



# **Welcome Kit & Installation Guidelines**

**DCCS**  
1210 Stanbridge Street  
Norristown, PA 19401  
610-275-6090

Page Number 1

July 1,2010      Revision 2010

Dear DCCS Owner;

On behalf of the employees of DCCS, thank you for choosing Dry Cleaning Computers Systems, we are greatly appreciative of your expression of trust and confidence in our products and organization.

We understand that your purchase represents a significant investment for you and your company, so we have put together some helpful hints and guidelines to ensure that you hit the ground running, achieve a successful implementation of your DCCS computer system and ensure years of problem free operation.

As you review the following pages, you will find a detailed description of our warranties, support and services plans with an outline of coverage and procedures. Additionally, there is information pertaining to the successful preparation of your installation, including physical requirements, software checklist, pricing worksheets and hardware dimensions.

Please note that there are specific installation requirements and in some cases specific software documents that you will need to send us before we can assign an installation date. Please take into consideration lead times for each.

You will be contacted within 3 weeks of receiving this Welcome Kit with installation date options. Our delivery cycle is typically 6-8 weeks with On-Site installation. Lite systems with Telephone training in 2-4 weeks. SuperDos to Windows upgrade systems and multi-store WAN's in 10-12 weeks. Some cases may require longer lead times.

Our objective is to meet your expectations by providing you with quality products, professional and expert training and responsive and knowledgeable support staff. If at any time you feel that we have failed to fulfill this commitment, please feel free to contact me.

From all of us at DCCS, we wish you much success and once again thank you for your choice.

Sincerely;

---

Lenny Gershater, V.P. Sales



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## ***PROJECT PLANNING AND PREPARATION***

### *Purpose*

The purpose of this document is to have the customer prepare the site as much as possible before the arrival of DCCS personnel. This will facilitate ease and speed of set-up for all hardware and peripheral equipment, maximize quality on-site time and allow the customer to take full advantage of DCCS personnel to train management and staff on the software.

### **Customer Liaison**

Below is a list of things we will need in order to achieve a successful installation.

#### **COMPLETION PRIOR TO ARRIVAL OF DCCS PERSONNEL**

- Assign a Project Leader/Key Contact as the primary contact for DCCS
- Contact List for designated personnel including email, address, primary phone and cell phone numbers
  - Project Leader/Key Contact
  - Owner Contact
  - DSL Provider Company Contact
  - Bank/Payment processor Company Contact (if applicable)
- A proposed schedule or timeframe for hardware installation

### *Physical Preparation*

- A proposed physical layout of equipment placement
- Carpentry: Any and all necessary modifications and improvements to counters in order to accommodate equipment is the responsibility of the customer.
- Location of Servers decided and prepared.
  - Space allocated



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## ***Physical Preparation***(con't)

- Electrical provided for Servers
- Electrical (NEMA L5-30) provided for Rack Mount 3000VA Server
- Server Rack (if applicable) .....79.7"H x 23.94"W x 39.53"D, 307lbs

## ***Communications***

- DSL/Cable installed for Support and Credit Card (If applicable). Please allow 2-4 weeks from the time ordered for provider installation
- DSL/Cable lines must be tested prior to DCCS personnel arrival. (Buyer should personally test for internet access)

## ***Communications (Citrix Wide Area Network Only)***

- DSL/Cable installed with 5 Static IP addresses. Please allow 2-4 weeks from the time ordered for provider installation
- DSL/Cable line installed where Servers are to be located
- DSL/Cable line installed at Remote (Drop) location(s). At least one usable Static IP address is needed at each Remote location.
- DSL/Cable Provider WORK ORDER emailed to [jdricoll@dccs.com](mailto:jdricoll@dccs.com) at least 2-3 weeks prior to DCCS install date. Work Order should provide the following information:
  - The Static IP's
  - Subnet Mask
  - Default Gateway
  - Primary and Secondary DNS
  - For Each Location
- DSL/Cable lines must be tested prior to DCCS personnel arrival. (Buyer should personally test for internet access)



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## ***Network Cabling***

- Network Cables. DCCS does not custom install network cabling. If budget permits, it is recommended, but not required that a contractor provide cable drop points, custom run cable and provide patch panels. If self-install, cabling can be purchased locally or through DCCS. Please indicate 25', 50' 100' lengths needed.

