

Description of Services

Quickcharge® Learning Subscription

Scope of Service

As customers implement and adopt various components of the Quickcharge platform, proper training becomes essential for ensuring efficient use and long-term success.

To support this need, the Quickcharge Learning Subscription provides a flexible, year-round training solution designed to serve both new and existing users.

The subscription includes access to a collection of online, self-paced training modules that guide users through key features and functions of the Quickcharge platform. A variety of courses are available for both basic and more advanced topics, allowing organizations to train staff on their own schedule and as frequently as needed throughout the year.

The Subscription includes the following courses:

- Quickcharge Overview
- Quickcharge Reports
- Quickcharge POS Setup Overview
- Quickcharge Getting Started with POS Setup
- Quickcharge Accounts and Cashless Payment Solutions
- Quickcharge Payroll Deduction Fundamentals

Prerequisites and Assumptions

- **Access the Learning Center**

All Illumia training is available through **Client Connect**.

1. Go to **Client Connect** and select Login
2. Select Create Account link (do not enter email or password on this screen)
3. Complete registration, then log back in and select the Training tab
4. Request a Learning Subscription from the Learning Center Dashboard.

Questions about training? Reach our Education Team at training@illumiatech.com

- Learning Subscription access is site-licensed and includes up to five (5) user accounts for the duration of the contract term.
- Customers are responsible for ensuring their own network, firewall, and internet configurations allowing access to the training content.

- The customer is responsible for assigning a point of contact to coordinate eLearning activities and tasks.
- The training content will be consumed independently by users without the need for live instructor support unless otherwise arranged.
- Illumia is not responsible for internal user management, including training tracking or compliance reporting.
- Users will access and complete training modules at their own pace.
- All training materials are subject to periodic updates and enhancements, which will be made available to active subscribers.

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.

Changes to the Description of Services

Changes 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.