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.
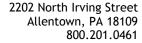

Items that can delay your order:

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.

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

ADVANCED RETAIL INVENTORY BEST PRACTICES

Common Myths and Misunderstandings

1. **Harbortouch will be onsite to enter my inventory.**

   This is not the case. It is the responsibility of the merchant to enter their own inventory.

2. **Harbortouch will send me a wireless inventory scanner.**

   Harbortouch does not provide inventory scanners. These devices are generally referred to as data terminals which only capture the barcode and quantity. They are only useful for inventory count with a reference database from the POS. They do not enter product description, vendor, department, cost or price.

3. **Harbortouch has a default database based on industry type.**

   Unfortunately Harbortouch does not have generic databases. Even if Harbortouch did have a default database, your merchant's cost, price, quantity, department and vendor is still missing. A database of existing UPC and descriptions is helpful but not perfect.

4. **My merchant can't use MS Excel so they want their system shipped blank and they will enter the inventory themselves.**

   Sending out a blank system is strongly discouraged and against Harbortouch policy. Most merchants are not willing and do not have the capabilities to actually enter all the information on their own. It creates a tremendous burden on Tech Support and your sales office. MS Excel is very easy to use. Explain they are only typing words and numbers into boxes rather than handwriting them. Break it down for them. It's data entry box by box. We do not require complicated Excel formulas.

5. **My merchant can't use the system until their entire inventory is entered.**

   Retail businesses do not turn their entire inventory over daily. A merchant will never sell all 2,000 items they stock every day. Break it up into manageable pieces and enter their top 100-200 items to start. As new items are sold, the product information can be entered at that time.

6. **My merchant supplied Harbortouch with their vendor's product list. Just import it!**

   Unfortunately these lists can contain thousands of errors, wrong information, wrong prices, etc. This applies to data dumps from their existing POS system as well. There's a tremendous amount of data manipulation that can take hours or even days to clean up. The vendor's product number is typically not the UPC. Most lists often contain all the vendor's products of which the merchant may only carry a small percentage.

Understanding the Merchant's Catalogue

Set up the structure for the inventory items with the following in mind:

1. Vendor Database
2. Departments
3. Dimension
   a. color and size matrix
4. Taxes
   a. sales/municipal/city taxes
   b. specialty taxes (i.e., CRV, bottle deposit)

Barcode Standards

There are three common types of barcodes. Most items should have a barcode printed on it from the manufacturer.

1. UPC-A - 12 digits
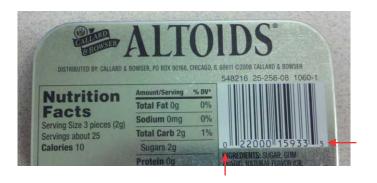2. EAN-13 - 13 digits
3. UPC/EAN-8 - 8 digits

Barcode Standards (continued)

1. UPC-A

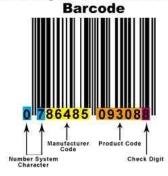This is a 12 digit barcode with numbers only. All 12 numbers are important, including the numbers outside the bars.

2. EAN-13

This is a 13 digit barcode which includes the leading number outside bars.

3. UPC/EAN-8

This is an 8 digit barcode typically divided into 2 groups of 4. All 8 numbers must be included.

Other Barcode Standards

1. "Code39" is a barcode of any length within reason. It contains uppercase letters (A-Z), numbers (0-9) and a limited amount of special characters.
2. "Code128" is a barcode of any length within reason. It can only contain numbers and letters. Other subsets are Code128A, Code128B and Code128C.

BARCODE DO'S AND DON'TS

DO

1. Count the digits! If the barcode does not contain 12, 8 or 13 digits, it is most likely incorrect.
2. Check the MS Excel spreadsheet to be sure the leading zero is not dropped.
3. If you're not sure about the barcode, send us a picture and we can advise you.

DON'T

1. Don't forget to include the check digits outside the bars.
2. Don't use special characters and symbols if creating your own barcodes. Certain characters and symbols have special actions in which unintended errors can be caused in the SQL Database. Use only numbers and/or letters.
3. Don't be afraid to ask us questions. That's what we're here for!

REMEMBER WE DON'T REQUIRE ALL THE INVENTORY AT ONCE

1. We will only need 10 items per department to get started.
2. SKU, description, department and price are a must.
3. Vendor is not mandatory but is strongly recommended. Cost can be left blank.

RETAIL INVENTORY IMPORT WIZARD

You will be provided with an Excel spreadsheet that is formatted in a way to provide simple data entry for your inventory.

SKU	Description	Department	Vendor	Cost	Price	QOH	Tax 1	Tax 2	Tax 3
0220015	Red Sweatshirt	Clothing	Sweatshirts Unlimited	8.99	19.99	6	1		
0224316	Black Sneakers	Shoes	ABC Sneakers	24.99	39.99	2	1		
0225732	Green Baseball Cap	Accessories	Hat Supply	5.99	14.99	4	1		

Advanced spreadsheet is available for expanded inventory requirements such as:

- Size/color/style matrix
- Advanced liquor store inventory