



# CUSTOMER INFORMATION

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***If you are considering a POS vendor that has not prepared & provided a planning & preparation document, why invest in that vendor?***

## INTRODUCTION TO PLANNING & PREPARATION

To insure continued reliable operation of your system, an amount of planning should be performed. This preparation includes electrical wiring, placement and care, implementation schedule, 3<sup>rd</sup> party installation of certain items, cabling, and security, including PCI Data Security Standards.

One of the important aspects affecting reliable operation of your system is that the electrical power corresponds to the specifications outlined in the **AC POWER REQUIREMENTS (see our website or your DCRS representative for this document)**. All outlets have good isolated earth grounds, dedicated conduit, and there be no equipment of any kind (other than computer hardware) connected to the same lines. Power fluctuations caused by electrical motors, heating and refrigeration equipment, etc., will cause loss of memory, improper operation and damage. Damage, resulting from failure to adhere to these requirements, is not covered under the Warranty or any subsequent Support Plan.

The **Placement** and **Care** sections supply you with information necessary to prepare and maintain a site for the installation, and to protect and care for the system. The **System Implementation Schedule** covers the steps you must take prior to delivery. The **Network & Other Cabling** section covers communication, modems, networks, and remote printers. These planning specs are included in this Customer Information document (except for the separate **AC POWER REQUIREMENTS** document), and should be reviewed in advance or immediately after your order is placed. Direct all questions to us. Sometimes certain items may require **3<sup>rd</sup> Party Installation** due to specific tools needed or labor union requirements. These may include display brackets hung from ceilings or walls, cash drawers mounted, special shelving, and counter creation or modification, in order to accommodate some of your hardware. We will consult with your contracted 3<sup>rd</sup> party resources. We will perform an on-site inspection of the power and communication cabling for your local site, after the installation is complete, to help insure the work was performed properly. We cannot, however, be responsible for any malfunction or damage to the system due to incorrect power line or data cable installation. Power lines and data cables are excluded from the Warranty coverage or any subsequent Support Plan.

**SECURITY is of major importance to your POS system.** For any system that has persistent connections to the Internet, processes credit or gift card transactions over the Internet, or otherwise has persistent connections to any network where there is potential for unauthorized access, you are solely responsible for this security. *Please carefully note all references to the **INTERNET**, and review the headings entitled **ANTI-VIRUS / ANTI-SPYWARE, SECURITY, and PAYMENT CARD INDUSTRY (PCI) PAYMENT APPLICATION DATA SECURITY STANDARDS (PA-DSS)**, to prepare properly for these responsibilities.*

## STANDARD WARRANTY

For 90 days after delivery, parts are under warranty. During that time, labor cost is covered by the warranty, from 8 a.m. to 5 p.m. Central Time, Monday through Friday. Supplies are excluded. The depot warranty customer is responsible for inbound shipping, if necessary. LiveHelp is also available from 8 a.m. to 5 p.m. Central Time, Monday through Friday. On-call technicians are available outside of these hours to provide LiveHelp. Unless otherwise planned, labor cost outside of these hours is charged at the prevailing rate. IBM Sure POS (or HP POS) systems can be serviced DEPOT (ship in) by DCRS, or ON-SITE by IBM direct (HP direct), or DCRS. MICROS Systems can be serviced ON-SITE or DEPOT by DCRS, or ON-SITE by a Micros Service Agent. Software sold by DCRS is supported by DCRS LiveHelp. Modification to the hardware or software by the end-user, without the written permission of DCRS, voids all warranties. **See our website or your DCRS rep for our document entitled "CUSTOMER SUPPORT USER'S GUIDE" for full details on your coverage.**

## LIVE SUPPORT PLANS

We offer these for acceptance prior to your warranty expiration. A Plan can budget maintenance costs of the hardware and pass the risk of failure to us, as well as insure you get the finest LiveHelp and Managed Subscription Services available for your needs. **See our website for our document entitled "CUSTOMER SUPPORT USER'S GUIDE" for full details.**

## TRAINING

Management or key employee training is provided prior to your system going "live". We prefer to train your management "how to train" your operators, so they understand the process when employee turnover occurs. An adequate amount of training is always included in any initial system proposal, but additional software installation, set up, and training is also available on a cost per hour basis. Travel expenses, for installation or training, apply to site installs over 75 miles from DCRS offices.

