New Client Handbook

The Unified Commerce Solution

CELEBRATING
Serving the Home Furnishings Industry
30 YEARS

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1. Welcome

Welcome and congratulations on your decision to become a member of the STORIS team! This Unified Commerce solution will prove to be a wise investment that will increase the efficiency and effectiveness of your business.

An Implementation Specialist will be available to answer all questions, provide guidance, and verify milestones to ensure a successful conversion. The multi-phased conversion process will require time and attention to detail. Key factors, which will dictate the speed and success of your conversion, include:

- The leadership and organizational skills of your Project Leader
- The efforts and enthusiasm of your team(s) used for data entry and conversion
- The amount of time invested in practice and pre-conversion review prior to actual live date
- The structured classroom training courses

Each client must select one person to act as the Project Leader. This individual becomes the primary contact point between STORIS and your business. The Project Leader attends **all** formal training classes and communicates software and hardware issues directly to STORIS. The Project Leader is empowered by your operation to coordinate and implement the required conversion steps.

2. Mission Statement

STORIS' mission is to deliver the strategic technology and professional services home furnishing retailers need to succeed.

3. Overview

When you purchased your STORIS System, your acquisition included more than just a computer. It also gave you access to a team of highly trained professionals dedicated to helping you achieve the maximum return on your investment. STORIS accomplishes this through an on-going program of customer service structured to provide you with the information, answers, and ever-changing software solutions for your day-to-day business procedures. Below is a brief description of each of the customer service areas, their functions, and some tips on how to best utilize these services.

Project Management Team

The STORIS Project Management Department staff is always available to answer your questions concerning proper procedures, "how-to's", and interpretation of the information that STORIS provides. The STORIS Project Management staff is the lifeline to converting and using the system successfully.

The Implementation Specialist will be your liaison at STORIS to coordinate the many departments and associated schedules. For example, if you are ready to install a particular module, the Implementation Specialist will make sure the appropriate STORIS staff will be available to work with you to meet your deadlines. The Implementation Specialist will also be available to work with you to resolve procedural issues. For example: How do I handle a special event like a tent sale?

Once the conversion has been successfully completed, the Implementation Specialist may be contacted to answer additional questions, resolve problems, or schedule additional training, customer service, or programming. Please keep in mind that the Implementation Specialist has multiple clients assigned to her/him and also travels on occasion. Therefore, any immediate needs should be directed to the STORIS Client Services Department.

As always, all issues not directly related to "the project" should be handled through the STORIS Client Services Department. For example, if you are having technical problems with the software, or have general training issues, these should be directed to the STORIS Client Services Department.

Client Services Team

The Client Services Department at STORIS is made up of highly skilled software support specialists, trained to assist you with your software-related issues. We work exclusively on problems or questions that are reported to Client Services. When a call comes in to Client Services, a software support specialist gathers the appropriate information and enters a new case into our internal tracking system. Our software specialists will address cases ranging from general functional questions to data-related programming issues, and work closely with our design team to insure the integrity of our product.

Our technical staff is available to convert data from your existing data. In most situations, if you are able to download to an ASCII format and/or to an Excel spreadsheet, we can convert the data. Check with your Implementation Specialist to determine if this process is available to you.

Cases should be logged via Storis.com. Alternately, cases can be logged via the Client Services Department at 1-800-355-0301.

When you contact Client Services, your case is entered into our internal tracking system. This not only helps us to prioritize the cases, but also provides us with a history of each customer's problems and questions. Case priority is established based on the severity of the reported problem.

In order to facilitate the timely resolution of your case, please be prepared with as much detail information as possible when you contact Client Services. Write down any messages that appear on the workstation screen. Report this information to Client Services, along with the specific process you were using. Whenever possible, include transaction information such as the order number, product number, etc. The more detail given to the specialists, the faster we can resolve the issue.

Training

As part of your contract, you received a specified number of training days to be used for installation training, classroom training, web and phone training necessary to bring your account "live". As you add new members to your organization, activate new STORIS features and modules, or otherwise feel the need for additional training, you may choose to purchase additional training time. Arrangements can be made for this training to be held at your location, over the web, or at STORIS. Ask your Implementation Specialist for details about viewing schedules and registering on line.

