

**SUPPLYPRO**<sup>®</sup>

# SUPPLYPRO

Welcome Guide



**SUPPLYPRO INVENTORY MANAGEMENT SOLUTIONS**

# Introduction

Congratulations on your SupplyPro<sup>®</sup> purchase! You're one of thousands of companies who have achieved inventory management success with SupplyPro. While our team works to ensure a smooth implementation of your system, this guide will provide a behind-the-scenes look into the process, including any outstanding action items you may need to complete in order to move forward with manufacturing, installation and everything in between.

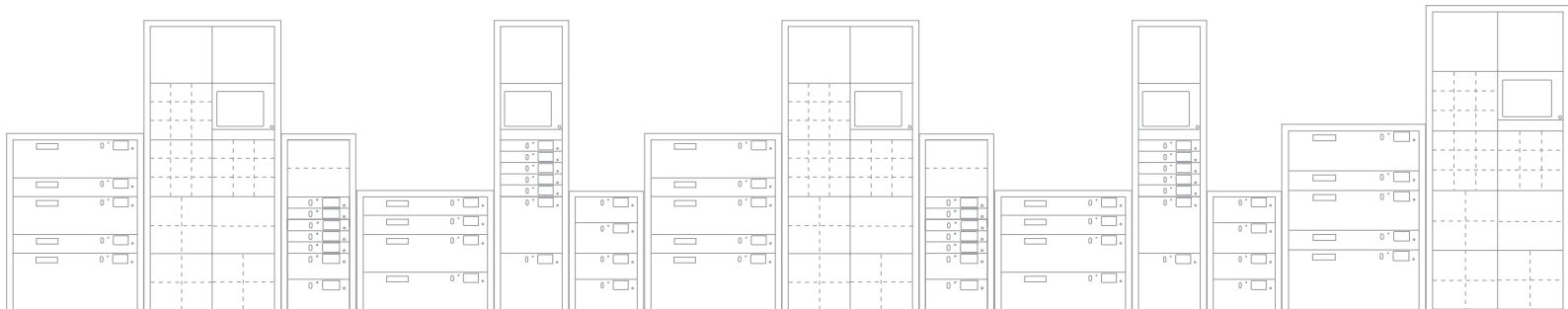
## ACTION ITEM STATUS

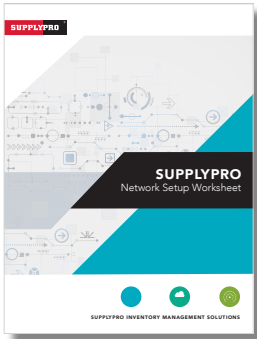
To ensure that your system gets built correctly, delivered on-time and installed smoothly, we will need you to provide us with some critical information:

- Badge samples (if you are electing to use them)
- Network setup
- Users, user groups and cost center/product allocation codes
- Product consumption limits
- Scheduled reports/orders
- Installation readiness confirmation.

## KEY DOCUMENTS

If employee badges are going to be used to access your SupplySystem, the most important action item to complete is sending two active sample badges along with the completed Access Control Request Form, found in the Access Control Worksheet, to your Project Manager. A SupplySystem cannot be sent to the manufacturing floor without the completion of this step.





Network Setup Worksheet

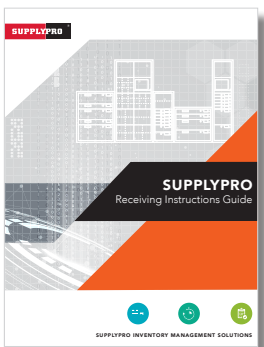
The Network Setup Worksheet is used to confirm the unique network or cellular settings at the facility where the SupplySystem will be installed. The information collected here is required to ensure smooth, constant network or cellular connectivity between the SupplySystem's hardware and cloud-based software components. Because IT preparations can sometimes be time-consuming and extensive, we recommend getting a jump on this one as soon as you can!

During your kick-off call, your Project Manager will ask for a list of employees who will have access to the SupplySystem, including their names, login IDs, badge numbers (if applicable) and whether any restrictions or dispense limits should be implemented.

