Dear Valued Customer,

We would like to thank you for choosing Harbortouch as your POS service provider. We value your business and we're confident that you will be pleased with our product, service and customer care. Below we have laid out the steps we are going to take to ensure that your POS system is properly setup and delivered in a timely manner. We want to make sure that you are familiar with this process and timeline so that your expectations are set accordingly.

Underwriting Stage

During this stage, your paperwork will be sent to the underwriting department for approval. Most approvals take between 24 – 72 business hours, although large POS orders requiring more than four terminals could take slightly longer or require additional information. You can help expedite this step by filling out all of your paperwork completely and accurately. Also make sure to include all required documentation such as voided check, business license and previous merchant processing statements (if previously processing).

Order Administration Stage

Once your order has been approved, you will receive a "welcome email" that will provide you with valuable information and tools to assist you in completing your order. This email will also include links to participate in online training webinars which are provided as a supplement to our individual training. During the "Order Administration" stage, you will be assigned a dedicated representative that will work with you early in the setup process. This representative will contact you to verify some important information regarding your order such as contract terms, fees, number of systems needed, software and accessories. This step is to ensure that we understand your business and your needs. It is important that you have a working email address because we'll be sending you various emails to ensure you stay informed and up-to-date on the status of your order. Once your order is confirmed, we will schedule an appointment with one of our software programmers to review your menu (hospitality) or inventory list (retail).

Software Programming Stage

This is when our factory actually programs and builds your system. The typical turnaround time on a POS system varies between 2 – 4 weeks, depending on the depth and complexity of your business as well as your availability to answer any questions that we may have during the process. Please note that it is normal to make minor adjustments to your database once your system is installed. Our trainers are available to assist you in fine tuning the software as much as necessary once you receive the system. Finally, we do an internal quality assurance check to ensure that the system has been set up correctly.

Items that can delay your order:

Hospitality –Make sure to submit complete menu/price list including any drink menus, dessert menus, etc.
Retail – Make sure to submit list of inventory items including description, vendor, department, SKU number & price.
Network – Ensure that your network wiring is complete and internet service is active prior to installation
Internet – Must have high speed internet access (DSL or Cable). No analog phone line.
Merchant Availability – To ensure a smooth order, delivery and installation, it is important that you are available for any communication with the Harbortouch team throughout the entire order process

Installation and Training

We will contact you to arrange an installation date and time. When considering a date for install, we recommend a slower business day so that we do not disrupt your normal business operations. At the designated time, one of our Certified Harbortouch Installers will arrive to install your equipment and provide an onsite overview of your Harbortouch POS system. Please allow at least 2 hours for complete installation. If you have several systems, installation may take longer. After your POS system is installed, do not forget to schedule your advanced remote software training. We recommend that you participate in this training session prior to your launch date. If at any point after the installation you feel that you need additional training, you are welcome to attend our weekly training sessions as many times are you like. These trainings cover best practices, software features and other useful tips. Information regarding these training sessions will be emailed to you during the order process. You can also contact us for the latest training dates and times.

Launch Date – Going Live With Your Point-of-Sale System

Now that you have your POS system installed, we strongly recommend that you develop a launch strategy and do not go live immediately after installation. To ensure the smoothest experience with your new POS system, you should allow yourself 1-3 weeks after installation to follow our simple checklist before going live:

- Review your system for any inventory items (retail) or menu items and modifiers (hospitality) that may need to be added, removed or revised.
- Check spelling, prices, tax information, etc. for all inventory items/menu items to make sure that everything has been entered accurately.
- Train all of your staff and managers and allow them to practice on the system.