**Network Cables MUST be Run PRIOR to Arrival of DCCS Personnel.**

- Network Cables Installation.
  - Local Store. Network cables need to be run from Server Hub to each workstation.
  - Remote Store: Network cables need to be run from DSL origination point to each workstation
  - Shielded CAT5 network cables per drop per station
  - Network cable should be at least 1ft away from power & florescent lights

## ***Electric***

- Electrical outlet at each workstation for direct plug-in. No extension cords
  - 120VAC to each station with at least 2 outlets
    - Must be Clean Power
    - Must be properly grounded
    - UPS must be connected to this outlet (DCCS provided)

## ***Supplies to be ordered***

***Through Cleaners Supply ( Preferred and Authorized vendor):***

- Thermal paper for Epson Printers
- Garment Tag stock for Garment Tag Printers
- Rail Converters for DCCS CA (Computer Assisted) Sorting
- Laminated Card set for DCCS CA Sort





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## Supplies to be ordered (con't)

### Through DCCS (Call Brian Byrnes, Ext.160)

- Bar Code Labels for Conveyor Location (if applicable)
- Customer Preference pads
- Pre-printed heat seals (If applicable)



### Through Your Choice of Vendor:

- Heat Seal Machine (If applicable)
  - o EZ Products International (877-906-1818)
  - o Thermopatch (800-252-6555)
  - o Texas Automation (972-288-5000)



## Software Checklist

- If customer will be using a 3<sup>rd</sup> party Office computer to access DCCS Back Office data. The following specifications apply:
  - o Must be running Microsoft XP/Pro Edition
  - o Minimum of 2GB RAM memory
  - o No virus protection running
  - o No firewall
  - o DCCS Client License per workstation
  
- Credit Card: If PPI Credit Card Integration is included in your system, you will be contacted by a representative of PPI (Payment Processing Inc). Merchant ID account must be setup prior to installation.

**Please make sure you contact your ISP (Internet Service Provider) to schedule the installation of a broadband connection before our installer arrives**



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## PPI CREDIT CARD INTEGRATION

Dry Cleaning Computer Systems now offers the only comprehensive integrated payment solution for DCCS for Windows 2010. Our trusted partner, Payment Processing, Inc. (PPI), delivers everything you need for convenient, secure credit card processing...

**Superior Integrated Payments Technology** The next-generation solution streamlines your internal processes, reducing overhead. PPI specialists configure your system so you're up and running quickly, smoothly and with guaranteed usability.

**Unwavering Technical Support** Never again 'bounce' between vendors when nobody knows what's going on. PPI's free 'Answer-the-Phone' help desk is available 24/7/365 to answer all your payment transaction questions.

**Better-than-Bank Merchant Services** An integrated payment solution requires technology expertise a typical bank just can't offer. With PPI, you receive all the support you need—including affordable merchant services—without changing bank accounts.

Cardholder data protection is an absolute necessity to protect your customers and your operation. To help you comply with PCI compliance mandates, PPI offers DCCS customers the PayPros PCI Compliance Program for Businesses. Upon completion of this program, DCCS for Windows 2010 customers will achieve PCI DSS compliance providing a layer of protection from a data security breach.

### Who should I contact if I have questions?

For sales and merchant inquiries, contact DCCS/PPI Account Manager:

Cailin Steinbach

[csteinbach@paypros.com](mailto:csteinbach@paypros.com)

800-774-6462, ext 4931

For questions concerning the Dry Cleaning Computer Systems/ PPI relationship, contact Sheryl Scott:

[sscott@paypros.com](mailto:sscott@paypros.com)

800-774-6462, ext. 6778

For merchant technical support and merchant account questions, contact:

[support@paypros.com](mailto:support@paypros.com)

800-774-6462



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## ***Miscellaneous***

- Travel Expenses:*** As noted in contract, Buyer is responsible for the actual cost of travel of DCCS personnel. This includes, lodging, airfare (where applicable), car rental (where applicable), and Meals. Billable expenses will be invoiced within 30 days of installation.
  
- Payment Balance:*** Upon installation of equipment, customer is responsible to provide to DCCS personnel balance of payment. If payment is through 3rd party financing, customer must sign off on finance company "Delivery and Acceptance" and notify finance company verbally of delivery and acceptance.



