

Plug-In Support



After review please contact our Sales department should you have any questions as to which support option is right for you.

How do I know if my question falls under FREE or Premium Support?

FREE Support Questions Include:

- Does your plug-in do ".....?"
- Will your plug-in work in this "....." situation?
- What are the software requirements to use your product and what is your pricing?
- I can't get your demo to install properly, can you help me?
- I am unable to register your plug-in properly, can you help me?

PREMIUM Support Questions Include:

- How do I?
- I don't understand your documentation, your demo or your videos. Can you walk me through how to use your product?
- I have read your documentation, reviewed the scripts in your demo files and watched your videos and I still cannot get your plug-in to work correctly. Can you troubleshoot my solution to see why it isn't working?

Successful integration of FileMaker plug-ins requires the creation of integration scripts within your FileMaker solution. A working knowledge of FileMaker Pro, especially in the areas of scripting and calculations is necessary. If after review of our overview videos, sample scripts and documentation you find you need assistance, please contact us or fill out a Request For Quote. However, the following options are also available to assist you:



FREE Support Options:

Please note that FREE Support does **NOT** include customizations, script writing assistance or training. The following options are available to assist you:

1. **Tutorial Videos:** Located on the plug-in web sites these videos cover everything from simple demos to scripting samples.
2. **Documentation:** Each download comes complete with a documentation file.
3. **Forum:** Visit our Forum for questions and answers on all of our products.
4. **Phone & E-mail Support:** Our Support Department is available by phone Monday - Friday 8am - 5pm PST at 760-510-1200 or by e-mail at support@productivecomputing.com. E-mails will receive a response within 1 business day.



PREMIUM Support Options:

If you find you need additional assistance with script writing, plug-in integration or want training on the best integration method, then you have two options:

1. **Paid Technical Support:** This program allows you to work with a level two developer and is billed by the minute. A valid credit card will be required prior to transferring you to a developer.

Hourly Rate \$155.00/hour
***Billed by the minute so you are only billed for the time used to resolve the incident.*
2. **Customization Services:** If you would like us to integrate the plug-in for you please fill out a Request For Quote (RFQ) form by clicking on the following URL www.productivecomputing.com/rfq. By completing the RFQ our developers will be able to assist you in determining the best path to reach your objective whether it be technical support billable by the minute for small jobs, consultation to plan out the best solution to fit within your budget or a full project estimate for large jobs. We want to work with you in whatever capacity that is comfortable for your budget.

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Terms and Conditions:

These terms and conditions, as amended from time to time govern the use of our plug-ins by the individual designated as the Customer contact on the sales order ("You").

Technical Support: Productive Computing, Inc., reserves the right to limit each FREE per incident telephone call to one hour and "per incident" to be defined as a single support issue or question. Support availability may occasionally deviate from stated hours due to downtime for systems and server maintenance, observed U.S. holidays or for other business reasons. Support services will be provided to You only.

Support Topic Limitations: FREE Support is limited to the following plug-in areas: installation, upgrade assistance, basic usability, and basic functionality, as described in our plug-in documentation. Productive Computing, Inc., shall not be required to provide any support relating to problems arising out of your



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