## LOWEST PRICED SUPPLIES

POS printers come with a starting paper roll (and ribbon, if applicable). Additional supplies are available by ordering through our office during business hours Monday through Friday, delivered by UPS ground. With a Plan, you may be billed for supplies. Others are shipped C.O.D., unless you have an approved credit application. Supplies include printer paper, ribbons, barcode labels, tills, keys, magnetic cards, CD's, tapes, etc.

## FREIGHT / DELIVERY

The system is provided FOB Origin. Distribution charges are paid by the customer.

## DOCUMENTATION

All documentation is in electronic format. If you require any form of printed documentation or an operations manual, it can be developed, quoted separately.

## PERTINENT INFORMATION

**Proposals are valid for up to 30 days from their date.** Systems ordered must be accepted for delivery within 12 months. Blanket Sales Order Agreements are subject to manufacturer's price increase in the interim.

- **Sales Orders for Systems that are signed, processed and ordered, but never accepted for delivery, are subject to a 25% restocking fee.**
- **Sales Orders for Systems require a 30% deposit at the time the order is signed**
- **Sales Orders for Services and Upgrades require a 50% deposit.**
- Sales tax is charged where applicable, unless an exemption form has been received in advance.

If leasing, an approved lease contract must be received before the system is ordered and all documents must be completed prior to delivery. Delays in the installation of a new system, caused by you or your agents after the system is ordered, will require a 2<sup>nd</sup> deposit equal to 30% of the purchase price on the date of the originally requested installation.

Installations are typically performed during the regular business hours of Monday to Friday, 8 am to 5 pm; Installations outside of those hours can be subject to additional charges. Additional labor time incurred due to customer changes after the Sales Order Agreement is accepted, or significant differences in your requirements from those originally disclosed, will be billed at our prevailing rate.

The terms and conditions of the DCRS Sales Order and Software License Agreements apply to proposals. The rights and responsibilities of both the customer and DCRS are specified in both the Sales Order and the Software License Agreements.

***The recommendations for hardware, software, and services contained in proposals are estimates based on the data you have furnished us and our observations. While we believe our estimates to be sound, the degree of success with which hardware, software, and services can be applied to data processing is dependent on numerous factors, many of which are not under our control. Therefore, our estimates as to the results to be obtained must not be regarded as expressed or implied warranties.***

## HARDWARE PLACEMENT CONSIDERATIONS

This section describes the potential hazards of static, temperature extremes, and noise inducing equipment, when planning the location of your system.

**Location:** Keep hardware away from heat lamps, glass racks, steam tables, water stations and **never share electricity with microwave and noise inducing equipment such as standalone credit card imprinters, blenders, copy machines, etc.** Locate all hardware so it is easily accessible to service personnel. To help in your planning, we can provide you with the dimensions of each module purchased. Before you determine the space each device occupies, take measurements and compare them to ours.

**Electrostatic Discharge through Floor Coverings:** Floor covering used in the immediate area around the hardware is important because tile and carpet have strikingly different static build-up characteristics. Severe electrostatic discharge (ESD) can be detrimental to the efficient functioning of the system, so the location of the hardware in relationship to floor surfaces should be carefully considered. Tile is the recommended surface for the area surrounding the modules. However, if the floor covering adjacent to the modules is carpeted, an "anti-static" grade is recommended. This type of carpet can generally be identified by strands of metal or plastic fibers interwoven with the carpet pile. If the carpet is not "anti-static" grade, a properly grounded static mat is recommended.

**Temperature:** The operating temperature for POS hardware should be between 50 to 95 degrees Fahrenheit, and computer hardware devices should be between 65 to 85 degrees Fahrenheit. Keep this in mind particularly when placing any modules in areas such as kitchens or outdoors. When bringing electronic hardware in from the outdoor cold, you should allow the hardware to be within 15 degrees of room temperature before applying power to the unit.

**Ventilation:** To maintain a consistent internal temperature within a device, adequate ventilation is required. Consequently, the modules must not be put in an enclosure that would impede air flow to all four sides of the cabinet. A three sided (front and top open) enclosure with 4 inches of clearance on all sides is acceptable.

**Noise Induction:** With the use of either shielded or non-shielded cable, certain precautions must be observed. **The distance between communication cable and AC wiring of any equipment should be at least two feet** (except at the entry point to the hardware). **Units such as microwave ovens, cordless telephones, and radio transmission equipment generate noise which can be inducted into the hardware signal or power lines. For this reason, neither the equipment nor cables used by the hardware can be placed within close proximity to such devices.** Failure to observe these precautions may result in faulty operation of the hardware.

