

# Store Harmony Business Template



*This Document Contains: Business Template, with product details written in a proposal format for target customers  
Also contains the Terms of Partnership*

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**To:**

Store Harmony

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## About this Document

This document contains 2 types of information:

1. Information on the product and business services been proposed
2. A basic business terms for dealing with partners and resellers

The next 5 chapters was written in a way that will make it easy to copy and paste in proposals to potential customers and it also contains project management template and billing templates as well.

The last chapter provides a partnership agreement review which explains the terms and benefits for all persons or organization interested in a partnership.

DabarObjects Solutions organizes trainings for potential partners from time to time where it explains all the components of this document.

# About Store Harmony

## About

Store Harmony is a business application built by DabarObjects Solutions Limited for the management of the business processes of every small and medium business enterprises. It is designed to manage Sales, Inventory, Customers, Accounting, Stock Auditing and can be extended to deliver additional features in real time to meet with the business needs of our clients.

Store Harmony is in use in over 120 Nigerian stores currently and it is currently one of the most innovative small business product offering many cutting edge initiative to sales and management of business operations in a quick, simple and intuitive manner. The goal of the product is to make businesses more profitable and to take away accounting concerns away from every small business.

Store Harmony can work across your local LAN network and can power up to 25 points simultaneously. To learn more about store harmony, you can always visit <http://www.storeharmony.com>

## Some Key Feature Listing of the Store Harmony Platform

1. Point - Of - Sales
  - a. Invoicing
    - i. Direct Invoice to Email Sending
    - ii. Direct Invoice-to-Mobile Publishing (on the go invoicing)
    - iii. Printable Invoice
    - iv. Invoice Search and Processing
    - v. Invoice remote sharing across partner stores
  - b. Order Processing
    - i. Invoice -to-Order Processing
    - ii. Order Listing and Processing
    - iii. Order Grouping by Customers
    - iv. Internet Order Tracking and Processing
    - v. Accounting Receivable Crediting/Debiting
    - vi. Fast Order Recall
  - c. Sales/Purchases Processing (selling)
    - i. Order to Sales Processing
    - ii. Sales Grouping By Customers
    - iii. Sales Daily Reporting (printable, SMS, Email and Excel report convertible)

- iv. Direct POS with barcode scanning and Purchase Posting
    - v. Automatic Accounting (COST OF GOODS)
    - vi. Ability to report Sales in real-time to the Admin Mobile Phone or another Central account
    - vii. Interactive and Simple User Interface. Easy to train
    - viii.
  - d. Delivery Processing
    - i. Waybill Generation and Storage
    - ii. Delivery Status Tracking and Updating
    - iii. Delivery Company job real-time notification via SMS and Email or web based terminal
    - iv. Delivery operation accounting aside sales. Delivery Journal logs the credits on delivery
  - e. Receipt Printing (supporting desktop and thermal printers)
    - i. Print large receipt rolls
    - ii. Print to thermal
    - iii. print to desktop
    - iv. Push to SMS
    - v. Receipt contains barcode for fast transaction recall by simply scanning
  - f. Returning Purchases
    - i. Item Return Management
    - ii. Reason-Of-Return Automatic Logging. (Damaged, Expired or Unsuitable) - helps to analyze why customers make returns
    - iii. Customer crediting with return value
  - g. Part Payment Support (Payment Installments)
  - h. Daily Sales Business SMS to administrator phone
  - i. Support for POS Debit Card, Check Lodgment
  - j. Support for Multi Currency at POS and automatic conversion to local trading currency
  - k. Multiple Point of Sales Terminal
  - l. Support for POS Hardware such as Display Pools, Extended Monitors, Barcode Printers, Barcode Readers, Thermal Receipt Printers and Cash Drawer and with integration possibilities with other POS hardware
- 2. Inventory Management
  - a. Categorization of Stock (5 Tree Levels)
  - b. Expiry and DII limit notification automatic management
  - c. Automatic Cost Price Conversion from Average Markup
  - d. Barcode generation (for non barcoded products)
  - e. Carton/Wholesale Support
  - f. Automatic Carton to Retail Form Conversion
  - g. VAT in prices
  - h. Pictures
  - i. Local Store and Remote Store Management (Partition your stores into virtual stores)
  - j. Supplier Notification and Management
  - k. Automatic Accounting Management of Inventory Accounts
  - l. Invoicing direct to Mobile

