5-2016

Analysis of the Point of Sales System at Tower Hill Botanical Garden and Suggested Courses of Action

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Recommended Citation

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<u>Executive Summary</u>

As Tower Hill Botanic Garden continues to improve on its operations and enhance the experience of its visitors and members, they are on a quest for a new Point-Of-Sale (POS) system that not only works with its existing hardware and interface with Raiser's Edge, a smartcloud fundraising and relationship management software central to the garden's operations but also, have a restaurant module and the capability of operating both in a wireless and hard-wired environment.

Within this document is described in detail the process the Clark University capstone group undertook to determine three alternatives to the current POS systems that Tower Hill Botanical Garden uses as well as root cause analysis of any other underlying issues. The systems reviewed include Gateway's Galaxy, Cam Commerce solutions, Double Knot, Bepoz, and The Assistant Manager. The hopes of this document are that, after review, the team at Tower Hill Botanic Garden will be able to move directly towards making a decision on which system would most likely meet their needs and be within budget.

Root Cause analysis revealed that the issues with the current systems were: Counterpoint was unable to interface with Raiser's Edge properly even with a piece of middleware, management does not want to continue to maintain the overhead for two point of sales systems, and there is a lack of onsite technical and IT staff. This project also uncovered the need for adequate training and support for new POS system and an onsite technical staff for the Tower Hill Botanical Garden. The final conclusion of the cost benefit analysis yielded that the overall best POS systems is very close between The Assistant Manager and Bepoz. A request for a demonstration from the vendors would help in the decision.

Table of Contents

Introduction

      The Tower Hill Botanic Garden is home to the Worcester County Horticultural Society, the third and oldest of its kind in the country. Located in Boylston, Massachusetts, the garden seeks to inspire the use and appreciation of horticulture to improve lives, enrich communities and strengthen commitment to the natural world. Carrying out this mission entails following the core values of learning, stewardship, sustainability, inclusivity, and excellence. To enhance the experience of its increasing number of visitors and members, improve operations and increase revenue, having the right business intelligence tools and Point Of Sales (POS) technology becomes a necessity. A strategic move of the Tower Hill Botanic Garden (THBG) has been to invest in a new POS technology which will allow them to have a competitive advantage, meet the growing needs of the garden, connect the garden with new audiences and enhance the relationship with current members.

      In an effort to help the THBG get a new POS system, the goal of this project is to assist the organization in interviewing stakeholders, develop a list of product requirements, research potential solutions, and report on findings of the recommended solutions. Currently THBG uses two separate POS systems called Counterpoint and ShopKeep, counterpoint having four registers which were upgraded in 2015. Because Counterpoint does not offer a restaurant module for its software, a second POS system; ShopKeep is used for their Cafe. Given that there are some limitations in the current POS systems especially its inability to process membership properly, and some challenges while interfacing with the garden's fundraising software, Raiser's Edge, it's critical that a replacement POS address most of these limitations.

      After long weeks of research and demonstration meetings with vendors, several POS solutions were selected as they were seen to closely meet the needs that the organization identified during the requirements gathering phase of the project. The POS systems that were examined include; Gateway's Galaxy® Point-of-Sale Software, The Assistant Manager (TAM)

and DoubleKnot, Bepoz and Cam Commerce Solution. This document will outline the features of each of these POS systems and will also include a cost benefit analysis which will allow THBG's stakeholders to make the best decision for the organization. A discussion about the state and business process analysis will also underscore some internal organizational concerns that are worth addressing before, during, and after the implementation of the new solution package.

Background and History

Tower Hill was founded by the Worcester County Horticultural Society, drawing its roots back in 1840. In 1851 the society built its first headquarters in response to growing interest. In 1928 the society had outgrown their facilities and moved to Elm Street in Worcester. In 1983 the society set its sights on cultivating gardens and by 1986 had created a plan to create a botanical garden at the Tower Hill Farm in Boylston. At that time a fifty year plan was devised for the gardens that is still followed to this day. The society purchased Tower Hill Farm in Boylston in 1986 and has been building a beautiful year-round botanic garden on its 132 acres ever since. Tower Hill Botanic Garden is home to a prized collection of plants, from flowers to shrubbery to trees, expertly cared for by a dedicated team of professional horticulturists and supported by the staff and volunteers who help make Tower Hill the vibrant organization and destination that it is today.

The mission of the Tower Hill Botanic Garden is to inspire the use and appreciation of horticulture to improve lives, enrich communities, and strengthen commitment to the natural world. THBG educates the communities through the gardens, its programs, and collaborations and seeks to connect people and plants for the benefit of the planet. The garden strives for excellence in everything it does as it welcomes everyone to share the joys of gardening and understand why plants matter in our lives, honoring what has been entrusted to its care as they meet the challenges, and opportunities of the future.

The Tower Hills Botanic Garden's vision for the next five years builds on its unique vantage point atop Tower Hill in Central New England. Growing the gardens and programs to connect with new audiences and deepen their relationship with current members and audiences. The gardens has become a must see destination drawing visitors from near and far. THBG strives to become a collection of people and plants that can make a difference beyond their boundaries. THBG aims to collaborate with others to develop and disseminate plant-based solutions to societal issues. THBG helps to lead many of these efforts to build a better world through plants and people. Having a POS system that would meet the increasing demands of the businesses operational needs and enhance customer service would help the organization work towards its vision, that of growing a better future for people through plants.

The growth in the gardens operation and membership calls for the need for a unified POS system for the entire company, because they perceive that their current Systems both Counterpoint and ShopKeep do not adequately meet their current needs and expectations. This has been an ongoing project and the current Chief Finance and Operating Officer, Jane Ellis is taking the lead to ensure that a new POS solution will be properly researched, investigated, and implemented. The search for a new solution was started because THBG wanted to have all point of sales data in one place and be able to easily create reports on the data. The involvement of staff from different functional areas was required because the sign off of several department heads and board members was needed in order to implement such a change company wide. The project was put on hold briefly because of an important yearly event last year, but this Clark University capstone group is now helping to increase the haste at which the project moves by working very closely with key members in the different department of the organization.

Some key historical issues include that the person responsible for researching and implementing the current Counterpoint point of sale system left the company abruptly without leaving behind proper documentation. Without proper training and technical staff to understand the technology, the current staff managed working with the POS system facing significant

challenges and technological hurdles. These problems could have been resolved if given the proper training, technical staff, and ongoing support. However, Counterpoint does not offer a restaurant module and therefore a second POS system; Shopkeep, was purchased to meet the needs of the cafe. Another major problem was that Counterpoint interfaced poorly with the organization's fundraising and donor management solution software, Raiser's Edge, which facilitates the garden's relationship management operations. Given that Raiser's Edge is central to the garden's operation, accessing information in its database will facilitate operations, minimize duplication of efforts, save time and allow staff members to manage their time more efficiently to enhance customer experience and thus directly or indirectly improving overall operations and profitability.

Trends in the Industry

When Tower Hill Botanical Garden was founded the idea of an electronic Point of Sales System, or even a mechanical one, would have been thought of as witchcraft. As the technology of the times has continued to improve and the trends in the industry have become more and more diverse the needs of the business have had to evolve to meet them. Below we discuss the current trends in the POS market at the time of writing of this document.

Point Of Sale has become abbreviated to POS over time, mostly because it is easier to say. POS refers to the capturing of data and customer payment information at physical sales locations when goods or services are bought and/or sold. The POS transaction is captured using a variety of devices which include computers, cash registers, optical and bar code scanners, magnetic card readers, chip readers, RFID readers/transmitters or any combination of these devices.

The point of sale is often referred to as the point of service because it is not just a point of sale but also a point of return or customer order. POS software may also include additional

features to cater for different functionality, such as inventory management, CRM, financials, warehousing, etc.[1] These additional features are meant to drive business success by giving a larger return on investment (ROI).

Self-service POS systems are innovative and popular tools that are being increasingly adopted by restaurants and eateries across the U.S. Unlike traditional POS tools, self-service POS systems allow customers to control their own actions, such as ordering and paying, without requiring assistance from a server.[2] Self service POS systems allow for a serverless environment, cutting out what is usually the most expensive part of a business, unnecessary employees.   This allows for lower overhead, leading to an increased ROI. This is especially worthwhile for companies that operate on lower operating budgets such as fast food restaurants.

Mobile Based POS Systems:

Mobile POS that run on the customer's' mobile devices in the form of an application will be expanding in the next few years. Customers can browse mobile POS on their mobile device and complete the purchase order according to their own preferences. In the near future businesses will allow customer to checkout items on their mobile devices, as if it were their own portable POS system. This scenarios is a positive situation for both parties as retailers end up doing more business while creating a meaningfully higher ratio of satisfied customers in the process. As long as businesses allow for checkout via mobile device and via human interaction, they will have all their bases covered by keeping their happy, loyal customers.

Tablet POS Systems:

Tablet Based Systems are becoming more and more popular and will start to replacing the more costly, non standardized interface of traditional POS systems in the next few years.

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[1] https://en.wikipedia.org/wiki/Point_of_sale
[2] http://www.softwareadvice.com/resources/preferences-for-self-service-pos/

- Tablet system with POS Software can install less costly than the traditional systems.
- Current Shop employees are already experts with the tablet, So training costs are reduced.
- Tablet is a space saving technology, it takes less counter space, which is always as an advantage to display premium items at checkout time.

These three points show us the main reasons why tablet based POS systems are becoming more popular. Having a platform such as the Apple iPad, which almost anyone who grew up in the current generation has experience with, is an easy way to cut the cost of training. Decreasing the time of the onboarding process leads to an increase in ROI and leads to a more successful business.

Cloud Based POS:

The advent of cloud computing had given birth to the possibility of POS systems to be deployed as software as a service, which can be accessed directly from the Internet, using any internet browser. Using the previous advances in the communication protocols for POS's control of hardware, cloud-based POS systems are independent from platform and operating system limitations.[1] Integrating a cloud based POS can be as simple as opening up a web browser and attaching the peripherals of your choice and processing orders. Some popular examples of peripherals are barcode scanners, rfid tag readers, and credit card readers are a few examples of this.

The Hospitality Industry:

Hospitality point of sale systems are computerized systems incorporating cash registers, computers, and peripheral equipment. These systems are connected to a computer network to be used in restaurants, hair salons, hotels, and many other types of retail establishments. Like other point of sale systems, these systems keep track of sales, labor, payroll, and can generate records

used in accounting and bookkeeping. These POS systems may be accessed remotely by restaurant corporate offices, troubleshooters, and other authorized parties.[1]

The Electronic Prescription Service (EPS) is being developed and implemented by the Electronic Transmission of Prescriptions programme based at NHS Prescription Services. Once fully implemented it will allow a patient's prescription to be sent electronically from their GP to a pharmacy and then on to NHS Prescription Services for payment.[3]

Paperless Receipt Solution (PRS) System:

Paperless Receipt Solution (PRS) is a system developed to provide electronic receipts (e-receipt) dispensing feature after the transaction has been made.[4] This can take the form of an email or a text message. This type of receipt system is becoming more popular in the paperless age where people are storing their records electronically. This also cuts cost because it cuts out the need for a consumable; thermal receipt printer tape.

Mobile Point Of Sale Applications: Redefining the Retail Industry:

In the past point-of-sale systems included the large and expensive hardware we've become familiar with in a retail environment. In just the last few years, new and innovative tablet and smartphone based POS systems have emerged that are heavily influencing this industry. The expensive and overly complex POS systems of the past are hastily being replaced by these much more cost effective and user friendly mobile systems.[5] Many mobile payment applications available on the market present a more simple and sleek way to accept payments. By simply downloading an application, anyone can turn their phone or tablet into a point of sales system.

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[3] http://www.nhsbsa.nhs.uk/PrescriptionServices/1700.aspx
[4] http://www.jamesdysonaward.org/projects/paperless-receipt-solution-prs-system/
[5] http://www.scandit.com/2013/05/10/mobile-point-of-sale-apps-redefining-the-industry/

The Future of POS:

Traditional POS systems come with their own hardware, but advances in technology are helping operators work with off of the shelf technology, like the ever popular iPad. If you have been out and about in the restaurant scene lately, you have probably seen or used one of these iPad point of sales system. They are offered by cloud based providers and feature linked terminals, easy to use interfaces, and intuitive tracking. These types of POS systems are revolutionizing the way restaurants do business.[6]

<u>Salient Issues</u>

Tower Hill is looking for a new Point of Sales (POS) system to replace their current implementation of Counterpoint and Shopkeep. The reason for the move is because management has become dissatisfied by the ongoing cost of maintaining their current implementation of Counterpoint. There have arisen a great deal of problems with the membership database Raiser's Edge and Counterpoint where the two do not synchronize. The management staff implemented a piece of middleware by RedRook that is supposed to solve the synchronization issue. Unfortunately the middleware has not been successful and management has decided to abandon their current implementation of Counterpoint. Management wanted to keep all transactions going through a single POS, which would require less overhead by eliminating both Counterpoint and Shopkeep. A list of requirements was compiled and were as follows: the new POS must integrate with Raiser's Edge, must integrate with Sage100 accounting software, needs to have an offline mode, needs to have a restaurant module, and minimal hardware cost/investment. A request for information was sent to over twenty companies, of which only a few responded with a positive outlook.

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[6] http://rmagazine.com/the-future-of-pos/

Front Gate:

The people who work at the front gate at THBG use Counterpoint for all of the transactions processed through them. Counterpoint uses Raiser's edge to compare scanned members cards to the database of members. One problem that front gate staff has is the inability of Counterpoint to communicate with Raiser's Edge. In the circumstance where the membership cannot be scanned the point of sales returns a member does not exist argument, in this circumstance the membership is put in manually and the person's name is written down to be put into the system manually later, this is illustrated more in depth in the flow diagram in the appendix. There are a few specific circumstances that this happens under and they are; when a person gets a new membership, and tries to use their card and when multiple memberships are entered on one transaction. These specific problems have to do with the way that Raiser's Edge and counterpoint communicate through a piece of middleware designed by a company called RedRook. This piece of middleware is supposed to copy the existing membership database between the POS database and Raiser's Edge for an up to date members database. Unfortunately this is not happening, whether it is the middleware provider or the lack of technical staff is unknown. The last issue that the front gate workers had was that of technical support. The managed service provider used by THBG only works during business hours; Monday through Friday 9am to 5pm. The bulk of problems tend to happen for them on the weekends.

