

“White Glove” Services Description and Order List

AVE Investments Inc. as a provider of hardware integration, hardware installation and hardware maintenance, is able to offer a wide range of professional services to aid in the implementation of the customer’s new POS equipment.

Please check the items below that you wish to purchase. All services are listed here so that you may understand the scope of AVE’s abilities. AVE Investments, Inc does not require Customer to use any of these services.

A. Project Management

- A.1. Implementation Plan* *no charge*
AVE will develop an exacting list of hardware required to successfully implement the Customer’s software.
- A.2. Network Design & Integration* *\$200/store*
AVE will supply a communications package designed to run on a DSL modem in each of your stores thereby connecting them to the communications server located at the home office.
- A.3. Technical Documentation* *\$1000/rollout*
Step by step instructions, outlining the entire integration process, are developed by the AVE Project Manager. This documentation becomes the blueprint by which the integrations team will assemble, load, repackage and ship the hardware.

B. Pilot

- B.1. System & Procedure Validation* *\$1000/rollout*
AVE will spend considerable time and resources analyzing and documenting the logistics of the first pilot store. This service is invaluable in developing the master plan for the ensuing rollout which can save a great deal of time and money during the duration of the project.

C. Integration

- C.1. Procedural Documentation* *\$1000/rollout*
This documentation will become the “bible” for the installation team, by which they will successfully install the hardware in each of Customer’s

stores. This set of procedures is painstakingly developed through input during the lab system phase and the pilot store phase.

- C.2. Hardware Project Management* *\$12/system*
AVE Investments, Inc. will assign a Project Manager to the Customer POS project. It is his primary function to bring about the successful rollout of the hardware portion of the project. It will be his goal to minimize Customer's risk by working with the Consulting Services Group Project Manager.
- C.3 System Configuration & Integration* *\$35/system*
AVE will see that the hardware is received, documented and warehoused safely while it awaits assembly, testing and burn-in. Afterwards a custom shipping container will be created for each register and the unit re-packed and shipped to the individual stores to await installation.
- C.4. Gold Disk Duplication* *\$25/system **
After successful integration and testing, the system is ready to be loaded with its operating system, network, JDA software, and any other 3rd Party software Customer may purchase and ask AVE to incorporate.
- C.5. Programming Peripherals* *\$9/item **
AVE's integration team is available to program such peripherals as the POS keyboard, barcode scanners, etc.
- C.6. Existing Equipment Testing & Refurbishment* *\$10/item **
If the re-use of existing equipment is desired, AVE's technicians will check each piece and determine the cost to refurbish it whenever possible prior to integrating it into the new system.
- C.7. Asset Tagging & S/N Database* *\$4/system **
When the product arrives at the integration center, the team compiles a database of the serial numbers. They will consequently forward this information to the Project Manager where it is saved by site location.
- C.8. Testing & QA in Simulated Store Environment* *\$25/system **
If desired, all the hardware for the store is set up, either at the integrator's facilities or at the site in the warehouse, prior to final installation. It is tested one more time.
- C.9. Perform Store Personalization Script* *\$50/system **
AVE's personnel will personalize each register with the individual store's location, banking information, etc. This means the register will be ready to run right out of the box when installed.
- C.10. Creation of Custom Shipping Carton* *\$50/box*
After the integration and testing of the individual systems has been preformed, AVE's personnel will create custom designed packaging using our foam-in-place equipment to insure its safe arrival at the store site when shipped by conventional methods.
- C.11. CD Disaster Recovery Kit* *\$13/system*
Based on information learned during the manufacturing of the master "gold disk" and the lab system and pilot store, a CD is left at each store

which contains the programs necessary to restore the store to operational ability in the case of a disaster at that location.

