

Support Features to help you stay ahead

24 Hour eSupport

The fastest and easiest way to get questions answered and connect with other users.

Maintenance Updates

Enjoy continual improvements and enhancements between releases.

New Versions

Stay on the cutting edge with the latest in woodworking software technology.

Telephone Support

Certified Planit Technicians on hand to troubleshoot your software problems.

Priority Queue

Peace of mind knowing your calls will be answered as soon as possible.

Online Training

1 on 1 training over the internet personalized to fit your specific needs.

Industry Partner Discounts

Enjoy special pricing on products and services from select industry partners.

Contact Us we're here for you

Our Customer Service Representatives and Support Technicians are on hand to help you become more successful. If you have any questions or requests, please contact us.

By Phone

800-280-6932

By Email

CV.Customers.US@verosoftware.com

eSupport

esupport.verosoftware.com

Online

www.cabinetvision.com

Customer Loyalty Discount helping you save

Year 1.....0%

Year 2.....10%

Year 3.....15%

Year 4 and beyond20%

*CSL Discount will be forfeited if the customer allows their support to lapse.
The process will start at year 1 with their next support purchase

**CSL Discount Must be Requested by the customer at Point of Sale

***CSL Discount is for Software only. Does not apply to Services, Rentals, Online Products, License Transfers/replacement Seats, Conversions to Networks

****CSL Discount cannot be combined with other discounts or special

cabinet vision

Support & Maintenance Packages designed for you



Choose a Plan that's right for you

Essential

The plan you can't live without.

Features eSupport, unlimited maintenance updates, new versions when available, and discounts with Select Industry Partners.

Standard

Stay up to date.

Includes everything from the Essential package plus 10 support instances.

Advanced

Our best value.

Combines all the benefits of Essential and Standard packages plus 5 more support instances.

Ultimate

Ultimate peace of mind.

Bundled with all the features of the previous packages. With all these features plus 5 more support instances and priority queue, you never have to worry about down time again.

Support Packages designed to fit your needs

	Essential	Standard	Advanced	Ultimate
24 Hour eSupport	✓	✓	✓	✓
Maintenance Updates	✓	✓	✓	✓
New Versions	✓	✓	✓	✓
Support Instances*	0	10	15	20
Priority Queue	✗	✗	✗	✓
On-line training (1 on 1)	✗	✗	✗	4 hours
Select Industry Partner Discounts	✓	✓	✓	✓
1 Free Copy of eLearning courses	✗	✗	✗	✓
Free Access to Online Classroom	✗	✗	✗	✓
Exclusive monthly webinars	✓	✓	✓	✓
Package Price	\$1000	\$1250	\$1500	\$2000
Additional System Support	\$100	\$100	\$100	\$100

* A support instance is defined as phone/email contact with a technician where your issue is resolved.
All plans available exclusively to Cabinet Vision customers in the U.S.

24 Hour eSupport the support that never sleeps

- Personalized Member Home Page
- Technician Monitored Forum
- Download Software Updates
- Frequently Asked Questions
- Download select Custom Reports
- Ask a Tech via Email*
- On-line Help Files
- Help in PDF Format

* Requires a support instance

Even More Value bonus services for all members

- Free Monthly Tech Webinars
- Email Tips and Tricks
- Access to Training Movies

Questions:
Call us at 800-280-6932