficiently solved with an email ticket, as it gives our support team a chance to reproduce the issue, pull in experts from the appropriate group, and compose a response.

## **Example for Emailing Tickets**

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When emailing [support@cetecerp.com](mailto:support@cetecerp.com), it is best to include screenshots and hyperlinks/URLs to the issue so that we can understand your context and quickly reproduce the same behaviors you are in a testing environment. Here is an example:

Hello Cetec Support!

I'm currently working on creating this blanket PO -  
<https://yourdomain.cetecerp.com/react/pquote/1489/view>

**PQuote / PO Worksheet 1489**

Working: John Smith ▼

VIEW

IMPORT

SPREADSHEET

REPRICE

CONVERT TO PO

CLOSE

PDF/EMAIL (QUICK)

CLONE

SPLIT

MERGE

DOCUMENTS (1)

NOTES (0)

HISTORY

Use Old Version

Buy Process 1 2 3

2. Convert To PO

Vendor Cerro Wire (Supply) (17)

Contact

Ship Via

FOB/Incoterms

Status Open

Owner johnsmith (John Smith)

Scheduled No

Location MN

Taxable No

Tax Rate

Cost Center HeadQuarters

Created At 9/19/24 09:20 AM

Terms

Freight \$0.00

PO Comment

PQuote Comment

Drop Ship







Vendor Phone Number

Vendor Min Order Amount \$0.0000

Add Line

Change All Lines

+/- Columns

#	Qty	Prcpart	Description	Dock Date	Cost ①	Ext. Cost	Actions
1	1000	RAW301 [✚]	Raw Material 301	2024-09-19	\$0.50	\$500.00	   
new	1	Search parts...		2024-09-19	\$0.00	\$0.00	 

What features do I use to split this part into multiple lines with different expected dock dates?

Thank you!