Once again we would like to thank you for choosing Harbortouch and we look forward to serving your business!
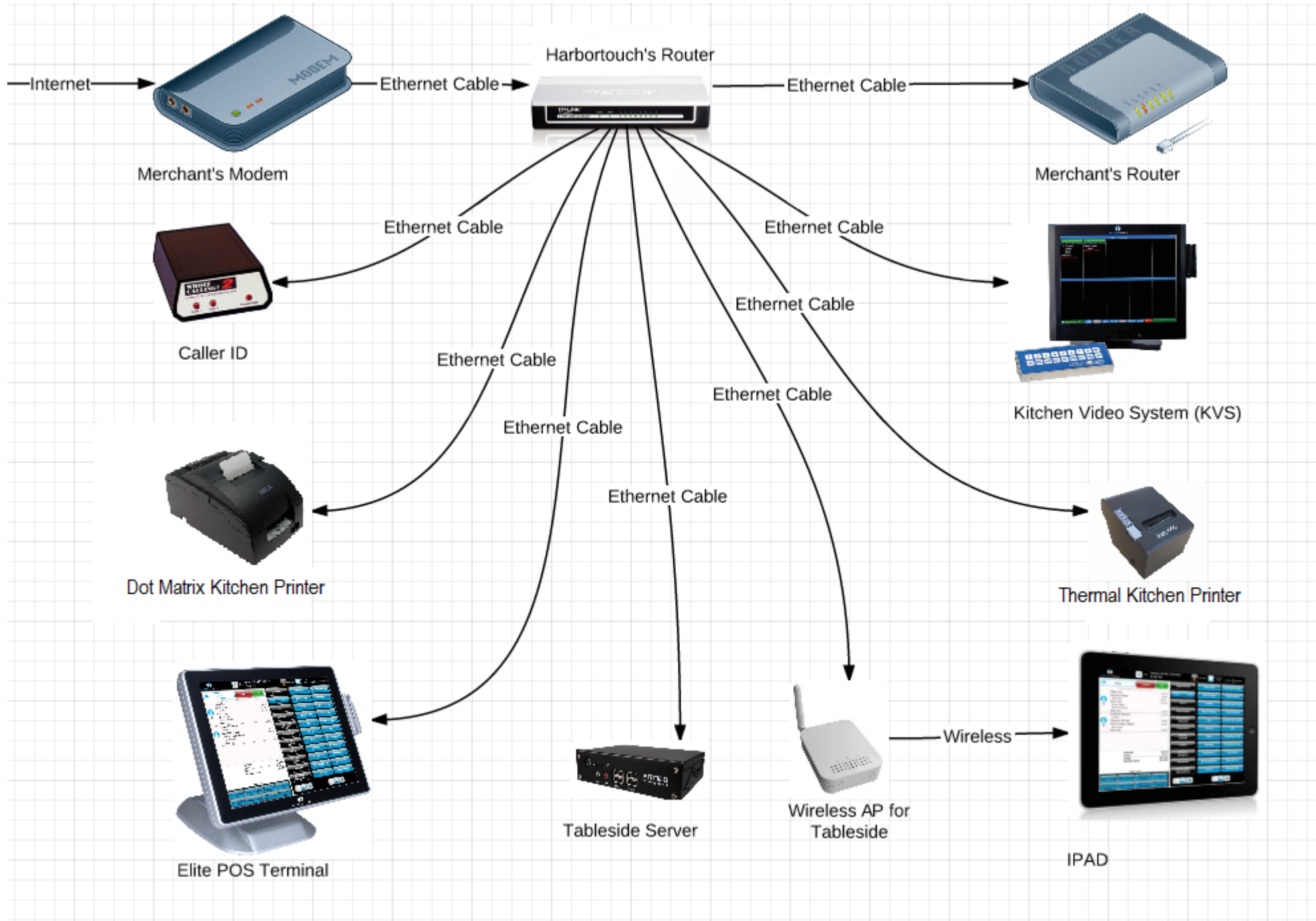
Sincerely,

The Harbortouch Team

Proper menu and paperwork submission can shorten the installation time of a Harbortouch POS order by 5-7 business days.

In order to ensure that the installation process goes smoothly, please read below for some very important tips:

1. Merchant must have a high-speed Internet connection before Harbortouch will deploy a POS system.

    ▪ The minimum supported Internet speed is 0.7 MBPS Up and 0.7 MBPS Down. Internet speed can be tested by going to www.speedtest.net from a computer on the network.