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## **WARRANTY AND SUPPORT INFORMATION**

### *Warranty*

#### ***Hardware Peripherals***

- ❑ All DCCS Systems peripheral hardware is warranted for a period of Ninety (90) Days from Shipment. You may elect to extend coverage of peripheral hardware to a full year, during the FIRST YEAR Only, at the rate of \$100 per workstation. After the first year should you elect to extend peripheral hardware coverage, component billing will apply. DCCS provides swap out service for parts covered under this plan. Once a part is determined defective, DCCS will ship a replacement part to the Customer. The Customer has 30 days to ship the defective part back to DCCS. If the defective part is not received by DCCS within the allotted 30 day period, DCCS will bill the Customer for the part. Freight for shipping the part to the Customer will be billed to the Customers account. Freight for shipping the returned defective part is the Customer's responsibility.
- ❑ Upon expiration of DCCS swap out service, many components may still be covered under the individual manufacturers depot repair warranty. Please read and keep all warranties and information that accompany your hardware components

#### ***Computers***

- ❑ All DCCS Systems include a Dell, Type 3, Next Business Day, On-Site, 3-Year warranty from Dell. If it is determined that there is a Dell related problem, DCCS will trouble shoot and determine the origin. The Customer will then be responsible to call Dell with provided Tag and ID number. Dell technician will verify problem and troubleshoot via telephone and if warranted, come on-site Next Business Day to repair.

**PLEASE NOTE, YOU MUST TRANSFER OWNERSHIP OF YOUR DELL**

**WARRANTY BY GOING TO [WWW.DELL.COM](http://WWW.DELL.COM)**

**(SUPPORT→CUSTOMER SERVICE→OWNERSHIP TRANSFER→TAG ID)**

***You will NOT be notified by Dell about warranty extension options prior to expiration if you do not transfer ownership !***



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## **Software**

- All DCCS Systems include One (1) Year of DCCS Software Support. This service is comprised of technical support and new software enhancements. (1) Software Support subscribers have access to DCCS Help Desk (2) Includes unlimited calls to support services (3) Emergency beeper service, (4) Modem-dial in support, (5) Hardware trouble-shooting.

## **Support Hours**

- All support and service will be provided from 8:00AM-7:00PM EST, Monday through Friday. Saturday support and Emergency calls placed after hours, will be forwarded to a pager.

## **Support Calls and Procedures**

- All Support calls at 610-275-6090, Dial 1
- DCCS has installed a new phone system to automatically route calls and provide faster access to the help desk. When you dial 1 for the help desk. The system will check your caller ID, if we do not recognize the number it will ask you for your account number or the main phone number for your business. Be ready to key that in if you are calling from a number we don't have in our system. If your account is current you will be placed directly into the support cue, no more waiting, we will handle your calls as they are received. The system will let you know what number you are in the cue and give you the option to hit 0 and leave a message. We have separate cues for customers on a maintenance plan and for customers who are on time and materials.

## **Support Communication**

- Broadband Connections:** In order to achieve the highest level of service, you are required to install a broadband (DSL or Cable) at your location. Broadband connections are 20 times faster than dial up. DCCS Technical support could help you with greater speed and efficiency with DSL or Cable installed at your store. Database problems that may arise are easier to resolve, transferring programs can take minutes instead of hours when a system is down. We can also support you while you still receive important calls, faxes and credit card approvals on the same line.

**DCCS will continue to provide support on Dial up service after January 1, 2009 at a monthly surcharge**



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## ***Internet Security/Virus Liability***

- Viruses and Spyware can cause serious problems and compromise the integrity of your DCCS software. Personal use and Internet use are NOT recommended. Any DCCS system that becomes infected with a virus or spyware that requires removal is not the responsibility of DCCS. Any DCCS support issue that is attributed to Personal or Internet use will be charged according to DCCS current labor charges including but not limited to maintenance subscribers in good standing.
- Internet security and firewall protection is the responsibility of the customer. We advise that you ask your ISP for recommendation

## ***Support Options After First Year***

### ***Software Support***

- After the first year warranty period you will be automatically enrolled in DCCS Software support program. Billing will be based upon software licenses included with your system. Current rates will apply. Billing is on a quarterly basis. You must be enrolled in a DCCS support agreement in order to access the Help Desk. Credit card on file for automatic billing is required.

