Implementation Guide

PURPOSE OF THIS GUIDE

This guide is designed to provide an overview of the SupplySystem™ implementation process and outline your role in it. Our goal is to not only deliver the most efficient inventory system possible, but to make the process as streamlined as possible.

Each implementation will vary according to the specific project requirements.

COMPLETE SOLUTION

SupplyPro® is a FULL-SERVICE provider. Our dedicated team of Territory Managers, Project Managers, Solutions Delivery™ Specialists, Field Engineers and Customer Support Engineers work with you every step of the way; from planning to installation and follow-up. We will do everything possible to minimize the tasks, time and effort required by the customer.

RESPONSIBILITIES

We can’t be successful without your help.

There are tasks that are the customer/partner responsibility. This guide will outline the expectations for a successful implementation. We will make each step of the process as easy as possible and clearly outline what is expected. Working together will maximize success.
As Easy As 1, 2, 3

**STEP 01**
**CONFIGURATION**
- Site Evaluation
- Data Analysis
- Optimize Solution
- Planogram
- Order

**STEP 02**
**KICK-OFF CALL**
- Access/Badge Finalization
- Network Confirmation
- System Setup
- Scheduling
  - Ship Date
  - Installation
  - Training

**STEP 03**
**INSTALLATION**
- System Installed
- Initial System Load
- Training
- Activation
  - Customer Support
  - Warranty
  - Software License
**Implementation Timeline & Key Terms**

<table>
<thead>
<tr>
<th>DATA COLLECTION</th>
<th>0-5 DAYS</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Requirements</td>
<td></td>
</tr>
<tr>
<td>- Product List</td>
<td></td>
</tr>
<tr>
<td>- Access Control</td>
<td></td>
</tr>
<tr>
<td>- Network</td>
<td></td>
</tr>
<tr>
<td>- Site Evaluation</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>RECOMMENDATION</th>
<th>5-10 DAYS</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Custom Configuration</td>
<td></td>
</tr>
<tr>
<td>- Planogram</td>
<td></td>
</tr>
<tr>
<td>- System Setup</td>
<td></td>
</tr>
<tr>
<td>- Proposal</td>
<td></td>
</tr>
<tr>
<td>- Order</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>MANUFACTURING</th>
<th>10-15 DAYS</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Build</td>
<td></td>
</tr>
<tr>
<td>- Testing</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>SHIPPING</th>
<th>3-5 DAYS</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>INSTALLATION</th>
<th>1-2 DAYS</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Site Readiness</td>
<td></td>
</tr>
<tr>
<td>- Device Setup</td>
<td></td>
</tr>
<tr>
<td>- Initial Stocking</td>
<td></td>
</tr>
</tbody>
</table>

**TOTAL TIME*** 19-37 DAYS

---

**ACCESS CONTROL**
The guidelines to develop specific system access control requirements (hardware and software).

**NETWORK SETUP**
The specific network requirements for inventory control device connectivity.

**ORDER FULFILLMENT**
The project management team within the support group that manages the build, implementation and installation of SupplyPro systems.

**PLANOGRAHAM**
A diagram or model that indicates the placement and quantity of products in the SupplySystem.

**PROPOSAL**
The comprehensive, dynamic document encompassing all of the specifications for the design, installation and delivery of a SupplySystem.

**SITE READINESS**
The specific site requirements for the successful installation of an inventory control device.

**SOLUTIONS DELIVERY**
A department of configuration experts at SupplyPro that work with partners to optimize inventory management solutions.

**SUPPLYCONFIGURATOR**
The intelligent software application with the brains to configure the SupplySystem based on four key system configuration metrics; 1) product attributes, 2) levels of control, 3) stocking level, 4) restock frequency.

---

* Total time dependent on partner/customer response and scheduling windows.
The Implementation Toolbox

To make the implementation process as quick and painless as possible, we have developed an extensive number of support tools.

**PROPOSAL**
Tracks the system purchase every step of the way.
It organizes every detail of the SupplySystem solution, including an illustration of the SupplySystem, pricing, component listing, and product information.

**SUPPLYSYSTEM BROCHURE**
Highlights the efficiencies, modularity concept and brains behind the new revolutionary inventory control system from SupplyPro.

**BRANDING WORKSHEET**
Extends partner/customer identity & branding to key SupplySystem elements.

**PRODUCT LOCATION GUIDE**
Maps the SupplySystem location identification for product placement.

**IMPLEMENTATION GUIDE**
The SupplySystem implementation road map.

**TECHNICAL SPECIFICATION GUIDE**
Provides storage unit measurements and technical specifications.
PRODUCT DATA GUIDE
Outlines key SupplyConfigurator™ product information necessary to design the most efficient system.

ACCESS CONTROL WORKSHEET
Defines who has access. Includes access cards and badges testing requirements for optimal access control device selection.

NETWORK SETUP WORKSHEET
Collects information on connecting SupplySystem to the Internet.

WELCOME GUIDE
Reviews implementation documents and discusses the next steps required for a successful installation.

RECEIVING INSTRUCTIONS GUIDE
Provides inspection guidelines for receiving the SupplySystem.

PARTNER INSTALLATION GUIDE
Provides guidance on having the site ready for a partner/self-install.

SUPPLYPRO INSTALLATION WORKSHEET
Confirms the site is ready for SupplyPro system installation to avoid installation delays or additional costs.

WE’RE HERE EVERY STEP OF THE WAY.
Contact Us

WE’RE HERE TO HELP.

SupplyPro Sales Department
Territory Manager
50 E Business Way, Suite 150
Cincinnati, OH 45241
Phone: 858.587.6502
Email: sales@supplypro.com

SupplyPro Solutions Delivery Department
Solutions Delivery Specialist
50 E Business Way, Suite 150
Cincinnati, OH 45241
Phone: 858.587.6503
Email: solutions@supplypro.com

SupplyPro Order Fulfillment Department
Project Manager
9401 Waples Street, Suite 150
San Diego, CA 92121
Phone: 858.587.6504
Email: orderfulfillment@supplypro.com

SupplyPro Customer Support Center
Customer Support Engineer
9401 Waples Street, Suite 150
San Diego, CA 92121
U.S. Toll Free: 877.334.0231
International: 1.703.637.6483
Email: customerservice@supplypro.com