



CUSTOMER INFORMATION

PERTINENT INFORMATION.....	2
INTRODUCTION TO PLANNING & PREPARATION.....	2
NETWORK CABLING.....	3
INTERNET FIREWALL/ROUTER.....	3
DIAL MODEM CABLING.....	3
SERIAL CABLING (FOR SERIAL HOTEL PROPERTY MANAGEMENT SYSTEMS).....	4
HARDWARE PLACEMENT CONSIDERATIONS.....	4
MANAGED SUBSCRIPITONS.....	4
ANTIVIRUS / ANTISPYWARE SUBSCRIPITONS.....	5
SECURITY: VIRUSES AND THE INTERNET.....	5
PAYMENT CARD INDUSTRY PAYMENT APPLICATION DATA SECURITY STANDARDS.....	5
FREIGHT / DELIVERY / DOCUMENTATION	5
TRAINING.....	6
SYSTEM IMPLEMENTATION SCHEDULE	6
STANDARD WARRANTY.....	7
LIVE SUPPORT PLANS (see full details on web: "Customer Support User's Guide").....	7
LOWEST PRICED SUPPLIES.....	8
SYSTEM CARE CONSIDERATIONS.....	8

***If you are considering a POS vendor
that has not provided a Planning & Preparation document,
why would you invest in that vendor?***

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PERTINENT INFORMATION

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 DCRS Sales Order Agreement, and the Manufacturer's Software License Agreements.

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.

- **Proposal pricing** is valid for 30 days from their date
- **Sales Orders for Systems** are secured with a 30% deposit and authorized signatures
- **Sales Orders for Upgrades** are secured with a 50% deposit and authorized signatures
- **Sales Orders not accepted for delivery within 12 months** are subject to a 25% restocking fee
- Blanket Sales Order Agreements may be subject to manufacturer's price increase in the interim
- Sales tax is charged where applicable, unless an Exemption form has been received in advance

If balance of contract is to be paid by a 3rd Party Leasing Company, an approved lease contract must be received prior to system being ordered, and all documents must be completed prior to delivery. Delays in the installation of a new system, which are caused solely by you or your agents once the system is ordered, may require a 2nd 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.

INTRODUCTION TO PLANNING & PREPARATION

To insure the continued reliability of your system, planning and preparation should include proper Network Cabling, Electrical wiring, following the Implementation Schedule, 3rd party installation of certain items, Hardware Placement and Care, and Security—including PCI Data Security Standards.

Reliable operation is dependent on insuring your electrical power corresponds to the specifications outlined in the **AC POWER REQUIREMENTS (see our website or your DCRS rep for this document)**. All outlets must have good isolated earth grounds, dedicated conduit, with no other 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 subsequent Support Plan.

NETWORK (and Cabling) is as important as AC power. **Placement** prepares for hazards to avoid, while **Care** prepares for maintaining your system. **System Implementation Schedule** covers steps you take prior to delivery, up to live. These (and the separate **AC POWER REQUIREMENTS**) should be reviewed in advance or immediately after your order is placed. Some hardware may require **3rd Party Installation** due to specific tools needed or union labor requirements—display brackets hung from ceilings or walls, counter modification or cash drawer mounting. We will consult with your contracted 3rd party resources, and to help insure the work was performed properly, we will perform an on-site inspection of the Electrical, Network and Communication systems, once the work is completed at your local site. However, we cannot be responsible for malfunctions or damage to your system due to incorrect power or network installation of 3rd Parties. Power line and network systems installed by others are excluded from the Warranty coverage or Support Plan.

SECURITY is of MAJOR importance to your POS system. For any system with connections to the Internet, that processes credit or gift card transactions over the Internet, or otherwise has connections to any other network where there is potential for unauthorized access, you are remain solely responsible for 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.**

NETWORK CABLING: 100 BaseT Networks

Networks dedicated to the POS System are recommended, as this insures maximum performance, with minimum traffic disruption. Failure to setup your network differently may result in periodic communication drops. **In addition, PCI PA-DSS includes recommendations for Network segmentation, to isolate the POS system components that store, process or transmit cardholder data, from systems that do not.**

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 and 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 Network 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 Network cable and AC wiring should be at least 2' (except at entry point).
- When pulling cable for wall jacks, extend minimum 18" of cable at each Workstation and Switch. The extended cable will be connected to 2 wall jacks installed at each end (Workstation-end and Switch-end). This will be supervised (and can be optionally performed) by our personnel.
- Since the Network 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 the Switch near the multiple Workstations instead of at the Server, and then run cable from the Switch back to the remote Server. Please contact our Project Manager or Service Manager for questions.