Education Programs:

Using the calendar feature, education classes are set up in Raiser's Edge as events and Blackbaud's Netcommunity Spark software, although it interfaces with Raiser's Edge is unable to pull all the information necessary to completely create new education events so that it becomes accessible to visitors and members online. Additional information like pricing and membership status needs to be manually entered in the Blackbaud Netcommunity Spark. Another problem experienced is that people often report not receiving acknowledgement emails from Blackbaud Netcommunity spark following event registration. To solve this problem, staff members need to be on the phone for long hours. Because of the lack of a shopping cart feature

in Blackbaud, there are multiple steps involved in event registration which could be very confusing and often deters some interested people. Although the education classes and events in Blackbaud Netcommunity Spark are posted on SocialWeb, an online platform in the Worcester area that promotes the events of the garden and gives it more visibility, the many steps involved in event registration may limit revenues.

In some cases, visitors and members chose to register at the front desk and the software used here is CounterPoint which interfaces with Raiser's Edge database. However, the connection to Raiser's Edge through Counterpoint does not link to Blackbaud events records. This means that after registration is done here, the same information needs to be manually entered a second time into Blackbaud in order to complete the registration for the class otherwise it won't be recorded properly. Sometimes because of the number of people at the reception area, some visitors who want to become members do paper registration and sensitive information like social security numbers are often left out of the form, thus adding a phone call to the registration process. Ideally, a new POS with an online registration system that would allow for self registration by new and existing members, and that integrates well with Blackbaud and Raiser's Edge would be very useful to the education department. If the new POS could have features for event registration, THBG would be happy to stop using Blackbaud Netcommunity Spark. The ultimate goal is to make the event, class, and membership registration process less stressful, minimize data entry errors , duplication of efforts, and save time for both staff and customers.

Cafe:

The cafe uses a different point of sale system than the rest of the company. As mentioned in the previous sections, the Counterpoint POS system does not incorporate a restaurant module. Considering the complexity of the operations in a restaurant a very different POS system made sense to the management. But this separation eventually caused issues with the management and reporting for the finance department. Replacing ShopKeep becomes much easier as it does not

need to be integrated with Raiser's Edge and RedRook. It is an independent module with many functionalities.

ShopKeep is a sophisticated piece of software with many features such as cloud based storage, customized login page leading to a view of applications for managers and servers, multiple tabs to organize food items according to their category and the ability to add as many number of orders as needed, and option to delete any order before labelling and sending it to the kitchen. Tower hill cafe staff are facing a few limitations with the ShopKeep operations and as they are not reaching their customers' expectations. There are a few flaws in the ShopKeep software. The ordering process is - a server (waiter/waitress) logs in with their credentials, places the order, sends the order to kitchen, and logs out. Later when a different server or a manager logs in which their credentials, they are not be able to manipulate the order placed by someone before them. ShopKeep allows the wait staff to edit the previous orders which need to be locked. Also whenever a new item needs to be added into a category of food, the manager needs to add it in the desktop version of the solution and cannot do so on the mobile station with tablets. This causes unneeded redundancies. There are a few more bugs in the ShopKeep application where it is difficulty to return back the home page after wait staff logs out. Instead it retains the last page of the ordering process. These are some major bugs in ShopKeep.

The features they are looking for in the restaurant solution are to have multiple terminals, ability to reopen and reclose checks, ability transfer checks among the terminals, ability to split a check if someone wants to pay by cash and card or divide the amount among multiple customers for separate checks, ability to resend checks, currently to resend a check, the whole order needs to be resolved and recreated which is redundant. To have ticket times printed on the kitchen slips. Ability to sell and swipe gift cards, Option for manager to make modification of daily food items on the mobile version without having to update only in the desktop version, Chip reader for credit cards, Better record keeping and more secure login. These are some of the necessary

features the restaurant module needs to possess in order make things easy for the cafe employees, managers, finance team and customers.

Reception:

Tower Hill Botanic Garden uses Counterpoint at their Reception front desk. The front reception desk is a place where anyone can buy items available to members and nonmembers. THBG deal with approximately 600 members every weekend. They use counterpoint for entering memberships and renewal of memberships. They cannot delete anything from the records, due to a problem integrating with Raiser's Edge. They use counterpoint as a point of sales to undertake cash and credit card transactions. Customer records are placed in Raiser's Edge. Raiser's edge is loosely integrated with counterpoint but the middleware that does this is not well designed. The reception desk requires a method that is less complicated to create a new membership, a possibility suggested by a representative was the ability to scan the information from a driver's license. The current implementation of Counterpoint used by THBG is unable to delete sales records that are tied to Raiser's Edge. The new system that is implemented should be able to completely integrate with Raiser's Edge with the ability to create, delete, and edit records. It would be ideal for the new system to use a private key that lists members and a separate key for nonmembers. This would remove the problem that the reception desk is currently having with at times the current implementation of Counterpoint will in error count a nonmember as a member. The new system implemented needs to be able to integrate with online registration. Currently those who registered online need to be entered into Raiser's Edge manually. A policy also needs to be implemented where the new cards sent out to members need to be tested and when a customer discontinues membership that must also be tested to make sure it has been dropped.

Gift Shop:

Tower Hill Botanic Garden uses Counterpoint at their gift shop. The Counterpoint implementation used in the gift shop and reception are almost identical except for the types of items purchased on screen. The gift shop has the ability to act as a point of sale for merchandise as well as add a memberships. The accepted forms of payment are check, credit card, gift certificate, gift card and cash. The implementation of Counterpoint at the gift shop can price modify items. There are various functions that the POS does in the form of buttons these include but are not limited to: complete transaction, pay, manager functions, cancel ticket, order item, sale item, return item and remove line item. Counterpoint can check the balance of a gift card, which is not a function usually found in a POS system. The gift card issued in the gift shop can only be used on a Counterpoint system, so a person cannot use them at the cafe. The same card scan issue as the reception desk happens here as well as when the membership card is scanned the barcode resolves a number instead of a name.

Findings

Gateway's Galaxy® Point-of-Sale Software

Gateway Ticketing Systems, Inc. is one of the leaders in high-speed admission control and ticketing software for the attraction, amusement, and cultural industries. For over 25 years, Gateway's flagship Galaxy™ product suite has provided tools for managing every facet of operations; including ticketing, admission control, pass and membership, group and consignment sales, as well as food, beverage and retail operations. This POS systems meets most of the requirements on the THBG's wish list which includes:

- Ability to interface with Raiser's Edge.
- Inventory control for the shop and potentially for the café and private events departments.
- Fluid operations from various locations (shop, café, reception, gate) operating both in a wireless and hard-wired environments.
- Accessible in a terminal server environment.

- Ability to process membership, admissions, donations, café and shop purchases, ticketing programs, classes and concerts.
- Set up that is accurate in the accounting system.
- Ability to scan membership cards.

The Galaxy point of sale system supports everything from single-unit locations to multi-pars with networks of 50 or more units. Galaxy's modular add-ons allow for today's needs to be met along with the ability to expand to accommodate all future growth needs with the reassurance of Gateway's ongoing support and development. Galaxy's solution is a comprehensive management tool to control ticketing, access, group sales, consignments, pass holders and essentially the entire supply chain from inventory sourcing, consumer payments and product delivery. Given that all Gateway products are fully customizable to meet industry specific needs, THBG would be able to increase operational efficiency, improve guest experience, drive revenue growth as well as maximize return on investment.

At its core, Galaxy is segmented into three solutions: ticketing sales, retail sales and food and beverage sales. All of the solutions that drive revenue growth through ticketing, food and beverage, retail, order entry, membership which are in line with THBG's business needs. The Galaxy Product Suite is currently implemented at over 400 venues worldwide including Theme, Amusement and Water Parks; Museums and Historical Sites; Zoos, Aquariums and Botanical Gardens.

Reviews of the Galaxy solutions confirms their commitment to ongoing support services. They provide Web Hosting services that are secure, stable and reliable. Services that an organization it kept at key performance with an active and engaged user community, and support that is present 24/7/365. Some of the attractive product features include: retail POS, food and beverage POS, Barcode / Ticket Scanning, Customer Database, Event Management, high speed

Admission and Ticketing (Kiosk, mobile, online, onsite), Ticket Brokering, Season Tickets, VIP & Discount Tickets.

These robust features would allow the gardens more than 100,000 annual guests to have the option to purchase tickets onsite at the venue or online ahead of time using the THBG's eGalaxy Web Store. Galaxy also options for group sales, resource management and access control. Galaxy's robust and customizable features will enable the Garden to maximize revenue and efficiency, for both their traditional admission needs and during their renowned annual events such as Concerts in the Garden, Garden Lights etc. The package options available with Galaxy would drive revenue thus allowing customer to spend more than they would normally spend given that the combo packages would meet their needs and enhance their experience at the garden. With over 25 years of industry experience, Galaxy will help the Garden with master planning, strategic project planning, project/initiative concepting, operational analysis, business segment planning, and audit and assessment services.

Of the requirements outlined by the Garden's Senior Management team, having a one stop shop for the transition with a vendor that could provide both an implementation team and training was central. Gateway addresses this concern because it provides the most comprehensive implementation and training offerings as well as could provide advanced ticketing and membership options. It also integrates very well with the garden's existing system- The Raiser's Edge.

Galaxy and Raiser's Edge Interface

One of the requirements in the search of a new POS solution for the THBG was that it needed to interface with Raiser's Edge, the garden's database software program. Galaxy and The Raiser's Edge quickly and easily share data through The Galaxy Interface to the Raiser's Edge. This is an application that imports and exports data between the Galaxy database and The

Raiser's Edge. Fig 1 below shows how data is easily transferred thus decreasing data entry processing error and time and making it easy to immediately print photo ID cards for new members. Fig 2 shows how easy it is to validate memberships at control stations without requiring the members to obtain a ticket at the front desks and at same time validating it as actions in The Raiser's Edge. These two applications provide a comprehensive software solution that would enable the THBG to save time, improve efficiency and increase profits.
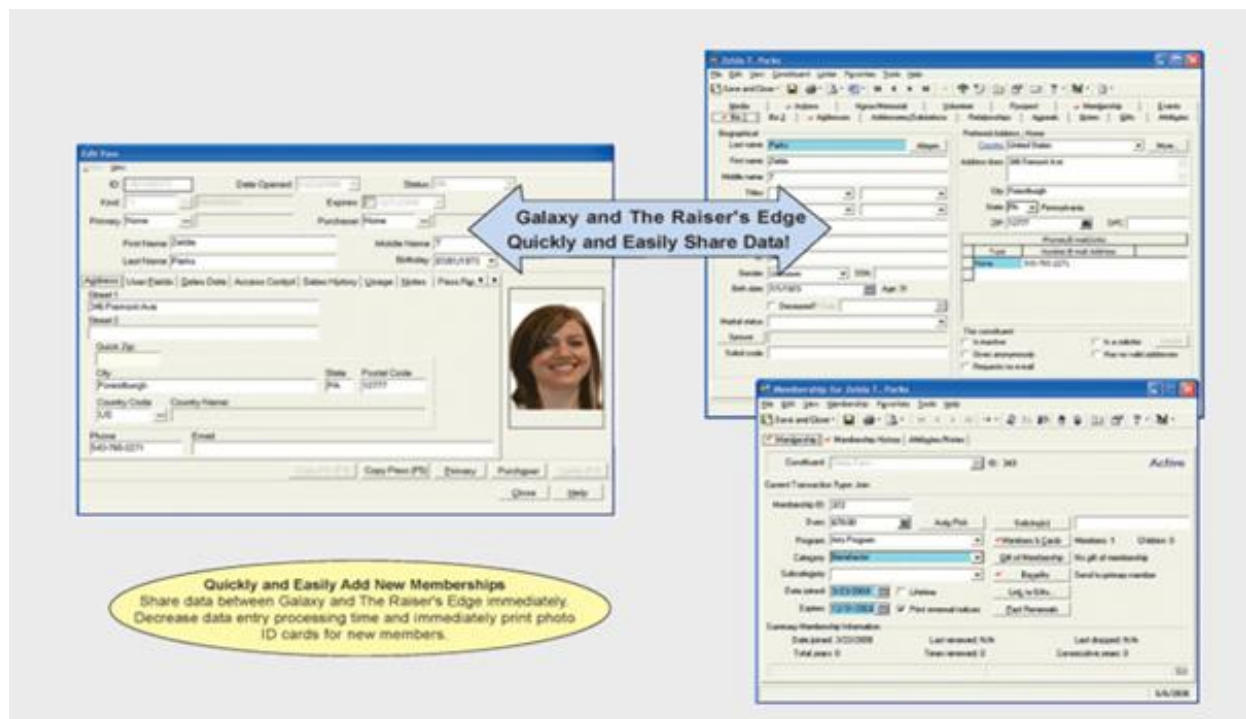
Fig 1- The Galaxy Interface to the Raiser's Edge
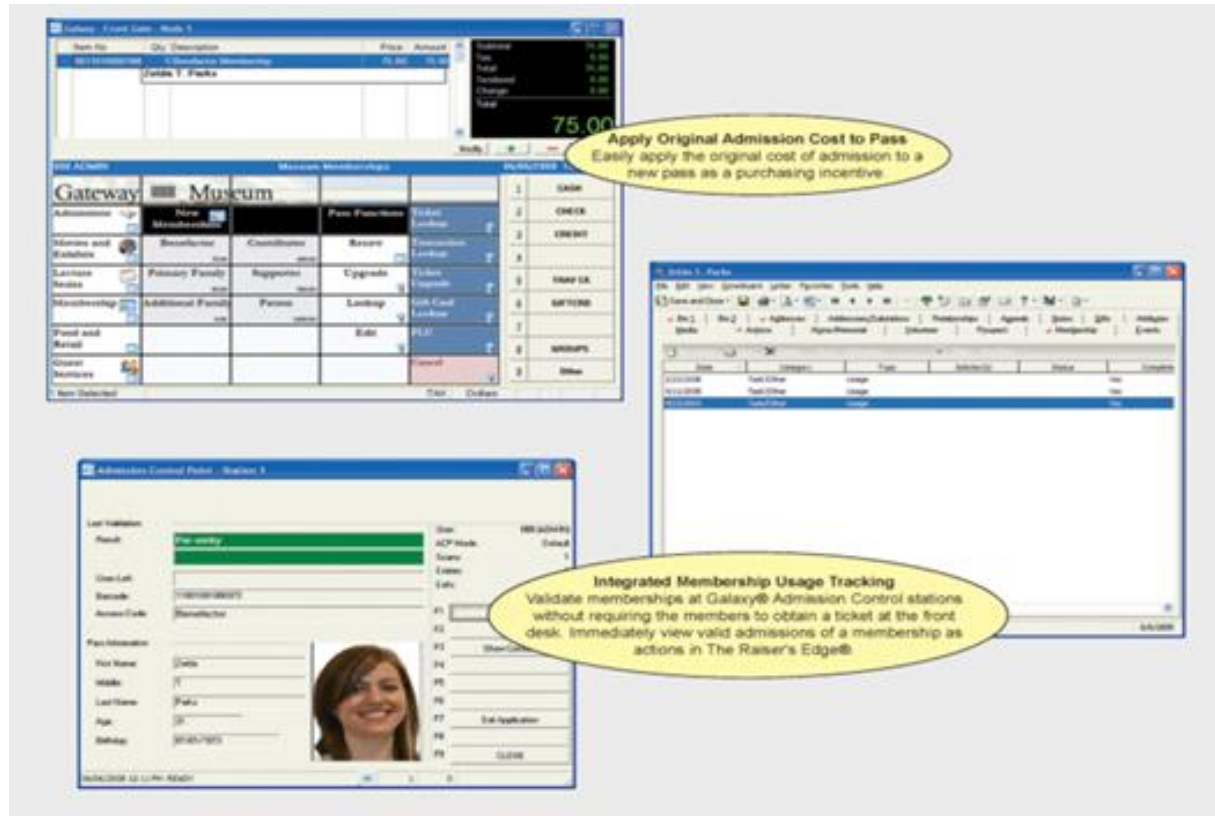
 Fig 2- Membership Usage and Tracking

The Galaxy interface to the Raiser's Edge will enable the garden to:

Create New Memberships On the Spot

The front desk had challenges with creating new membership on the spot because it was time consuming and a lot of paperwork was involved, but the ease with which Galaxy interfaces with Raiser's Edge will make it easy to produce new memberships at the front desk immediately with options of creating single memberships or a joint membership among multiple constituents. Also, membership cards can be printed right at the point of sale. Use paper, plastic coated paper, or plastic ID cards with a color or black and white photo. These options will allow the garden to choose the one best fits the budget.

