i.STAR Implementation Overview

This document will help explain what to expect in your i.STAR integrated web store implementation process.

In addition, we will set up a project in a project tracking system (Base Camp) where the list of To Do’s and Milestone dates for your project will be set and it will be the central core for communications within the project. Once we have you set up in Base Camp for your i.STAR implementation project, you will get a log in email. If you notice an employee you would like to have access to this system isn’t on the project list, please post a message to me and we will get them added.

Database

What You Need to Know About Opening Your Store is sent to all new i.STAR customers. Please read this material and follow the instructions in there. Chapter 5, on getting Retail STAR ready, shows the different tasks that need to be done. More detailed instructions, if needed, are available in the Retail STAR documentation for some of the items. It wouldn’t be unusual to need questions answered about some aspects of getting the database ready even after reading this documentation so just let me know if you need help with any of the set up items.

At some point, we will have you back up your Retail STAR database at the MAIN and get it to your web server here. We need a few days notice to make sure a server is ready for you. This process is described in the Opening Your Store guide. PLEASE CHECK OFF THE “TO DO” IN THE PROJECT SYSTEM WHEN YOU ARE READY TO DO THIS and provide remote access information so I can dial into your store to retrieve the database.

Design Process

Design:

For planning purposes, expect that it will take us one to two weeks from the time we receive your design inputs to come up with a design layout for the wrapper or framework of the pages for your site, in an image format. Please refer to Chapter 3 of the Opening Your Store guide for the design questionnaire that needs to be faxed in to start the design process. (Fax to 702-446-8005; no cover sheet required)

Build:

After your approval or feedback, we will build this image out into web pages and expect that will take us one to two weeks from the time of approval. (Turnaround times are dependent on project load.) We will let you know at the time if the timeframe is not going to be the usual one week. Also, we may be able to accommodate a shorter turnaround should it happen that you are all ready with your database and need a quick design process and launch.

Generally speaking, it’s not expected that the design process will ever be longer than the process you will go through to get your inventory web ready.

What the Basic 10 hours Includes:

CAM designs one page layout for the overall site look and the home page for the hours included in the set up fee (10 hours of design time). Different page looks or additional pages (static pages, landing pages, informational pages, etc.) will incur additional design time at $120/hour and must
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be authorized in advance. These additional pages will affect the design timeline so keep that in mind. See the Opening Your Store guide for more information on what we will need from you in the design process.

If you have a web designer that will be maintaining your site, you will have full access to your web pages for this purpose using the FTP log in that we set up for your store communications, as well. Just let me know you are doing this and we will get additional information into this person’s hands.

Web Administration
Once we have your database here, we will email you back a link to access your website via an IP address. And, you will be able to access the web administration back end area at http://www.yourdomainname.com/admin (or http://subdomain.domainname.com/admin for subdomains) to control various site settings, establish if you want a retailer order confirmation email, etc.

Priorities
For the purposes of prioritizing the needs of our various retailers, you will be assigned a “level” throughout your implementation process. The levels are identified as follows:

<table>
<thead>
<tr>
<th>Level</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>5</td>
<td>Have purchased i.STAR but no Go Live date set or Go Live date is more than 3 months away.</td>
</tr>
<tr>
<td>4</td>
<td>Go live date is &gt;one and &lt;3 months away.</td>
</tr>
<tr>
<td>3</td>
<td>Go live date is &gt;2 weeks and &lt;one month away.</td>
</tr>
<tr>
<td>2</td>
<td>Go live date is &lt;2 weeks out.</td>
</tr>
<tr>
<td>1</td>
<td>Site is live. These customers are considered level 1 if there are issues affecting revenue generation on their site.</td>
</tr>
</tbody>
</table>

Higher priority will be given to those customers in the lowest levels. What this means is that if you are in level 5, you may have a longer wait for returned calls and emails, but that means that when you are level 1 and 2, you will receive top priority.

Once you have a Go Live date set with CAM, that locks in your priority launch date. CAM will extend the Go Live date for one week beyond that date at your request. We will make every effort to accommodate your schedule, but please be advised that beyond the one-week extension, CAM cannot guarantee that your Go Live date can be rescheduled to a date of your first choice due to other customer Go Live commitments. CAM reserves the right to limit how many customers are at level 2 at any given time.

