STARSHIP TRAINING OVERVIEW

V-Technologies is committed to making your training experience pleasant and rewarding. In order to best serve you, please read the following and place a checkmark **(√)** all applicable topics for which training is desired. If you have any questions, please email support@vtechnologies.com with your company name and the word training in the subject line.

Note: All aspects of the training will be done remotely in the customer's environment. V-Technologies will provide the means of remotely connecting to the client's machine via Bomgar unless an alternative remote software tool is provided by the customer or Reseller.   The training is pretty flexible. The time can be divided up over multiple sessions as needed by the customer to target specific groups or topics.

It is required that StarShip is fully configured (ERP system, carriers, printers, electronic scales etc.) and functional to prevent any interruptions during the training. The client's workstation(s) will require an internet connection.   In addition, test Orders should be created in the ERP/Accounting system prior to the scheduled appointment time, in order to simulate the applicable scenarios selected in the "Special Shipping Topics" section.

LIST ALL ATTENDEES:

Company Name	Contact Name	Phone number

Place a checkmark **(√)** next to the special shipping topics you would like to cover during the training.

**SPECIAL SHIPPING TOPICS

1. _____Shipping with or without line items
2. _____Single package shipments
3. _____Multi-package shipments
4. _____Print on next: Get a label as the package is handled/packed
5. _____Batch Processing of source documents (Orders, Invoices)
6. _____Order consolidation - multiple sales orders on a single shipment
7. _____Address validation
8. _____Drop Ship/Blind shipments
9. _____Return shipments/Call Tags
10. _____Future dated/deferred shipments
11. _____Shipment Email notification
12. _____COD shipments
13. _____Insured shipments: Insurance, Third party insurance
14. _____Third party or Recipient billed shipments
15. _____International shipments
16. _____UPS WorldEase
17. _____AES Direct processing
18. _____Freight/LTL shipping

19. ____EDI shipments (*True Commerce, RedTail license required*)
20. ____Freight Rules/charges
21. ____Hazardous/Dangerous Goods shipments
22. ____Ship via rules/rate shop scenarios to determine "Best" shipping method
23. ____Conditional printing of documents/labels
24. ____Shipment or package packing list
25. ____"Branded" shipping labels
26. ____"Smart" labels
27. ____Shipment history/search
28. ____Optimization (mappings, shortcut keys, packaging scenarios, tab order, automate field selection)
29. ____StarShip Dashboard (*Managers or customer service Personnel*)
30. ____StarShip Rate Quote (Web Interface)
31. ____StarShip Branded email notification
32. ____StarShip Server Manager, Updates, Database Maintenance (*IT Personnel*)

Are there any other specifics or items not noted above that you would like to cover? **Please specify below:**

1)
2)
3)

GENERAL AGENDA

1. Introduction
2. StarShip Client/**Special shipping topics
3. StarShip Dashboard
4. StarShip Rate Quote
5. StarShip Branded email notification
6. Question/Answer

CLIENT/SHIPPING

1. Login
2. Review general shipping screen, buttons, menu items and controls
3. Shipping with a source document
4. Select document/Import shipment as LTL and parcel
5. Shipping assistant (w/ or w/o): Related orders, Item classification and packing/un-packing
6. Enter/complete shipment information
7. Navigate packages
8. Add/delete packages
9. Rate shop, scenarios/carrier switch rules, quotes tab, charges
10. Saving shipment as draft
11. Finalize/Process parcel and LTL shipment
12. Print parcel shipping labels, Bill of Lading, Shipment Packing list and LTL Pallet/Package labels
13. Verify write-back information to the ERP source document: Sales Order or Invoice
14. Shipment/package search
15. Editing an existing shipment/re-printing labels and documentation
16. Voiding/Deleting a shipment/Update shipment status
17. Tracking/Update shipment status
18. Shipping without source document (Customer list and address book)
19. End of day close
    a. Closing procedure
    b. Printouts: Shipping report, UPS Summary Label, FedEx Ground Manifest

STARSHIP DASHBOARD

1. Overview
1. Login

2. Widgets
3. Sorting/filtering
4. Defining Workspaces/templates
5. Reports
6. Tracking
7. Search

STARSHIP RATE QUOTE

1. Overview
2. Login
3. User interface
4. Setting up a quote
5. Additional options/settings

STARSHIP BRANDED EMAIL NOTIFICATION

1. Overview
2. Template Designer
3. Email viewer
4. StarShip Client email preview

IT TRAINING

1. Components review (Client, Server, Database, Web Server)
2. StarShip Server Manager review of functions/database tasks
3. Running updates

Acceptance and authorization

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

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

Andre O. Thomas

Full name	Full name

Application Support Manager

Company Name	Title

Signature	Signature

Date	Date