



V-Technologies, LLC
StarShip Installation Project

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Cheshire, CT 06410
800.462.4016

Time and Materials

Company name	
Contact name	
Project name	StarShip Installation Project
Duration	6.5 hours spread across multiple appointments, provided at mutually agreed upon dates and times

Schedule of Rates

Item description	Qty
StarShip Installation Project (Includes connection of up to: 1 ERP/source, 2 carriers, 1 location, 2 user seats)	1
Additional shipping client configuration	0
Additional carrier configuration	0

Requirements and Due Dates

- Completed **Statement of Work** and **Pre-Installation Checklist** documents are required **5 days from payment date**.

The following items are required at least **72 hours prior to the installation appointment**:

- General requirements:**
 - The source system from which StarShip will be retrieving/receiving data must be installed
 - Servers/Workstations where StarShip components will reside are configured completely, added to the network and meet or exceed the minimum system requirements
 - Shipping label printer/s, report printer/s & scale/s are attached and functioning correctly with the appropriate drivers installed
- Carrier requirements:**
 - UPS – Shipper account #'s and a copy of the most recent/latest UPS invoice for each shipper account is required for account registration
 - UPS Freight – UPS Freight 8 digit *Account #*, *MyUPS.com User ID* and *Password*
 - FedEx – Shipper account #'s must be submitted to V-Technologies
 - FedEx Freight - *Account #*, *in addition to the billing & shipping address tied to the account*
 - A. Duie Pyle - *Account number*, *MyPyleID*, *Password*
 - AAA Cooper - *Account number*, *User ID* and *Password*
 - ABF Freight – *Account #*, *ABF Secure ID*. Register for *ABF Secure ID* and all of the ABF APIs [here](#)
 - Averitt Express - *Account #*, *User ID* and *Password*
 - Dayton Freight - *Account number*, *User ID* and *Password* (account must be web account with web services enabled)
 - DHL - *Account #*, *User ID* and *Password*. Must submit [this application](#) to XMLRequests@dhl.com
 - ESTES - *Account number*, *User ID* and *Password*
 - Enterprise TMS (formerly FreightView) - *Authentication ID*, *Authentication key*
 - Freightquote.com - *Username/Password*. This is obtained after submitting the Freightquote credit application. The credit application is available [here](#)
 - Freightview – *User API Key* is required for setup
 - Holland - *Account number*, *User ID* and *Password*
 - New Penn – *User ID* and *Password*
 - Old Dominion - *Account #*, *User ID* and *Password*
 - OnTrac - *Account #*, rate and zone charts

- R+L Carriers – *MyRLC.com login and API access key*. Register for the *API Access key* and all R+L’s Business 2 Business Tools [here](#)
 - Reddaway - *Account number, User ID and Password*
 - Roadrunner Transport - *Account number, User ID and Password*
 - Pitt Ohio - *Account number, User ID and Password*
 - SAIA - *Account number, User ID and Password*
 - Southeastern - *Account number, User ID and Password*
 - SMC³ - *User ID, Password and License*.
 - XPO Logistics/Con-Way - *Account #, User ID and Password*
 - YRC - *Username, password, Business ID*. Must complete [Non-Disclosure Agreement](#)
- **Other prerequisites:**
 - Branded email notification - SMTP information (*host, port, user id, password, SSL req'd flag*)
 - Masterforms Online (Hazmat shipping) – User must have a valid DGIS license

Scope of Work

For each StarShip installation project, V-Technologies will assign an Implementation Specialist to provide the following services:

1. Conduct a requirements analysis call to review the project scope and objectives
 - a. Review the pre-installation checklist
2. Conduct the installation, configuration and testing on the agreed upon appointment dates
 - a. Installation of a Microsoft SQL Server Express instance to host the StarShip database
 - b. Installation & configuration of the StarShip Server on one (1) server
 - c. Creation of the StarShip database
 - d. Installation of the StarShip Client (*see schedule of rates for # of Client configurations included*)
 - e. Configure integration with a single source (ERP, accounting or eCommerce)
 - f. Configure the integration with licensed carriers (*see schedule of rates for # of carrier configurations included*)
 - g. Configure shipping label printer, document printer and electronic scale for the above workstations
 - h. Complete a test shipment as follows
 - i. Retrieve the source document (sales order or invoice)
 - ii. Rate and process shipment
 - iii. Print shipping label and Bill of Lading (if applicable)
 - iv. Verify the source document is updated in the Source/Financial System
3. Conduct a brief post-installation review within 2 weeks of the training date to review and address outstanding items falling within the implementation project scope. It is the responsibility of the customer to provide a date which falls within this time period. If no appointment is scheduled within this 2 week time frame and no issues are indicated, V-Technologies assumes customer satisfaction and sign-off and the project will be closed.

