



Meritage Technologies Best-Practice Services

POS System Redundancy: We offer our clients a highly advanced Backup Recovery Solution to minimize your issues when a catastrophic failure may occur at your location. We do this with something that seems like magic: A Virtual Machine running a real time clone of your POS Server. In the event of a POS Server Failure we can seamlessly at the flip of a switch run your site off of our integrated systems in our Data Center. This will allow you to run your business, and process credit cards until we can resolve the hardware issue at your location.

Advanced System Monitoring: We will have our systems monitor the health of all of your machines. We have the ability to fix issues before they create issues at the site, reducing support related calls, and getting rid of the break/fix model so prevalent in the POS industry. This allows us to get an action plan in place and remediate your issues without you knowing. We will apply all patching of your system, updating all software as needed when needed without you ever having to think about it.

Real Time Cloud Backups: We will manage your system backups for you, automated and in snapshots and real-time. This way you NEVER lose valuable information.

Managed A/V: Nothing will take your site down faster than a virus. Our managed Antivirus Services are hands down the best in the industry. Our managed anti-virus solution allows us to continually manage your systems health, and prevent any issues at your location, Vipre AV is continually voted the best, safest most proactive solution on the market, NEVER missing a new malware or virus in the wild. It's not just your site we are concerned with, but the valuable CC information your system may store.

Meritage Technologies Managed Services Package: \$30.00/mo per site. (Highly Recommended) Initial: _____

PCI Compliance Assistance: Its commonplace now to undergo quarterly PCI scan by a third party chosen by your credit card processor. These scans can be confusing, and if you fail it's important to accommodate the Processors wishes or you may be billed up to \$50.00/mo. We will assist in these scans and take ownership of your sites ability to pass the scans. And handle the correspondence with the PCI scan company for you. \$20.00/mo
Initial: _____

Advanced Module Programming Options

Here is a list of the software modules included in your purchase but excluded from the initial database programming. Should you like us to set up additional modules in the software for you pre-installation please initial the available options and we will accommodate at your request:

Inventory Programming: Includes all Vendor setup, Inventory item programming, Sales item to inventory Item linking, Costing of all items, and 4 Additional hours of training \$1,500.00
Initial _____

Loyalty: Includes setting up member groups, points, and any existing member information, Also includes setting up loyalty coupons, discounts and automatic rewards: (1Hour Training) \$500.00
Initial _____

Scheduling: Includes Setting Employee Availability, building daily templates, setting auto email options, overtime configurations and reports. (1 Hour Training) \$350.00
Initial _____

Charge Accounts: Includes setting up member reports, all credit limits and charge account information in the POS. (1 Hour Training) \$350.00
Initial _____

Alert Management: Install, setup, configure and maintain all text message capability in the POS. This tool will alert you on theft based moves in the POS Software, including but not limited to voids, no sale transactions, labor cost limits, cash on hand limits, and even when an employee hits overtime. \$25.00/ mo.
Initial: _____

Web-Based Real time Business Intelligence: Setup and configuration of a real time tool that allows you to view your business sales, labor and drill down to the ticket level on voids, comps and literally everything you need. This add-on is based on the number of terminals per location, if interested please let us know and we will build you a quote.
\$ _____
Initial: _____

Customer Signature: _____
Date: _____