Systems Technology Team

A Systems Specialist is assigned to your account until you go Live. After you are Live on the system, if you have hardware or operating system issues you should contact the STORIS Client Services Department directly and report the question or problem. If you suspect that the problem is hardware related, but have concerns regarding your software and the integrity of your data, you are strongly urged to make STORIS aware of the problem. Regardless of the problem (hardware or operating system) STORIS product support staff will evaluate the situation and direct the case/problem to the appropriate technician for quick resolution. If necessary, we will contact or suggest that you contact your hardware/technical vendor to resolve any hardware questions or problems. If the problem turns out to be hardware related, the case logged with STORIS may be used as reference in the future if a similar situation occurs.

4. Project Management Responsibilities

Managing the implementation of the STORIS application is the mutual responsibility of the Client's Project Leader and the STORIS assigned Implementation Specialist. Both are ultimately responsible for the successful completion of the project. Neither is expected to actually perform all of the tasks that are necessary to complete the process. However, they have the direct responsibility to control the process and tasks in their respective environments.

4.1 Mutual Responsibilities

The following are the mutual responsibility of both the Client's Project Leader and the STORIS Implementation Specialist:

- Development of, and agreement on, a realistic Project Plan and schedule that incorporates all of the required tasks and assignments including training, system testing and conversions.
- Identifying, tracking, managing and resolving project issues.
- Identifying, managing and mitigating project risk.
- Communication of project status.
- Develop training effectiveness testing.
- Use Escalation process for issues and concerns not addressed in a timely fashion.

4.2 Client Responsibilities

The following are the responsibility of the Client:

- Identifying and communicating specific business requirements.
- Preparing and monitoring project budget.
- Implementation Team scheduling and monitoring.
- Identify all files for conversion, both manual and automated.
- Preparation, review, and distribution of training manuals and reference manuals for application and operation accuracy to all business locations and staff.
- Internal training schedule and trainer assignment.
- Testing of system operation with respect to operational requirements.
- Identification of operational/software related issues that will require discussion with the Implementation Specialist.
- Testing of automated file conversion programming.
- Testing of data integrity/accuracy for all Test and Live conversion data.
- Establish proper network communications.
- Setup of printers and work stations.

4.3 Implementation Specialist Responsibilities

The following are the responsibility of your Implementation Specialist:

- Ensuring that the solution is of acceptable quality.
- Proactively disseminating project information to all stakeholders.
- Managing the overall work plan to ensure work is assigned and completed on time.
- Advise on operational issues as relates to software application.
- Proactively managing scope to ensure that only what was agreed upon is to be delivered, unless changes are approved through scope management.

5. Hardware

When converting to STORIS, the client is responsible for the purchase of all equipment, including machines, cabling, and phone lines. The STORIS Systems Technology department does not train, configure, or support the hardware.

If you need additional information or have any questions on the information provided, please contact the STORIS Client Services Department. You will be connected to someone knowledgeable in this area.

6. Customer Service

6.1 Client Services Team

Support cases can be logged via the World Wide Web. In fact, we recommend this method if you have access to the Internet. You must first register, which is an automated process that is initiated by an e-mail. You will receive this e-mail once we build your client record in our database. There is no cost for this service.

Once you are signed up, you can visit us at www.storis.com and click on the link from the Client Services Website labeled "**Help Line**". Cases logged in this manner enter our system in real time, which means there is no delay in the assignment of these cases to a technician. In addition, you can maintain users without the assistance of STORIS. From the main page of our Client Services Website, simply click on the User Maintenance link under the Helpful Links section. Please be reminded that if you forget your User ID or password you can have it e-mailed to you by clicking on the, I forgot my User ID and/or Password link from the Customer Login page.

The number for Client Services is **(800) 355-0301**. STORIS Client Services is monitored by our staff between the hours of 8 AM and 11 PM EST, Monday through Friday. Calls placed after hours (and "overflow" calls placed during regular hours when the lines are busy) are routed to voice mail. Please leave a detailed message and the next available technician will return the call.

Each problem reported via the Internet, phone, fax, or letter is assigned a priority based upon business impact. The item is then routed to the technician or department best suited to resolve the issue. On days when you open a new case, or we resolve a case, our system automatically generates an email of the problem (and resolution, if applicable) for your review the following day.

Extended client services coverage is available on Saturdays from 10 AM to 7 PM at $300 per hour, with a one-hour minimum. Cases can be logged on Saturdays by calling the regular 1-800 client services phone number and choosing the option for emergency service. A technician will respond within thirty minutes.

