

SLA: Service-Level Agreement

SOW: Scope Of Work

POS: Point Of Sale

HW: Hardware

MA: Maintenance

SLA and SOW of 24 Months POS HW MA Service

Office hours:

- Monday to Sunday 08:00 to 23:00

SLA:

- 2 Hours Phone Response and 4 Hours Onsite Response

SOW:

- Onsite collection of defective POS device

- On loan POS device and configure to customer setting

- Deliver to vendor to process warranty claim

- Collect the claimed POS device

- Return the claimed POS device to customer site

- Configure the claimed POS device to customer setting

- Collect the on-loan POS device

- The consumable parts (define by product supplier, usually thermal head, cutter for POS printer, money tray of the cash drawer, battery of the any kind of tablet) and physical damage are excluded and subject to separate quotation from supplier(s)