INTERNET FIREWALL/ROUTER CABLING: DSL or CABLE

Our SonicWall Firewall/Routers include a cable to the incoming DSL or Cable modem. Have DSL/Cable modems installed close to the computer and Firewall, as the Firewall cable is less than 6'. See below if you are adding a Dial Credit Modem as a backup to Internet Credit. **Never use a POS Server for internet surfing!** PCI COMPLIANCE requires the internal POS network be isolated, with a separate firewall, from any other network (i.e. as a demilitarized zone or DMZ). **USER-SUPPLIED FIREWALLS MUST BE INSTALLED & DEDICATED TO THE POS SYSTEM!**

DIAL MODEM CABLING: Dial Backup Credit Modems

Some MICROS Credit software products, and UnifyPOS (using Mercury Payment Systems), can switch over to a dial backup modem if your Internet connection fails. You must install a modular RJ-11C phone jack & line, in advance, to accommodate this. Install the jack in close proximity to the computer, as the modem cable is less than 6'. **Our dial backup modem includes a Phone Splitter, to utilize just 1 phone line.**

SERIAL CABLING: POS to Serial Hotel Property Management Systems

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

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 in the area around the hardware is important because tile and carpet have 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 carpet is not "anti-static" grade, a grounded static mat is recommended.

Temperature: The operating temperature for POS is between 50 to 95 degrees Fahrenheit, and Computer hardware devices 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 2 feet** (except at the entry point to the hardware). **Microwave ovens, cordless telephones, and radio transmission equipment generate noise which can be inducted into the hardware signal or power lines. Neither the hardware nor its cables should be placed within close proximity to such devices.** Failure to observe these precautions may result in faulty operation of the hardware.

MANAGED SUBSCRIPTION SERVICES

Managed Subscriptions (and 3rd Party payments made on your behalf) for your annual usage, and 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** (the AntiVirus, AntiSpyware, Intrusion Protection, Content Filtering and updates for the SonicWall firewall), **LiveAlert&Connect**, **LiveManager Connection**, any **mymicros.net** program, **LiveBackup** (for RES), **LiveAntiVirus** (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. **Software is only productive when "Definitions" are continually updated (as new Viruses are discovered).** When renewing your Support Plan, **your AntiVirus/AntiSpyware subscriptions are renewed automatically. If you don't renew, updates become 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 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, including but 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 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 (PCI) PAYMENT APPLICATION DATA SECURITY STANDARD (PA-DSS)

Fraud and identity theft are 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.** Being "compliant" at time of installation does not insure your compliance in the future, as these standards will continue to change. Although your Acquiring Bank is required to bear all responsibility to inform you about these security standards, we have found this lacking, so 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

Visit our website or please see your DCRS representative if you would like advance copies of any PCI PA-DSS 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.

FREIGHT / DELIVERY / DOCUMENTATION

The system is provided FOB Origin. Distribution charges are paid by the customer. Documentation is in electronic format. If you require printed documentation or custom manual, it can be quoted separately.

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.

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 (**one of the most important decisions to make**).
- 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 noted below. 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 will prevent time consuming corrections later.

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. Ideally, your System Contact will not be an integral part of your store operational management.** YOU cannot run your store and business **AND** a computer software system. Instead, base your selection on someone who can read, type, and operate an adding machine, with some computer knowledge. 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 required for system's item files. 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 your Installer.

D. Physical Installation of Hardware

The training process begins by reviewing all the hardware components. Care and handling of hardware 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. Your 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 file 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 your 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, to 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.***

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 (ship in) 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. MICROS (or HP) Systems can be serviced ONSITE or DEPOT by DCRS, or ONSITE by a Remote MICROS (or HP) 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.**

LOWEST PRICED SUPPLIES

POS printers come with a starting paper roll (and ribbon, if applicable). Added supplies are available 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 COD unless you have an approved credit application. **Supplies include POS Printer Paper/Ribbons, Cash Drawer Tills/Lids and Keys, Magnetic Cards, Cleaning Cards for magnetic stripe readers, Belt Zips (SKIZIP) for magnetic cards, Barcode Labels and Tags, POS Touchscreen Overlays, etc.**

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 the 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.
- Ban eating and drinking to avoid 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—oil will only attract dust and cause clogging. Unplug hardware before cleaning.
- Once you turn it on, let your computer run continuously, BUT we suggest **RE-BOOTING YOUR SYSTEM WEEKLY** (shut it down, and then bring it back up). This improves the performance of the Operating System.
- Be sure your power supply is adequate. Don't share a power line with other equipment that could cause voltage variations. A ground power conditioner, to protect against surges, is available when necessary. Follow the specifications as we have supplied.
- If your system includes DVD's, 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. Avoid touching the 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.
- **Disaster Recovery Software is available for Servers with Dual hard drives. This protection solution can recover your entire system in minutes, versus many hours or days.**
- **LiveBackup (offsite backup service) is also available for MICROS RES for (uncompressed) unlimited storage of POS Critical files.**
- Lastly, parts that generally require the most service will be (first) printers, (second) card readers, (third) hard disk drives, (fourth) keyboards, (fifth) monitors and touchscreens, and (sixth) the computer processor itself.