Successful completion of the above items constitutes a completed installation and the project will be closed/archived. In the event any of the above items cannot be completed, V-Technologies will continue to work with the customer as long as active engagement is occurring. Active engagement refers to communication within a 2-week timeframe and responding to communications in a timely manner to help keep the project on track.

Exclusions

The standard installation package **DOES NOT** include:

- Product training
- Configuration of additional source/ERP interfaces, locations, carriers and shipping workstations (*unless noted in Schedule of Rates*)
- Software customizations
- Custom modifications or design changes to documents e.g. *Commercial invoice*
- Custom modifications or design changes to the shipping label
- Developing or customizing Crystal Reports
- Copying or modifying the configuration, fields or default map XML files (Developer Interface, Generic ADE or Generic SQL)
- Contract setup (Freightquote or SMC3)

Note: V-Technologies offers an hourly consulting service designed to cover the setup of items not included in the outlined scope. Additional hours can also be purchased and added to the project as needed to extend the project scope. For all billable rates, additional details on cost or a formal quote on this service offering, please contact your Sales Representative at 800-462-4016 option 1. Additional requirements outside of the standard functionality will be noted as a request to be reviewed by Product Management at their discretion.

Location of Work

All aspects of the installation process will be done remotely, via ScreenConnect or Bomgar, email and phone communication. V-Technologies will provide the means of remotely connecting to the client's machine. The servers and/or workstation(s) where each StarShip component resides require a sustained internet connection.

Period of Performance

The project will occur at mutually agreed upon dates and times and encompasses the time noted in the time and materials section above. Multiple appointments will be required to complete the scope. Appointment time slots are limited, thus it is recommended that the customer contacts V-Technologies two full weeks prior to the service request date to ensure the desired date is still available. When the outlined scope is completed, the project will be immediately closed/archived and can no longer be accessed. Support services after the post installation appointment are subject to guidelines and consulting fees as outlined in our support policy. See the *Requirements and Due Dates* above for a list of prerequisites.

If any or all of the outlined prerequisites are not met at the time of the appointment, V-Technologies reserves the right to postpone the appointment. Customers are responsible for timely performance of responsibilities and preparation requirements outlined in the SOW. If you are unable to make a scheduled appointment, you may reschedule your appointment up to 24 hours prior to your scheduled time. Any rescheduling done within 24 hours of a scheduled appointment time could be subject to a rescheduling fee. The rescheduling fee amount will be determined by a calculation equal to the current hourly billed rate multiplied by the number of hours for which the appointment was scheduled. This fee is required to be paid prior to establishing a new appointment time. This fee also applies if the customer or reseller fails to be available at their scheduled appointment time.

If a project must be placed in hold status during execution due to some unforeseen circumstance, it is the customer's responsibility to communicate the reason for hold and estimated resume date clearly to the assigned Implementation Specialist. When the project is in hold status, it is the customer's responsibility to initiate contact with the assigned Implementation Specialist to reactivate and continue the project. Please note that there could be up to a 4 week lead time for rescheduling projects in hold status. The project will be considered dormant status in cases where the customer is unresponsive to follow-up requests or inquiries from the project team for longer than 2 weeks, unless the project is in hold status. Dormant projects will incur a \$500.00 reinstatement fee and can expect a lead time of up to 4 weeks for re-scheduling. If the project is dormant for 3 months, it will be considered an aging project and will be automatically closed/archived. If the customer wishes to resume a project closed/archived due to dormancy, a new project will be opened and this will be subject to additional discovery and consulting fees.

Payment Terms

Payment can be made by credit card (VISA, M/C, AMEX) or company check and must be received prior to scheduling the appointment. The StarShip Installation project fee is non-refundable.

Acceptance and authorization

If the foregoing is in accordance with your understanding please sign and return this statement via fax to 866-478-4922 or via email to supportservices@vtechnologies.com.

IN WITNESS WHEREOF, the parties hereto each acting with proper authority have executed this Statement of Work, under seal.

_____	V-Technologies, LLC
Company Name	Company Name
_____	Andre Thomas
Full name	Full name
_____	Application Support Manager/Project Manager
Title	Title
_____	_____
Signature	Signature
_____	_____
Date	Date