

VendMAX[®]

*Sample
Module 1 of 2
Statement of Work*

Sample VendMAX Module 1 Statement of Work

Purpose of Document

The purpose of this document is to insure that Streamware Corporation and its valued customers establish an agreement on tasks to be completed throughout the VendMAX implementation project. The Streamware representative is responsible for reviewing the Module 1 Statement of Work (SOW) with the Customer Project Leader.

The Streamware representative will refer to this document on a continual basis to insure that all goals are achieved and reported as "Completed", to track progress. At the end of the visit, the representative is required to once again review the Statement of Work with the Project Leader so both parties can verify the completed tasks. If in agreement, the Project Leader will be asked to sign the Statement of Work acknowledging the aforementioned.

If you have any questions or concerns regarding this Statement of Work or the services received, please contact Fabrice Tummino, Technical Service Manager @ 1-800-4-STREAM ext. 342.

Customer Requirements

Hardware requirements

Server

SQL 2K

PCAnywhere or equal/dial up #

Access to designated company Network Admin

Admin rights to server to install product

Analog line to dial out

Access to a work area

Training Session Goals

Prty.	Goals	Employee's Required
1	Business Overview & Navigation Training	
2	Backing up DB through SQL Enterprise Mgr	
3	System Navigation Training	
4	Administration Training	
5	Master File Training	
6	Palm Server Training	
7	Hand-Held Training	
8	Warehouse Hand-Held Training	
9	Transaction File Training	
10	Activities File Training	
11	Review Module 1 Training	
12	Preview Module 2 Training	

Training Session Schedule

Monday

Date / Hours Worked

Task	Completed
Business Overview	
System Navigation Training	
Tabs / MDI	
Form View / List View	
Searching / Sorting	
Choose Fields	
Quick Links	
Administration Training	
Security Profiles	
Employees & Users	
Global / User Settings	
Recalc Financials	
Master Files	
Named Periods	
Units of Measures	
Product Families	
Pricing Families	
Vendors	
Products	
Trucks	
Zones	
Routes	
Backing Up Database through SQL Enterprise Manager	

Tuesday

Date / Hours Worked

Task	Completed
Master Files (continued)	
Discuss what to barcode for Drivers-VE or POS	
Vending Equipment	
Non Vending Equipment	
Sales Taxes	
Sales Taxes Areas	
Commissions / Subsidies	
Step Commissions	
Sites	
National Accounts	
Customers	
Locations	
Points Of Sales	
Soda Planogram	
Snack Planogram	
Coffee Planogram	
Bill Changer Planogram	
Plan-O-Gram Templates	
Scheduling	
Group Maintenance	

Wednesday

Date / Hours Worked

Task	Completed
PalmServer Training	
Hand-Held Training	
Basic HH Training	
Trouble Shooting/DexSpy	
Warehouse HH Training	
Barcode Training	
Physical Inventories Full/Partial	
Receiving	
Zone To Zone Transfers	
Transaction File Training	
Physical Inventories Full/Partial	
Report-Physical Inventory Worksheet Report	
Report-Inventory Value Report	
Purchase Orders including HH Purchase Orders	
Receipts	
Report-Purchase Order Request Report	
Report-Receiving Cover Sheet Report	
Report-Product Level Detail of Receipt Report	
Report-Purchase Journal Report	
Zone To Zone Orders including HH Orders	
Zone To Zone Transfers	
Report-Packing List Report	
Report-Zone To Zone Delivery Report	
Report-Detailed Inventory Accountability Report	
Report-Inventory Accountability Report	
Vend Visits	
Automatic Truck Loading-ATL	
Report-Truck Load Report	
Pre-kitting	
Report-Prekiting Pick List	

Thursday

Date / Hours Worked

Task	Completed
Scheduled Events	
Commissions/Subsidies Training	
Commission Agreements	
Commission Agreement Details	
Commission Steps	
Generate Commissions	
Generated Commissions	
Commission Payments	
Commissions Adjustments	
Report-Commission Review Report	
Report-Commission Statements (different levels)	
Post Commissions	
Activities File Training	
Global Product Change	
Service Calls	
Report-Service Call Ticket Report	
Report-Service Call Summary Report	

Friday	Date / Hours Worked
Task	Completed
Review Module 1 Training	
Preview Module 2 Training	

Customer Acknowledgement of Services Rendered

The signature below acknowledges that the Streamware Representative has fulfilled all the agreed upon tasks outlined above. If for some reason the tasks were not completed, please contact Fabrice Tummino, Technical Services Manager @ 781-551-0010 ext. 342

Customer

Date

Streamware Corporation Rep.

Date

Technical Services Manager .

Date