



Included in Support Hours
Monday – Friday from 07:30 – 17:00



>INCLUDED< in Genesis Support Services:

All services **included** in the standard support package are covered under your existing agreement

Free Genesis Upgrades:	Available Monday to Thursday (excludes Friday–Sunday due to developer availability).
Balance Assistance:	Maintaining/correcting balances, if EOD services fail to run correctly.
Auto-Run Maintenance:	Support for Auto-Runs (e.g., Day/Month/ Ends, Daily Sales, Auto Reports) if the server is connected to the internet and operational overnight.
Error Investigation:	Quick resolution of logged errors. Long-term fixes or enhancements are added to our <i>Monday.com Development Task List</i> (excl. new feature requests).
Enterprise Support:	Assistance with Global Services, Document Flow, and related services.
Mobile App Support:	Excludes new feature requests.
Cloud Application Support:	Includes Azure connection support.
User Rights & Permissions:	Assistance with managing user access and user groups
Parameter Changes:	Help with system configuration adjustments.
Feature Support:	Assistance when a function from a manual or training video is not working
Value Investigations:	Clarifying or resolving system value discrepancies post-client investigation

To help our support team assist you effectively,
please make sure you have a stable internet connection.



For the fastest channel to the right support,
please send us a WhatsApp and we'll zoom in right away

 **+27 71 603 6476**



Billed Services at R425 ex VAT
Monday – Friday from 07:30–17:00



<EXCLUDED> from Genesis Support Services:

All services **not covered** under standard Genesis support will be subject to additional charges.

- Training beyond initial implementation, including new staff training.
- Printer and slip printer setup.
- Setup of Windows, SQL, and applications.
- IT-related services (network, DNS, IP configuration, server support).
- Stationery layout changes after initial implementation.
- Data exports and alterations.
- Customized report creation.
- Database migration to a new server.
- Accounting, auditing, or account balancing services.
- On-site support and to-site and return travel.
- Setup of third-party integrations (e.g., credit card devices, airtime, scales, electronic pricing).
- New Genesis installations or reinstalls after initial implementation.

AFTER HOURS SUPPORT RATES

Labour Remote Monday – Friday from 17:00	R595 /hour ex. VAT
Labour Remote Saturday from 08:00 – 14:00	R595 /hour ex. VAT
Labour Remote Saturday from 14:00 – 17:00	R895 /hour ex. VAT
Labour Remote Sundays and Pubic Holidays	R1 190 /hour ex. VAT
Labour On-Site After hour support	R1 190 /hour ex. VAT