2. The following Internet types are NOT SUPPORTED:

    ▪ Dial-up

    ▪ Wireless Internet of any type

    ▪ Satellite

3. Merchants who are offering public Wi-Fi for their customers must dedicate a separate ISP for their Harbortouch system.

    ▪ Having customer Wi-Fi on the same network as a Harbortouch POS wired network can greatly compromise both security and performance of their point of sale system. This is also a violation of PCI DSS regulations.

4. Merchants with DSL internet connections need to ensure that they have DSL filters on the phone lines.

    ▪ A DSL filter is an analog low-pass filter installed between analog devices (such as telephones or analog modems) and a POTS telephone line, in order to prevent interference between such devices and a DSL service operating on the same line. DSL modems may have filtering circuitry built-in, to which the the line can be connected. If you are unsure whether you have DSL filters in place, you can contact your Internet provider to confirm.

5. Merchants are strongly encouraged to have all Ethernet cabling done prior to Harbortouch installation.

    ▪ Failure to have cabling in place at the time of install will result in the Harbortouch technician installing the cable and back-billing the merchant $249 for each cable drop.

Internet → Merchant's Modem

Ethernet Cable → Harbortouch's Router

Ethernet Cable → Merchant's Router

Merchant's Modem

Harbortouch's Router

Merchant's Router

Ethernet Cable → Caller ID

Ethernet Cable → Kitchen Video System (KVS)

Caller ID

Ethernet Cable

Ethernet Cable

Kitchen Video System (KVS)

Ethernet Cable → Dot Matrix Kitchen Printer

Ethernet Cable → Thermal Kitchen Printer

Ethernet Cable

Dot Matrix Kitchen Printer

Thermal Kitchen Printer

Ethernet Cable

Elite POS Terminal

Tableside Server

Wireless → IPAD

Wireless AP for Tableside

IPAD

To ensure a flawless Harbortouch installation, merchants should be aware of the following requirements for each device:

For each POS terminal, the following are needed:

- Three (3) power outlets within four (4) feet from device

- One (1) Cat-5 (or higher) Ethernet connection within 10' of the system

- 3 ' x 3' space to place each terminal. This includes room for a cash drawer and receipt printer as well as a barcode scanner and customer display pole for retail merchants. Additional room is needed if a scale was ordered.

Hospitality Only - For each kitchen/remote printer, the following are needed:

- One (1) power outlet within four (4) feet from device

- One (1) Cat-5 (or higher) Ethernet connection within 10' of the system

- 1' x 1' space to place the kitchen printer

Hospitality Only - For each kitchen video system (KVS), the following are needed:

- One (1) power outlet within four (4) feet from KVS Bump Pad

- One (1) power outlet within four (4) feet from KVS Monitor

- No more than twenty (20) feet distance between KVS Bump Pad and KVS Monitor

- One (1) Cat-5 (or higher) Ethernet connection within 10' of the KVS Bump Pad

Proper menu and paperwork submission can shorten the installation time of a Harbortouch POS order by 5-7 business days. This is key for a quick turnaround time and happy merchant customers. It is also helpful to instruct the merchant on the importance of answering their phone and getting back to us in an expedient manner so that any questions the Harbortouch team may have can be handled quickly.

In order to ensure that the submission process goes smoothly, please read below for some very important tips:

1. SEND THE COMPLETE MENU

Make sure to submit the ENTIRE menu, along with any potential modifiers (choices) that apply to each menu item. Also, include any additional menus the restaurant may offer such as dessert menus, drink menus, etc.

Some examples of common modifiers are listed below. If any modifiers are not listed on the menu, but are offered by the restaurant, make sure they are noted before submitting the menu.

• Salads Dressings: Ranch, Bleu Cheese, Italian, etc.

• Pizza Toppings: Pepperoni, Sausage, Meatballs, Mushrooms, etc.