This User information will be used to populate the SupplySystem database, allowing appropriate employee access to both the SupplySystem machine and cloud-based software. Having User information uploaded sooner means that, upon installation, the SupplySystem is immediately functional for all employees.

After receipt of the Access Control Request Form and badge testing has been completed, your Project Manager will release your SupplySystem to the manufacturing floor and a ship date will be determined. Depending on what type of hardware is included on your order, procurement and manufacturing time may vary.

Your Project Manager will work with the appointed shipper to coordinate the pick-up and delivery of your order, and communicate this information to you. The Shipping Guidelines provide more information on the packaging and shipping requirements.



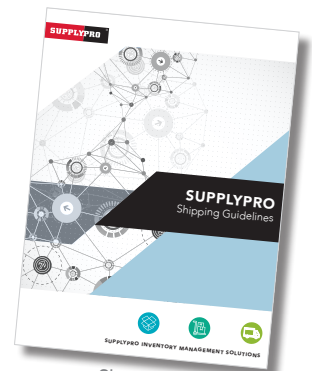
Receiving Instructions Guide

Once your SupplySystem has been delivered, you will want to make sure it is immediately inspected for damage. The Receiving Instructions Guide provides all the information needed to help with the receiving of your system.

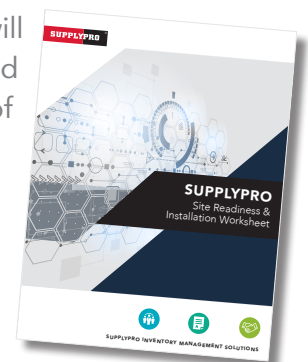
After your ship date is determined, your Project Manager will work with you to schedule an installation date. The confirmed date will depend on the site's readiness and availability of the installer.

To make sure your installation runs smoothly, SupplyPro has created documents that cover location setup, outline installation drawing, shipping guidelines, unpacking and receiving instructions, and installation safety guidelines. The SupplyPro Site Readiness & Installation Worksheet allows you to confirm that all the requirements for a successful installation have been met:

- The physical locations for the devices have been prepared with electrical and network connections
- Network firewalls have been set up to allow the device to communicate to the SupplySystem IS portal



Shipping Guidelines



Site Readiness & Installation Worksheet

- The SupplySystem has been unpacked and placed in its physical location
- All products that will be loaded into the device are available at the device
- Shift/Team leads will be available for training during the time scheduled for the installation.

If your inventory solution is to be installed by SupplyPro, you should complete the Installation Authorization page at the back of the Site Readiness & Installation Worksheet and return it to your Project Manager in the Order Fulfillment department. Your installation could be delayed if you do not return this promptly.

During the installation, the SupplyPro Field Engineer will connect/install your systems and provide training for the team leads on how to perform general administrator and daily user functions. Having products and the appropriate team leads available is key to ensure that the device and software training is effective. Please note, the SupplyPro Field Engineer does not provide SupplySystem Intelligent Software training or product stocking services. If your system will be installed by a Partner/Distributor, they are expected to provide device and software training and assistance during the installation.

After installation, your primary contact shifts from your Project Manager to the SupplyPro Customer Support team, who will become your best resource for ongoing customer service. The Customer Support team is your contact for warranty information/issues, to arrange software training, or general questions and help. Here is the team's contact info for your records:

### **SupplyPro Customer Support Center**

#### **Customer Support Engineer**

**U.S. Toll Free:** 877.334.0231

**International:** 1.703.637.6483

**Email:** [customerservice@supplypro.com](mailto:customerservice@supplypro.com)

### **WITH YOU EVERY STEP OF THE WAY**

Thank you for choosing SupplyPro's revolutionary inventory control systems designed to manage what you want, where you want, when you want, at the exact quantity required.

For over 20 years, we've been helping end customers maximize their inventory control investment. SupplyPro's team is ready to help you and your customer, from initial purchase, through setup, to whenever help is needed afterward.

### **WELCOME TO SUPPLYPRO!**