* ***Requires the purchase of C.3. Configuration and Integration Service.***

D. Installation

- D.1. Hand Delivery of Equipment.*** *\$50/system*
Performed by AVE's own installation technicians, the Customer's POS hardware is carefully loaded onto our own motor coaches and driven to each site and carried into the store. This insures less breakage in shipment and eliminates the need to provide safe storage at the site until installers arrive. White glove installation required with this option.
- D.2. Site Survey*** *\$315/site*
Qualified personnel will visit the store to determine the feasibility of the LAN and register installation.
- D.3. Cabling (Network & UPS)*** *\$157/drop*
CAT 5 Cable is run from the register lanes to the back office ISP.
Minimum 3 per site.
- D.4. POS Equipment Installation*** *\$125/system (Minimum 3/site)*
The professional installation team will arrive at the site and un-box the waiting equipment. At this point the new registers are set up at the lanes and attached to the existing network cables. Any ISP's are also set up along with any work stations. These are connected to the network and the entire system is powered up. A series of tests are run to verify the operation of the new store set up. After this has been accomplished, a pre-selected store employee will sign a Hardware Installation Acceptance Sheet and the serial numbers are notated for later use in maintenance activation.
- D.5. WAN Installation*** *\$315/site*
This must be done prior to installation of the new hardware. Jason Schwesinger your representative at JDA would be glad to prepare a quotation for WAN hardware if Customer would like to employ this method of communication with the home office.
- D.6. System Cleanup*** *\$ 15/system*
After completion of the POS installation the AVE installation Team will straighten up installation area, removing the empty cartons and packaging materials. This will allow the Customer's personnel free to resume their normal daily duties.

E. Post Installation

- E.1. Disposal of Existing Equipment* *\$65/system*
 The AVE Installation Team will remove the old registers from the lanes for disposal as Customer desires. This may be storage at the store or shipment to a central location for disposal.
- E.2. Customer Documentation* *\$ 3/system*
 Normally manufacturer's owner's manuals for the various pieces of hardware are not supplied. Should Customer desire, owner's manuals will be left at each location.
- E.3. Fuel Surcharge* *\$ 200/site*
 While fuel charges are so high all white glove installations with AVE's custom motor coaches will be assessed a \$200/site fuel surcharge.
- E.4. Warranty & Hardware Maintenance Admin.* *\$6/system*
 (Register with hardware manufacturer or 3rd party organization) AVE personnel will complete any forms required by Maintenance Providers to insure the activation of the warranties for all hardware.
- E.5. Asset Tag Reporting* *\$3/system*
 Reports generated by the AVE Project Manager will provide Customer with a comprehensive list of its assets by serial number and the location where they are located.

Total Hardware Integration and Installation Costs
 based on recommended services

Professional Service	Qty	Unit	Cost	Total	Customer's Price	Customer's Total
A.1. Implementation Plan	1	rollout	n/c	n/c	n/c	n/c
A.2. Network Design & Integration		store	\$200	\$0		\$0
A.3. Technical Documentation		rollout	\$1,000	\$0		\$0
B.1.Pilot System and Documentation		rollout	\$1,000	\$0		\$0
C.1. Procedural Documentation		store	\$1,000	\$0		\$0
C.2. Hdwr Project Management		system	\$12	\$0		\$0
C.3. Sys Config & Integration		system	\$35	\$0		\$0
C.4. Gold Drive Duplication		item	\$25	\$0		\$0
C.5. Program Peripherals		item	\$9	\$0		\$0
C.6. Test Existing Equipment		item	\$10	\$0		\$0
C.7. Asset Tag & Database		system	\$4	\$0		\$0
C.8. Testing & QA		system	\$25	\$0		\$0
C.9. Perform Store Personalization Script		system	\$50	\$0		\$0
C.10. Create Custom Shipping Box		Box	\$50	\$0		\$0
C.11. CD Recovery Kit		system	\$13	\$0		\$0
D.1. Hand delivery of equipment		system	\$50	\$0		\$0
D.2. Site Survey		store	\$315	\$0		\$0
D.3. Cable Run (minimum 3)		drop	\$157	\$0		\$0
D.4. POS Installation (minimum 3)		system	\$125	\$0		\$0
D.5. WAN Installation		store	\$315	\$0		\$0
D.6. System Clean-up		system	\$15	\$0		\$0
E.1 Dispose of Existing Equipment		system	\$65	\$0		\$0
E.2 Customer Documentation		system	\$3	\$0		\$0
E.3. Fuel Surcharge		site	\$200	\$0		
E.4. Hardware Warranty Registration		system	\$6	\$0		\$0
E.5. Asset Tag Report		system	\$3	\$0		\$0
Total Services				\$0		\$0