Enter and Manage Data More Efficiently

During our meeting with the staff at THBG, it was clear that they all agreed on the burden of having to enter data many times due to the fact that the current POS system does not efficiently interface with the gardens Raiser's Edge. With Galaxy, there is no need to enter membership data multiple times in multiple databases. Data entered into Galaxy goes directly into The Raiser's Edge. This would also eliminate the need to run nightly import and export programs. Existing members can be viewed using Galaxy Pass Lookup. Membership cards can be scanned at Galaxy Admission control stations; one of the locations would be the gate at the THBG.

Easily Track Membership Usage

Galaxy Admission Control Stations would enable the garden to keep track of membership usage thus making it easier to track membership involvement in fundraising campaigns. Some integrated membership status updates include an automatic expiration setting based on absolute date or number of days from sale, validate memberships when scanning for admissions or applying pass required discounts, data edited in The Raiser's Edge is immediately viewable in the Galaxy pass record.

Pass-required Discounts

The Galaxy system offer member discounts on tickets and merchandise at all Galaxy Point of Sale locations which will include the garden's café. The café had major challenges addressing issues relating to discounts because it required multiple steps. Also, Galaxy will restrict and track discounts to active members without requiring pass lookup.

Cost of the Galaxy Solution Package

The Pricing can be found in the quote attached in the appendix. About half of the hardware cost seen in the quote will be needed, some of the technology at THBG can be used but not all.

Cam Commerce Solution

Cam Commerce Solution was founded in 1983 and develop highly integrated point of sale, ERP, and Payment Processing Solutions for small to medium size retailers. These integrated solutions include point of sale, electronic payment processing, inventory control, ecommerce shopping cart, gift card, customer loyalty, and extensive management reporting. Cam Commerce Solution has approximately 100 employees dedicated to improving the products and serving customers. They offer extensive 24/7 phone support to their customers.

The user interface of CAMPOS design is very user friendly. The time it takes to train an employee how to use CAMPOS is very short. The Cashier interface allows for the use of both the keyboard and the touchscreen. The system is very flexible and supports barcode scanning and payment authorization. CAMPOS offers various discounting techniques, multiple sales clerk per sale, voids, returns, exchanges, gift certificates, credit memos, hold tickets, multiple payment types, receipt notes, in-house charge accounts, flexible tender types, currency exchange.

Unique Features

- Ability to customize the POS Screen according to client requirements.
- IIAs & PCS complaint
- Wireless Line buster
- Superior Return Management
- Complete Customer Management:
- CAMPOS provides a built in CRM solution which can be used to track membership as a single system. The CAMPOS tracks all the important information about the customer. The following issues resolves by CAMPOS
- THBG is facing issue with expired membership. They resolve this issue in complete customer management.

- CAMPOS provides the updated information about every customer. THBG counterpoint doesn't give updated information about customer.
- CAMPOS prints the receipt automatically.
- Services

Cam commerce Solution provides customer with superior service and technical support. They have full time hardware technician staff available for troubleshooting and repairing hardware. The test all the equipment before they ship to the customer. They offer onsite service throughout the US or via third party provider. They provide immediate replacement of hardware unit overnight if any issue occur in hardware.

Education and Training

CAM's software trainers train client to become more knowledgeable about their retail systems. Whether they are new to the software. They assist client in learning how to use it effectively, allowing client to focus on what really matters in their business. They provide different type of training for each system.

In house Training: CAM Commerce Solution also offers the opportunity to come into client location for a full day with software trainers. They offer structure training session for new customers, follow up training, advanced training for those already familiar with the system.

Integrated Payment Processing

They integrate credit, debit, check and gift card transactions with your computer software or e-commerce application. All of their processing solution meet PCI-DSS industry security regulations.

http://www.camcommerce.com/contents/solutions/default.aspx
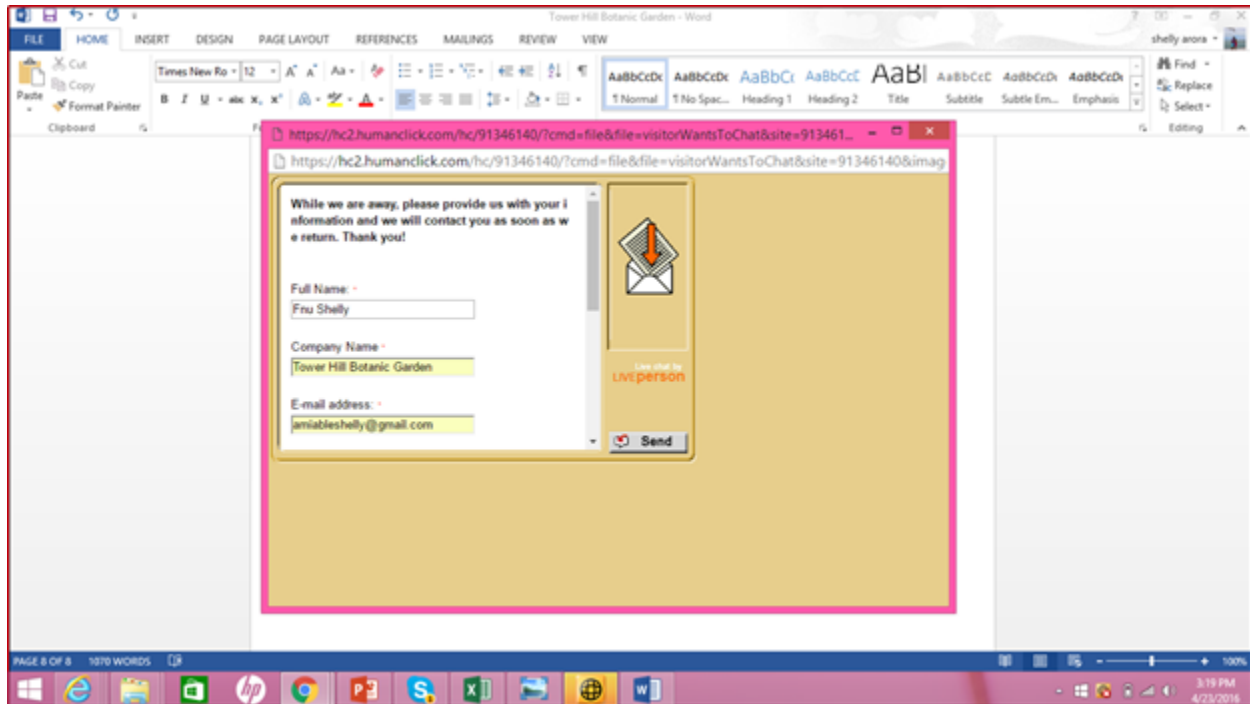
Cost and Quotes

Cam Commerce Solutions would not comment without direct contact to THBG.

The Assistant Manager (TAM)

We found The Assistant Manager's (TAM) POS system to be a possibility to replace the current POS. The requirements for TAM to be installed are similar enough technical requirements for hardware that there would be no changes needed in registers, computers, and servers. Workstations operating under TAM have a dual core processor requirement, minimum of 4 gigabytes of RAM and a 250 gigabyte hard drive, and Windows 7 professional. Tower Hill's registers currently meet these requirements. The server required to host TAM requires a

Xeon processor with at least 1 core operating at 2.7 gigahertz, 750 gigabytes of raided hard drive space, and 8 gigabytes of RAM, and Windows Server 2012 R2 with SQL Server 2012 R2. The Current server running Counterpoint meets these requirements. TAM uses a piece of software called MemberSync which integrates with Raiser's Edge, this keeps cost lower because Raiser's Edge would not need to be replaced. The integration of Raiser's Edge directly with TAM means that the use of RedRook's middleware can be discontinued, implying less cost overhead. TAM meets the requirement of being compatible with the accounting software Sage 100, the accounting system used by Tower Hill. TAM has a restaurant module that can be purchased for a relatively inexpensive price, around $895. TAM has an offline redundancy which is also included in the quote. This POS is not without downsides though. TAM has fully customizable user interfaces which can be tailored to almost any retail needs, an image of an example user interface is pictured below. One downside is that new membership card printers, receipt printers, and ticket printer would need to be purchased with the implementation.
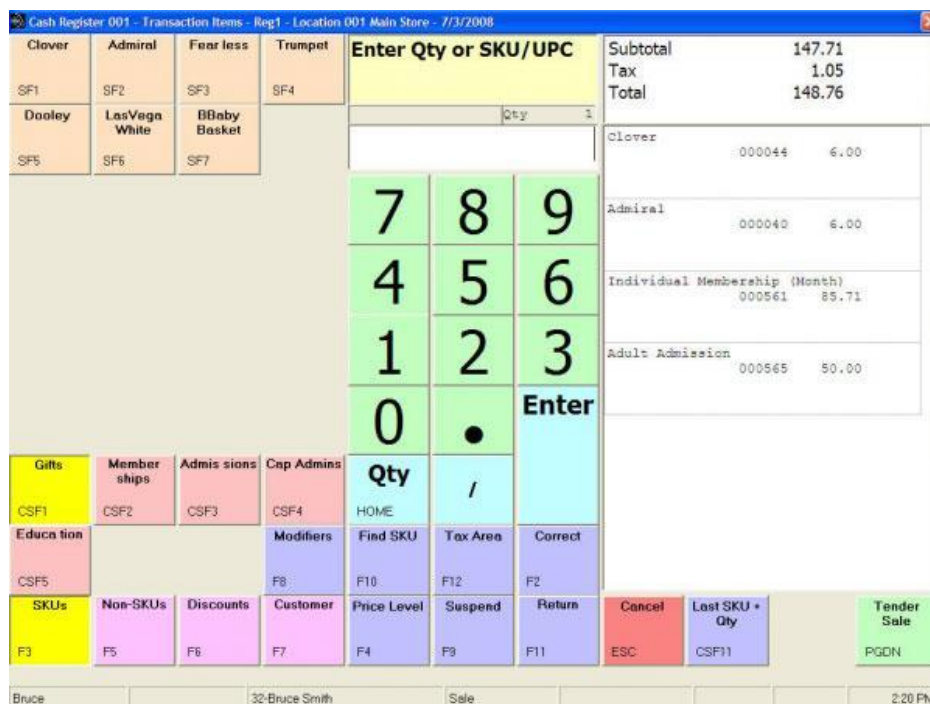
A sample screenwipe of TAM POS[7]

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[7] Software Advice. http://www.softwareadvice.com/retail/the-assistant-manager-profile/

Doubleknot POS system:

Doubleknot, Inc. provides a wide range of hosted applications and services to nonprofit organizations.[8] Doubleknot provides solutions for events like educational program registrations, and online facilities, property and tour reservations, camping events, birthday party bookings, ticketing and admissions, membership management, processing online donations and point-of-sale (POS) and mobile point-of-sale (mPOS) solutions.[9] Doubleknot is equipped to provide comprehensive reporting services for zoos, science centers, gardens, amusement parks, museums, historical sites, aquariums, scout councils, camps and conference centers, youth programs and advocacy groups.[10]

Integration Capabilities:

Tower Hill Botanical Gardens is looking for a POS system which can integrate with Raiser's Edge fundraising software. DoubleKnot has a capability to synchronize with the existing company applications with its Connect API. Doubleknot can be integrated with blackbaud's Raiser's Edge, Gateway Ticketing Systems eGalaxy and others.

Ticketing and Admissions:

Doubleknot is making event ticketing and admissions easy by supporting Apple Wallet and Google Now cards. Improving capacity management and reporting by integrating admission with online ticketing. Mobile POS for "linebusting" to sell memberships, tickets and add-ons sales.

Donations and Fundraising:

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[8] http://www.prweb.com/releases/2004/8/prweb147659.htm
[9] https://en.wikipedia.org/wiki/Doubleknot#cite_note-2
[10] https://www.youtube.com/watch?v=2uO6ZZDshKs

Doubleknot supports one-time and recurring donations, donor wall plaque programs, and animal or exhibit "adoption". It has system to recognize levels for kind of donations and has a feature to automatically request donations during every purchase.

Event Registration and Management:

Doubleknot has more than fifty settings to support everything from simple events and classes to camps, programs and conferences. It helps in managing the capacity and waitlist for the events along with price groups, payment schedules, early registrations discounts, member discounts and late fees.

Facilities and Reservations:

Doubleknot provides a turnkey solution for properties, group visits, field visits, facility rentals for weddings, photography, birthday parties, tours and equipment rentals. Allows visitors to find and reserve anytime with online calendar availability. It also provides the options to manage blackout dates and custom packages.

Membership Management:

Doubleknot has the ability to maintain unlimited membership levels with automatic enforcement of rules and entitlements. Print at home and mobile membership cards options with automatic renewal reminders. Sometimes it is frustrating to customers when they do not get member benefits on the items that they purchase along with the membership card. Doubleknot resolves this problem. Member benefits can be automatically applied even when the membership is purchased in the same transaction.