Sunday extended client services coverage is also available between the hours of 12 PM and 7 PM. (Exceptions are Easter and Christmas when they fall on a Sunday.) Sunday client services coverage rates are $300 per hour with a one-hour minimum.

6.2 Site Accountability

6.2.1 System Administrator

It is important that each STORIS client designate a System Administrator to be responsible for interfacing with the various service organizations that maintain your computer system. A second person should be selected as a backup in the event that the primary administrator is not available. All problems or questions should be handled through the appointed contact(s). The person(s) selected should be sufficiently knowledgeable to relate to service representatives an accurate and detailed account of the symptoms of any problem and be able to apply remedial instructions received from the service representatives.

6.2.2 Data Backups

Note: This section regarding backups **DOES NOT** apply to Cloud (a.k.a. SaaS) users.

It is your responsibility to devise and implement a backup plan that suits your needs, but it is strongly recommended that your data be saved daily. A major hardware failure, such as a disk crash, can be very costly without a current backup. Having to re-enter all data by hand, even if possible, can be an enormous task.

Tape/Disk Management Procedure

For the safe archiving of your back-up medium (generally tape or CD-ROM), a system should be developed to ensure that the storage media used is not lost or over-written. The following is a recommended tape/disk management system that you may choose to implement.

1. Back up your system daily.
2. Use a separate tape/disk for each day of the month.
3. Take the last backup tape/disk of each month and archive it in a secure place, such as steel safe. Tapes/disks should be stored preferably off-site to protect against fire destroying your computer and data at the same time.
4. This method initially requires 30 tapes/disks and will require 1 additional tape/disk each month.
5. Archive the tape/disk at your fiscal year-end to ensure that you will be able to restore it and run financial reports, if necessary.
6. Clean your tape/disk drive(s) regularly to ensure reliability.

6.2.3 Check and Electronically Install STORIS Updates

STORIS provides the ability for you to download the most recent program updates to your system via the web. The STORIS software updates process, accessed via Check and Electronically Install STORIS Updates from the menu, is used to download updates of the STORIS software package to your STORIS accounts.

It is recommended that you run the Check and Electronically Install STORIS Updates process on a weekly basis to ensure that your system is being maintained with the most current enhancements. To verify whether or not you have downloaded the most recent updates, select Help from the toolbar at the top of the STORIS main menu screen and then click About. Refer to the **Update Date** field. If you have any difficulties with the STORIS Updates process, please contact the STORIS Client Services Department.

> **Note:** The STORIS Updates feature is not available to Cloud (a.k.a SaaS) clients.

6.2.4 Maintaining Problem Logs

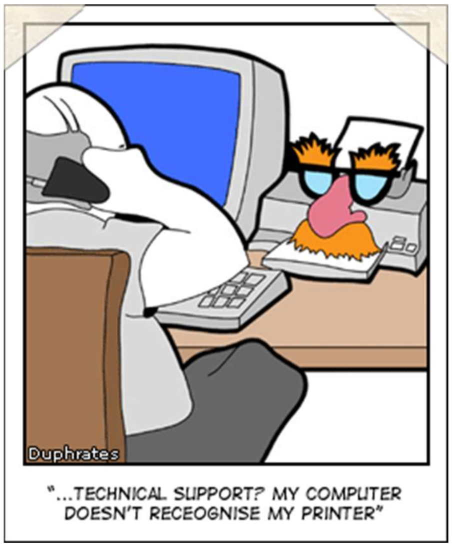
It is strongly recommended that STORIS clients maintain a problem log for their own use. Information tracked should include the date and time that each problem was reported and resolved, the person reporting (client contact) and resolving (STORIS employee) the problem, and a description of the problem and resolution. STORIS assigns a case number when you contact Client Services with a problem. Request this number from the technician who logs your initial call and record this number in your problem log as well. Refer to this case number when calling Client Services at a later date with further inquiries about the problem.

6.2.5 A Phone Close to the System

A phone should be installed in close proximity to your computer so that a technician can conveniently interface with specialists or others, as required, to troubleshoot and resolve reported discrepancies. This will accelerate problem resolution.

6.2.6 Reporting Problems

The frustration that occurs when things are not working properly is understandable. You have a business to run and no time to deal with these problems. Unfortunately, an attitude of "It's broken - you fix it" can seriously delay resolution to your problem.



