

# SOFTWARE & SUPPORT

By Click n Collect



**Click n Collect**  
Reinventing click-and-collect

## ■ Software & Cloud Hosting Configuration and Onboarding

At Click n Collect, we understand that success in the modern world of food locker solutions requires more than just cutting-edge hardware. It's about comprehensive support, seamless integration, and a commitment to your success. Below we outline the onboarding process for your Click n Collect services. This phase is crucial for setting you up for success, ensuring that you fully leverage the capabilities of our smart locker system.

### Phase 1: Pre-Onboarding Preparation

- Initial Consultation
  - Schedule a kick-off meeting to discuss goals, requirements, and expectations.
  - Assign a dedicated onboarding specialist to guide through the process.

### Phase 2: Setup and Configuration

- Environment Setup
  - Assist with set up servers for hosting Click n Collect's Licensed Software modules.
  - Assist with configuring necessary network settings and ensure secure connections.
  - Assist with setup of the cloud-hosted environment that supports the software modules.
  - Configure VPNs and ensure secure remote access for management and support.
- Configuration and Customization
  - Customize the software to fit specific business needs, including locker layout and management settings.
  - Support integration with necessary third-party systems (see Appendix A. Integration Services).

### Phase 3: Training and Enablement

- Software Training

- Conduct two remote training sessions, each lasting two (2) hours, designed to educate key stakeholders and end-users on effectively utilising the Click n Collect software.

Phase 4: Testing and Go-Live

- Operational Testing
  - Perform operational testing to ensure all systems are functioning correctly.
  - Run through order load and collection processes to verify syncing and connectivity.
- Pilot Phase
  - Initiate a pilot phase to test the system in a controlled environment.
  - Gather feedback and make necessary adjustments.

Phase 5: Post-Go-Live Support

- Continuous Support
  - Provide ongoing support through a dedicated support team.
  - Access to a knowledge base and ticketing system for issue resolution.
- Performance Monitoring
  - Monitor system performance and usage.
  - Provide regular software updates as needed.
- Customer Feedback and Improvement
  - Gather customer feedback to continuously improve the service.
  - Implement enhancements based on user feedback and emerging needs.

	Locations	Amount
Software & Cloud Hosting Configuration and Onboarding	1-3	\$ 2,400
Software & Cloud Hosting Configuration and Onboarding	4+	\$ 4,800

\*Amounts in USD.

## ■ **Software License & Support, Cloud Hosting, Temperature-monitoring, and Event-driven Notifications**

Our Smart Locker Software & Support Package is meticulously crafted to cater to your diverse needs, combining the power of innovation with unwavering customer dedication. Here's what's included:

- **Software License.** Our Licensed Software isn't just a tool; it's your gateway to innovation. With a limited, non-exclusive, worldwide, royalty-free, non-transferable license, you gain the freedom to shape your locker system as you envision. And with regular updates and installations, we keep you at the forefront of innovation.
- **Software Support.** Experience the peace of mind that comes with round-the-clock, 365-days-a-year Software Support Services. We're not just here to assist; we're here to ensure your success. From identifying and resolving Licensed Software errors to providing access to the latest Software Updates, our support goes beyond conventional standards. You'll receive written notices for Software Updates, and we will handle the installations automatically, leaving you free to focus on your core business.
- **Cloud Hosting.** Scale with ease using our Cloud Hosting solutions, tailored to the scale and complexity of your operations. Security and redundancy are at the forefront of our approach, with uninterrupted service availability. This extends to the comprehensive management of your cloud-hosted environment, encompassing:
  - A resilient Web Application Firewall for robust security.
  - An efficient SQL Database to handle your data with integrity.
  - Load Balanced API and Web Site Servers ensuring smooth, scalable user access.
  - Reliable Backup Services that safeguard your critical data.
- **Temperature Monitoring & Management.** Your customers' trust relies on maintaining precise temperature control. Our Temperature Monitoring and

Management Service provide unmatched reliability. From 24/7 Helpdesk support to automated alerts and temperature data history, we've engineered a system that safeguards your reputation.

- Event-driven Notifications. Enhance your communication strategy with our managed notification service that includes unlimited email notifications, and 20,000 outgoing SMS messages per year. Additional messages are charged at \$0.03 each.

	Amount
Software License & Support, Cloud Hosting, Temperature-monitoring, and Event-driven Notifications	\$ 4,080*

Elective:

- Managed SIM and Cellular. For locations where Power over Ethernet (PoE) is not an option, Click n Collect offers managed cellular services. This comprehensive service includes provisioning your IoT devices, as well as supplying and managing the SIM card and cellular data, whether it's 4G or 5G. Get your devices online effortlessly and experience uninterrupted connectivity without worrying about the technical details. Please note that while live streaming of CCTV is available, it is seldom required and will incur additional charges.

	Amount
Managed SIM & Cellular	\$ 480*

\*The amount is per location, in USD, and billed annually. Payments are due each year in advance to ensure uninterrupted service.

## Appendix A. Integration Support

Our API Integration Support Services provide assistance for integrating the Click n Collect locker software with your eCommerce platform. This service includes setup, consulting, remote support, and training to ensure a seamless integration experience. The scope of services provided will include the following:

### Setup Assistance

- Assist with the setup of a test virtual server and terminal for testing end-to-end integration processes, including incoming and outgoing API calls.
- We will provision a UAT environment, consisting of a server and virtual terminal, at no cost for up to 180 days. Additional time will be billed at the annual cloud hosting cost, pro-rata.

### Consulting and Professional Services

- We provide up to four (4) hours of remote consultation, inclusive of initial planning, scoping, and exploration meetings. These services are designed to assist software developers in implementing, debugging, and testing standard Click n Collect APIs within the overall scope of the Click n Collect software functionality.
  - All services will be provided via remote computer access to the development environment.
  - Services will be provided in English, both orally and in writing, unless otherwise agreed upon in writing.

Should your project require more than the included four hours, additional support can be provided at a rate of US\$165 per hour for up to an additional four hours. For support extending beyond eight hours in total, a separate quote will be provided and must be agreed upon. Should your project require more than the included four hours, additional support can be provided at a rate of US\$165 per hour for up to an additional four hours. For support extending beyond eight hours in total, a separate quote will be provided and must be agreed upon.

Exclusions. The following items are not included in the scope of services and will incur additional charges:

- API Development. Developing new APIs or modifying existing APIs is outside the scope of this service.
- Custom Development. Any custom software development or modification to the Click n Collect platform.

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We know this path intimately and we're here to walk it with you.



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