

#3605 CASB Program - Corel® PerfectImage Membership Levels

The Corel Approved Service Bureau Program offers specialized and dedicated technical support for companies who are in the professional imaging industry and output files created with Corel graphics software. Our goal is to ensure that professionals in the imaging industry have a satisfactory experience when imaging files created with Corel software.

We recognize that some imaging centers have more stringent support requirements. These output centers and their clients can save time and money utilizing the benefits of either Corel PerfectImage Professional or Corel PerfectImage Platinum CASB membership programs.

Standard program benefits are as follows:

- Free program membership and Free priority technical support on toll phone line
- Discounts on Corel software and automatic software updates
- Monthly Bureau Newsletter distributed via email or fax
- Private on-line members-only Internet newsgroup
- Free link from Corel's web site under 'Find a Service Bureau'
- Rights to Trademarked Corel Approved Service Bureau logo for advertising

Refer to Fax On Demand document #1034 (CASB Application) for details regarding the standard CASB Program membership level.

Corel PerfectImage Professional Membership Benefits

The following benefits are in addition to those offered to standard CASB members.

Free Priority Technical Support - Print Tech Team

Corel will provide you with direct access to dedicated technicians on our Print Tech Team. This support is available to Corel PerfectImage Professional and PLATINUM members only and is provided on a dedicated toll-free line. The team uses our printing and color management engineers as support backup.

Free Graphics and Business Application Software

Includes the currently released CorelDRAW™ Suite, Corel VENTURA™, and Corel® WordPerfect® business applications software.

(not applicable to members with software obtained through the Corel Licencing Program)

Corel software will be shipped to members as it is released to manufacturing at no charge.

Training Material - Starter Kit and Automatic Updates

Corel PerfectImage Professional and PLATINUM members will be provided with a modular training package for Corel graphics and business applications, operating system configuration, scanning, color management, printing, pre-press, etc. The training package modules also contain valuable technique and troubleshooting information, third-party documentation, custom training CD-ROMs, and video cassettes, and are updated periodically.

Corel PerfectImage PLATINUM Membership Benefits

Here are the features of the elite Corel PerfectImage PLATINUM membership program. **They are in addition to the benefits presently offered to Corel PerfectImage Professional and standard CASB members as outlined above.**

Pro-Active Account Management

Corel will actively manage your account and relationship with Corel within the Corel PerfectImage PLATINUM program. You will be provided with a quarterly review of your calls to technical support and resolutions to those technical issues, and regular updates of tips, tricks, and solutions to technical problems, including those related to the specific equipment you have installed in-house.

Dedicated Web Presence - Corel Home Page

Corel PerfectImage PLATINUM members will have a dedicated web listing on Corel's web site with their own links, corporate logos, and information specific to your company. Corel PerfectImage PLATINUM members will also be identified as such in our online database of CASB members.

Access to Corel's Platinum CASB Extranet site

Corel PerfectImage PLATINUM members have exclusive access to a dedicated web site containing the latest information and access to online resources including an Internet forum monitored by Corel engineering personnel, and representatives of other industry manufacturers.

Free Road Show Participation

Booths will be assigned to interested Corel PerfectImage PLATINUM members at each Corel Road Show. Currently, Corel conducts an annual road shows across 30+ North American cities.

Corel PerfectImage PLATINUM Status Logos

Members will receive special logos, door decals, etc, that reflect their elite status as members of this Corel Approved Service Bureau support program..

Annual Training Road Show

Corel will host a free annual Training Road Show in major centers across North America for members. Training will be conducted by qualified Corel personnel, as well as other guest speakers from the industry.

To obtain additional information about the Corel Approved Service Bureau Program, contact us at:

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