Merchandise Sales:

It can provide integrated inventory and supplier management with online and on-site sales. It has the ability to accept credit cards, debit cards, cash and gift cards. It can also perform split payments.

Discounts and Promotions:

Doubleknot has the features to apply customer discounts and incentives to increase revenues, promote members and reward members. Direct discount deduction and custom/coupon code options are also available. Management can track the sales and discounts in order to identify effective promotions and campaigns.

Reporting and Analytics:

Doubleknot has dozens of built-in reports along with a custom report writer. It can give a 360 degree view of customers and operations with a single integration database for comprehensive financial reporting and revenue tracking.

Custom Registration and Purchase Forms:

Ability to create unlimited custom forms where custom information, agreements and waivers can be collected. It fosters the ability to sell add-ons like merchandise, meal options or tours as part of registration. Doubleknot can assign forms individually to each registrant or to the overall registration.

Mobile Registration, Ticketing and Check-in:

Ability to scan the tickets with mobile friendly registrations and purchases. There is a print at home option along with mobile tickets to avoid long line and save time. Scanning app can validate the tickets at entry. This feature is available for both Apple and Android users.
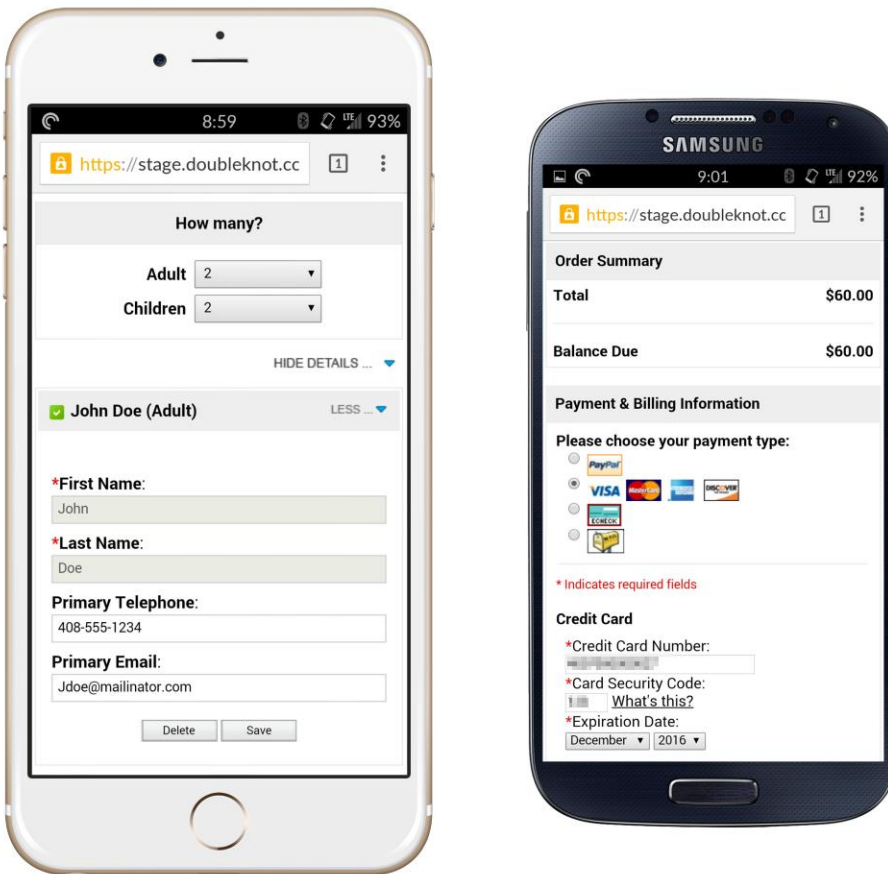
Figure shows Doubleknot's mobile-friendly registration and payment pages.[11]

Email Marketing and Communications:

With Doubleknot's integrated email marketing and communication, we can create and send compelling branded emails to reach exactly the right audience for donation appeals, event announcements, promotions and recruitment efforts. Keep in touch with customers by sending them newsletters or information regarding the upcoming events in an online calendar or an RSS

---

[11] https://www.doubleknot.com/integrated-features/communications-and-email-marketing/55126

feed which makes it easy to locate and register for events and programs. It assists in customizing the email list based on event registration, participation, membership or on donation history.

Survey Builder:

Doubleknot has an integrated survey builder which can create unlimited custom surveys in order to gather feedback from the customers. It can use conditional logic to ensure that participates view relevant questions. It can develop score puzzles as an education tool and can easily build a report for survey results.

Cost and quotes:

The cost of Double knots solution also needs to include the cost of a middleware for integration. The middleware costs are around $20,000 - $30,000 in maintenance per year.

Bepoz Point of Sale System:

Bepoz is a world-class scalable retail point of sale solution. Bepoz POS system is well designed and engineered to fit perfectly in various types of restaurants, retail stores, hotels, museums, zoos and even stadiums or event venues. As a whole, Bepoz is not just a point of sale solution but is a business management software. One of the good things about using Bepoz is the ease to create and apply different staff interfaces for each business using just one back-end system for setting up tax codes, product ordering, inventory, and analytics at each department.

Reliable and affordable

Although currently most point of sale software companies in the market offer a Free Trial the charge large upfront licensing fees along with monthly or annual maintenance charges. On the other hand, Bepoz gives first month's subscription money back if their customer is not completely satisfied in the first 30 days of installation. Tax deductible subscription can be paid which includes all the upgrades and enhancements along with professional helpdesk with 24/7 emergency telephone support service. Bepoz offers a 24/7 support included in the package. The software upgrades are free and thus makes Bepoz really affordable for nonprofit organizations. They contact their clients when there is an update is available in the market and interested clients can upgrade their software with no added costs. This is can be an opportunity for Tower Hill's ROI

Bepoz Real-Time System

The real time expression simply means that the integration occurs as soon as the event occurs. When there is a change in the price at the back office, it is immediately reflected in the POS terminal. This means that all the main areas of the system are seamlessly linked so that the Back Office, or Head Quarters, that automatically updates the product prices in the POS as well as the POS automatically updating the Back Office when the sales are made. The integration is not limited to this aspect but in similar manner all aspects and functions of the system are linked.

Scalable Solutions

Bepoz provides integration with Links to Property Management Systems. Payment Processing, Gaming, Accounting and ERP systems to name a few. Bepoz incorporates all of these systems into an integrated retail software package that is easy to use and yet inexpensive to install. All the modules are integrated into one cohesive unit.

Menu and Price Scheduling

In the Bepoz POS software tool that allows to create scheduled events is "Jobs". Change pricing, add discounts, setup a promotion on a day for a single or group of items and have the price reset on the very next day.

Tablet or Handheld Ordering

Bepoz allows to place orders anywhere with its application SmartTAB on a Tablet or with SmartPad. These can use real time wireless communications or can work offline. When there is a power outage causing blackout, it can automatically sync when the network is back on.

Engage Customers

Some businesses struggle to identify their customers and what their best ones like. Bepoz solves these problems through their sophisticated application. Some of their sample membership features are account/membership types like Gold, silver, life. Tiered membership, membership points by member type, full account purchase and activity history, printing membership cards, marketing and promotions, text and email communications, secure automated recurring membership payments, customer invoicing. They have a business model for customer loyalty.

Multi-Service Environments

Bepoz is engineered radically different enabling Hospitality businesses to easily track and sell Retail Products. This makes them great fit for museums, Hotels, Resorts, Golf Courses, and even Stadiums.

Integration Capabilities:

Tower Hill Botanical Gardens is looking for a POS system which can integrate with Raiser's Edge fundraising software. Bepoz has a capability to synchronize with the existing

company applications with its Open API. Bepoz can be integrated with blackbaud's Raiser's Edge, Gateway Ticketing Systems eGalaxy and others.

Costs and quotes

Bepoz POS system can perfectly fit the needs of Tower Hill Botanical Gardens as it satisfies all their needs with restaurant module, integration with their Sage 100, CRM and Raiser's Edge along with solving it's ticketing, membership, gift shop inventory issues. It has a monthly payment system with pay as you go policy. The software license fee per backoffice system would be $119.00 per each month and for any additional register it is going to be $49.00 on monthly basis. The customer service suggested that during busy months, all the registers can be opened and in not so busy months, we could unsubscribe for a few registers that are not necessary which saves a lot of money for small and mid-level nonprofit organizations. The integration between raiser's Edge and Bepoz is not included in this quote. Bepoz has an open API where Tower hill needs find middleware software for integration purposes.

Cost and Benefits Analysis

The costs and benefits of the several POS systems discussed above can be reviewed in the reference chart below. Cam Commerce figures were not available because the company would only work directly with the company not a contractor.

costs/pos	GateWay	TAM	CAM	Bepoz	Double Knot

back office per month	$25	$110	-	$119	$2500
Register per month	$25	$8	-	$49	$500
Number of registers	7	7	7	7	7
Total Costs	$50 + $64,840 (initial)	135$ + $26,419 (initial)	-	$462	$3000 + $4000 (initial)
Benefit / Drawback	GateWay	TAM	CAM	Bepoz	Double Knot
Raiser's Edge Intergration	✔	✔	✔	✔	✔
Sage100 Integration	✔	✔	✔	✔	✔
Offline Use	✔	✔	✔	✔	✔
Restaurant Module	✔	✔		✔	
Hardware Investment (X is bad)	X		X		X
Membership Integration	✔	✔	✔	✔	✔
Discount Processing	✔	✔	✔	✔	✔

Cloud Based with Offline		✔		✔	✔
Works with Mobile	✔	✔		✔	✔
Email Receipts	✔	✔		✔	✔
Line Busting Technology		✔		✔	✔
Middleware requirement (X is bad)			X		X
Total Good '✔	7	10	3	10	7

Summary and Conclusion

The recommendation of this paper is to carefully weigh the merits and shortcomings of the POS systems that have been outlined above. A quick revisit of TAM gives a picture of a system that has the ability to incorporate all of the features from the ability to integrate with Raisers Edge and Sage100 to the ability to have a restaurant module added in. TAM is a solid attractive looking POS, but it would involve changing equipment. The TAM system does not support the receipt printers, ticket printers, and membership card printers. The price of this is included in the quote attached in the appendix. A snapshot image of Galaxy's Gateway shows a POS that is able to integrate with the Raizer's Edge and Sage100. Gateway has emphasis on three types of POS modules that all communicate; ticketing, retail, and food and beverage. Having specific expertise in the food and beverage module could potentially lead to a better outcome in the cafe, seeing as how this module appears to be a main module and not an addon that TAM uses. The Doubleknot solution although more costly is a good example of a more

enterprise based piece of POS software that may not immediately be considered, but is good to keep in mind for down the line as the business expands. Both Campos and Doubleknot do not provide a restaurant module or solution, under these POS systems there would be either a need for a middleware or for a continuance of the use of Shopkeep. Bepoz appears to be a very enticing deal with its ability to integrate with the existing environment, be used with mobile devices, and has a low overhead cost per register per month. The best conclusion that could be made is that would the company rather pay for the entire system at once and have a minimal upkeep fee or have a system that they pay a relatively low amount per month that has a certain amount of time that would cut even with the cost of the other POS systems. If you are looking for a more lump sum root, then TAM is the way to go. On the other hand if you are looking for a small payments over time type of company then Bepoz is the best bet.

Final Decision

This result of this project is that the two cost effective solutions are The Assistant Manager POS and Bepoz POS.

Appendix

Cafe Order Procedure
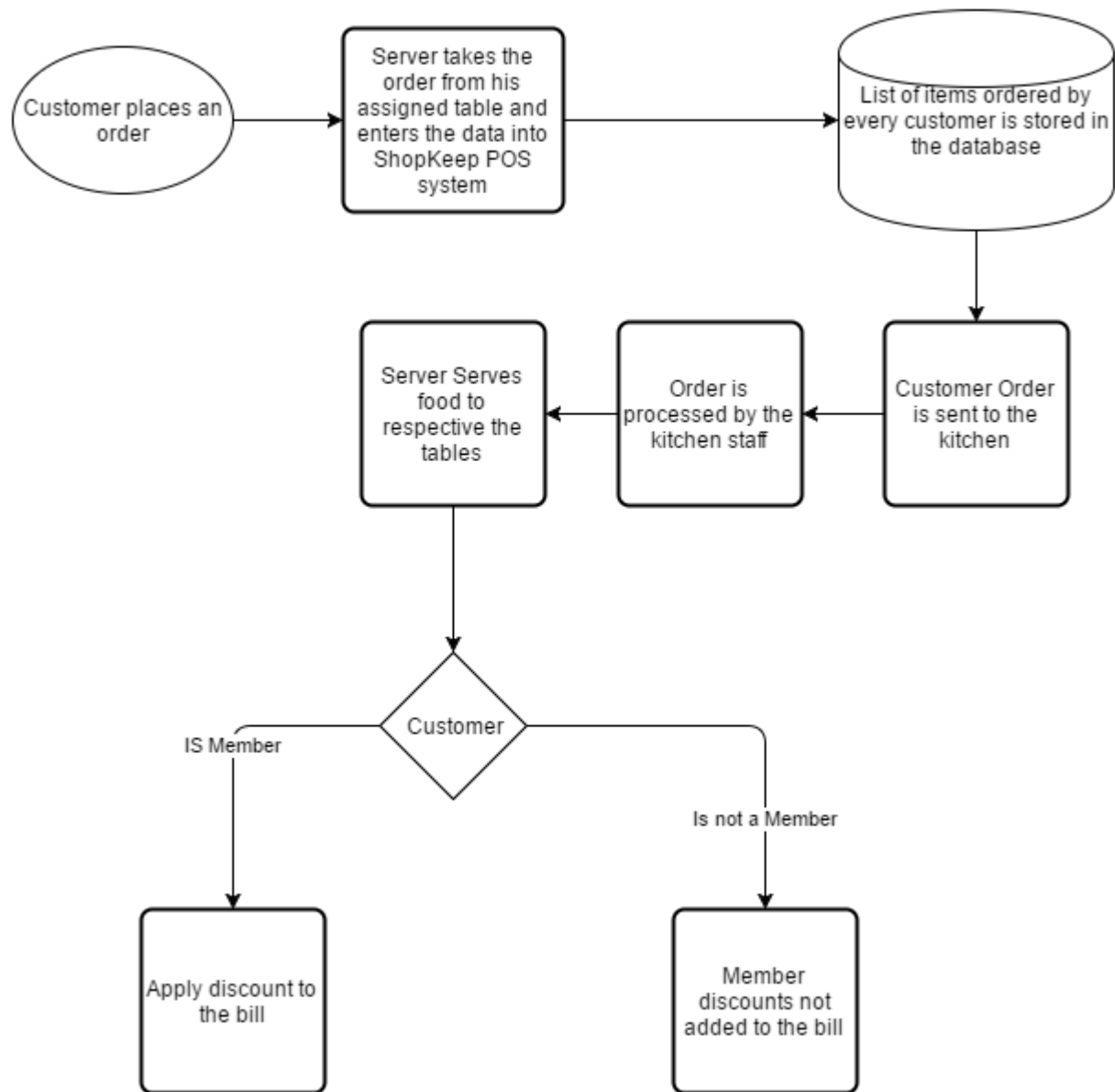
Front Gate Workflow

