



SellWise Support and Installation Policy

This is to clarify what CAP Help Desk services are, and are not, included as part of our standard support contract to Boy Scouts of America Councils.

CAP provides full service issue resolution and training services to the BSA Councils as part of our standard support agreement. **These services are to include:**

- Error resolution
- Data review
- Break-fix and design review
- Additional feature training after initial install training has been completed
- Software updates and patches
- Basic hardware support, including providing appropriate vendor contact information for escalation
- BSA Export and report setup

Items not supported by the CAP Help Desk include:

- Scoutnet
- General Ledger review and account number assignment
- Non-certified hardware or software (printers, anti-virus, PC-Charge, etc.)
- Complete remote installs
- SQL Database Management or Manipulation

All Scoutnet and GL/Accounting questions should be directed to the National Support Center.

Installation Note: CAP provides **installation and pre-configuration services for \$120 per terminal**. This can be ordered when buying Dell PCs from CAP, or can be ordered separately for PCs purchased elsewhere, provided they meet our minimum standards.

Councils may perform installations and configure the system themselves using the documentation found at www.capretail.com/bsasupport. Councils should carefully review the documentation, and if you are uncomfortable with the steps involved, please contact CAP to order installation services.

Notice! "Installation and Configuration" includes assistance with the installing and setting up peripheral devices such as printers, configuration of SellWise settings, and installation/configuration of credit card software and equipment. The \$120 fee will apply if CAP technicians materially perform any of the above services for a council.

I confirm that I have read and agree to the Terms & Conditions.

Name: _____ **Date:** _____

Please fax this signed document to (817) 560-8249

www.capretail.com, sales@capretail.com, www.capretail.com/bsasupport
(800) 826-5009, Monday through Friday, 8:00am-6:00pm Central Time