



Liquor Modernization Project Phase 2 Selecting Your Retail Terminal

Integrate your current registers and use your current terminal | Integrate using a new Clover Station provided and configured by the Liquor Enterprise

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|------------------------|---|---|
| Benefits | <ul style="list-style-type: none"> ✓ There will be no change to how you use your registers to process transactions | <ul style="list-style-type: none"> ✓ Clover’s modern sleek, swiveling design saves space ✓ Clover will be configured for liquor sales ✓ You will be able to process chip card transactions, decreasing the liability for your agency ✓ You’ll enjoy discounted merchant fees for credit card transactions ✓ Around-the-clock support is available if you’re having trouble with the Clover hardware ✓ You can use Clover for all of your products—set-up is easy, and there are tutorials to walk you through the process (<i>Note: Only data about liquor sales is transmitted to the Liquor Enterprise</i>) ✓ Clover can help you with business tasks such as scheduling and inventory reporting if you decide to use those applications |
| What’s Included | <ul style="list-style-type: none"> ✓ System requirements to share with your IT provider | <p>You will get everything you need, including:</p> <ul style="list-style-type: none"> ✓ Clover Station Display ✓ Bar Code Scanner ✓ Receipt Printer and Receipt Paper (two rolls) ✓ Cash Drawer ✓ PIN Pad for Alternative Payment Methods (EMV/Chip Cards, PayPal, Apple Pay, etc.) |
| Considerations | <ul style="list-style-type: none"> ✓ IT work—possibly significant—will be needed to integrate with the Web API; you are responsible for these costs ✓ You will continue to have ongoing support costs with your vendor | <ul style="list-style-type: none"> ✓ If you sell products in addition to liquor, you will have to process two transactions for customers unless you decide to enter all products into your Clover Station |
| Costs | <ul style="list-style-type: none"> ✓ Costs for the IT work to integrated with the Web API; these costs will vary based on your vendor – you will receive requirements documents that your vendor can use to estimate the time and cost ✓ Ongoing system support costs | <ul style="list-style-type: none"> ✓ Terminals: You will receive one Clover Station at no cost for each retail liquor terminal you currently have ✓ Monthly support costs: The Liquor Enterprise will cover support costs for the first two years – after that, you will be responsible for those costs. Costs will vary based on the number of terminals you have—this will range between \$50 and \$80 per month. |

Liquor Modernization Project

Accurate | Reliable | Useful

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|-------------------|---|---|
| Ownership | You have always owned your retail terminal | You will own the Clover Station |
| Timing | <ul style="list-style-type: none"> ✓ Decision wdue Dec. 1—submit your decision online ✓ Testing will be required—testing will take place in first quarter 2017 ✓ Integration must be complete April 1, 2017 | <ul style="list-style-type: none"> ✓ Decision on direction due Dec. 1—submit your decision online ✓ Installation will be scheduled for spring—a vendor hired by the Liquor Enterprise will install your new Clover Station |
| Next Steps | <ul style="list-style-type: none"> ✓ Determine that you want to pursue integrating your existing terminals ✓ Share the requirements documents with your IT vendor – some questions to ask: <ul style="list-style-type: none"> • Can my current terminals support this? • How long will it take to complete the work? • Can you meet the deadline? • How much will it cost to integrate? • Will there be any changes to my support contract once this has taken place? ✓ Communicate to DOLC that you will integrate your existing terminals by Dec. 1— submit your decision online | <ul style="list-style-type: none"> ✓ Determine that you want to use the Clover Station—communicate your decision to DOLC by Dec. 1—submit your decision online ✓ Installation will be scheduled for spring—a vendor hired by the Liquor Enterprise will install your new Clover Station |
| Resources | <ul style="list-style-type: none"> ✓ Technical Requirements Document | <ul style="list-style-type: none"> ✓ Clover.com and Help.clover.com ✓ First Data YouTube Channel ✓ All about Clover webinar replay ✓ Custom Merchant Services Program |