Establishing a Go Live Date Commitment With CAM **very important!**

To establish your Go Live date, fill out and fax the attached form to (702) 446-8005 (no cover sheet required). We must have your Go Live date established to begin work on your design or database. This date will also be needed by the X-Charge group when you set up your new processor accounts and/or put in for an “additional location.”
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**Server Release Notification**
A Server Release Notification says that your i.STAR server and/or email is being made available for implementation and service and signifies the start of your i.STAR monthly service fee obligation. CAM Commerce Solutions provides a grace period before billing commences to give our personnel time to set up the server and install i.STAR. Monthly service fees will start at the Billing Start Date noted or when the site goes live, whichever occurs first. The notice must be signed and faxed back before CAM retrieves your Retail STAR database to establish a web store location.

**Server Environment**
Your dedicated web server is a Windows environment. We do not support PHP, Cold Fusion, cgi scripts, or Perl.

**Email**
CAM supplies an administrator email log in to create email boxes for your domain name hosted here at CAM that can be retrieved via POP3 or over a web interface. If you are using a subdomain for your i.STAR site, we cannot provide email. Please notify me if you wish to have email hosted with CAM. Allow 1-2 days turnaround time.

Once an email administrator account has been set up, here is information on accessing email:
Domain administrator log in: [http://mail.retailamerica.net/domainadmin](http://mail.retailamerica.net/domainadmin)

Settings to Download Email (ie. for Outlook):

**Server Info:**
Incoming Mail (POP3): mail.retailamerica.net
Outgoing Mail (SMTP): <your ISP setting for this -- look at your ISP mail account for this>
Incoming Mail Server
Account Name: [such as yourname@yourdomainname.com]
Password [whatever it was set to when set up]

**Domain Name**
To point your domain name to CAM, you will need to contact your domain name registrar and give them the new “Name server” or “DNS server” information of:

1) PROXY.CAMNV.COM (IP: 209.223.98.100)
2) CAMDNS2.CAMNV.COM (IP: 209.223.98.110)

If you have a live site at your domain name, typically you will make this switch just prior to having your i.STAR site launch. Allow 1-3 days for the Internet to completely pick up on the re-pointing of your domain name.

**SSL Certificate**
We obtain SSL certificates for your site through Thawte, a Verisign company. CAM does all the technical legwork to obtain the SSL certificate and you are billed for the price of the certificate. Please be advised that the SSL certificate is issued to the particular domain or subdomain name and if that changes for some reason, a new SSL certificate would need to be obtained at an additional cost to you. SSL certificates are good for two years at a time. If Thawte contacts you for some information, you must supply what they are requesting for the certificate request to continue being processed. Follow their instructions exactly and return the information to them.
To get your site's required security/SSL cert, fill out the form at this link:

http://istarhelp.com/sslform.html

There is a more detailed discussion on the SSL cert in the What You Need to Know About the Internet doc, but these are some key points to know:

- A common hold up for getting the SSL cert issued is when a domain name's owner ("registrant") does not match the legal business name. For example, domain name registrant is an individual's name, a previous web hosting firm's name, etc. If this is the case, you can either change the domain name owner to match the legal business name before web submit for your SSL cert *or* you will be required to provide additional information (ie. paperwork, letter) to Thawte (pronounced “thought”), the Verisign company we obtain the SSL certs from.

- The address and phone needs to be able to obtained from a 411 directory listing for your company's legal business name or additional verification will be required SSL certificates are issued by Thawte.

- If Thawte contacts you for verification or additional information in the process, please respond in a timely manner so that the SSL issuance can be done without delay.

Please note: If your state does not have an online database of corporations, you will need to upload to this site the following: - Your corporation certificate issued by the state or your articles of incorporation. We will let you know if this is the case.

**Existing Site**

If you have an existing site and wish to keep other content on that site and just have the shopping portion of your site here on your i.STAR server, you can either get a new domain name for your i.STAR site or have your current hoster establish a subdomain (for example, shopping.yourdomainname.com) that would point to your i.STAR server here once we set it up. The decision is yours, just let us know what you decide so we know which name to submit for your SSL certificate.