Since you hold a contract with STORIS for computer maintenance, it is our responsibility to resolve your problem -- but we need your help! Providing STORIS with a detailed description of the problem, initial research into the problem, as well as examples of when the problem occurs can help us start troubleshooting sooner.

Who should you contact?

Generally, you, the customer, will contact the organization that adds the most value to your query. There are two concerns with this action that should be taken into account.

1. Theoretically, if you have a very strong technical staff and you know a problem is within the hardware, it would make sense to contact the hardware vendor directly. In this situation, STORIS would only be a middleman and add time to final service response. However, there are many "gray area" problems that may look like hardware problems but are actually problems in the operating system (Windows).

   Because STORIS has technical personnel who are well trained in all of these areas, we are better able to determine the root cause of your problem and implement the correct solution to get your business back up and running.

2. An additional advantage of contacting STORIS on **all** matters is that our case log for your system more accurately represents all the problems you are having. This is used for internal escalation based upon type and frequency of problems.

Case Logging

Cases can be logged via the Internet, direct phone conversation, voice mail, or fax. Cases are logged into an automated case tracking system and prioritized by the problem's impact to your business.

Troubleshooting

Whenever possible, the system should be left in its failed state until the service organization responds. Otherwise, valuable diagnostic information may be lost. In these situations, be sure to tell the service representative that your workstation is inoperative, waiting for a customer service representative to analyze the failure.

If, for whatever reason, you must use your workstation where the problem has occurred, be sure to write down all abort or error messages on the screen, including the screen information immediately above these messages.

Problem Escalation

A problem should be escalated when progress toward its resolution is stalled or when progress is not being achieved in a timely manner. The definition of "timely" depends upon the nature of the problem and its impact on your business. When determining reasonable progress, a factor to be considered is the frequency of the problem and whether or not it can be reproduced at will. A problem that occurs frequently, or one that can be reproduced at will, can be resolved far more quickly than an intermittent problem that occurs infrequently and randomly.

Every customer service organization should have an internal escalation procedure to elevate problems where progress toward resolution is not occurring or not occurring in a timely manner. Technicians working on your case should typically escalate the case under the circumstances noted, but there are many variables. Occasionally, something can be overlooked. Our concern is that you do not misinterpret this type of occurrence and think that we do not care. **WE DO CARE!** We continually adjust our procedures to ensure a quality and timely response and resolution.

Whose responsibility is it to escalate a problem? It is everyone's responsibility – those who have identified the problem. If we share the responsibility, the proper escalation is virtually guaranteed. It may sometimes happen that the problem is escalated both internally from our technical staff and externally from our clients. We would rather have that happen than have no escalation occur at all, each of us thinking that the other is taking action or that there is no problem.

If you are dissatisfied with any aspect of a STORIS product or service, you should raise your concern **immediately** to one of STORIS' senior management staff. The appropriate manager, based upon the nature of your concern, will make every effort to resolve your problem in a timely manner and to **your** satisfaction. In this area, no problem is too small. Even small problems, if not resolved, may become more critical and impact the relationship between two companies.

Refer to the list below to help you determine which member of the STORIS Management team can assist you in the escalation of your case.

Main STORIS Number: 973-601-8200

Client Services			
Marilyn Durning	Vice President, Client Services	mdurning@storis.com	236
Jennifer Watson	Director, Client Services	jwatson@storis.com	513
Jacob Egan	Sr. Manager, Consulting Services	jegan@storis.com	325
David Berger	Sr. Manager, Consulting Services	dberger@storis.com	250
Richard Elliott	Sr. Manager, Product Services	relliott@storis.com	243
Mark Przybyszewski	Sr. Manager, Systems	mprzybyszewski@storis.com	295
Nancy Figueras	Manager, Client Relations	nfigueras@storis.com	280
Todd Rutler	Manager, Product Services	trutler@storis.com	243
Brian Parmigiano	Manager, Product Services	bparmigiano@storis.com	245

7. Training

The STORIS suite of retail applications is powerful and feature-rich. Because there is so much capability and flexibility, one must invest time to understand the product and how it should best be configured for your business. Training is a critical aspect to a successful computer operation. STORIS trains users on all modules included in the product line. In order to continue the training of your operation, you will be responsible for conducting your own internal training sessions.