## SYSTEM CARE CONSIDERATIONS

In order to protect your system, the following guidelines have been established for proper care of the system. The leading causes of COMPUTER DATA LOSS, per Computer Security Institute, are:

1. Human Errors 55%
2. Physical Security problems 20%
3. Employees who profit from attacks 10%
4. Disgruntled employees 9%
5. Computer viruses 4%
6. Outsider attacks 2%

Install hardware where there is minimal traffic. Put it on a sturdy table or desk and leave it there. NEVER move the system while the power is on. If you must re-position your system after installation, please call us to insure proper procedures and placement.

- Choose a location out of the direct sunlight, away from heating vents, radiators or open windows. Ideal conditions: temperature, 75; humidity, 50 percent.

- Dust and tar can gum up the works, so don't smoke around the hardware. Ban eating and drinking because of the danger of crumbs or spills. If a spill should occur, call us at once.
- Vacuum the printer periodically. Wipe the surface with a mild cleaner. Never oil any part of the system; bearings are sealed, so oil will only attract dust and cause clogging. Unplug hardware before cleaning.
- Once you turn it on, let your computer run continuously as long as there is a likelihood of your using it. Turning it on and off causes thermal expansion and contraction, and puts stress on various elements
- Be sure your power supply is adequate. Don't share a power line with other equipment that could cause voltage variations. Use a ground power conditioner to protect against surges. Follow the specifications as we have supplied.
- If your unit has a LCD screen, keep the brightness level low when the unit is on and not being used. This will avoid etching a stationary image onto the inner surface of the display. Once the screen has been etched in this manner, it must be replaced. Your Support Plan does not cover this type of replacement.
- If your system includes CD's or tapes, treat them gently. Do not store them near anything that may be magnetized, as this will cause data loss. Don't subject them to temperature extremes, leaving them in an auto, for example. Never touch the diskette or tape surface.
- If a problem occurs, describe which part of the system is malfunctioning over the phone to our support center. Do not take anything apart yourself.
- If your system has been equipped to backup files (via a tape backup unit or 2<sup>nd</sup> disk drive), don't forget to use it. **The failure to backup Files religiously will cause loss of information resulting in time consuming re-entry of data. Sooner or later it will happen. Those that have not backed-up find this a most regrettable occurrence. Our Disaster Recovery Software is an option available to sites with 2<sup>nd</sup> disk drives. This protection solution can recover your entire system in minutes, versus many hours or days.**
- Lastly, parts that generally require the most service will be (first) printers, (second) card readers, (third) disk drives, (fourth) keyboards, (fifth) monitors and touchscreens, and (sixth) the computer processor itself.

## SYSTEM IMPLEMENTATION SCHEDULE

Implementation begins before delivery of hardware. Several preliminary steps are taken before actual delivery takes place. The activities for a successful system installation can be categorized as follows:

- A. Select a Pivotal Employee to run the System.
- B. Review Documentation.
- C. Data Gathering plus Completion of Worksheets.
- D. Physical Installation of Hardware.
- E. Entry of Data into the Computer.
- F. Training for Complete Program Operation.
- G. Parallel Runs with Manual System (if applicable).
- H. Final System Review.

The activities for each of the above are outlined in the following paragraphs. When fully operational, the system will provide concise and accurate reporting of business data. Reporting functionality and accuracy depend upon the accuracy and organization of the data files. Careful organization now will prevent time consuming corrections at a later date.

#### **A. Select a Pivotal Employee to run your System.**

An employee must be selected to maintain and manage the system, called your System Contact. **This should be one employee. Your System Contact should not be an integral part of your store operational management.** You cannot run a store **and** a computer software system. Instead, base your selection on someone who can read, type, and operate an adding machine, with a high school education. Ideally, your System Contact has a good working knowledge of your business policies and procedures, and strong ties to office, clerical, bookkeeping, and accounting skills. The time your System Contact needs to dedicate to the system will be significant in the early stages, but, depending on the size of your business and the system that was purchased, the time should reduce after becoming familiar with the system. Logic states that your System Contact should play an administrative role in the business, dealing with other day to day office activities related to the software system purchased. **Another employee (or part of management) should be designated as the secondary operator, becoming familiar with the system and tasks your System Contact performs.** The system is a tool, and you should select someone (and a backup!) who has the time and understanding to use it.

#### **B. Review Documentation**

Your System Contact and secondary operator should familiarize themselves with any documentation (usually electronic), by reviewing it completely. This will provide an overview of the software and information required, and gives them the ability to know what sections to refer for greater details.