Without Membership
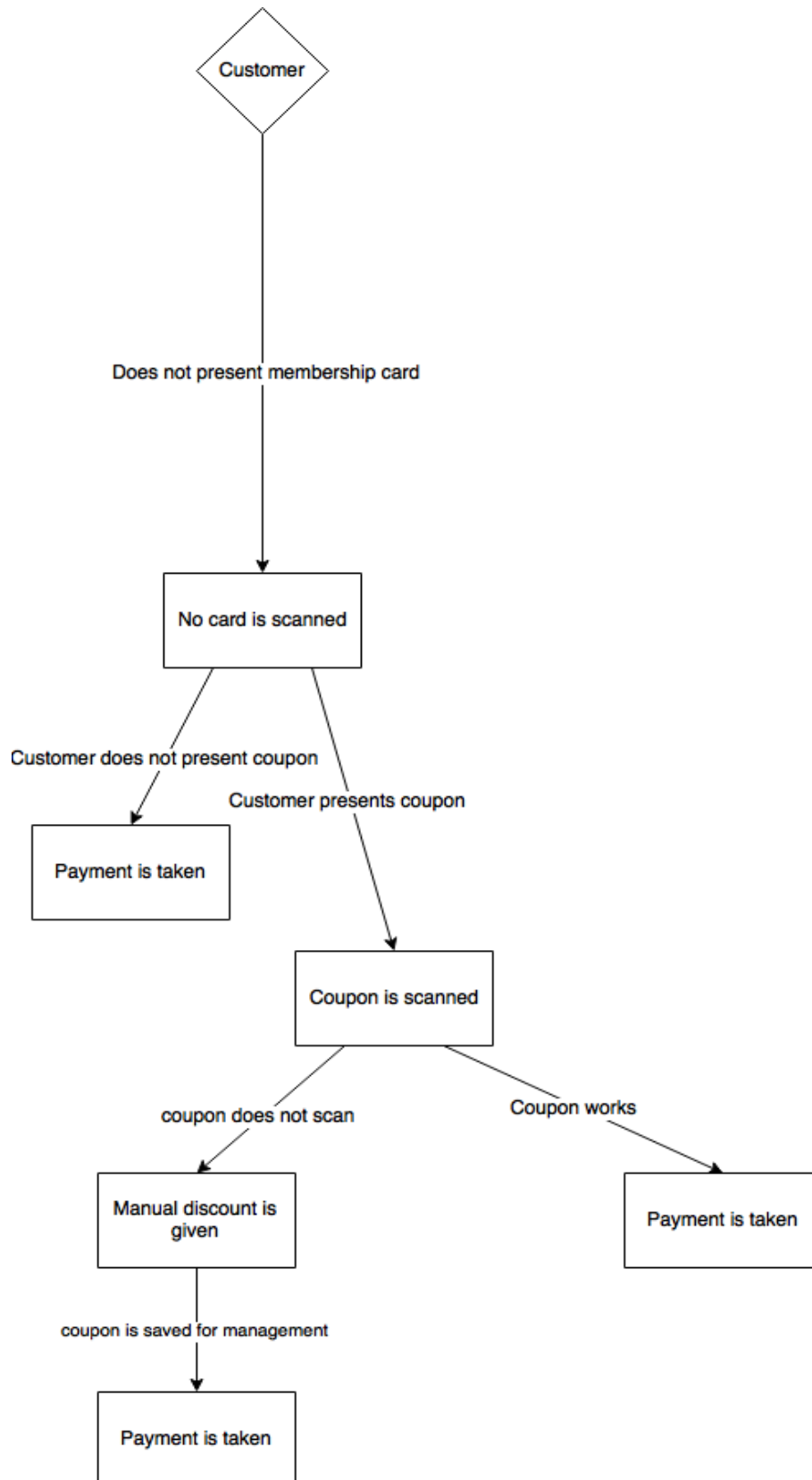
Front Gate Workflow With Membership

Customer

Presents membership card

Scans card

Scan works

Scan does not work

Recorded to Raiser's Edge

Not recorded to Raiser's Edge

Coupon is not presented

Card Discount rejected

Coupon is presented

Payment is taken

Discount entered manually

Member's name is written on a sheet to be recorded into Raiser's edge later

Coupon is not presented

Coupon is scanned

Coupon is presented

Payment is taken

Membership manually enters information into Raiser's Edge

coupon does not scan

Coupon works

Manual discount is given

Payment is taken

Coupon is scanned

coupon is saved for management

coupon does not scan

Coupon works

Payment is taken

Manual discount is given

Payment is taken

coupon is saved for management

Payment is taken

Reception Flowchart

Reception Desk Without Membership
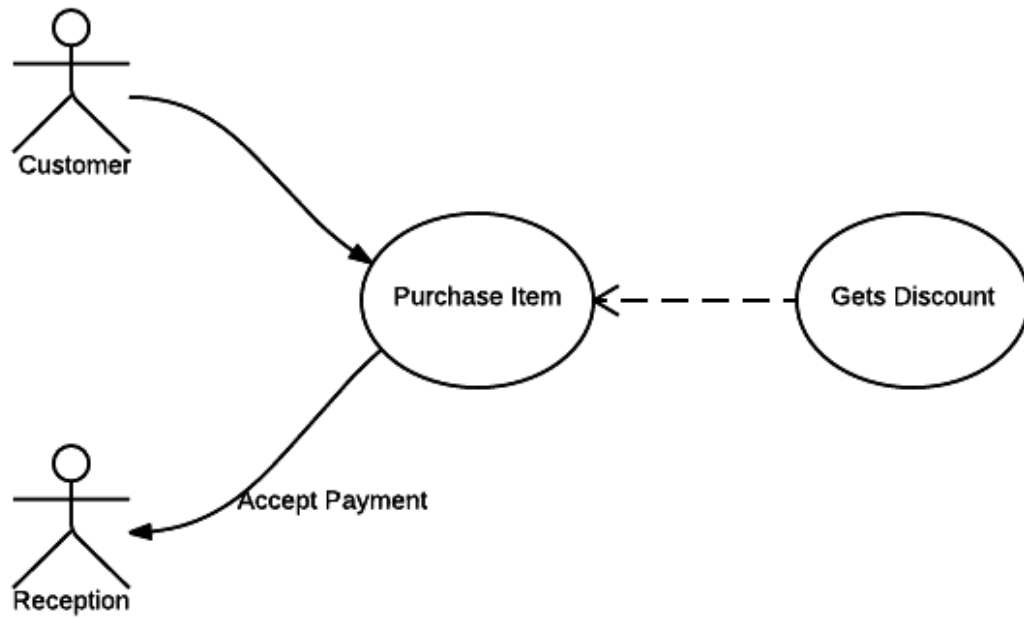
Reception Desk With Membership

Gift Shop Flowchart
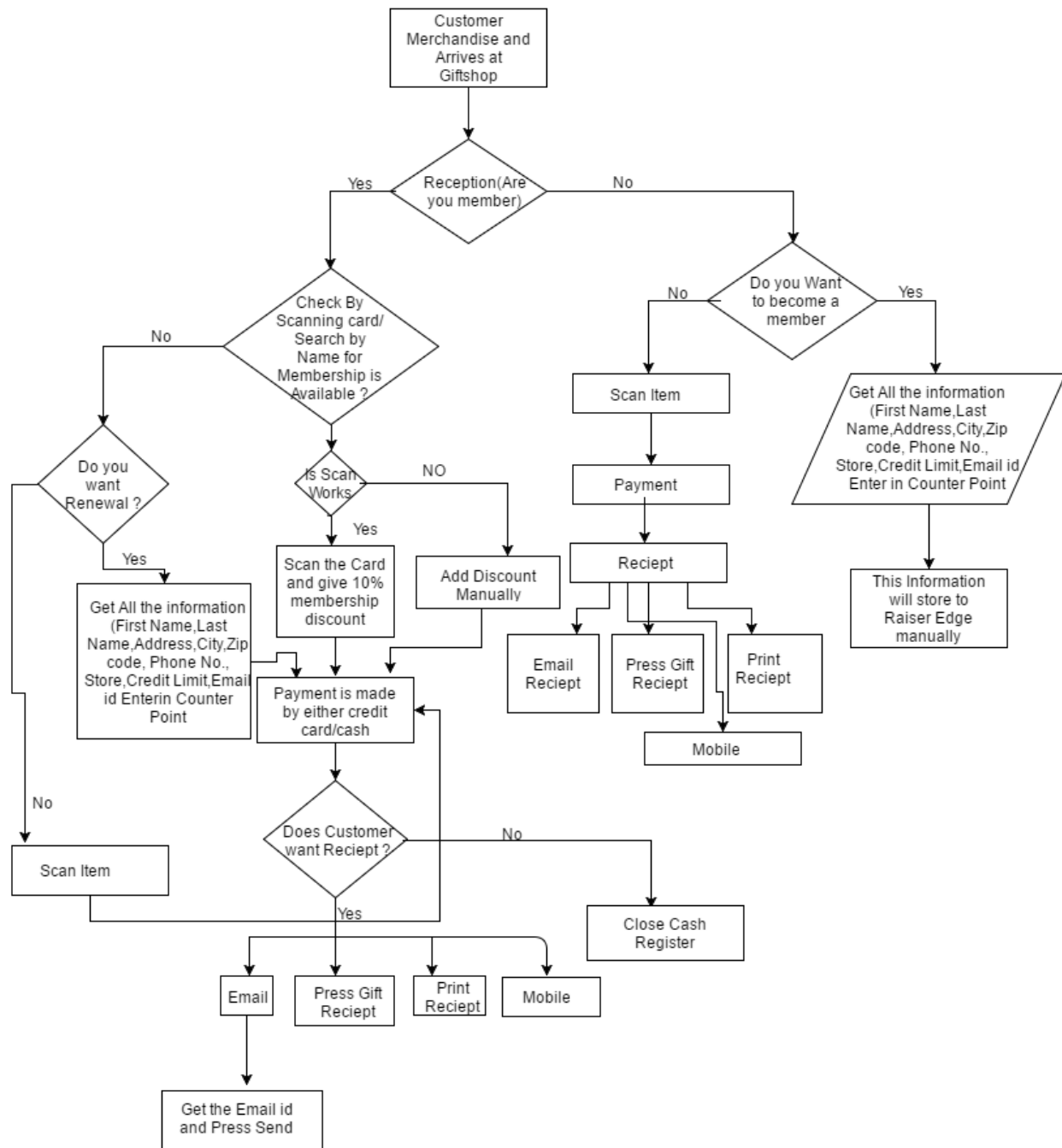
Gift Shop Use Case For Existing Members
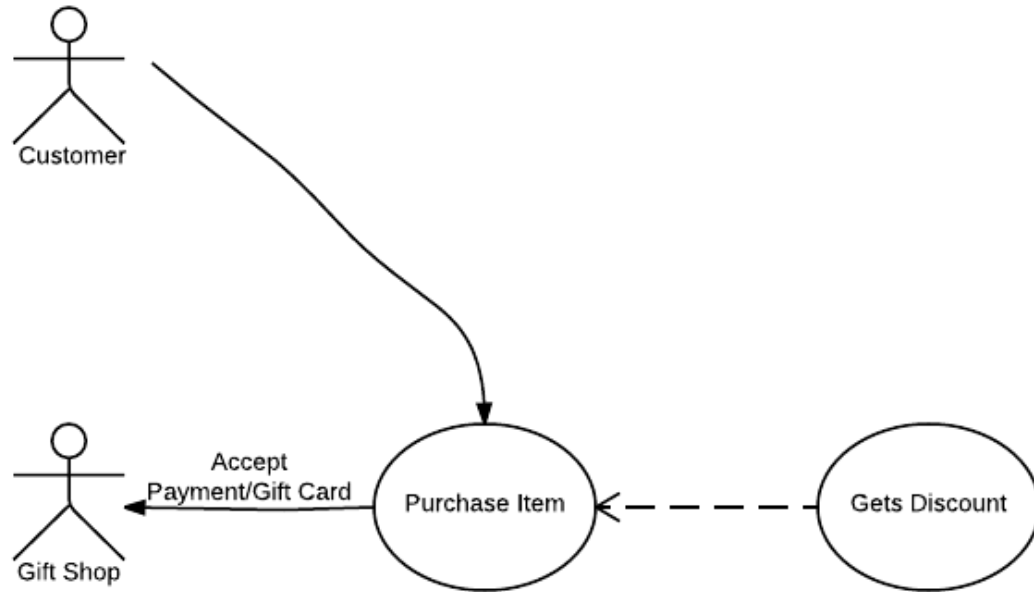
Gift Shop Use Case For New Members

TAM Proposal

TAM ✱ Retail
a division of Lode Data Systems, Inc.

Proposal Summary
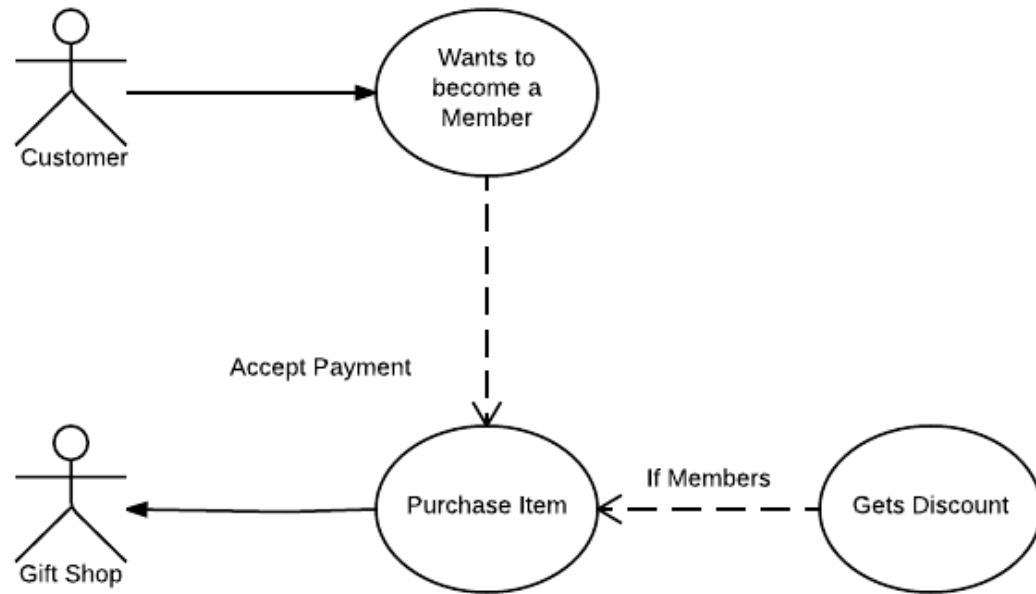
For Mr. Jane Ellis of Tower Hill Botanic Garden

Billing Mr. Jane Ellis
Address: Tower Hill Botanic Garden
11 French Drive
P.O. Box 598
Boylston, MA 01505-0598

Shipping Mr. Jane Ellis
Address: Tower Hill Botanic Garden

Phone: 508-869-6111 x100
Fax: 508-869-0134
Email: jellis@towerhillbg.org
Prepared By: Ryan Mattson

Thank you for your interest in The Assistant Manager (TAM).