7.1 Training Classes

In addition to the training resources provided via STORIS Academy on the Client Portal at www.STORIS.com, core STORIS training classes are provided at the **STORIS Mt. Arlington, New Jersey office at 400 Valley Road, Suite 302**.

> **Please Note!!!** It is extremely important that you do NOT schedule your training with STORIS until your system has been installed! Before scheduling your training, your system must be installed and, for Server clients only, STORIS Client Services must be able to remotely access your server. If you have not already scheduled your install date, please contact your assigned systems specialist.

When attending STORIS training classes, each participant will be working "hands-on" and will be trained using a prepared database and classroom workbook. All class participants must begin and end class together. The data created is used for all subsequent examples. Participants must be present from the first day through to the last day. Classes typically run from 9am - 5pm. Class auditors and/or representatives from other clients, may be present within your training sessions. The dress code for training classes at STORIS is business casual (i.e. no shorts, flip-flop sandals, torn pants, cut-off and/or soiled shirts).

The classes are immersive!

Remember: It's probably been a long time since you and your associates have had to sit in a classroom. During our elementary days we all became conditioned to classroom desks, note taking, and how to ask "good" questions. It's difficult to regress and remember that within a classroom we are all equals and all must learn how to utilize the STORIS product. Please do not ask us to attempt to minimize the time. The faster we train, the less you will retain. Your success is dependent upon your participation and understanding of the topics trained. Additionally, do not book early flights for the final day of class unless already pre-determined with your trainer. Unless otherwise stated, assume that you will be in class until 5pm.

8. Billing Information

All service fees are outlined in your contract. The following will serve as a summary of some of the important issues:

- STORIS personnel bill their time in 1/6-hour increments (10 minutes). Your contract defines what types of calls are covered under your partnership plus maintenance agreement. Be sure to gain a clear understanding of what services are billable, and speak to your Implementation Specialist if you have any questions. It is recommended that you select no more than three people to call and log issues in order to keep billable question time from being wasted.

- Your contract indicates the number of students eligible to attend each class. Unless otherwise stated in the contract, additional fees may be charged for each additional student.

- Unless otherwise stated in the contract, $225 per hour may be charged for additional project management.

- Unless otherwise stated in the contract, Programming Services will be billed at $225 per hour.

- The client must cover travel and living expenses, including airfare, hotel, rental car, meals, and phone.

9. Appendix A: Day Ending Reporting & Distribution

A significant challenge facing a System Administrator is the efficient distribution of the reporting information STORIS provides. With the exception of the Report Error Messages (Message Log Audit Report), the Day Ending Reports should be distributed to key personnel to ensure proper monitoring of potential problems.

The Report Error Messages (Message Log Audit Report) details error messages and notification messages regarding system processes, printer and form setups, data corruption, and file save and resize information. **Important:** This report must be monitored **daily** by the System Administrator and helpline cases logged to deal with data errors reported by the system.

In order to conserve paper, many clients choose to suppress printing the Day Ending Reports and run all reports to the Print Job Hold File. Once placed in the hold file, print jobs can be run individually and unused reports may then be deleted. The hold file should be maintained and adjusted by the System Administrator weekly to ensure optimum performance and ease of use by other employees accessing reports from the hold file.

10. Appendix B: Month Ending Process

The system provides for 2 months to be left open at a time - one previous month and one current month. The system will not allow posting to a second “current” month.

The Month Ending Process needs to be run to close the previous month, but does not need to be run on the last day of the month. It is normally run between the 5th and 15th day of the current month, to allow time for approving AP invoices, etc. This process will produce reports for the modules selected.

During the Month Ending Process, certain files may be automatically purged, based on system control (ACF) retention settings. Contact your STORIS representative for detail.

