







Platform Packages and Service Plans

Platform Packages

	Essentials	Essentials Plus	Professional	Enterprise
Monthly Payments	\$249	\$999	\$2,499	\$5,000
General				
Service Package Options	Any	Any	Any	Any
Users Included	1	5	5	10
Additional Users	\$99/user	\$99/user	\$99/user	\$99/user
Data Storage Included	10 GB	10 GB	10 GB	10 GB
Features				
Customer Management				
Messaging	x	x	x	x
Customer Cases		x	x	x
Canned Responses	x	x	x	x
CTI Call Center Automation		x	x	x
Customer History	x	x	x	x
Pricing Tiers			x	x
Order Management				
Modify Orders		x	x	x
Returns		x	x	x
Exchanges		x	x	x
Replacements		x	x	x
Create Orders		x	x	x
Payment Processing		x	x	x
Serial/Lot Tracking		x	x	x
Order Routing				x
DropShip Automation				x
Third Party Logistics				x
Order History	x	x	x	x
Sales History		x	x	x
Inventory and Purchasing				
PIM (Product Information Management)				x
Photo Storage				x
Inventory Management			x	x
Purchasing			x	x
Demand Planning				x
Back Order Automation			x	x
Kits & Assemblies				x
Work Orders				x
Inventory History			x	x
Business Intelligence & Analytics				
Integrations				
Amazon, eBay, BigCommerce, Commerce Cloud (Demandware), Groupon, Jet, Magento, Rakuten, Sears, Shopify, Shopify Plus, Volusion, Walmart				
Messaging	x	x	x	x
Orders		x	x	x
Inventory			x	x
Listings				x
Amazon Vendor Central				
FBA Fulfillment by Amazon				
Competitive Analytics				x
FBA Shipments			x	x
FBA Financials			x	x
FBA Inventory			x	x
FBA Demand Planning				x
Multi-Channel Fulfillment			x	x
Avalara	N/A	x	x	x
ChannelAdvisor	x	x	x	x
ShipStation	N/A	x	x	x
ShipWorks	N/A	x	x	x
SkuVault	N/A	Orders Only	x	x
Taxjar	N/A	x	x	x
QuickBooks Online	N/A	\$99/month	x	x
Netsuite	N/A	\$750/month	x	x
Microsoft Dynamics	N/A	\$750/month	x	x

Service Plans

	 Bunny Hill	 Green Circle	 Blue Square	 Black Diamond	 Double Black Diamond	 A La Cart
Monthly Payments	Included	\$249	\$1,000	\$3,000	\$10,000	
On-Site Onboarding (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 Day (same visit)	3 Day (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)
Remote Onboarding						
Installation	-	x	x	Onsite	Onsite	x
Testing	-	x	x	Onsite	Onsite	x
Screen Share Training	-	5 hrs (Annually)	10 hrs (Annually)	20 hrs (Annually)	as needed	x
Video Training	x	x	x	x	x	x
Trailhead	x	x	x	x	x	x
Ongoing Support						
Onsite Check Up (2 days)	-	-	-	Annual	Semi-Annual	-
Customer Success Call		Annually	Semi-Annually	Quarterly	Monthly	
Phone Support	\$150/hr	up to 1hr/mth (\$150/hr)	up to 2hrs/mth (\$150/hr)	up to 5hrs/mth (\$150/hr)	up to 10hrs/mth	\$150/hr
Technical Support	\$250/hr	\$250/hr	\$250/hr	up to 2hrs/mth (\$250/hr)	up to 10hrs/mth	\$250/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	
Integration Setup						
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	