

Rapid Rental Software



Technical Support

All versions of Rapid Rental are supplied with 30 days of free technical support. This is to facilitate your rapid understanding of the key features of the program. Most of your knowledge will be learned in this initial 30 day period, but in order to maximize your investment in technology, TVL Inc. support staff are available 7 days a week to assist with configuration issues, hardware system anomalies, and 'how-to' instruction in simple layman terms. This assistance is aptly named 'SoftCARE'.

Because your needs are not necessarily the same as all retail stores, Softcare is available in a few different formats. [Choose from ...](#)

FREE

Consult our website at <http://www.rapidrental.com/support.html> where you have access to technical information, online product knowledge base, and answers to commonly asked questions. All Rapid Rental users are urged to use this as a first resource.

Rapid Start

A 90 day accelerated plan to assist with more complex configuration of the Rapid Rental program. **Rapid Start** is only \$99 and you will have access to toll-free technical support, and you will receive preferential pricing on Bar code labels, and all POS hardware equipment. Why waste time - mention Rapid Start when placing your order.

SoftCARE

If your system goes down - you want to feel secure that help is only a toll-free phone call away. Technicians are on hand to assist and answer all your questions related to maintaining a smooth computer POS system at your store. Softcare is available in a few different options:

- **Standard:** 9 am (PST) to 5 pm (PST) call-in hours
- **Yellow alert:** Response within 59 minutes of your call (24/7)
- **Red alert:** Response within 20 minutes of your call (24/7)

Technical information available at www.rapidrental.com

- Product updates
- Bulletin Board - Rapid Rental Discussions/Online Support
- Software announcements
- Drivers
- Product Service Packs
- Compatibility documentation



Pick your support Plan

Free

The first 30 days from the shipping date.

Rapid Start

90 Days of "anything goes" support to get you up and running properly.

SoftCARE

Annual Technical Support for as little as \$19.95/month

Prepare before Calling TVL

Serial

The product Serial# which is found on the master disc/s, documentation or registration form.

Company Details

Store name, Address, email phone#, contact person. (we will ask to keep our records updated)

Details of the Issue

Please try to write down as much information as possible about your question/issue. We will assign a support ticket to your call and follow it through to completion.

Contact TVL

Telephone

1-800-263-0007
1-604-983-2298

* We have a professional Voice mail phone system at TVL and each call is logged and sent to our internal support department.

Email

tvltech@tvl.com

Fax

604-983-2296 or 1-877-282-2121

Yahoo Messenger

rapidrental is the ID