• Drink Mixers: Coke, Sprite, Red Bull, Tonic, etc.

• Drink Garnishes: Lemon Wedge, Cherry, Olives, etc.

2. INCLUDE ALL PRICES

Pricing MUST be submitted for all modifiers as well as menu items. Modifiers that are submitted without pricing will lead Harbortouch programming to assume there is a $0.00 price. For example, if "extra cheese" on a pizza adds $1.00 to the price of the pizza, this must be noted on the menu, or the extra cost will not be included.

3. WRITE LEGIBLY

Please be mindful that the submitted menus need to be legible enough to survive fax, scan, or other electronic manipulation. Menus that cannot be read cannot be used by HT programming.

4. ONLY SEND ONE VERSION OF YOUR MENU

It may seem helpful to send in a menu, and then another paper explaining the menu. However, our administrators and programmers must then cross reference the menu with the explanations to make sure it all corresponds. The best solution is to write any notes or explanations directly on the menu or on a single document to avoid this confusion.

5. SEND IT CORRECTLY THE FIRST TIME

Submitting a cursory menu just to get a merchant's free POS deal quickly approved by underwriting is not going to work in your favor. The order will have to wait in Order Administration until a legible and usable copy of the menu with all required information is received by the merchant directly. This will result in merchant confusion, and a longer turnaround time for all involved. It is _always_ best to submit all of the menu information to underwriting at the same time as the application to ensure a smooth order process. Proper paperwork submission can take a week or more off of installation times.

Thanks for your cooperation - following the above guidelines will help keep Harbortouch turnaround times as short as possible for happy merchant customers!

HOSPITALITY POS SETUP WIZARD

You will be provided with an Excel spreadsheet that is formatted in a way to provide simple data entry for all the information that will be needed to set up your POS system. You will only need to provide the menu section if you did not submit your existing menu.

Welcome to the POS Setup Wizard!

By completing the information requested in this wizard, Harbortouch can process your order faster and more accurately. Upon completion, save this file and email it back to your order administrator. If you have any questions, you can also contact your order administration representative.

Jobs

Click "Jobs" to define positions at your business and how much each is paid. Complete the jobs sheet before adding your employees.

Employees

Click "Employees" to enter your employees' names, jobs and PIN numbers. The User Names you enter will print on the customer's receipt, so you will likely not want to use the full employee name in the User Name field.

Void Reasons

Enter any reasons why you may need to void an item or a ticket.

Discounts

Enter all of the available discounts you will use at your business.

Menu

Enter all of your menu items with their prices and categories. This is only necessary if a menu has not be submitted.

Jobs

Job Name	Base Pay Rate (per hour)	Overtime Pay Rate (per hour)
Manager	16.00	24.00
Floor Manager	16.00	24.00
Server	10.00	15.00
Dishwasher	9.50	14.25
Bus	7.50	11.25

Employees

User Name	PIN #	Manager?	Job Performed
Johnny	1234	No	Server

Void Reasons

Void Name

Testing

Training

86 (Out of item)

Server Error

Please don't confuse "voids" with "loss". If you truly need to delete the ticket, and the order was not yet started in the kitchen, then void it. However, if a customer says their food was unacceptable, you do not want to void your ticket or item; instead, you would write those off using a comp discount. Check with your accountant for details.

Discount Reasons

Discount Name	Amount	Notes

Discount Name	Amount	Notes	Examples
Employee 50%	50%	Food Only	
Manager Discount	100%		
Happy Hour	$2 off	6-9pm all Liquor	

Discount Name	This is the name you want your discount to have, such as "Uniform" or "Military" or "Employee" or "Entertainment Book".
Amount	How the Discount functions. Either amount off the menu item price ($1 Off), percent off the menu item price (25%), or forced price ($15).
Notes	Here, you can provide any instructions you like about your discount such as the times of your Happy Hour discount.

Menu

Category	Menu Item	Price
Entrees	Prime Rib	19.95
Appetizers	Loaded Potato Skins	7.95