**Credit Card Processing – X-Charge**

If you are planning to use X-Charge when processing your i.STAR orders through Retail STAR Accounting (Sales Order/Invoice), you should have been set up with the software you need by your salesperson. You will need a separate merchant account for a e-commerce transactions that will be separate from your POS swiped account. If you have any questions on this or have not been contacted to have this merchant account set up or the X-Charge software installed, this is your X-Charge contact here at CAM:

Dennis Bujnak  
Phone: (314) 638-0126  
Email: Dennis.Bujnak@camcommerce.com

*Please be advised that you will need to give your i.STAR site's URL to the X-Charge group to get your e-commerce account approved. After we get your database to start the Remote store here on your web server, you will be emailed information about your site including the URL. Give this URL to your X-Charge contact so they can process your X-Charge application.*
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X-Charge Contact List

General Sales Line (Henderson)
1-800-637-8268

E-Commerce Account Set Up (for i.STAR customers - Henderson)
Dennis Bujnak
Phone: (314) 638-0126
Email: Dennis.Bujnak@camcommerce.com

Tech Support (Fountain Valley)
1-800-338-6614
Technical issues with live accounts

Customer Service (Henderson)
1-866-232-7526
Questions on rates, fees, deposits into bank, and general customer service.
NOTE: Fee and rate schedule for a specific retailer is on their signed Merchant Application, pg 2
Can also request web access to see deposits online through X-Charge Customer Service

Installations (Henderson)
1-800-735-5767
Renee schedules installer's time based on customer convenience
Customers can call this line directly to schedule install

Training
It is strongly recommended that you schedule training for information on the entire order
processing procedure. Training will teach you how to do things like handle sales orders, check
credit card preauthorizations, utilize pick tickets, invoice customers and ship merchandise, verify
sales in both STAR and X-Charge, end of day activities and reports, and other activities relevant
to web order processing.

You will want to enter some orders on your site to work with while training.

To schedule training, please call (866) 442-1887. If you do not already have training time
purchased or remaining on the books, the current rate for training is $120/hour.

Bandwidth
10GB of bandwidth transfer is included in your monthly hosting fee. A charge of $5 per GB over
the included 10GB will be billed to you.

Technical Problems
Before your site is launched, I will be your primary contact for your website implementation. If
prior to going live you encounter a technical problem, you may submit a help ticket at
http://tickets.istarhelp.com. You may also call Retail STAR Technical Support (800-949-1470,
option 6).
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Current Features
The implementation process for your website is centered around the current features we have for i.STAR. We will not be able to promise new features as part of the implementation effort. You may submit an enhancement request at http://tickets.istarhelp.com. Please note that submitting an enhancement request is not a request to implement that feature prior to launching your site. These tickets are taken into account in the same manner as a suggestion box.

i.STAR release information can be found at www.istarhelp.com.

Contact Info
Leslie Wiley
E-Commerce Project Manager
CAM COMMERCE SOLUTIONS
1202 High Tech Circle
Henderson, NV 89092
(888) 427-2260 X107
Back Line (702) 564-2416 x107
Leslie.Wiley@camnv.com
# Establishing a Go Live Date Commitment With CAM

<table>
<thead>
<tr>
<th>Submitted By (name):</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Company Name:</td>
<td></td>
</tr>
<tr>
<td>Date:</td>
<td></td>
</tr>
<tr>
<td>Telephone:</td>
<td></td>
</tr>
<tr>
<td>Email:</td>
<td></td>
</tr>
</tbody>
</table>

### Desired Go Live Date

<table>
<thead>
<tr>
<th>Points of Contact:</th>
<th>Web Design Inputs</th>
<th>Preparing Retail STAR Database</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Telephone</td>
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<tr>
<td>Email</td>
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</tr>
</tbody>
</table>

### Design (circle one)

- **We are providing** CAM to provide

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Please allow the following timeline for CAM’s portion of the effort:

**Design Phase** – 2 weeks

**Build Phase** – 2 weeks (Note: must have Retail STAR database here at CAM with the items marked as “must be done” and “should be done” from Chapter 5 of the What You Need to Know About Opening Your Store doc.

It is possible to do a faster launch if your database has those items from Chapter 5 ready before you contact CAM, but would require close management by both CAM and the retailer to accomplish a shorter schedule.

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Fax completed form to (702) 446-8005 (no cover sheet required)