Per our recent discussion please find the pricing you requested. This section is a summary of your entire investment. The following section is a detailed breakdown of pricing for each proposal listed below.

Please review the attached information. I will be contacting you to answer any questions you may have. Until then, should you have any further needs please do not hesitate to call. Thank you for the continued interest and we look forward to the opportunity to work with Tower Hill Botanic Garden.

Regards,

Ryan Mattson
Account Representative

Investment Summary

Location/Component Description	Company	Proposal No.	Leasing Option Monthly Payment	Purchase Option Investment
TAM Software & Subscription for HQ - 10 Users	Tower Hill Botanic Garden	1015785	631.42	26,419.35
TAM Some Hardware & Configuration	Tower Hill Botanic Garden	1015786	506.32	21,185.00
Total Investment			**$1,137.74**	**$47,604.35**

Optional Investments

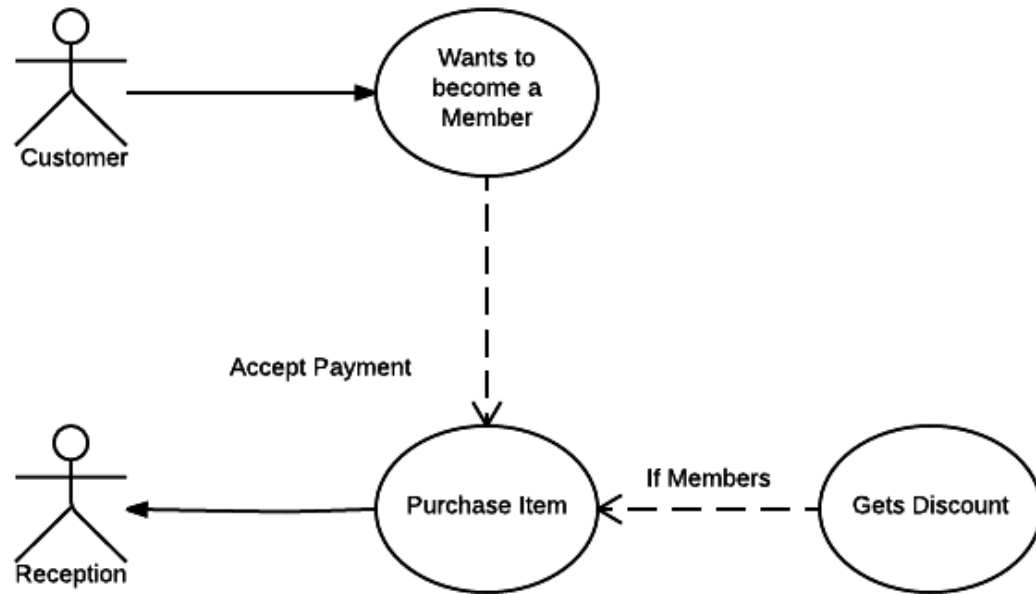| Location/Component Description	Company	Proposal No.	Leasing Option Monthly Payment	Purchase Option Investment
eTAM eCommerce Website, Complete Integration & Subscription	Tower Hill Botanic Garden	1015787	237.55	9,939.15 ✓
Annual Ongoing eCommerce Cost for Hosting eTAM	Tower Hill Botanic Garden	1015788	31.29	1,309.00 – ?
Annual Ongoing eCommerce Cost for the SSL for eTAM	Tower Hill Botanic Garden	1015789	2.27	95.00 – ?

(handwritten: 424 3664.35 / 1325.15)

See attached sheets for further details.
Purchase price does not include sales tax, shipping and handling and insurance where applicable.
Monthly payments based on a term of 60 months, $1 buyout and subject to credit approval. Shorter terms and other programs are available on request.
Leasing payment amounts subject to change without notice and credit approval.

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As of 5/11/2015
Subject to change without notice.

See Additional Terms and Conditions attached.
Page 1 of 1

TAM ✕ Retail

Division of Lode Data Systems, Inc.

Recommended System Requirements

The following specifications are the minimum recommended system requirements for The Assistant Manager™ (TAM) as of June 2014.

Servers

Component	Size/Recommendation
Processor Type	Xeon Processor
Processor Speed	2.7 Gigahertz (Ghz)
Hard Disk Drive	250 Gigabyte (GB) – x4 RAID
Random Access Memory	8 Gigabyte (GB)
High-speed Internet Connection	Typically with Static IP Address for polling – Also used for Credit Card Authorization
TAM Data Backup Device	Digital Tape, DVD Read/Write Drives or Flash Drives
Operation Software	Windows® 2012 Server R2 and SQL Server 2012 R2

Important: *All components in the server computer must be Server 2012 compliant if Windows 2012 is implemented. However, if TAM is being implemented in a smaller organization, the server can then run on Windows® 7 Professional or Windows® 8.1 Professional. TAM also supports older versions of Windows and SQL within reason. If you are utilizing an older version of Windows or SQL contact your account representative to verify compatibility.*

SQL 2012 Component Features Required for TAM Server Installation

- Database Services: Data Files, Replication, Full-Text Search and Shared Tools
- Client Components: Connectivity Components, Management Tools, Business Intelligence Development Studio, Software Development Kit, SQLXML Client Features and Legacy Components

Workstations (Back Office or Register):

Component	Size/Recommendation
Processor Type	Dual Core
Processor Speed	2.7 Gigahertz (Ghz) or greater
Hard Disk Drive	250 Gigabyte (GB)
Random Access Memory	4 Gigabyte (GB)
Internet Connection	High Speed (Secure) Typically Utilized for Credit Card Authorization and Polling*
Operation Software	Windows® 7 Pro, or, Windows® 8 Pro, Windows® 8.1 Pro or Enterprise

* TAM utilizes high-speed Internet connections and they are strongly recommended.
Dial up lines may be supported, if you plan to use a dial up connection talk with your account representative for available options.

Other Important Considerations:

1. As is the case with all computer purchases, more is better if the budget allows. This rule applies to processor type and speed, memory and hard disk drive.

2. All Scanners, Receipt Printers, and Credit Card Magnetic Stripe Readers (MSRs) must be USB or Network interface. TAM recommends OPOS compliant peripherals where applicable.

3. TAM requires that cash drawers interface via a port on the back of the receipt printer.

4. All of TAM's bar code labels and pricing tags are printed using the Zebra line of tag and label printers. USB or Network Interface is required. If you are not sourcing the label printer from TAM Retail you accept all responsibility for its compatibility.

5. Be sure to configure each computer with the appropriate ports to properly support the peripheral devices that will be connected to it. If many USB devices are supported a USB hub may be required.

6. This document is meant as a general guideline and in no way represents a warranty or guarantee in any form that equipment sourced from a 3rd party vendor will be suitable for use with TAM. If you purchase equipment or peripherals from a 3rd party supplier then you assume all responsibility for compatibility, performance and usefulness said equipment.

7. If our help desk staff is required to diagnosis or assist in set-up of any equipment not purchased from TAM Retail you will be subject to additional service fees based on TAM Retail's standard fee schedule.

Subject to change without notice.

TAM ✳ Retail
a division of Lode Data Systems, Inc.

1 Location (handwritten)

Proposal Breakdown
For Mr. Jane Ellis of Tower Hill Botanic Garden

No. 1015785		
Description	**Quantity**	**Investment**
TAM Software & Subscription for HQ - 10 Users		$26,419.35
Software Included: 000003	1	
The Assistant Manager tm 000012	1	
ValuePac for HQ (I/M,S/M&POS) 1 User (1,295.00) 001273	1	
Customer Profiling (795.00) 001275	1	
Customer Orders (845.00) 001279	1	
Redundant Cash Register (595.00) 003676 — *on premise minor -redundancy*	1	
Credit Card Authorization Integration (895.00) 002980	1	
Gift Card Integration (595.00) 003678	1	
MemberSync - 2 Way Integration to RE for HQ (7,500.00) 004042	1	
Admissions (1,295.00) 003388	1	
HandHeldLink (requires Data Collection Device) (845.00) 002392 — *Use camera to scan*	1	
Mobile TAM Wi-Fi Integration (Requires Wireless HH Device) 003161 — *bar code -*	1	
PremierPac for Headquarters (700.00) 001281 *Donat -- + to redeem tickets?*	1	
Accounting Export (395.00) 002986 *Round up*	1	
Dining Management (895.00) 005865 — *Menus, tables, tips, table mgt*	1	
Additional Floating User License (545.00) 001274	9	
Subscription Services Included: 000006	1	
Subscription Fee (3,664.35) 002981	1	
Installation Services Included: 000004	1	
MemberSync Installation and Training (1,200.00) 005804 — *RE link*	1	
3rd Party Software Included: 000008	1	
Existing MS SQL 2014 Server License (Incl 1 User) 000999	1	
Existing MS SQL 2014 ISV Std CAL Per User RT 000999	9	

Separate cafe? or one report by dept. (handwritten)

21,50 (handwritten)
17% 3 (handwritten)
3660± (handwritten)

The Subscription Fee is based 17% of the total retail value of TAM software and number of users included in your purchase. This can be waived at the time of purchase and the service will again be offered at the end of the standard 60-day warranty period. By purchasing your subscription now you extend your warranty period from 2 months to 14 months before the next subscription will be payable. Remember the subscription plan keeps your software current providing you with any new upgrades at no charge. Also, remember that as long as your software version is current your Toll-Free Help Desk support is provided free of charge (7/24/365)!

RE link - 1275/year (handwritten)

Can import fra RE if we decided to drop RE. Save $10K the 1st year. (handwritten)

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As of 5/11/2015
Subject to change without notice until proposal is accepted.

TAM ✳ Retail

a division of Lode Data Systems, Inc.

Proposal Breakdown

For Mr. Jane Ellis of Tower Hill Botanic Garden

No. 1015785

Description	Quantity	Investment
TAM Software & Subscription for HQ - 10 Users		$26,419.35

Cables (unless specified), shipping, insurance and taxes are not included in this pricing where applicable.

ACCEPTED

By signing this proposal, you are confirming your agreement to purchase the products and services detailed in this proposal. The terms and conditions concerning your purchase will be governed by a Master Software License and Subscription Agreement, a copy of which is attached for your review and signature.

_____
Authorized Signature - Tower Hill Botanic Garden

_____
Print Full Name and Title

_____
Acceptance Date

Any orders resulting from this proposal will be subject to final acceptance by TAM Retail division of Lode Data Systems, Inc. No order can be accepted without appropriate order deposit.

_____
Authorized Signature - TAM Retail

SEQUEL 2008 ↑

TAM ⊗ Retail
a division of Lode Data Systems, Inc.

Proposal Breakdown
For Mr. Jane Ellis of Tower Hill Botanic Garden

No. 1015786

Description	Quantity	Investment
TAM Some Hardware & Configuration		$21,185.00
Back Office Equipment Included: 000001	1	
Existing Back Office Computer/Server & Monitor 000999	1	
Existing Back Office Computer & Monitor 000999	4	*Existing*
Existing Member Card Printer 000999	1	
Zebra LP282P Thermal Barcode Printer, USB & Ethernet (325.00) 006276	1	
6' Cable for USB printer 2.0 A/B (9.00) 003452	1	
Remote Configuration Service - TAM Windows Server (695.00) 006406	1	
Remote Configuration Service-TAM Workstation (350.00) 006405	4	*each for 4*
POS Equipment Included: 000002	1	
Dell Computer, i5-3.2Ghz, 4GB, 500GB, W7P, 64Bit, KM (725.00) 006273	6	
ELO 1523L 15-in IntelliTouch Display (550.00) 006159	6	
ISC 250 UPOS Term Bundle,Bcklt,EMV,SigCap, PS,Sty,Cable (629.00) 005980	6	*each for 6*
ISC 250 Low Profile Counter Stand, 0-65 Degree (65.00) 005981	6	*x 6*
Round Adhesive Pads for ISC 250 and ISC 350 Stands (8.00) 005982	6	*x 6*
Configuration Service - Ingenico ISC250 or ISC350 (50.00) 005988	6	*x 6*
Epson T88V Receipt Printer w/PS,USB (345.00) 005607	6	*x 6*
6' Cable for USB printer 2.0 A/B (9.00) 003452	6	
Cash Drawer 18x16, Blk, For Epson Printer (175.00) 004947	6	
Symbol DS4208 Barcode Scanner w/Cable, Stand,Decoder,USB,2D (275.00) 006157	6	*Mobile*
Existing Kitchen Printer 000999	1	*Existing*
Configuration Service-TAM Register (295.00) 003866	6	*x 6 registers*
Cash Register Quick Reference V11 006064	1	

All existing equipment must meet minimum system requirements. For minimum requirements, please contact your account representative.

The configuration fee is for TAM Retail to install and configure the TAM software.

***IMPORTANT! All Equipment pricing above is subject to change without notice based on current market pricing. All pricing will be confirmed and locked once an order is accepted and receipt of valid deposit.

Assumes no XP

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Subject to change without notice until proposal is accepted.

TAM ✳ Retail
a division of Lode Data Systems, Inc.

Proposal Breakdown

For Mr. Jane Ellis of Tower Hill Botanic Garden

No. 1015786		
Description	**Quantity**	**Investment**
TAM Some Hardware & Configuration		$21,185.00

Cables (unless specified), shipping, insurance and taxes are not included in this pricing where applicable.

ACCEPTED

By signing this proposal, you are confirming your agreement to purchase the products and services detailed in this proposal. The terms and conditions concerning your purchase will be governed by a Master Software License and Subscription Agreement, a copy of which is attached for your review and signature.

