



Description of Services

Project: IDX, CPOS, and Mobile Ordering Implementation

Scope of Service

Illumia will provide implementation and training services for the following solutions, as quoted:

- Cloud POS Implementation
- Illumia Mobile Ordering

General Services

- Conduct project kickoff meeting with key campus stakeholders.
- Review timeline, network, and installation requirements.
- Coordinate shipment and configuration of equipment.
- Provide software training for administrative and reporting tools.
- Manage project progress through completion and customer signoff.

System Setup and Configuration Services

Depending on the solutions purchased, the following services will apply:

Cloud Point of Sale (CPOS) (modules as applicable)

- Perform project management for the duration of the project.
- Setup and configuration of the CPOS software.
- Remote imaging and licensing of CPOS Software on Point-of-Sale Registers (POS).
- Remote imaging and licensing of CPOS Software on Kiosk(s).
- Configuration of the transaction Interface to the Illumia IDX System
- Configuration of menu(s).
- Configuration of kitchen printers.
- Configuration of kitchen display system(s) (KDS).
- Configuration of credit card gateway and Store IDs. (Illumia provided)
- Configuration of credit card device(s). (Illumia or client provided)
- Configuration of Inventory Module.
- Configuration of Open Check Module.
- Configuration of Gift Card Module.
- Configuration of Cardholder API.
- Configuration of Insights with Single Sign On (SSO).
- Configuration of Real-Time Data Feed.

Illumia Mobile Ordering (as applicable)

- Perform Project Management for the duration of the project.
- Implementation services and training



- Training for Marketing and Loyalty module
- Automated checkout configuration
- Food locker configuration

Full Mobile Ordering setup and configuration

Illumia Implementation Responsibilities:

- Illumia will configure Mobile Ordering tenant.
 - Configure Merchant Tablet and location.
- Illumia will provide Dashboard Training on the following features:
 - Branding
 - App logo
 - Word Logo
 - Cover Photo
 - Location Logo
 - Item Images
- Back Office and Menus
 - Illumia to create POS device, cashier.
 - Illumia to provide general overview of menu design and nutritional information.
 - Illumia to assist with import on each menu.
 - Illumia to provide detailed menu review on each menu.
- Illumia will provide Tablet training for the following items:
 - Configuring Merchant Tablet.
 - Operation of the Merchant Tablet.
- Routing
 - Illumia handles routing service installation.
 - Illumia will provide subcategory linking for routing.
 - Illumia will assist with kitchen devices.
- Authentication - Illumia responsibilities
 - Authentication configuration within mobile ordering tenant.
- Payments
 - Credit
 - Configure credit card gateway and Store ID (if Illumia provided).
 - Configure Store ID in Dashboard and test.
 - Campus
 - Configure terminal information for appropriate transaction system.
 - Configure in Cloud POS and Dashboard and test.

Customer Responsibilities

- Branding
 - Location Logo
 - Item Images – Customer does all
- Networking - Customer responsible for opening appropriate firewalls
 - Routing
 - Kitchen Devices
 - Merchant Tablet
 - Campus Card transactions



- o Single Sign On (SSO) authentication
 - o Mobile Ordering Azure tenant
 - o Whitelist Mobile Ordering notification emails
- Authentication
 - o Submit SSO form and work with Illumia to configure SSO.
 - o Creation of Test account to validate SSO authentication.
- Menus
 - o Customer to provide menu data for each location.
 - o Customer to participate in import/setup sessions and menu review sessions.
 - o Customer is responsible for adding Nutritional information for each location.
- Payments
 - o Credit
 - Customer provides Value-Added Reseller (VAR) Sheet.
 - o Campus
 - Customer provides terminal information for appropriate transaction system.

Client Self installation - Minimum Illumia assistance:

Illumia Responsibilities

- Illumia will configure Mobile Ordering tenant.
 - o Configure Merchant Tablet and location.
- Back Office and Menus
 - o Illumia to create POS device, cashier.
 - o Illumia to provide general overview of menu design and nutritional information.
- Payments
 - o Credit
 - Configure credit card gateway and Store ID (if Illumia provided).
 - Configure Store ID in Dashboard and test.
 - o Campus
 - Configure terminal information for appropriate transaction system.
 - Configure in Cloud POS and Dashboard and test.

Customer Responsibilities

- Branding
 - o Tablet Cover Photo
 - o Location Logo
 - o Item Images - Customer does all
- Remote Installation for routing
 - o Customer does all routing service setup.
 - o Customer does links all Subcategories to kitchen devices.
- Networking - Customer responsible for opening up appropriate firewalls.
 - o Routing
 - o Kitchen Devices



- o Merchant Tablet
 - o Campus Card transactions
- Menus
 - o Customer responsible for setup of category layout, importing items into the system/configuring mobile ordering specific hierarch (modifiers, prices, etc).
 - o Customer is responsible for adding Nutritional information.
- Payments
 - o Credit
 - Customer provides Value-Added Reseller (VAR) Sheet(s).
 - o Campus
 - Customer provides terminal information for appropriate transaction system.

Training

Illumia will provide training sessions as quoted:

- **Cloud POS Fundamentals (Virtual or Onsite):** Instructor-led course for back-office staff covering system navigation, setup, cashier management, and reporting.
- **Mobile Ordering:** Remote configuration and system training.

Prerequisites and Assumptions

Customer Responsibilities

- Provide network access (including VPN), firewall configuration, and power for all hardware.
- Supply menu data, branding assets, and test accounts.
- Provide an on-site project lead and necessary support staff.
- Ensure participants register for training and complete pre-check procedures.
- Please note the customer must supply the following equipment for each Mobile Ordering pickup location:
 - o Illumia requires a Merchant Tablet for the Mobile Ordering project. Typically, customers use one per location, though multiple locations can be served by a single Merchant Tablet.
 - o Additional recommended items include Tablet Enclosure, USB-C Ethernet & USB Hub, USB-C Cable Extender, External Buzzer.
 - o Please note customer must provide a user record with an assigned card number and meal plan that has authentication privileges to test within 5 days after kickoff. Failure to do so will delay testing and completing the project on time.

Illumia Responsibilities

- Assign a project manager and qualified instructors.



- Deliver training materials and session links.
- Conduct training using demonstration systems (not customer's live environment).
- Provide updates to training content and materials to active subscribers.

- o **Assumptions**

- Training services expire one year after contract execution.
- Standard business hours apply unless otherwise quoted.
- Travel and lodging (if required) will be billed per actual expenses.

Services Out of Scope

Any services not detailed in this Description of Services are considered out of scope. Agenda topics not identified in the mutually agreed upon agenda are considered out of scope.

Change(s) to the Description of Services

Change(s) to the Description of Services by either party shall require prior written notification and agreement and may result in additional implementation fees as described in this Agreement.