



POS and Data Warehouse Annual Subscription Form (Subscription prices are per restaurant location)

Your subscription includes:

- A secure website allowing subscribers to transmit via approved POS systems or manually enter sales and timekeeping data ("basic data") that is collected at the individual restaurant level
- The creation of a Master Relational Database (Data Warehouse), maintained on the secure servers of R~Stream. Data to be collected, warehoused, and indexed will include the basic data that is input or transmitted from subscribing locations
- A program allowing the export of collected data for payroll and accounting purposes, including the ability to export data to QuickBooks via user-definable data mapping subprogram
- WSA (Weekly Sales Analysis: a reconciliation report) and other reports in standard format created from collected data
- Custom Report Generator capable of reporting on various types of data collected. The Custom Report Generator will allow subscribers to develop their own custom reports for data and time frames that they specify.
- Perpetual maintenance and indexing of collected data to allow unlimited time period comparisons
- Weekly Cleaning chart
- Interactive Employee Schedule Maker
- Positioning charts generated automatically
- Enhanced Labor Reporting Capabilities (Including Overtime reports and notification)
- Communications Log Program with "push" notification for high importance items
- Detailed Sales tracking and reporting
- Inventory/Food Costs
- Ordering
- Data Alert System
- Full "Push" distribution (multiple user distribution) of WSA, all Standard reports, Weekly Cleaning chart, This Week Schedule, Next Weeks Schedule, Labor Report, Overtime Report, Sales Tracking, Inventory, Orders distribution via email, or PDA.

How to subscribe to the Data Warehouse

To subscribe your restaurant to the Data Warehouse, follow these 2 simple steps:

1. Complete the following Subscription Form for each subscribing store location.
2. Fax a check and the subscription form to 727.213.1969, or scan and email to support@r-stream.com

Once your application has been approved, your subscription will be activated and you will be notified via email that your Data Warehouse account is ready for use

**If you are interested in learning about other R~Stream products
call 727.209.0233 or visit www.r-stream.com**

Initials _____



General Information & Policies

Billing Policy: Your account will be debited for the subscription amount that you specify on this agreement. All charges will begin on the first of the month in which the subscription is received - unless it is received within the last 7 days of the month. All subscriptions activated within the last 7 days of the month will be charged at the beginning of the following month.

Subscription Fees: All fees are payable via ACH bank draft only. Insufficient funds returns will be assessed a \$35.00 re-processing fee and a \$35.00 re-connection fee.

Cancellation Policy: Please be aware that all subscriptions are final and will not be refunded for any reason. If the new owner of your store would like to transfer your existing subscription to their account then you will need to fill out a Subscription Transfer Form.

Renewal Policy: All subscriptions will automatically renew after each year and will continue to renew annually unless a 30 day non-renewal notice is received from the subscriber in writing.

Warranty: Your RS-POS is protected by a 3 year warranty from the date of installation, including the POS Terminal (touchscreen, hard drive, display, credit card reader, receipt and kitchen printers). Cash drawers and R-Cam equipment, including the DVR, come with a 1 year warranty. Shipping (ground, second day, or overnight) is the responsibility of the subscriber. To maintain the warranty, the POS system must be connected to an approved battery backup / surge protection system. Tampering with, or misuse of POS equipment, such as careless operation (turning off at the power switch rather than via safe power-off procedures) can void the warranty. The battery back up and letter printer comes with the manufactures warranty and is the subscriber's responsibility to maintain and manage.