_____
Authorized Signature - Tower Hill Botanic Garden

_____
Print Full Name and Title

_____
Acceptance Date

Any orders resulting from this proposal will be subject to final acceptance by TAM Retail division of Lode Data Systems, Inc. No order can be accepted without appropriate order deposit.

_____
Authorized Signature - TAM Retail

10609 West 159th Street ◆ Orland Park, Illinois 60467 ◆ 888.843.1476 ◆ Fax 708.460.1253

As of 5/11/2015
Subject to change without notice until proposal is accepted.

Page 4 of 7

[handwritten: 17% ongoing service + support]

TAM✕Retail
a division of Lode Data Systems, Inc.

Proposal Breakdown
For Mr. Jane Ellis of Tower Hill Botanic Garden

No. 1015787 Optional		
Description	**Quantity**	**Investment**
eTAM eCommerce Website, Complete Integration & Subscription		$9,939.15
Additional HQ Software Included: 000001	1	
✓ eTAM for Headquarters (895.00) 003592 *[handwritten: ~~publish pricing~~ to online store]*	1	
✓ eTAM DataLink for HQ (495.00) 004273 *[handwritten: - link]*	1	
eTAM Software Included: 000003	1	
✓ eTAM Premier Plan w/Matrix Ship-Unlimited Publ SKUs (1,995.00) 004288 *[handwritten: publishing 1295.00]*	1	*[handwritten: 500 items or less]*
✓ eTAM DataLink (595.00) 004292	1	
✓ eTAM Customer Profiling/My Account (595.00) 004290	1	
✓ eTAM Customer Order Integration (545.00) 004291	1	
✓ eTAM Credit Card Authorization (795.00) 004289 *[handwritten: → THBG processor]*	1	
✓ eTAM MemberSync (795.00) 005802 *[handwritten: RE Qink inc.]*	1	
✓ eTAM Admissions (995.00) 005202 *[handwritten: Preticketing, education, groups (?)]*	1	*[handwritten: PO? Later Reservations-]*
✓ eTAM Gift Card Integration (295.00) 005762	1	
✓ eTAM UPS/FedEx/USPS Shipping Rate Calculation (495.00) 003591	1	
Subscription Services Included: 000008	1	
Subscription Fee (1,444.15) 002981 *[handwritten: 17% 1325.15 500 SKUs]*	1	

[handwritten left margin: ↓ ? , ? —]

The Subscription Fee is based 17% of the total retail value of TAM software and number of users included in your purchase. This can be waived at the time of purchase and the service will again be offered at the end of the standard 60-day warranty period. By purchasing your subscription now you extend your warranty period from 2 months to 14 months before the next subscription will be payable. Remember the subscription plan keeps your software current providing you with any new upgrades at no charge. Also, remember that as long as your software version is current your Toll-Free Help Desk support is provided free of charge (7/24/365)!

* This proposal requires proposal #1015785 to be endorsed.

Cables (unless specified), shipping, insurance and taxes are not included in this pricing where applicable.

10609 West 159th Street ♦ Orland Park, Illinois 60467 ♦ 888.843.1476 ♦ Fax 708.460.1253

As of 5/11/2015
Subject to change without notice until proposal is accepted.

Page 5 of 7

TAM ✳ Retail
a division of Lode Data Systems, Inc.

Proposal Breakdown

For Mr. Jane Ellis of Tower Hill Botanic Garden

No. 1015788 Optional

Description	Quantity	Investment
Annual Ongoing eCommerce Cost for Hosting eTAM *on TAM Server*		$1,309.00
Hosting Services Included: 000001	1	
eTAM Hosting Value Plan One Year Fee (1 Month Free) (1,309.00) 004333	1	

(?)

Cables (unless specified), shipping, insurance and taxes are not included in this pricing where applicable.

ACCEPTED

By signing this proposal, you are confirming your agreement to purchase the products and services detailed in this proposal. The terms and conditions concerning your purchase will be governed by a Master Software License and Subscription Agreement, a copy of which is attached for your review and signature.

_____
Authorized Signature - Tower Hill Botanic Garden

_____
Print Full Name and Title

_____
Acceptance Date

Any orders resulting from this proposal will be subject to final acceptance by TAM Retail division of Lode Data Systems, Inc. No order can be accepted without appropriate order deposit.

_____
Authorized Signature - TAM Retail

Can go to Cloud (?)

TAM ✳ Retail
a division of Lode Data Systems, Inc.

Proposal Breakdown

For Mr. Jane Ellis of Tower Hill Botanic Garden

No. 1015789 Optional		
Description	Quantity	Investment
Annual Ongoing eCommerce Cost for the SSL for eTAM		$95.00
eTAM SSL Certificate Included: 000001	1	
1 year Premium 256-Bit SSL Certificate (95.00) 005368	1	

Cables (unless specified), shipping, insurance and taxes are not included in this pricing where applicable.

Or somewhere else!

ACCEPTED

By signing this proposal, you are confirming your agreement to purchase the products and services detailed in this proposal. The terms and conditions concerning your purchase will be governed by a Master Software License and Subscription Agreement, a copy of which is attached for your review and signature.

_____
Authorized Signature - Tower Hill Botanic Garden

_____
Print Full Name and Title

_____
Acceptance Date

Any orders resulting from this proposal will be subject to final acceptance by TAM Retail division of Lode Data Systems, Inc. No order can be accepted without appropriate order deposit.

_____
Authorized Signature - TAM Retail

10609 West 159th Street • Orland Park, Illinois 60467 • 888.843.1476 • Fax 708.460.1253

As of 5/11/2015
Subject to change without notice until proposal is accepted.

Page 7 of 7

TAM ✳ Retail
a division of Lode Data Systems, Inc.

Master Software License and Subscription Agreement
EXHIBIT A Dated 05/11/2015
TAM Licensing By Location

The specific software module(s) licensed under this Agreement, and the specific location(s) where such software modules are permitted to be used by Licensee (and/or Licensee's Affiliates) are listed in this Exhibit A, below. If Licensee desires to license additional software modules and/or to add locations that would be permitted under this Agreement to use software modules already licensed for other locations or to use new software modules licensed for those new locations (or both), pricing for the additional modules and/or locations will be based on proposals provided to the Licensee by TAM. TAM and Licensee will execute supplemental Exhibit A agreements listing such additional module(s) and/or location(s). Such supplemental Exhibits will be attached to this Agreement and expressly made a part of this Agreement.

Jane Ellis
Tower Hill Botanic Garden
11 French Drive
P.O. Box 598
Boylston, MA 01505-0598

Licensed TAM Option Name	Quantity	License Fee
ValuePac for HQ (I/M,S/M&POS) 1 User	1	1,295.00
Additional Floating User License ② 545.00	9	4,905.00
Customer Profiling	1	795.00
Customer Orders	1	845.00
PremierPac for Headquarters	1	700.00
HandHeldLink (requires Data Collection Device)	1	845.00
Credit Card Authorization Integration	1	895.00
Accounting Export	1	395.00
Admissions	1	1,295.00
Redundant Cash Register	1	595.00
Gift Card Integration	1	595.00
MemberSync - 2 Way Integration to RE for HQ	1	7,500.00
Dining Management	1	895.00

TAM ✳ Retail
a division of Lode Data Systems, Inc.

LODE DATA SYSTEMS, INC. DBA TAM RETAIL

By: _____

Printed: _____

Title: _____

Date: _____

LICENSEE

Tower Hill Botanic Garden

By: _____

Printed: _____

Title: _____

Date: _____

TAM ⊁ Retail

Inventory Management

Options Made Available

SKUs	Allows for the creation and maintenance of donation type SKUs. Also activates the use of the selling group column.
Mass Price Change	Allows changes to retail, cost, and add-on price levels on mass. Using filter for SKU selection to be changed then allows on-screen review of effected SKUs prior to making changes permanent.
Mass Promotion Change	Allows creation of promotional pricing on mass. Using filter for SKU selection to be changed then allows on-screen review of effected SKUs prior to making changes permanent.
Open to Buy	Allows for creation and maintenance of open to buy plan using the OTB wizard. Plans then can produce the open to buy analysis initially to provide an open to buy number the through the period to review status as SKUs are purchased.
Receiving Reconciliation	Allows for on-screen reconciliation of vendor invoices to receipts in TAM. Then easily adjust and price changes that occurred from time of receipt to time of invoice receipt.
Receive SKU	Allows SKU UPCs to be scanned (or located through find) upon receipt, TAM then locates all open PO containing the SKU and allows units to be entered. Once entered the PO is updated and the pricing TAG is printed immediately.

Reports Made Available

Annual Units Analysis	This report is a very detailed recap of SKU performance and unit status over the last thirteen (13) months. Typically used by multiple store operators, or those retailers with off-site storage facilities, this report includes warehouse location information and inventory status.
Rate of Sales Analysis	Quickly identify future stock outages when coming into a busy season, or SKUs that will be around for an extended period. Performance rulers available in this report include rate of sale trends from this and last year factoring changes and projecting future sales.
Selling Trend	A sophisticated SKU performance report allows for selling trend analysis of the last four (4) weeks that even includes sell-through statistics (period and life).
SKU Performance by Vendor	Rank each of your vendor's performance against their peers. Rank on many different levels of performance including margin, sales, units sold, GMROI, Turn, and more!
SKUs Not Moving	Bad news that's good to know and can rapidly improve the organization's bottom line. Quickly identify the SKUs in your organization that are not selling and figure out why. The SKUs may be poor performers, displayed improperly, or worst yet, still in the storeroom.
SKUs On Order	Easily and quickly review any SKUs you are waiting for so that you may contact the vendor regarding their status.
Top Sellers	Know what SKUs are your top performers. Know what is selling best by vendor, department, category, class, or the whole store.

Sales Management

Options Made Available

Sales Plan	Established budgeted sales plans store by store using virtually any retail accounting calendar. Plans are established by weeks with a desired retail calendar. Comments may be entered, for example weather conditions etc., on any week and will appear on the recap when that week is summarized.

Reports

Commissioned Sales Analysis	Summarizes store by store comparative sales using virtually any retail accounting calendar. Compares anywhere from a single week to any number of week ranges. Comments may be entered, for example weather conditions etc., on any week and will appear on the recap when that week is summarized.
Commissioned Sales Summary	Summary of commissioned sales by consignor (or associate) for a user defined period of time. Typically is provided to the finance department in order to initiate payment to consignors or personnel department to include bonuses on the next payroll for associates.
Flash Sales Plan Comparison	Summarizes store by store comparative sales using virtually any retail accounting calendar. Compares anywhere from a single week to any number of week ranges. Comments may be entered, for example weather conditions etc., on any week and will appear on the recap when that week is summarized.
Sales Comparison	Compare sales for a given week in the current year to the same weekly period in the previous year. Report compares either sales revenues by department or forms of payment collected (tenders).
Open To Buy Analysis	Print Open to Buy plan recaps at the start of a plan period and ongoing throughout the plan period. You can develop as many plans as desired and the plans can be based departmental or by category and much more.

TAM Retail

Customer Profiling

Reports Made Available

Detailed Donation Listing	A detailed recap by donation type and date range that includes who made donations, their amounts, and when the donation was made along with other relevant data.
Donation Export	Allows for easy export of all donation data shown in the detailed donation listing by date range and type.
Donations By Customer	A summary recap of donation activity grouped by customer and filtered by the customer filter in TAM.
Donations By SKU	A summary recap of donation activity grouped by SKU and filtered by the SKU filter in TAM.

Accounts Receivable

Options Made Available

Quick Payments	Allows for the quick entry of check received by mail (or otherwise) in mass. This process eliminates the need to process a payment through cash register then apply payments option saving time processing payments on account.

System Utilities

Options Made Available

Accounting Calendar	Allows for the creation and selection of account calendar to be used in advance store to store location comparison reporting like the Flash Sales Plan Report.
Selling Groups	Allows for establishment of selling groups for using in categorizing and filter of SKUs sold only in one location or another. For example, "Outlet" can be a selling group that allows SKU to be majorly reduced in price and the through a filter in the location record these SKUs would be restricted to sales only in our outlet store.

BEPOZ Brochure

Galaxy Quote

Gateway
TICKETING SYSTEMS

Quotation Summary

Prepared for: Tower Hill Botanical Garden
Project: Project
Date: Friday, April 29, 2016
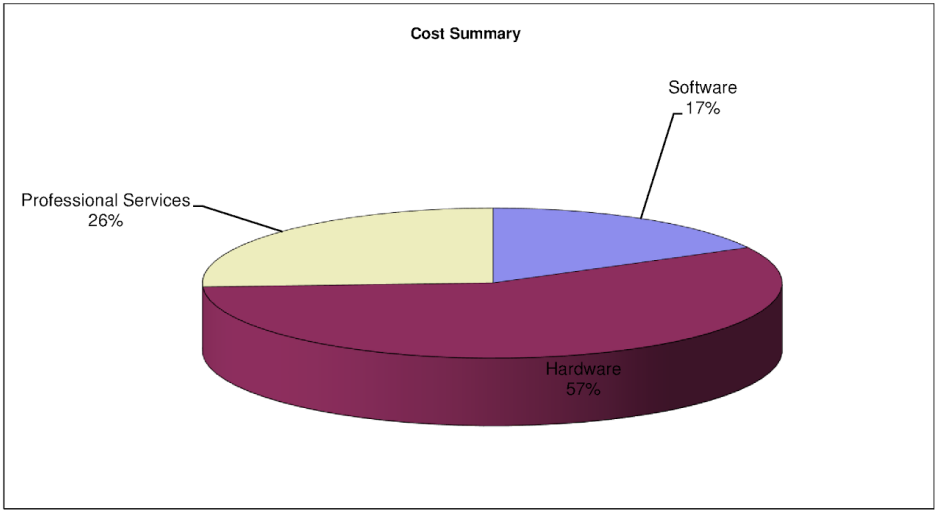
Software	16,610.00
Hardware	55,120.00
Professional Services	25,000.00
Total	96,730.00

4/29/2016

Gateway
TICKETING SYSTEMS

Quote

445 County Line Road, Gilbertsville, PA 19525 1-800-GTS-TKTS FAX 610-987-4001

Order # **EH16-0429**

Customer:	Tower Hill Botanical Garden	**Project:**	Project	
Contact:	Jamie Elswick	**Delivery:**	8-12 weeks from order w/payment	
Reseller:				
Address:		**Issue Date:**	29-Apr-16	
		Live:		
		Terms:	50% with order/50% upon delivery with credit approval	
		Subtotal	$	71,730.00
Phone/Fax:		**Discount:**	$	-
E-Mail:		**Total:**	$	71,730.00 *