### ***Component Billing***

- Hardware maintenance may be selected for specific components of the system. However, under this option, the customer that maintains hardware support for a specific part, must carry maintenance for each of that component in their possession. For example, if you own five Epson thermal printers, you must maintain support on ALL of the Epson printers or NONE.

### ***Transfer Of Software License***

- In the case of the sale of store and transfer of ownership, the owner must notify DCCS. A "Consent to Assignment" form must be filled out by the New Owner and sent to DCCS along with a Software License Transfer Fee of \$100.



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## ***Important Telephone Numbers***

- |  |                              |
|--|------------------------------|
| <input type="checkbox"/> Support and Service | 610-275-6090, Dial 1         |
| <input type="checkbox"/> Main Phone          | 610-275-6090                 |
| <input type="checkbox"/> Accounting          | 610-275-6090, EXT. 151 & 140 |
| <input type="checkbox"/> Main Fax            | 610-275-9703                 |
| <input type="checkbox"/> Accounting Fax      | 484-685-3553                 |
| <input type="checkbox"/> Support Fax         | 610-275-0969                 |

## ***Contact Information***

- |  |                     |                       |
|--|---------------------|-----------------------|
| <input type="checkbox"/> Support and Service | support@dccs.com    | 610-275-6090, Dial 1  |
| <input type="checkbox"/> Sales               | rschwartz@dccs.com  | 610-275-6090, Ext 185 |
| <input type="checkbox"/> International Sales | cgom@dccs.com       | 610-275-6090, Ext 166 |
| <input type="checkbox"/> Sales/Upgrades      | byrnes@dccs.com     | 610-275-6090, Ext 160 |
| <input type="checkbox"/> VP Sales            | lgershater@dccs.com | 610-275-6090, Ext 109 |



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## Hardware Dimensions



**Cash Drawer**  
18.81"W x 15.18"D x 4.3"H



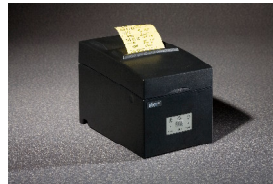
**Battery Backup**  
3.60"W x 6.50"H x 11.2"D



**Flat Panel Touch Monitor**  
13.99"W x 11.27"H x 10.44"D



**Heat Seal Printer**  
5.5" W x 7"H x 9.5"D



**Garment Tag Printer**  
5.6"W x 6.52"H x 9"D



**Thermal Printer**  
5.71"W x 5.83"H x 7.68"D



**Dell Precision**  
6.8"W x 17.6"H x 18.4"D



**Wyse Thin Client**  
1.3"W x 6.94"H x 4.75"D



**Lite System**  
19"W x 24"H x 21"D



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## *SuperDOS to Windows Data Conversion Document*

Please review this instructional document with your salesperson and/or customer support representative. Please note that an installation date for the new system cannot be assigned until we receive this form and the upgrade process has been coordinated. We thank you in advance for your cooperation during this process. Please sign, date and fax to DCCS at 610-275-9703 at your earliest convenience, Att: Ed Lev

### General Information for moving data

1. The system must be on revision 18. This should take place at the customer site prior to any step below.
2. The system must be on Account store 0.
3. The customer must have a method of sending a good back up in at least four weeks prior to the install and again one week prior to the install.
4. The customer must contact support to make sure there is data on the back up prior to sending it in and that the processes below must have taken place.
5. Repeat, the ticket purge and account purge must take place prior to any back up being sent in.

### Tickets

1. If the customer has been taking regular inventories DCCS needs to confirm that inventories have been updated and that there are not old tickets on the system.
2. If the customer has not been taking regular inventories we need to run a program to delete all tickets that are older than one year old. This will delete all tickets older than the date specified, even if they are in the store. There is no alternative to this.

### Accounts

1. The customer must run list delete accounts for all accounts that have been inactive for one year or more.
2. If the system is on account store 0 they do not have any additional work to do.
3. If the system is not on account store 0 then customer support will let you know how many duplicate accounts there are. The number of duplicates will determine how long the combination process will take.
4. The store 0 process must be scheduled and the system is not operable during this process. This needs to be scheduled during normal business hours. This can be scheduled for nights or weekends for an additional charge.