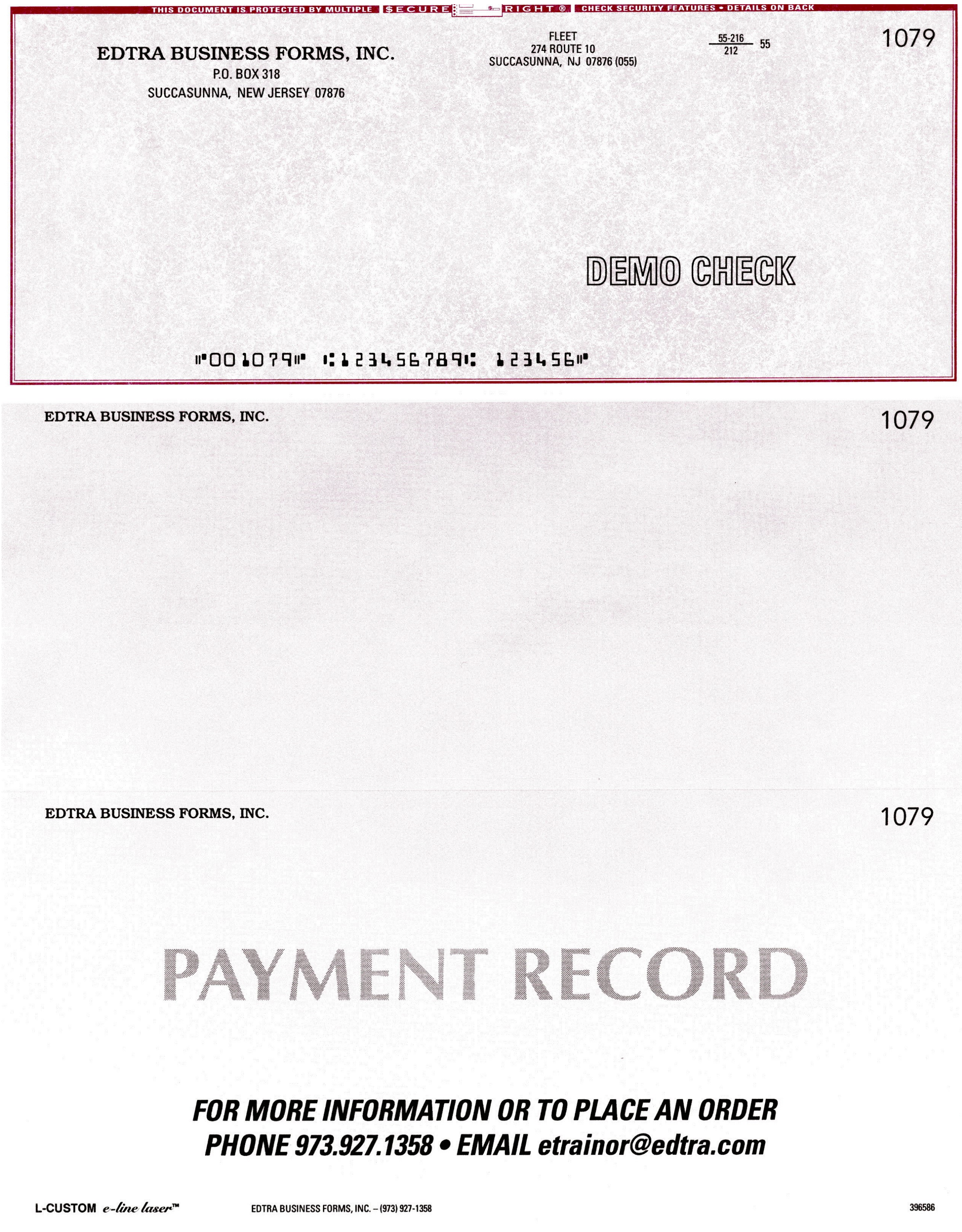
> **Note:** The month cannot be closed if there are open freight batches, unresolved costing errors, or un-completed orders for the month being closed.

11. Appendix C: Sample Laser Check Form

Important! If you will be printing checks in STORIS (using the interface to STORIS Accounting), please read this section before ordering laser check forms.

On the following page we have provided a sample laser check form that you may wish to show your forms supplier when ordering laser checks. Laser checks must be preprinted with the company header, bank routing information, MICR and check number. STORIS prints ALL other information on the form.

Please note: If you purchase forms with additional preprinted text, you will be charged for the custom programming required to accommodate the non-standard form.



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EDTRA BUSINESS FORMS, INC.
P.O. BOX 318
SUCCASUNNA, NEW JERSEY 07876

FLEET
274 ROUTE 10
SUCCASUNNA, NJ 07876 (055)

55-216/212 55

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DEMO CHECK

⑈001079⑈ ⑆123456789⑆ 123456⑈

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PAYMENT RECORD

FOR MORE INFORMATION OR TO PLACE AN ORDER
PHONE 973.927.1358 • EMAIL etrainor@edtra.com

L-CUSTOM *e-line laser*™ EDTRA BUSINESS FORMS, INC. – (973) 927-1358 396586