



# ADM V5 Kiosk Kick-Off Call Overview

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## Introduction

This document lists the tasks required to implement a 365 ADM V5 kiosk 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. Alternatively, you can 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 V5 Kiosk Technical Network Requirements" 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 V5 kiosk 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 kiosk, 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 V5 kiosk. 365 provides 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" 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.*

### Credit Card Info

All 365 Retail Market kiosks 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.*



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## Customer Database (Optional)

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

## Kiosk background and Vinyl Graphics

365 Kiosks allow you to add your own branding using the background on the scan screen and the exterior vinyl wrap graphics applied to your bill acceptor. By coordinating the background that customers initially see, as well as the vinyl wrap, operators can integrate their Kiosk into their own store brand or client theme.

## Training

### ADM Webinar

ADM is the operator portal for administering every aspect of your 365 V5 kiosk. Just before you open your MicroMarket, 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 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.



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## Quality Assurance

### Pre-Live Check

A pre-live check involves powering up the V5 kiosk, connecting it to the internet and testing the kiosk peripherals and basic functionality. We recommend this be done at least five business days before the opening of the location by a member of our Implementation team.

*Note: The V5 kiosk 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 kiosk.*

### Taking Initial Inventory

After installing your equipment, doing the pre-live check and stocking your MicroMarket, it's important to record the starting inventory for each item in ADM. When you open your MicroMarket, this initial inventory will automatically be deducted when generating your Pick List for store replenishment. You can also perform Inventory on [365Mobileinventory.com](https://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](mailto: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](mailto:support@365smartshop.com) or 888-365-6282.



## Contact Information

### 365 Main Line

- 888-365-7382
- [www.365retailmarkets.com](http://www.365retailmarkets.com)

### 365 Sales

- 888-365-7382 x301
- [salesadmin@365smartshop.com](mailto:salesadmin@365smartshop.com)

### 365 Fulfillment (Pre-Live Administrative Assistance)

- 888-988-5844 – M-F 7am-5pm EST
- [fulfillment@365smartshop.com](mailto:fulfillment@365smartshop.com)

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

- 888-497-8803 – M-F 7am-6pm EST
- [implementation@365smartshop.com](mailto:implementation@365smartshop.com)

### 365 Support (Post-Live Technical Support)

- 888-365-6282 – 24/7
- [support@365smartshop.com](mailto:support@365smartshop.com)

### 365 Logistics (shipping inquires)

- 888-365-7382 x303
- [logistics@365smartshop.com](mailto:logistics@365smartshop.com)

### 365 Finance

- 888-365-7382 x102
- [finance@365smartshop.com](mailto:finance@365smartshop.com)