Part No	Description	Qty	Unit Price	Extension
Prices are good for one year from date of system order. After year one, standard pricing applies.				
Ticketing Stations				
800-146	Galaxy Point of Sale Software	4	995.00	3,980.00
800-134	Galaxy Pass Software Module	4	245.00	980.00
800-137	Galaxy Photo ID Software Module	4	245.00	980.00
800-1650	Galaxy Scanning POS Controller User License Bundle	4	245.00	980.00
	(Requires Scanning Controller Software)			
800-140	Galaxy Stored Value Software Module	4	245.00	980.00
102-0980	EverServ 7700 with 15" Touch Capacitive, i5 Processor, 4GB Memory, 320GB HD, Win 7, USB Mini KB, 3 Track Wedge, includes (2) RJ45 to DB9 Serial Cables,4- (RJ45)S, 1-P/S2, 4-USB, 3- Powered USB (2-12V, 1-24V) (Win 7 OS requires Galaxy v 4.11.0.171 or higher)	4	2,515.00	10,060.00
100-041B	Boca Lemur CI (46), 2.0", 200dpi, Horizontal	4	1,450.00	5,800.00
100-613	Boca Lemur USB Cable (Requires Galaxy Version 6.2.21 or higher)	4	15.00	60.00
105-0400	Verifone VX805 SmartCard Reader, KeyPad, Contactless/NFC Reader	4	325.00	1,300.00
200-016	Verifone 3 Year Priority Exchange Confirm understanding and acceptance of Protection Plan: _____ (Initial here)	4	75.00	300.00
105-002	Verifone Point Service Billed by Verifone at $17/Device/Month Confirm understanding and acceptance of Verifone Fee: _____ (Initial here)	4	0.00	-
103-0560	Epson TM88 Thermal Receipt Printer (used w/ EverServ or Dell XE only)(24V)	4	360.00	1,440.00
110-019	Honeywell 1250G Handheld 1D Barcode Scanner Kit w/ Stand (USB)	4	160.00	640.00
113-011	Microsoft LifeCam Webcam - Black (USB)	4	40.00	160.00
	(Min-Max Distance from lens: 2' - 6')			
103-121	Evolis Primacy Single-Sided ID Printer (USB) (w/o mag option)	2	1,480.00	2,960.00
	(Suggested use: up to 30,000 cards per year)			
300-537	Evolis Primacy Black Monochrome Ribbon	4	25.00	100.00
	(2,000 images)			
300-540	Evolis Primacy Regular Cleaning Kit	4	20.00	80.00
	(Includes 5 Cleaning Cards, 5 Cleaning Swabs)			
300-541	Evolis Primacy Advanced Cleaning Kit	2	30.00	60.00
	(Includes 2 Pre-saturated "T" Cards, 2 Adhesive Cards, 1 Pen, 1 Dispenser of 40 Pre-saturated Lint-free Wipes)			
112-1126	APG 4000 Cash Drawer (for use with Epson printers)	4	230.00	920.00
112-002	APG Cash Drawer Insert	4	40.00	160.00
106-010	APC Back-UPS Office 550	4	85.00	340.00

4/29/2016

				8,825.00	32,280.00
Back Office Retail Inventory					
	Quote for Retail Inventory Software provided directly by Counterpoint *(Counterpoint requires MS SQL 2008 R2)*				
101-211	Dell Optiplex Desktop, CD/RW/DVD/RW, Intel i5 Quad Core 2.9GHz Processor, 4GB Memory, 500GB Hard Drive, Win 7, USB keyboard/Mouse, PS2 Serial Port Adapter, Cyber 2PT Ser Par PCI card, 3-s, 1-P, 10-USB, 1-24V Powered USB, 2-12V Powered USB (Win 7 OS requires Galaxy v 4.11.0.171 or higher)	1		1,395.00	1,395.00
101-443	Acer 17" Flat Panel Monitor	1		150.00	150.00
110-123	Honeywell MS9540 Keyboard Wedge Kit	1		170.00	170.00
106-010	APC Back-UPS Office 550	1		85.00	85.00
				3,390.00	1,800.00
Café POS					
800-135	Galaxy Point of Sale for Food Stations Software Module	1		945.00	945.00
800-140	Galaxy Stored Value Software Module	1		295.00	295.00
102-1160	EverServ 7200 with 15" 4GB Resistive Touchscreen, 1.86Ghz Intel Atom Dual Core Processor, 4GB Memory, 320GB HD, POS Ready 7 OS, 2x20 Customer Display, USB Mini KB, 3 Track Wedge, NO Audio, includes (2) RJ45 to DB9 Serial Cables,4-(RJ45)S, 1-P/S2, 4- USB, 1- 24V Powered USB (POS Ready 7 OS requires Galaxy v 4.11.0.171 or higher)	1		1,585.00	1,585.00
105-0400	Verifone VX805 SmartCard Reader, KeyPad, Contactless/NFC Reader	1		325.00	325.00
115-031	Verifone VX805/VX820 Low Profile Stand	1		65.00	65.00
200-016	Verifone 3 Year Priority Exchange Confirm understanding and acceptance of Protection Plan: _____ (Initial here)	1		75.00	75.00
105-002	Verifone Point Service Billed by Verifone at $17/Device/Month Confirm understanding and acceptance of Verifone Fee: _____ (Initial here)	1		0.00	-
103-0560	Epson TM88 Thermal Receipt Printer (used w/ EverServ or Dell XE only)(24V)	1		360.00	360.00
110-019	Honeywell 1250G Handheld 1D Barcode Scanner Kit w/ Stand (USB)	1		160.00	160.00
112-1126	APG 4000 Cash Drawer (for use with Epson printers)	1		230.00	230.00
112-002	APG Cash Drawer Insert	1		40.00	40.00
106-010	APC Back-UPS Office 550	1		85.00	85.00
				4,165.00	4,165.00
Mobile Admission Control					
800-157	Galaxy Scanning Handheld Controller User License *(Requires Scanning Controller Software)*	2		495.00	990.00
101-9400	Zebra MC55N 2D Mobile Handheld Computer, Microsoft® Windows™ Mobile 6.5 Classic, (includes cradle) -15 Key, Standard Battery (US/Canada Only)	2		1,830.00	3,660.00
115-013	Zebra MC55 Trigger Handle	2		140.00	280.00
106-129	Zebra MC55 Extended Spare Battery	2		70.00	140.00
109-008	Zebra MC55 4 Slot Battery Charging Kit	1		225.00	225.00
111-004	Zebra MC55 Screen Protector (3 pk)	1		50.00	50.00
111-013	Zebra MC55 Stylus (Pack of 3)	1		20.00	20.00
111-014	Zebra MC55 Stylus Cable (Pack of 3)	1		15.00	15.00
200-008	Zebra MC55 5 YR Comp. Service Contract	2		395.00	790.00
110-0005	Zebra High Rate Access Point (includes antennas)	1		465.00	465.00
				3,705.00	6,635.00
Scanning Controller					
800-143	Galaxy Scanning Controller	1		1,495.00	1,495.00

4/29/2016

Code	Description	Qty	Price	Total
101-010	Dell PowerEdge R330 Rack Server 64bit, Intel Xeon 3.0GHz 4C Turbo Processor, 16GB Memory, 2-300GB Hard Drive, RAID 1, Keyboard Mouse Combo, Windows Server Standard 5 CAL's	1	5,500.00	5,500.00
101-443	Acer 17" Flat Panel Monitor	1	150.00	150.00
106-008	APC Smart UPS 1500 Network	1	685.00	685.00
			7,830.00	**7,830.00**
Advanced Sales /Reservation/ Manager Station				
800-146	Galaxy Point of Sale Software	1	995.00	995.00
800-139	Galaxy Group Sales Order Entry Software Module	1	195.00	195.00
101-211	Dell Optiplex Desktop, CD/RW/DVD/RW, Intel i5 Quad Core 2.9GHz Processor, 4GB Memory, 500GB Hard Drive, Win 7, USB keyboard/Mouse, PS2 Serial Port Adapter, Cyber 2PT Ser Par PCI card, 3-s, 1-P, 10-USB, 1-24V Powered USB, 2-12V Powered USB (Win 7 OS requires Galaxy v 4.11.0.171 or higher)	1	1,395.00	1,395.00
101-443	Acer 17" Flat Panel Monitor	1	150.00	150.00
			2,735.00	**2,735.00**
Interface Options				
800-300	Galaxy Interface to The Raiser's Edge *(Requires The Raiser's Edge API from Blackbaud)*	1	995.00	995.00
			995.00	**995.00**
eGalaxy Consumer Web Store Products				
200-430	eGalaxy Starter Kit *1-500 transcations: $1.50/transaction* *501-1000 transactions: $1.25/transaction* *1001+ transactions: $1.00/transaction*	1	2,000.00	2,000.00
	eGalaxy Pass Software Module Setup for Starter Pack	1	400.00	400.00
	eGalaxy Resource Management Software Module Setup for Starter Pack	1	400.00	400.00
			2,800.00	**2,800.00**
File/Database Server				
101-3050 (1 - 24)	Dell PowerEdge T320 Tower Server 64bit, Intel Xeon 2.8GHz 4C Turbo Processor, 16GB Memory, 3-600GB Hard Drive, Keyboard Mouse Combo, 17" LCD Monitor, Windows Server 2012 Standard 5 CAL's, RD1000 External Back-up Drive, Microsoft SQL 2012 Standard License 5 CAL's, NovaStor Back-up Business Essentials SQL Software	1	10,560.00	10,560.00
150-080	Microsoft Win 2012 Device Client Access License (requires server)	1	40.00	40.00
150-077	Microsoft SQL 2012 Client Access License (requires server)	1	230.00	230.00
106-011	APC Smart UPS 1500 Network (Rack Mount)	1	875.00	875.00
106-008	APC Smart UPS 1500 Network	1	685.00	685.00
			12,390.00	**12,390.00**
Consumables & Back Office Retail Hardware				
300-001	Receipt Paper/Thermal/TM-88 (Case of 50 rolls)	1	100.00	100.00
			100.00	**100.00**

	Subtotal	$	71,730.00

*** Supplied by customer*

4/29/2016

Prices are shown in US dollars, are valid for 30 days from date of issuance and do not include network cabling, shipping, taxes, or duties. Quantity price breaks are based on per order quantity and cannot be combined with other orders. All hardware is supplied as 110V power with standard US plug unless otherwise noted. Additional costs may be incurred when requesting country specific power/plug ends. Quantities on consumables such as PVC, ribbons, ticket stock, etc., may ship +/- 10% of amount indicated. Shipping is F.O.B. shipping point via UPS ground unless otherwise stated. Hardware returns are subject to the manufacturer or supplier return policy and are subject to a minimum 25% restocking fee. Exchanges only for Gateway software is permitted for Gateway software of equal or lesser value within 90 days of purchase. Software bundles cannot be split and exchanges for the entire bundle of Gateway software is permitted for Gateway software of equal or lesser value within 90 days of purchase.

29-Apr-16

| Gateway Representative | Title | Date |

The above prices, specifications, and conditions are accepted under the terms of the original Sales Agreement between Gateway Ticketing Systems, Inc. and Customer. Prices are valid for thirty days from the date of quotation and subject to change thereafter. Prices are shown in U.S. dollars. Shipping is F.O.B. shipping point via UPS ground unless otherwise stated.

| Customer Signature | Title | Date |

The above prices, specifications, and conditions are accepted under the terms of the original Sales Agreement between our company and Gateway Ticketing Systems, Inc. Gateway is hereby authorized to begin the work necessary to complete this order. I understand I will be charged a 25% restocking fee if, for any reason, I decide to return any item listed above.

4/29/2016

Gateway
TICKETING SYSTEMS

Installation & Training Services

445 County Line Road, Gilbertsville, PA 19525 1-800-GTS-TKTS FAX 610-987-4001

Installation # **EH16-0429**

Customer:	Tower Hill Botanical Garden	**Project:**	Project
Contact:	Jamie Elswick	**Issue #:**	
Address:	0	**Delivery:**	
	0	**Terms:**	See below for each instance
Phone/Fax:	0		
E-mail:	0	**Total:**	$ 25,000.00 *

Part No	Description	Qty	Unit Price	Extension
Installation and Delivery Services:				
200-300SP	Diamond Premier Maintenance Support Tier	1	25,000.00	25,000.00
	Terms: Total due upon services rendered			**25,000.00**

				25,000.00

* Prices do not include travel & living, taxes or duties. Travel time will be billed at $95USD per hour for travel in excess of 4 hours from point of origin to point of destination.

**Based on preliminary assessment, these items will not be required for this project.

Services not fulfilled within one year from date of order are subject to cancellation by Gateway in the event that a rate change comes into effect. Domestic airfare will be booked at Full-Fare Economy Class. International airfare will be booked at Full-Fare Business Class. Actual expenses will be billed upon completion of services. Prices are valid 30 days from date of issue. This estimate does not represent a fixed price commitment by Gateway Ticketing Systems. Final costs will depend on actual services rendered to be billed at the quoted daily or hourly rate.

Client's cancellation of services, where Gateway personnel are scheduled to be on-site, shall be subject to cancellation fees based on the notice given, as follows: 50% of applicable fees due with 15-21 days' notice; 75% of applicable fees due with 8-14 days' notice; or 100% of applicable fees due with 7 or less days' notice. Client shall also reimburse Gateway for any non-cancellable expenses related to the cancelled services.

29-Apr-16

Gateway Representative   Title   Date

The above prices, specifications, and conditions are accepted under the terms of the original Sales Agreement between Gateway Ticketing Systems, Inc. and Customer. Prices are valid for thirty days from the date of quotation and subject to change thereafter. Prices are shown in U.S. dollars.

Customer Signature   Title   Date

The above prices, specifications, and conditions are accepted under the terms of the original Sales Agreement between our company and Gateway Ticketing Systems, Inc. Gateway is hereby authorized to begin the work necessary to complete this order.

Bibliography

Cam Commerce Solutions. http://www.camcommerce.com/contents/solutions/default.aspx

Gateway Ticketing. https://gatewayticketing.com/Products/TheRaisersSedge.aspx

James Dyson Foundation. http://www.jamesdysonaward.org/projects/paperless-receipt-solution-prs-system/

NHS Business Services Authority. http://www.nhsbsa.nhs.uk/PrescriptionServices/1700.aspx

Optimus Info. http://www.optimusinfo.com/blog/5-point-of-sale-industry-trends-for-2016/

R Magazine. http://rmagazine.com/the-future-of-pos/

Scandit. http://www.scandit.com/2013/05/10/mobile-point-of-sale-apps-redefining-the-industry/

Software Advice. http://www.softwareadvice.com/retail/the-assistant-manager-profile/

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