

Preferred Attendance: Owner/GM (person making final decisions), Customer's delegated Site Rep for installation and on-going system management, DCRS Sales Manager, Installation & Support Specialist, and Project Manger.

PRE-INSTALLATION REVIEW: Check off each line

- _____ Review the customer's expectation of the System purchased
- _____ Review EVERY LINE ITEM of **Sales Order** and **Riser Diagram** (to insure configuration accuracy or evaluate possible changes)
- _____ Review (if applicable) the requirements of a Dedicated POS Server: NO OTHER SOFTWARE should be loaded; Server should be put in a secure location with restricted physical access.
- _____ Review Extended Support Plan Offer on Sales Order: Accepted (or understood if not accepted)
- _____ Review all items in **Customer Information** document:
- _____ Site Preparation: Include a review of the **AC Power Requirements** document
- _____ Warranty: Length and coverage
- _____ Support Plan: Include a review of the **Customer Support User's Guide**; discuss support post-live, post-warranty
- _____ Training: Length and coverage
- _____ Supplies: Review any items needed that are not part of the Sales Order
- _____ Documentation: All electronic; most products have no hard copy manuals
- _____ Hardware Placement & System Care Considerations: Heat, water, electrical devices that produce noise induction, etc.
- _____ System Implementation Schedule: Select a pivotal Employee to manage the system. Review **Tentative Schedule** and discuss the site prep's deadlines (that must be met to fit the schedule), the responsibilities (who does what, by what date), and the rescheduling impact (should any delays occur with the scheduled dates). Show a current **Project Schedule** with customer to help them understand that the impact of delays on their part does create delays on our part.
- _____ Network Cabling
- _____ Cable/DSL/Phone Lines for Routers/Modem, and an IP address. Other review: An optional Serial Modem can be installed on user's dedicated Phone Line to backup most Internet Network Credit Authorization systems.
- _____ Security for Internet, Antivirus, and Wireless: Review the Customer being solely responsible for keeping the maintenance up-to-date for Virus Definitions (of Antivirus software) and Security Subscriptions (of SonicWALL device), and the security of Wireless connectivity, beginning immediately at time of installation.
- _____ PCI Data Security Standard: Provide and review the current **PCI Data Security Standard** document, which applies to all Credit Authorization users. Review the Customer being solely responsible for the security of using the Internet for any purposes, including Credit Authorization, and that those responsibilities include preventing unauthorized access to data and any damage as a result of unauthorized access.
- _____ Schedule dates for the following:
- _____ Electrical inspection: _____
- _____ Network Cabling pulled: _____
- _____ Cable/DSL or Phone Line installation (for router or modem): _____
- _____ Program and database information received: _____
- _____ Program review: _____
- _____ Final inspection of Electrical, Cabling, and Cable/DSL/Phone Lines: _____
- _____ Network cable connectors installed: _____
- _____ Physical Delivery: _____
- _____ Training: _____
- _____ Live Support: _____
- _____ Tax Rate & Database Programming: Review the Customer being solely responsible for the accuracy of all Tax rate and Database programming, and that those responsibilities include checking and testing, in advance of use.

DCRS HAS ADEQUATELY COVERED ALL THE ABOVE TOPICS

Date

Printed Name

Customer Signature

Site Contact Email Address _____