

On Site Installation Questionnaire: Please return by e-mail or fax provided.

**Location of Work Site:**

Company Name: \_\_\_\_\_

Address: \_\_\_\_\_

City, State & Zip \_\_\_\_\_

Point of Contact: \_\_\_\_\_

Phone \_\_\_\_\_

Hours of Operation: \_\_\_\_\_

Notes: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**When do you want the installation completed?**

\*At least 3-4 business day notice

Please give a 3 hour time frame for arrival

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**Internal Use Only**

#of Stations # Receipt Printers #Remote Printers #Cash Drawers	Model#  Software Type:	SPECIFICATIONS CD-ROM? Hard Drive? Touch Screen?
Back office Station <input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Customer Provided Back office <input type="checkbox"/> Internal provided Back office	Sales Rep Name:
<b><u>List Peripherals, QTY</u></b>	*(Label I/O: USB, PARELLEL, SERIAL, NETWORK, PRINTER DRIVEN	Contact Info:
1.	3.	5.
2.	4.	6.

Notes:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

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Please take a few minutes to fill out the following information so we can better assist in your on site install

***Is there an Existing Network?***

Yes

Is network access ready at the POS station location?

Yes       No       Not Sure

What Internet Connection is Available?

T1       Cable       DSL       Wireless       Dial Up

None

Who is the Internet Service Provider?

Account#

Technical Support#

Notes:

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Where is the location for gaining access to the router / switches / active drop?

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Notes:

No

Is there a drop ceiling throughout the facility?

Yes: What is the height of the drop ceiling?

No: Which of these ways are available to run cable  
 Crawl Space    Moldings    Conduit    Carpet    Wall-Mount

Other:

Unsure: An on-site survey of the facility maybe required prior to installation.

List any network devices in already in place or any site specific

Notes:

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**Check the Install Type:**

- Single Station Install                       Multiple Station Install  
 Single Station w. Back office                       Multiple Station with Back office

**What is the distance between the POS stations?**

**Is there a back office POS or a plan to add one in the near future?**       Yes       No

Yes:      What is the distance from the POS stations to the Back office?

What is the distance from the Internet Access Point to the back office?

Notes: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Are Additional Network Devices or Peripherals going to be installed at this location?**       Yes       No

Scale     Prep Printers     DVR     Inventory Scanner     Report Printer     Caller ID     Modem  
Qty \_\_\_\_\_ Qty \_\_\_\_\_ Qty \_\_\_\_\_ Qty \_\_\_\_\_ Qty \_\_\_\_\_ Qty \_\_\_\_\_ Qty \_\_\_\_\_

Other: \_\_\_\_\_  
Qty \_\_\_\_\_

Please give a brief description of the location of the hardware & distances between them relative to the POS and back office.

Notes: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Has electrical power at each POS station, and back office been confirmed?**       Yes       No

No:                      You **MUST** have confirmed electrical power installed at each POS station & back office before work can begin.

Date of completion of electrical power installation: \_\_\_\_\_

*\*We always recommend that ALL POS & Network hardware peripherals be used running on clean electrical power. In order to achieve the optimal electrical & network environment all equipment should be run on its own dedicated power circuit, have a surge protector or battery backup, have electrical line filters, and positioned as far as possible from other electrical devices (to reduce electrical noise). It is the responsibility of the site location to protect themselves from electrical occurrences such as: noise, blackouts, brownouts, spikes, and surges.*

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***Additional Services***

***Is there any additional Network or Hardware work that you would like to technician to perform while he is on site or would you like to make an appointment in the near future?***  Yes  No

Yes: Provide detailed notes on what labor you need performed & a quote can be sent to you.

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Requested Appointment Time:  Date of Installation  Date:

No: Nationwide Installation services are available. If you need any additional services in a separate location please contact your sales representative for more details on availability and pricing.

***Please send me more information about our Nationwide Services***

**On Site Service Terms**

***Facility must be ready for installation once scheduled, unless rescheduled within 48 hours of appointment.***

***If an install needs to be rescheduled due to "site not ready" while the technician is on site a return trip fee will be charged. All appointment cancellations must be made within 48 hours or a cancellation fee will apply.***

***All technicians are certified to work on POS hardware, Microsoft Operating System (Windows 2000, XP, Server 2003), and Network Hardware, as well as complete the networking portion of the network software.***

***For Software specific questions, even while the technician is on site:  
Contact your software dealer or help desk or sales representative for more details and software maintenance support options.***