Technical Support: R-Stream shall provide live telephone and email technical support dealing with questions regarding the use of the products and services under this Agreement Monday through Friday between the hours of 8:30 a.m. and 8:00 p.m. eastern standard time. After hours and weekend emergency telephone technical support will be available for no additional charge only, provided that such support will be limited to matters requiring immediate assistance and critical matters including the following: Hard drive failure, screen failure (unable to see screen), printer failure on all printers, and other items that will not allow the User to ring up orders on both POS units. Emergency calls for non-emergency purposes including carelessness (forgetting passwords, running out of paper, or power loss with the POS system not protected by a battery back up, etc.) is subject to a charge not less than \$39.00 per incident to be drafted from the users account. All technical support will be handled on a first request basis and if immediate assistance is not available due to the volume of assistance requests, a call back response shall be made within one (1) hour of the initial call in which a request for support is logged by R-Stream. Email responses may take as long as twelve (12) hours during normal business hours and (48) on weekends and holidays. All support emails must be sent to support@r-stream.com.

Installation Requirements: RS-POS: Prior to installation, you agree to verify that high speed internet has been installed. R-Stream can not support an installation where an active internet connection does not exist. Please notify R-Stream support of your planned day of installation no less than 24 hours prior to installing. As a result of the notification, R-Stream will schedule an over-the-phone installation session to ensure your system is installed properly. If internet settings and credit card parameters are not provided before the schedule shipment date, a \$150.00 fee will be assessed.

R-Cam: One static IP address must be obtained from the Internet service provider of the store in order for the cameras to function properly. The installation location for each camera must have a power outlet and a Cat5 Ethernet cable which must connect the camera to the router or switch.

Credit Card Processing: It is the subscriber's responsibility to verify credit card parameters before operation. Subscribers must also verify that credit card transactions are deposited within 48 hours of batch settlement. R-Stream takes no responsibility for mis-configured credit card parameters.

Signature _____ Store # _____ Date ____/____/____



SUBSCRIPTION FORM

Please print clearly and fill out one form for EACH subscribing STORE location. Fields marked with an * are required.

Failure to complete these instructions could cause a delay in processing your application

Login Information:

*Do you currently have a Master User login into R~Stream? Yes No

*Username: _____

*Password: _____

*Password Hint: _____

User Contact Information:

*First name: _____

*Last name: _____

*Company Address: _____

*City: _____ *State: _____ *Zip/Postal Code: _____

*Daytime Phone: _____

Company Fax: _____

Cell Phone: _____

*Email Address: _____

Store Information:

*Store Number: _____ *Distribution Plant (if applicable): _____

*Sales Tax Rate: _____ *Time Zone: _____

*Store Opening Date (date established): _____

*Address: _____

*City: _____ *State: _____ *Zip/Postal Code: _____

*Store Phone Number: _____

*Register/POS Device Type (check one box):

R~Stream POS Other: _____

Initials _____



SUBSCRIPTION FORM - PAYMENT INFORMATION

Please print clearly and fill out one form for EACH subscribing STORE location.

Failure to complete these instructions could cause a delay in processing your application

Company Name _____ **Store Number** _____
Store Opening Date _____ **Company FEIN Number** _____

Would you like to charge an existing account? No Yes

If YES, existing store #? _____ **(you skip rest of the form)**

Annual Payment **Quarterly Payment** **Monthly Payment**

PAYMENT BY AUTOMATIC DEBITS VIA ACH

We hereby authorize **R~Stream LLC**, hereinafter called COMPANY, to initiate debit entries and to initiate if necessary, credit entries and adjustments for entries in error to our Checking account at the depository financial names below, hereafter called DEPOSITORY, as indicated below, to credit and/or debit the same to such account.

Bank Name _____ **Branch** _____

City _____ **State** _____ **Zip** _____

Bank Phone Number _____

Transit/Routing Number _____

Account Name Account Number _____

This authority is to remain in full force and effect until COMPANY has received written notification from us of its termination in such time and in such manners to afford COMPANY and DEPOSITORY a reasonable opportunity to act on it.

Company Name Store Number _____

Name _____

Title _____ **Date** _____

***Signature** _____

When you have completed the fields above, attach a "VOID" check to this form and fax back to 727.499.7388, or email a scanned copy of this form and the voided check to support@r-stream.com

Initials _____