



## First Data Restaurant Solution - What Happens Next

Leave a copy of this document with the customer and ask them to initial each section of your copy.

### FD Restaurant Solution Sales Confirmation Check List – BEFORE YOU ORDER

Customer Initials: \_\_\_\_\_

The following pre-wiring should be completed by a reputable contractor prior to scheduling the installation of your new FD Restaurant Solution:

- An electrical outlet must be supplied **at each Point of Sale Station** as well as each **Kitchen Printer** location with proper surge protection.
- **Wired High Speed Internet must be supplied** at the system router location (a First Data supplied router is included with the Main Station Bundle). **Dial-up and/or wireless will not work.** This would include cellular, satellite or WiFi based services. Internet should be sourced directly from a modem and not through another router.
- Ethernet cable must be run from each POS Station and kitchen printer location to the router (Internet) location. **Be sure to use only the CAT5E 568B Standard (RJ45 Ethernet Cable).** CAT5E 568A will not operate the system properly.
- Please see attached sample wiring diagram for an example of a multi-station installation.

All of the above items must exist for a successful installation to take place. If any of the above items are not in place, the installation may not be completed resulting in a billable follow-up installation.

### What to Expect Now

Customer Initials: \_\_\_\_\_

#### Timing

- It will generally take up to 5 business days to process your application.
- After approval, allow up to 5 business days for delivery of your new POS system.

#### Product Delivery

- The “Doing Business As” (DBA) address in the account record will be the delivery and installation address of the POS system.
- Someone must be present at the time of delivery to sign for the packages as a signature is required.

#### Installation

- When you receive your system **DO NOT OPEN THE BOXES.** Once all of the pre-wiring requirements (noted above) are complete, contact our installation partner, NuRol, at **866-669-5280** to schedule your “Getting Connected” over-the-phone installation.
- NuRol will confirm that all of your pre-wiring and Internet requirements are complete prior to approving the installation.
- If you desire an on-site technician to be deployed to your location to assist with the installation in person, this can be coordinated through NuRol at an additional cost. Additional charges for an on-site technician will apply and be payable via credit card directly to NuRol.
- **No training is provided during the “Getting Connected” installation call.** See below to schedule your “Getting Started” training session.

- Please do not add unsupported peripherals or software to the system. Unsupported peripherals (i.e. MP3 players, PDA's, additional printers, WiFi routers, video security systems, etcetera) may impact system performance and reliability.

### Training

- Once your system is installed, contact NuRol again at **866-669-5280** to schedule your first of two, one hour, "Getting Started" telephone/Internet training sessions.
- If additional training is required beyond the telephone/Internet training sessions included with your system purchase, you may contact NuRol at the number above to request additional fee-based training. Additional charges for training will apply and be payable via credit card directly to NuRol.
- You will be contacted for Gift Card Training, if applicable.

### Menu Preparation

The initial menu build is included with your purchase of the FD Restaurant Solution. This process may take as long as five business days from the initial review to completion and installation of the menu on your First Data Restaurant Solution system. To begin this process, you will need your Merchant ID (MID).

- **Submit Menu**  
A website has been set up to allow for submission of your menu for preparation. Log onto **myfdrs.com** and select the "Send Menu" option. You will be taken to a screen outlining some of the same guidelines you are reading here. You will need to select the "I Agree" option to proceed. You will then be asked to provide your Merchant ID, Restaurant Name, Menu Contact, Contact Phone, Contact Email and room for any special comments you may have relevant to the preparation of your menu. Finally, you have the ability to upload your menu electronically. Note that there is a 50MB file size limit of your submission. If your menu exceeds 50MB, please contact your Account Executive to obtain an alternative method of submission.

Only one submission will be accepted per menu build. NuRol will include all items (menu items, bar items, appetizers, specials, etc.) in the menu but they must be included in the initial menu submission. Please make sure to include all pricing information and any specific modifiers that you would like used. **A customer-facing copy of your menu or a typed listing of categorized menu items is best.**

- **Initial Menu Review**  
Once your system is shipped, the menu builder assigned to you will schedule a review session to make sure that they understand your menu completely. The menu will typically be completed within five business days of this review.
- **Menu Build**  
Your menu builder will create a new database with your menu. Please keep in mind that when the new database is installed on your machine all existing employee settings, table sections, discounts, etcetera will have to be re-entered into the new database. Hence, it is recommended that you do not use the system until the menu has been completed and installed.
- **Final Menu Review**  
In this menu review session you will be able to see the menu builder's computer screen via your high-speed internet connection. Please be sure to ask questions about the menu and mention any changes you would like made based on your submitted menu, and reiterate any changes discussed in your initial menu review. **After the menu is installed on your system, no further changes will be made by the NuRol, and you will be responsible for all ongoing maintenance of your menu.**
- **Menu Upload**  
The upload of your menu typically occurs during your system installation. In the event that your point of sale system has already been installed we will schedule an appointment to upload the menu to your system.

