

# Election Support 2008



**Hart InterCivic provides total election support packages to meet your needs.**

## **A Name You Can Trust**

Hart InterCivic recognizes that solutions are driven by people, procedures, and technology. As you work to integrate Hart InterCivic products with your local practices, there may be times when you would like extra assistance and support from people you trust.

## **Training**

We strongly encourage customers to purchase training in advance of Election Day in order to be prepared to run their election autonomously. We offer training in:

- All Hart Voting System software applications
- Election Day procedures
- Train-the-Trainer for poll worker training
- Election Management and Mock Elections
- Troubleshooting

## **Election Day Support**

If, in addition to securing the benefits of training, you wish to submit a request for Election Day support, Hart InterCivic will evaluate all written requests and we will aim to provide onsite resources to as many customers as possible.

## **New Equipment Orders**

If you are ordering new equipment to meet your needs for upcoming elections, please remember that the typical lead time from order-to-delivery is 28 days, so plan accordingly.

## **Return Merchandise Authorization**

As a reminder, the Return Merchandise Authorization (RMA) process should be initiated at least 60 days prior to the election event where the equipment is needed. This will ensure equipment delivery 30 days prior to the event.

## **Customer Support Center**

Customer Support Center (CSC) hours are 7 AM – 7 PM Central Time, M-F. We are also available for extended hours on Election Day and by-appointment. Call us at 866.ASK.HART (866.275.4278).



## **Policies and Pricing**

### **Training**

- \$2,000 per on-site day
- Two day minimum; days must be consecutive
- Additional flat fee of \$2,000 for travel and expenses, for visits of one to five days
- Requests should be made at least 28 days in advance of date of expected service

### **Election Day Support**

- \$6,000 per election
- Hart InterCivic representative will be available to jurisdiction staff beginning at 5:00 AM Election Day, plus four additional hours the following day
- Requests should be made at least 75 days in advance of the election event

### **Please Note**

Submission of a request for training or Election Day support does not guarantee that resources will be available to meet the request. In addition, requests for specific Hart personnel cannot be guaranteed.

**800.223.HART**  
[www.hartintercivic.com](http://www.hartintercivic.com)