**Process** – Customer must initial what data they would like to transfer

\_\_\_\_\_ Accounts Only                      Qty \_\_\_\_\_



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\_\_\_\_\_ Accounts and Tickets  
 \_\_\_\_\_ Accounts Receivables Qty \_\_\_\_\_  
 \_\_\_\_\_ Credit Card Qty \_\_\_\_\_  
 \_\_\_\_\_ No Data

\_\_\_\_\_ Name of Business \_\_\_\_\_ Acct. Number \_\_\_\_\_

\_\_\_\_\_ Owner – Name printed

\_\_\_\_\_ Owner – Signature \_\_\_\_\_ Date \_\_\_\_\_

### For Internal Use Only:

Task	Completion
SuperDos to Windows Upgrade Form Received:	Date: _____
DCCS Personnel Assigned:	Staff Member: _____
Date Contacted Buyer:	Date: _____
Current Software Release	Revision: _____
Rev 18 Installed	Date: _____
Account Store "0"	Date: _____
Tickets Inventoried/Update	Date: _____
Accounts Updated	Date: _____
Backup Received from customer	Date: _____
Number of Price Lists (to be manually transferred)	Qty: _____

Please check data process, sign and date and fax DCCS

**Att: Ed Lev**

**610-275-9703 or elev@dccs.com**

Please send this document ONE WEEK of receiving Welcome Kit



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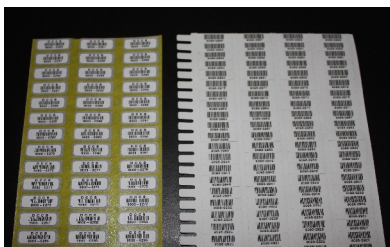
## CA Sort Check List



If you have purchased DCCS CA Sort, you will need to coordinate the following activities:

### Heat Seals

- We offer two types of preprinted Bar Coded Heat Seals, Premium and Standard



Premium

Standard

Quantity	Premium	Standard
10,000	\$40/K	\$30/K
50,000	\$38/K	\$28/K
100,000	\$28/K	\$18/K
200,000	\$24/K	\$14/K

- Please note that you will need a lead time of 2-3 months to Heat Seal customer garments prior to Installation.
- To discuss options and to order, please contact Brian Byrnes at 610-275-6090, Ext. 160 or email [bbyrnes@dccs.com](mailto:bbyrnes@dccs.com).

### Rail Converters

- Contact Cleaners Supply at 800-388-5410 or [www.cleanerssupply.com](http://www.cleanerssupply.com)
- CA Sort Rail Converter, Cleaners Supply Stock # TH15, \$99 (48"W x 11 1/2"H) 13 Invoice Slots per converter
- CA Sort Laminated Card Sets, Cleaners Supply Stock # CRD1, \$12.50 (1-100)



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## ***CA Sort Check List***

### ***Item and Menu's***

- In order to use DCCS CA Sort, ALL 2 -piece items currently listed, described and priced in your "Item and Menu" File, must be changed to reflect SINGLE items, Example: Men's 2 Piece Suit = Men's 2-Piece Suit Jacket, Men's 2-Piece Suit Pants

### ***Installation***

- Buyer is responsible for a proposed physical layout of equipment placement. DCCS Account Manager will review plan for best possible results
- Any and all necessary modifications and improvements in order to accommodate equipment is the responsibility of the customer and must be completed prior to arrival of DCCS Installer
- Location of CA Sort workstation decided and prepared, space allocated and electrical provided for direct connect must be completed prior to arrival of DCCS Installer
- Location of CA Sort LED Monitor decided, mounted and electrical provided for direct connect must be completed prior to arrival of DCCS Installer

### ***Heat Seal Machines***

- You must purchase your own Heat Seal Machine(s). Please refer to recommended vendors on Page 6, under "Supplies Ordered".



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## ***Final Check List***

- Did I order a DSL/Cable Line(s)?
- Did I Email the DSL/Cable Provider Work Sheet to [jdripcoll@dccs.com](mailto:jdripcoll@dccs.com) ?
- Did I test the DSL/Cable Line for Internet?
- Did I setup my Credit Card Merchant ID with PPI?
- Did I order Supplies?
- Did I send SuperDos Data Conversion Document on Page 14 & 15 (SuperDos Conversions Only) to [elev@dccs.com](mailto:elev@dccs.com)?
- Do I have required electric outlets installed at counters?
- Have I prepared the counters for Installation? (holes, positioning of counter)
- Have I ordered and run the Network Cabling
- Have I received dates for Installation?