

ADM ReadyTouch Kick-Off Call Overview



Introduction

This document lists the tasks required to implement a 365 ADM ReadyTouch Point of Sale 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. We will work with you to help determine the best solution based on your available options.

Note: *Our initial email to you included the "365 ADM Technical Network Requirements Meraki Z1" 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 the correct ports can be open. If the correct ports are not open, the ReadyTouch won't 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 ReadyTouch, DVR and all other equipment (coolers) locations early in the process and to determine which party is responsible for installing outlets.

Gathering Deliverables

Please send all DELIVERABLES to Fulfillment@365Smartshop.com

Item Database AND Menu Template

Defining your product mix and delivering those product details (UPC, item name, price, etc.) are essential to the setup of your ReadyTouch Point of Sale. 365 supplies 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.

Your menu template is required to create the on-screen menus for your ReadyTouch system. All Items Without Barcodes must be present on both the Item Database Template and the Menu Template. If your ReadyTouch is replacing an existing on-site solution, include photos of your current systems menus to make the transition as smooth as possible.

Note: *Our initial email to you included the "Kick Off Call ADM Item Database with Notes & Kick Off Call Menu Template with examples" document. 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.*



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Credit Card Info

All 365 Retail Market ReadyTouch Point of Sale Systems using credit cards as a 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.

Gathering Deliverables (Optional)

Customer Database (Optional)

Getting a list of customers before going live, allows 365 to assist you in pre-loading your system 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.

Training

ADM Webinar

ADM is the operator portal for administering every aspect of your 365 ReadyTouch Point of Sale. Just before you open your ReadyTouch Point of Sale, a 365 representative from our Implementation team will train your team remotely (or optionally 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 Implementation, 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.



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Quality Assurance

Pre-Live Check

A pre-live check involves powering up the ReadyTouch Point of Sale, connecting it to the internet and testing the 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 ReadyTouch Point of Sale 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 ReadyTouch.*

Taking Initial Inventory (If Using ADM For Inventory)

After installing your equipment, doing the pre-live check and stocking your ReadyTouch Point of Sale, it is important to record the starting inventory for each item in ADM. When you open your ReadyTouch Point of Sale, 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.

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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