Choosing the Right RetailEdge Support Plan for You

Pre-Sales & Buying Guides · https://retailedge.com/docs/choosing-the-right-retailedge-support-plan-for-you

Between reopenings, school starting, and the holidays right around the corner, some of you may be wondering how to get the help you need for your POS related questions. In addition to a plethora of our free online resources (public forums, our blog, our YouTube channel, and the online help file), we also have a full technical support team available by phone, email, or RetailEdge Support request within the program. (Email and Support Requests are always free!)

You may want to consider which support plan is right for you. We provide you with plans that allow you to tailor the support you need to fit your business and budget.

Gold: $45/month per location. All Silver features PLUS:

- **Free Technical Support calls**
- **Extended weekday emergency support until 8:30pm**
- **Weekend and Holiday Sales emergency support 9:30am-8:30pm**
- **Access to Locally & Brandify integrations**
- **Access to QuickBooks Online integration**
- **Can be on a seasonal or six-month rotation with Silver**

Silver: $5/month per workstation

- **Enjoy all the latest program updates with new features and bug fixes**
- **Access to RetailEdge Dashboard app**
- **Access to RECAP, Mobile Island Workstations, and RECON Cloud Services**
- **Pay-per-incident phone-based support**

With more tech companies outsourcing their technical support or using automated menu options, speaking with a live, knowledgeable person is becoming a rarity these days. As you can see, there

are a multitude of ways to get in touch with real, US-based support staff at RetailEdge. If you are interested in learning more about how Technical Support works or would like to discuss what plan is right for you, feel free to reply to this email or give us a call or email for more info. We are here for you!