



DCRS Value Added
Managed Service



SUPPORT



Software Update License with Software Vendor Support (SUL)

Software Update License with Software Vendor Support (SUL option) is a suggested ADDITION to all Support Plans. This is a Separate License fee that must be paid to Oracle Micros and other POS Software vendors—and is not included in the standard Support Plan—necessary to gain access to Software Vendor Updates, Fixes, Corrections, Maintenance Repairs, Security Enhancements, New Functionality, New Features, gain assistance with 3rd Party Operating System or Database issues, and gain assistance in maintaining PCI-Validation for an End User's PCI-Compliance.

Software Vendors provide access to updates, and accept software problem escalations on an end-user's behalf, only with a Software Update License, making SUL a suggested addition to any Support Plan.

Your SUL provides us access to Oracle Micros Corporate, or any other applicable POS Software vendor, for Escalation, Problem Reporting, and potential Resolutions.

Without an SUL, we are prevented access to the Software Vendor, on your behalf, to obtain any Software Updates or Corrections, or escalate any problems.

[This makes the Software Update License with Software Vendor Support \(SUL\) a suggested addition to any DCRS Support Plans.](#)

The Software Update License (SUL) is necessary to:

- **Maintain PCI-VALIDATION—this is a *Contractual requirement with your Credit Processors*, when using integrated Payment Application Software**
- **Obtain Fixes, Corrections, or Security enhancements**
- **Secure new features**
- **Add new functionality**
- **Access maintenance repairs**
- **Address 3rd-party Operating system and Database software issues (modules unrelated to the POS Software Manufacturer)**

SUPPORT PLANS: If an onsite visit is suggested for a software update, Support Plan sites receive discounts on applicable installation fees. SUL is a suggested addition to all Support Plans.

SUL-EXPIRED: Expiration fees apply 30-days prior to the date of renewal to Sites allowing the SUL to expire (as a 30-day advanced payment is required for renewal). Expiration Fees vary by Software Manufacturer and Product.

NON-SUL Site: Sites without SUL can obtain the latest version of software for an update, fix, or correction, but only at the then-current regular Software License price.

Software Manufacturers support current versions and typically past versions not exceeding two (2) previous Major Release Versions. Support for older software versions is at the sole discretion of the Software Manufacturer. Fixes are only provided to software having a Software Update License (SUL). Updates to current versions are typically required to maintain support.

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