#### **C. Data Gathering & Completion of Worksheets**

Gather data and complete worksheets for system. This procedure and its importance cannot be emphasized too strongly. The only way to **receive** accurate data from a computer system is to **provide it** with accurate data. As data is gathered, it will be transmitted to file maintenance worksheets to begin building master files. The worksheets should be filled out as completely and accurately as possible to avoid time consuming corrections. These worksheets will be checked and reviewed by the installer.

#### **D. Physical Installation of Hardware**

The training process begins by reviewing all the hardware components. Care and handling of hardware, CD's, and other components of the system will be reviewed by your Installer.

#### **E. Entry of Data into the Computer**

Information gathered on the worksheets for all major files will be entered into the software. The installer will guide your System Contact through a few entries of each master file. Your System Contact will then complete data entry of all master files (we perform the initial data entry for Hospitality POS systems due to the complexity, and added fees are included). File backup procedures will also be covered. Failure to backup data files religiously will cause loss of information resulting in time consuming re-entry of data.

#### **F. Training for Complete Program Operation**

When the master files are complete, your Installer will return to continue training. Your System Contact has printed copies of all master files for the installer's review. The entire program is reviewed and your System Contact will learn how to operate all modules of the program.

#### **G. Parallel Runs With Manual System (if applicable)**

The same source information should be processed by your manual system and by the computer system for one time period (day, week, etc.). The end results will then be checked to make sure there is a perfect match or know reasons why the data is different. Your System Contact shall run the system at the proper time and your Installer will return to review and discuss the results.

#### **H. Final System Review**

Your Installer, at this point, goes over all the reports generated during the system run to explain what the computer is doing. If difficulty occurs, the System Contact is instructed to refer first to the Electronic Documentation for clarification, and if still unclear, contact the Installer. The System Contact and other users cannot become proficient at this stage unless they learn to depend less and less on the installer.

## **NETWORK CABLING: 10/100 BaseT Networks**

Use **CMP000424-FAX-B06 (EIA-TIA-568-A), 4 pair, 24 gauge, Shielded PLENUM Cable, available from us** (Category 5, speeds up to 100 mps). Each workstation on the network and the server must have its own separate cabling from itself to the switch. **For MICROS e7 and RES (only), 2 separate cable runs are required for each workstation or each remote device to the switch.** The maximum total length of any workstation-to-switch "cable segment" is 300' (when using wall jacks) or 60' (when direct connecting with jumper cable). The cable must never run near, in, or across power lines, fluorescent lights, or neon signs. The distance between communication cabling and AC wiring should be at least 2' (except at entry point). When pulling cable for wall jacks, always extend at least 18" of cable at each workstation location, and at the switch. The extended cable will be connected to 2 wall jacks installed at each end (workstation-end and switch-end). This will be supervised or completed by our personnel. Since the switch is generally located next to the server, the server should not require wall jacks, but rather a jumper cable used, directly connected to the switch. If there is a long run from multiple workstations to the switch, we may suggest locating the switch near the multiple workstations instead of at the server, and then run cable from the switch back to the remote server. If you have any questions, please contact our Project Manager or Service Manager.

## **INTERNET ROUTER CABLING: Firewall/Routers (for DSL or CABLE MODEMS)**

SonicWall Firewall/Router includes a cable to the incoming DSL or Cable modem. Have the DSL or Cable modem installed in close proximity to the computer and router, as the router's cable is less than 6'. If you are adding a Dial Credit Modem as a backup to Internet Credit, see the directions below. **Never use a POS Server for internet surfing or entertainment purposes.**

## **DIAL MODEM CABLING: Dial Credit Modems (for backup to Internet failure)**

Many MICROS Credit software products feature the ability to switch over to a backup Modem for Dial Credit, should your Internet connection fails. You must install a modular RJ-11C phone jack and phone line, in advance, to accommodate this backup Modem. Have the phone jack installed in close proximity to the computer and modem, as the modem's cable is less than 6'. **Our backup Dial Credit modems include a Phone Splitter, so you can utilize 1 phone line.** Any non-Internet installation with Credit software **requires 2 separate phone lines and 2 Dial Modems:** One for Support, One for Credit.

