Post Sales and Support Process

Post Sales and Support Checklist

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|  | Review the **Post Sales Follow Up Checklist** to facilitate a full review of the installation prior to a store opening |
|  | Review with the customer any critical store opening plans, timelines and key concerns |
|  | Prepare and plan to provide on-site support for customer store openings as needed  Post Install |
|  | If the startup/opening has particular challenges, arrange for technical support from MTT |
|  | Conduct a formal system follow up review at 1 week and 1 month post-opening. Document any issues and arrange for follow up support |
|  | Gather any customer input on potential changes – enhancements or modifications – to the system that could be used to improve the product performance. |
|  | Become familiar with the **RMA Process** and **RMA Form**  Support |
|  | If a return-related issue arises, arrange for the return via the RMA process. If possible, get the customer back up and running even before you process the RMA. Work with MTT on this. |