







# Platform Packages and Service Plans

## Platform Packages

	Essentials	Professional	Enterprise
Monthly Payments	\$249	\$499	\$5,000
Annual Payments	\$2,690	\$5,390	\$54,000
Bi-Annual Payments	\$5,080	\$10,180	\$102,000
<b>General</b>			
Service Package Options	Any	Any	Any
Users Included	1	1	1
Additional Users	\$99/user	\$99/user	\$99/user
Data Storage Included	10 GB	10 GB	10 GB
Additional Storage	\$200/GB	\$200/GB	\$200/GB
<b>Features</b>			
<b>Customer Management</b>			
Messaging	x	x	x
Customer Cases		x	x
Canned Responses	x	x	x
CTI Call Center Automation		x	x
Customer History	x	x	x
Pricing Tiers			x
Consignment			x
<b>Order Management</b>			
Modify Orders		x	x
Returns		x	x
Exchanges		x	x
Replacements		x	x
Create Orders		x	x
Payment Processing		x	x
Serial/Lot Tracking		x	x
Order Routing			x
DropShip Automation			x
Third Party Logistics			x
Order History	x	x	x
Sales History		x	x
<b>Inventory and Purchasing</b>			
PIM (Product Information Management)			x
Photo Storage			x
Inventory Management			x
Purchasing			x
Demand Planning			x
Back Order Automation			x
Kits & Assemblies			x
Work Orders			x
Inventory History			x
<b>Business Intelligence &amp; Analytics</b>			
<b>Integrations</b>			
<b>Amazon, eBay, BigCommerce, Commerce Cloud (Demandware), Groupon, Jet, Magento, Rakuten, Sears, Shopify, Shopify Plus, Volusion, Walmart</b>			
Messaging	x	x	x
Orders		x	x
Inventory			x
Listings			x
<b>Amazon Vendor Central</b>			x
<b>FBA Fulfillment by Amazon</b>			
Competitive Analytics			x
FBA Shipments			x
FBA Financials			x
FBA Inventory			x
FBA Demand Planning			x
Multi-Channel Fulfillment			x
Avalara	N/A	x	x
ChannelAdvisor	x	x	x
ShipStation	N/A	x	x
ShipWorks	N/A	x	x
SkuVault	N/A	<b>Orders Only</b>	x
Taxjar	N/A	x	x
<b>QuickBooks Online</b>	N/A	\$99/month	x
<b>Netsuite</b>	N/A	\$750/month	x
<b>Microsoft Dynamics</b>	N/A	\$750/month	x

## Service Plans

	 <b>Bunny Hill</b>	 <b>Green Circle</b>	 <b>Blue Square</b>	 <b>Black Diamond</b>	 <b>Double Black Diamond</b>	 <b>A La Cart</b>
Monthly	Included	\$249	\$1,000	\$3,000	\$10,000	
Annual	Included	\$2,690	\$10,800	\$32,400	\$108,000	
Bi-Annual Payment	Included	\$5,080	\$20,400	\$61,200	\$204,000	
<b>On-Site Onboarding</b> (Travel outside of United States and Canada not included)						
On-Site Observation Visit	-	-	-	1 Day (same visit)	1 Day (same visit)	\$7500 for first day \$1000 for each additional day (same visit)
On-Site Training	-	-	-	3 Days (same visit)	3 Days (same visit)	\$7500 for first day \$1000 for each additional day (same visit)
On-Site Go Live	-	-	-	1 Day (same visit)	1 Day (same visit)	\$7500 for first day \$1000 for each additional day (same visit)
2 Day On-Site Follow Up	-	-	-	-	X	\$7500 for first day \$1000 for each additional day (same visit)
<b>Remote Onboarding</b>						
Installation	-	x	x	Onsite	Onsite	x
Testing	-	x	x	Onsite	Onsite	x
Screen Share Training	-	5 hrs	10 hrs	20 hrs	as needed	x
Video Training	x	x	x	x	x	x
Trailhead	x	x	x	x	x	x
<b>Ongoing Support</b>						
Onsite Check Up (2 days)	-	-	-	Annual	Semi-Annual	-
Customer Success Call		Annually	Semi-Annually	Quarterly	Monthly	
Phone Support	\$150/hr	up to 1hr (\$150/hr)	up to 2hrs (\$150/hr)	up to 5hrs (\$150/hr)	up to 10hrs/mth	\$100/hr
Technical Support	\$250/hr	\$250/hr	\$250/hr	up to 2hrs/mth (\$250/hr)	up to 10hrs/mth	\$150/hr
Ticket Support	-	x	x	x	x	
Bug Reporting	x	x	x	x	x	
Chat	x	x	x	x	x	
Custom Development	N/A	\$500/hr	\$500/hr	\$500/hr	\$250/hr	
<b>Integration Setup</b>						
Avalara	\$500	\$500	X	X	X	
ChannelAdvisor	\$500	\$500	X	X	X	
ShipStation	\$500	\$500	X	X	X	
ShipWorks	\$500	\$500	X	X	X	
SkuVault	\$500	\$500	X	X	X	
Taxjar	\$500	\$500	X	X	X	
Quickbooks Online	\$1,000	\$1,000	\$1,000	X	X	
Netsuite	\$5,000	\$5,000	\$5,000	\$2,500	X	
Microsoft Dynamics	\$5,000	\$5,000	\$5,000	\$2,500	X	