

Beanbasket Support Policy



Beanbasket provides support for our shopping cart platform in four forms:

- 1) Free support from the KnowledgeBase
- 2) Support Plans providing for dedicated time on a monthly basis
- 3) Non-plan based support
- 4) Priority support.

The following document provides references for how each of these forms of Support are administered and guidelines for each.

Free Support (Included with your online store service fees)

Both the production and QA versions of the Beanbasket Administrator provide access to a searchable KnowledgeBase. The KnowledgeBase contains individual articles that each reference specific topics of either conceptual or specific how-to information for core features and functions of Beanbasket. We make every attempt to keep the KnowledgeBase up-to-date with accurate and timely information. Should you encounter a question or issue that is a part of the Beanbasket core feature set and is either not documented, is missing information, or is inaccurate, no additional fees will be accrued for Support. We will then also make every effort to compose and publish the appropriate information to the KnowledgeBase in a timely fashion for everyone to utilize.

Support Plans

The online shopping cart environment is always changing. Support Plans are the single best way for Beanbasket to work with you to keep your store current with new features and functionality, either from Beanbasket or integrating to third-party providers. The plans allow us to staff to known levels of commitment throughout the year. Support Plans can be purchased in varying sizes (based upon hours), each with varying degrees of discounts from our hourly development rate. We can work with you to determine what Support Plan will be best suited to your needs.

All time spent on client efforts will be accounted for against the Support Plan time, with the exception of resolving Bugs [Please reference the "Bug Definition" section]. This includes time spent coordinating priorities, requirements gathering, development, testing, installation tasks, and responses to questions that are specific to your Beanbasket store (non-core). This is also inclusive of any Support contact medium to include but not limited to: email, help desk, live chat, and phone.

Beanbasket will make every attempt to work on requests in the customer prioritized order (as per the Help Desk). However, there are times where requests require specific resources, or are a part of Beanbasket core. If the resources required to complete these are not available we will continue working down the priority list and make arrangements to plan the availability of resources to revisit the highest priority requests.

The Support Plans are based upon hours spent on your account. The most intuitive approach is to work on request tickets that span that period of time, complete them, and install them to prepare a clean slate for the next month's plan hours. The Support team does make a best effort to group requests in this fashion. However, those boundaries cannot be guaranteed. There are too many possible dependencies and variables that may prevent aligning the monthly boundaries with Support Plan efforts.



A few of these include:

- Tickets where the effort may be larger than the Support Plan hour allocation.
- Approvals required from the customer.
- Interdependencies between efforts.
- Availability of installation windows.
- Dependencies on core Beanbasket releases.

In all cases, Support Plan utilization will be measured against time spent.

Request tickets need to be created and prioritized by the first of the month to guarantee the Support time commitment. Unused support plan time cannot be banked into subsequent months. Time spent over and above the Support Plan allocation is subject to Support's hourly rates based upon the client's support plan.

Non-Plan Based Support

All requests from customers that are not part of a Support Plan fall under this category. The vast majority of the time that Beanbasket Support spends assisting clients is through Support Plans. Requests in this category are serviced with any time the Beanbasket Support staff has remaining after all Support Plan time has been fulfilled, on a first come first serve basis. This means that requests such as these are not subject to reliable long-term calendar estimates of completion dates.

All time spent on client efforts will be billed, with the exception of resolving Bugs [Please reference the "Bug Definition" section]. This includes time spent coordinating priorities, requirements gathering, development, testing, installation tasks, and responses to questions that are specific to your Beanbasket store (non-core). This is also inclusive of any Support contact medium to include but not limited to: email, help desk, live chat, and phone.

Priority Support

Requests that are made that need to be completed within a five business day timeframe fall into the category of "Priority Support". This is the same for Support Plan and non-Support Plan clients. If the request can be serviced (based upon staffing requirements), Beanbasket will charge double the standard development rate. These requests are disruptive to the planning and scheduling of requests prioritized from other clients (just as their Priority requests impact your scheduled requests).

Bug Definition

A Beanbasket bug is defined as an explicitly identified usage, expressed as a previous requirement, of a feature/function with a result that does not match the expected outcome, based upon the requirement, which had previously been demonstrated to work correctly. This is best illustrated with several examples:

Example 1: The Beanbasket Administrator responds with an error message when attempting to add an item that doesn't have a short description. Since Admin functionality is not customer specific and items are not required to have a short description, this is definitely a bug.



Example 2: A store integration was done with a requirement to allow discount codes to be used. This was integrated on the payment screen. After going live, the client gets feedback indicating that customers would like the ability to enter discounts on the basket page as well. In this case, there was no explicit requirement and the functionality had been approved by the client in the process of promoting from QA (test) to production. There would have been no expectation for there to have been a discount entry box on the basket screen. This is an enhancement request.

Example 3: A change is made to an existing site in how the images are integrated. This affects all of the places where images are displayed. The changes are approved in QA and promoted to production. In the production environment, it becomes apparent that the images for related items were not included in the changes that were made. In this case, the related items were missed by both Beanbasket Support and the client. The same work needs to be done now as if the related item images were re-integrated originally. Although we employ impact analysis procedures, the custom nature of our solutions dictates that we may not always account for all of the required changes. When these types of issues arise, where results are approved in QA, and the scope of an enhancement is what is causing the issue, it will be considered high priority task or enhancement.

Example 4: Building upon example 3, assume that all of the related images were converted correctly and approved in QA. After a move to production it becomes apparent that for some reason the fourth column of images in an image list is retrieving the image for the third column. This is definitely a bug in how a requirement was implemented, and should be reported as such.

Core vs. Store Specific Questions

The KnowledgeBase is composed of topics specific to how the core Beanbasket service functions. Please keep in mind that this may or may not be applicable to your customized implementation. An example of a core function is the definition of how a discount code is setup, such as the definition of each of the pieces of data for a discount code. This process is universal to all customers. However, if your inquiry is regarding a feature of your store that is specific to your store integration as to how the coupons are applied (such as the auto-application of discounts based upon specific criteria of the order), there should be no expectation that this would be addressed in the KnowledgeBase, and will not be covered as free support.