



Introduction

This document lists the tasks required to implement a 365 ADM NanoMarket into your client location. Tasks are grouped into phases based on their timing in relation to the entire project.

Location Requirements

Network Connection

Determine if you are able to use an existing network internet connection (connected through Ethernet) at your client's location. You can also create your own network using a 365 OptConnect device or use the built-in NanoMarket Cellular Network. We will work with you to determine the best solution based on your available options.

Note: Our initial email to you included the "NanoMarket Network Requirements v4.04" document. If your client will be providing internet access for your device, it is imperative that you forward this document to their local IT so they can open the correct ports. If the correct ports are not open, the NanoMarket will not be able to function correctly. We will discuss this more during the call.

Power

Standard 110v power outlets are required in each 365 component's designated area. It is important to determine the NanoMarket, DVR and all other equipment (coolers) locations early in the process and to determine which party is responsible for installing outlets.

Gathering Deliverables

Item Database

Defining your product mix and delivering those product details (UPC, item name, price, etc.) are essential to the setup of your NanoMarket. 365 will provide an item upload template to assist you in transmitting your product details for easy upload into ADM. All Item Uploads MUST be submitted to 365 on the template provided.

Note: Our initial email to you included the "365 ADM (GMA) Item DB Upload Template with Notes". You are responsible for the accuracy of the information provided on this list. If the data you provide is processed by 365 Retail Markets and then needs to be deleted, we will assess a \$150 data processing fee for each location.

Credit Card Info

All 365 Retail Market NanoMarkets using a credit card payment option MUST have a credit card license. To create the license, you must get a parameter/VAR sheet from an approved processor and give it to 365. If 365 owns your Merchant ID, we will create the credit card file for you.

Note: This is only applicable to U.S. operators. If you are a non-U.S. operator, please speak with your international project coordinator for further details on your credit card licensing process.



ADM NanoMarket Kick-Off Call Overview

Customer Database (Optional)

Getting a list of customers before going live, allows 365 to assist you in pre-loading your NanoMarket with an account for each customer. It also streamlines the registration process on go-live day. You can also choose to add a starting balance to every account to encourage employees to visit the store. 365 provides a user upload template to assist you in transmitting your user details so they can be easily uploaded into SmartHQ.

Note: Our initial email to you included the "365 ADM (GMA) User Upload Template". You are responsible for accuracy of the information provided on this list. If the data you provide is processed by 365 Retail Markets and then needs to be deleted, we will assess a \$150 data processing fee for each location.

NanoMarket background

The 365 NanoMarket allows you to add your own branding using the background on the scan screen. By coordinating the background that customers initially see, operators can integrate their NanoMarket into their own store brand or client theme.

Training

ADM Webinar

ADM is the operator portal for administering every aspect of your 365 NanoMarket. Just before you open your NanoMarket, a 365 representative from our Implementation team will train your team remotely (or on-site, for a fee). The training will cover:

- Managing your items
- Updating inventory
- Viewing all necessary reports on the ADM website

We will have created a case for our Implementation team, and they will be contacting you to schedule the Webinar.

On-site Training

In addition to Webinars, 365 Retail Markets offers on-site training for a fee. There are many options for on-site training depending your needs. On-site training provides a comprehensive overview of our operating system from both a hardware and software perspective. In addition, our trainers are available to be on-site opening day. On-site training must be scheduled in advance through one of our Project Coordinators and does have a cost associated to it.

ADM NanoMarket Kick-Off Call Overview



Quality Assurance

Pre-Live Check

A pre-live check involves powering up the NanoMarket, connecting it to the internet and testing the NanoMarket peripherals and basic functionality. We recommend that this be done by a member of our Implementation team at least five business days before opening the location.

Note: *The NanoMarket should be at your client's site so we can assure the network is working correctly as well as the hardware and software on the NanoMarket.*

Taking Initial Inventory

After installing your equipment, doing the pre-live check and stocking your NanoMarket, it is important to record the starting inventory for each item in ADM. When you open your NanoMarket, this initial inventory will automatically be deducted when generating your Pick List for store replenishment. You can also perform Inventory on 365Mobileinventory.com.

Go Live

Opening Day Support

The 365 Implementation Department is available Monday through Friday from 7:00a.m. to 6:00p.m. E.S.T. for any opening day assistance you may need. They can be reached at implementation@365smartshop.com or 888-497-8803.

Ongoing Support

The 365 Support Department is available 24/7 for any post opening day assistance you may need. They can be reached at support@365smartshop.com or 888-365-6282.

ADM NanoMarket Kick-Off Call Overview



Contact Information

365 Main Line

- 888-365-7382
- www.365retailmarkets.com

365 Sales

- 888-365-7382 x301
- salesadmin@365smartshop.com

365 Fulfillment (Pre-Live Administrative Assistance)

- 888-988-5844 – M-F 7am-5pm EST
- fulfillment@365smartshop.com

365 Implementation (Pre-Live thru opening day Technical Support)

- 888-497-8803 – M-F 7am-6pm EST
- implementation@365smartshop.com

365 Support (Post-Live Technical Support)

- 888-365-6282 – 24/7
- support@365smartshop.com

365 Logistics (shipping inquires)

- 888-365-7382 x303
- logistics@365smartshop.com

365 Finance

- 888-365-7382 x102
- finance@365smartshop.com