### Cancellations

- To avoid additional charges, please provide a minimum of 24 hours notice if you need to re-schedule your Installation, Training, or Menu build appointment.

## Customer Support and Information for Obtaining Supplies

Customer Initials: \_\_\_\_\_

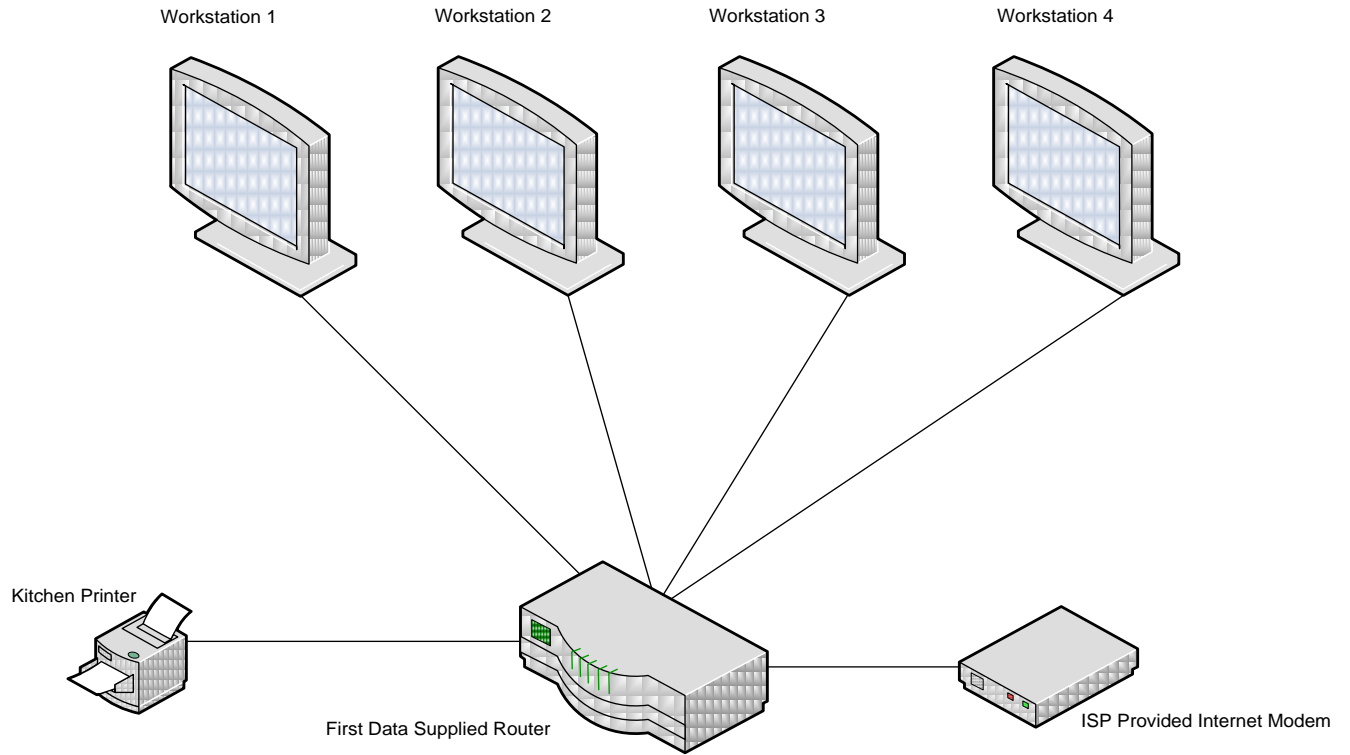
- **Technical support is available to you from 8:00 a.m. to 1:00 a.m. Eastern Time, 365 days/year at 800-429-1504.** This number can be found on a sticker affixed to the cash drawer of your system.
- Please have your Merchant ID available when calling.
- Wired network connections between the Internet, router, and the POS Station(s) & printer(s) in the store are not supported by the First Data POS Help Desk.
- **Additional supplies** may be obtained by dialing 800-211-2711, Option 1 (for English), then Option 4 for the Supplies Desk, or via the web at merchantinsider.com.

## Additional Information Regarding Viral Threats To Your POS System

Customer Initials: \_\_\_\_\_

- **Using your POS system to access the Internet may pose serious threats to the operation of your POS system. Any viral or malware threat acquired on your POS system is your responsibility and is not covered by any warranty.**
- Your internet browser (Internet Explorer) has been password protected to prevent unauthorized internet access. Your password to get into Internet Explorer is “**solution.**”

# Wiring Diagram for a 4 Workstation FD Restaurant Solution System



**NOTE: All hardware connectivity is implemented using CAT5E Network Cable (568B Standard).**