SpeedLine Support Premiere Services

SpeedLine offers Premiere Support Services to manage time-consuming menu changes and upgrades for you! This service includes 1 hour of menu changes per month for each store operating SpeedLine and/or SpeedDine. This means you don't have to spend valuable time making changes to your menu and can instead focus on brainstorming great promotions and coupons that drive sales.

In addition to the one hour of menu change management, required upgrades will be completed for you by SpeedLine Support, so that you don't have to remember to upgrade your software on time, and can feel confident knowing all security and product functionality requirements are up to date. By opting in to monthly SpeedLine and SpeedDine menu changes, it will save you both time and energy—so you can focus on running your restaurant.

For owners with multiple locations, all locations must be subscribed to Premiere Support Services. The service will provide one hour of changes for each location, that can be pooled and used at your discretion. For example, if you have 5 locations signed up for SpeedLine Premiere Support Services, you will receive 5 hours of pooled menu changes per month to use across those locations! This can go a long way, especially if the menu is consistent across your stores.

Requirements:

- An active SpeedLine Standard Support Agreement
- An active Premiere Support Services Agreement
- All stores with the same owner are required to opt-in.
- A list of people authorized to submit changes to SpeedLine is provided and kept current by the customer.

What is the difference between Premiere Support and SpeedLine Standard Support?

SpeedLine Standard Support provides downloadable updates, technical support, and access to support resources. Premiere Support builds on Standard Support by providing an increased level of service.

With Premiere Support, you'll not only receive everything that Standard Support offers, but you'll also gain up to 1 hour of menu configuration changes per month (per store), and have your required software upgrades installed automatically. Under your direction, Premiere Support will also make changes to your SpeedDine online ordering site for you, making sure your customers receive the very best online experience.

How can I request a menu change?

Submit a Change Request form with your menu changes to let SpeedLine Support know.

SpeedLine will review the submitted Change Request form and provide an estimate of the time required to complete the changes. If no written objection is received via email within 24 hours, SpeedLine will begin working on the changes.

Upgrades

Upgrades do not have to be requested—Premiere Support Services will take care of all SpeedLine and SpeedDine required security and product functionality upgrades for you. Upgrades are done outside of store hours to reduce any impact on your stores daily operations. Customers processing payments through Monetra are required to manage their upgrades for that product.

How do I find out more?

Send an email to sales@speedlinesolutions.com.

Premiere Support menu changes include:

- Menu item additions, deletions or modifications
- Price changes
- Promotion or coupon additions, deletions, or modifications
- Recipe changes for Inventory

Premiere Support system configuration changes for SpeedDine include:

- Payment processing credentials
- Tender types
- Order types
- Special days
- Store hours
- Theme changes

Have Questions? Talk to an expert!

1-888-400-9185 | info@speedlinesolutions.com

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