## **SERIAL CABLING: Serial Line Connect (POS to Property Management Systems)**

Use BELDON #9540 cable and must run in conduit. If cabling without conduit, use **BELDON #88105 PLENUM** cable, **available from us**, but apply all the same specifications. The total length has been tested at 200'. If requirements are over that length, boosters are available when running beyond 200'. Never run near, in, or across power lines, fluorescent lights, or neon signs. The distance between communication cabling and AC wiring should be at least 2' (except at entry point). 2x4 metal electrical junction boxes are recommended at both points. Always extend enough wire at each location to reach each device comfortably. Installation of wall plates and connectors will be supervised or completed by our personnel. If you have any questions, please contact our Project Manager or Service Manager.

## **MANAGED SUBSCRIPTIONS**

Managed Subscriptions (and 3<sup>rd</sup> Party fee payments made by us on your behalf) for your annual usage, as well as to update and maintain those software subscriptions, are included in all Live Support Plans. For software and/or subscription services originally purchased from us, annual usage and subscription updates may include **LiveProtect** (AntiVirus, AntiSpyware, Intrusion Protection, Content Filtering, and updates for the SonicWall firewall), **LiveAlert & LiveConnect** (aka Virtual Technician & NetSupport Manager), **LiveConnect for Management, LiveMetrics Analysis & Reports**, any **mymicros.net** program, **Disaster Recovery Protection, AntiVirus & AntiSpyware** (for Servers & PCs), **Merchant Link Network Credit Support, Retail Credit Software Support, Software Enhancement License (SEL)**, and more.

## ANTIVIRUS / ANTISPYWARE SUBSCRIPTIONS

AntiVirus / AntiSpyware software is proposed with your system unless otherwise requested. **This software is only productive when the "Definitions" are continually updated (as new Viruses are discovered).** When renewing your Support Plan, **your AntiVirus / AntiSpyware subscription services are renewed automatically.** *If you don't renew, updates are solely your responsibility.* Any merchant processing credit transactions should be aware of the PCI Payment Application Data Security Standard (PA- DSS) and compliance responsibilities, which requires AntiVirus software and updates.

## SECURITY: Viruses and the Internet

The security and protection of your system and data, including protections against unauthorized access, is paramount. For any system that has persistent connections to the Internet, or processes credit or gift card transactions over the Internet, or otherwise has persistent connections to any network where there is potential for unauthorized access, **you are solely responsible for security.** You must secure and maintain virus and spyware protection software, which may include, but is not limited to, firewalls, passwords, physical security, access control policies, and the like. **It is imperative that as a user, you acknowledge that, to be effective, virus protection and other security software requires periodic updates, which you must obtain from your supplier or the manufacturer.** We cannot assure you that, after the initial installation, your system or your data will remain virus-free. Services necessitated by computer viruses, or by a failure or breach of the security to your system or data (which may include damage caused by hackers, persons lacking authorized access, etc.) are not covered under the terms of either the initial Warranty or any subsequent Support Plan. However, we can provide, on a time-and-materials basis at your request, services to assist you.

## PAYMENT CARD INDUSTRY PAYMENT APPLICATION DATA SECURITY STANDARD (PCI PA-DSS)

Fraud and identity theft continues as serious threats to the credit card industry, merchants, and consumers. Visa, MasterCard, Amex and Discover adopted the Payment Card Industry (PCI) Payment Application Data Security Standard (PA-DSS). These standards include requirements to protect cardholder data in your credit card processing software. **The fines for non-compliance are NOT trivial and WILL have a serious financial impact on your business.** In addition, being "compliant" at time of installation does not insure your compliance in the future, as these standards have changed and will continue to change again. Although your Acquiring Bank is required to bear all responsibility to inform you about these security standards, we have found this so lacking that we will continue to act as your additional resource. Becoming compliant with these standards not only includes using a currently "validated" version of software for your POS system, but also requires **you** meet and maintain many other compliance requirements. The PCI DSS consists of 12 major requirements, supported by more detailed sub requirements (over 200). For more information, visit:

[https://www.pcisecuritystandards.org/security\\_standards/pa\\_dss.shtml](https://www.pcisecuritystandards.org/security_standards/pa_dss.shtml)

**Visit our website, or please see your DCRS representative if you would like advance copies of any PCI Payment Application Data Security Standard documents.** Your education and implementation of these requirements are imperative, as we cannot be liable for any damages incurred in connection with you using a non-validated software product, any non-compliant security products, or following non-compliant procedures. Although we did not mandate these requirements, we will continue to act as your resource on compliance issues, and our software manufacturers will continue to create software to meet future PCI PA-DSS requirements.