- m. Stock Wholesale to Retail electronic Distribution - that allows for electronic stock transfer via email, disk or Push code function
- n. Stock Performance Readings in realtime
- o. Friendly User Interface
- 3. Accounting
  - a. Cost of Goods Management
  - b. Robot Financial Manager - a built in background service that sends income statements by email monthly and can also be customized to generated key ratios and key reports and be designated to send them to emails or mobiles periodically
  - c. Customer Credit System
  - d. Customer Purchase Profiling
  - e. VAT Logging
  - f. Cash Flow Information
  - g. Income Statement in real-time
  - h. Balance Sheet Generation
  - i. Asset Management with Automatic Asset Depreciation System
  - j. Loan Management with automatic Accrual expense posting
  - k. Equity Contribution Management
  - l. Human Resource and Salaries
  - m. Supplier Order/Payment Management
  - n. Master Journals of all Accounts
  - o. Reports monthly on all products
  - p. Business Charts and Extendable
- 4. Customers
  - a. Customer Information System support for birthdays and wedding alerts for customers
  - b. Customer Credit Profiling
  - c. Customer Birthday Discount System
  - d. Customer Debt Management
  - e. Customer automatic relation SMS system (helps detect customer history and "thinks" of a message to send
  - f. Customer Club System (By spending rates)
  - g. Automatic Customer Club Management (checks customers regularly to fit them into clubs)
  - h. Customer Listing and Search
- 5. Stock Audit
  - a. Stock Auditing of all exits and other wastages
  - b. Automatic Expiration and Old stock notification mechanism
  - c.
  - d. Stock Auditing of all arrivals and returns
  - e. Verification of stock by a stock audit account
  - f. Ability to tag stocks into various groups such as "MISSING, DAMAGED, EXPIRED, GIFTS, EXCESS"
  - g. Deletion of stock passes through audit
- 6. Mobile and Internet Marketplace

- a. Link inventory with your web based shopping cart
- b. Receive Orders from the internet directly in real-time
- c. process orders and do deliveries

Other specifications are available and customizations are supported

# Licenses and Fees Charges

## Initial Deployment Licenses

The Store Harmony product is available in the following plans

### 1. **Basic (Business Starter)** -

- a. The Starter plan is a 1U license plan. This means that the user can only use it on only a PC. Useful for businesses that are just kicking off and will use only a computer for most of their operations. Setting up a starter plan is simple and the database comes bundled into the application. A number of features will not be available to Starter plans. Features such as stock distribution system and advanced process customizations.

### 2. **Classic (or Full Business)** -

- a. The Classic plan is a 2U User based license. This is typical for businesses that will maintain an Admin Point alongside their customer/sales operations point. Classic plan comes with all the available features harmony has to offer except advanced process customizations We provide FREE migration of stock from existing databases or Excel spreadsheet at installation. An additional external server point is supported

### 3. **Premium (or Enterprise)** -

- a. 3+ Users, can scale up to 25 PCs and full featured with more advanced support. The Enterprise Use is the user who plans to run the software as a multiple point solution with multiple concurrent point of sale solution and simultaneous login from other computers by other roles in the business such as accounts and audit. By Multiple user, we refer to the number of PCs on a single database network running Store Harmony client ends. This will require additional services such as LAN Networking, Database Management Server and Security. This option is usually recommended for very big stores with lots of traffic at Point of sales and management processes. When you purchase an enterprise plan, you will be given additional licenses for activating other end points. This licenses are called PlusOne Licenses

## Expansion License

Expansion Licenses allow enterprise users to scale up from their current no of users seamlessly.



## Yearly Renewal Fees

The yearly renewal fees covers access to the following key services;

1. **Mobile Messaging For Reports** - The ability for Store Harmony to execute innovative mobile messaging systems need that online servers are kept running smoothly. The yearly subscription also ensures that the mobile messaging system (not SMS) is kept running smoothly.
2. **Regular Software Updates and Support** - Subscription paid regularly will ensure that customers take advantage of periodic updates on the platform.
3. Access to other varieties of Internet based Services such as online report access portal (not yet launched, to be launched soon).

Notification will be sent a month before the subscription is due to remind customer of their next due date.

Changes in prices of renewal will be announced 3 months before effective dates.

## Other Enterprise Services

### Setup and Deployment Service

Setup and Deployment will entail:

- 1. Purchase of Relevant Hardware From Hardware Suppliers**
  - a. Servers or Thermal Printers, Barcode Labels, Barcode Papers, LAN Equipments, Desktops, Customer Display, Mobile Devices, Internet Connections, if required by client
- 2. Downloading of Hardware Drivers**
- 3. Coupling of Hardware**
- 4. Setting Computer Networking**
- 5. Setting Up Database Engine**
- 6. Installation of All Relevant Software and Store Harmony Software**
- 7. Activation of Software**
- 8. Customization Process (Optional but recommended for enterprise and comes with additional costs)**
- 9. Deployment of Updates and System Support**

### Training Service

Training will entail that the following steps be completed:

1. Provision of Help Manual and Working Guide
2. Workshops and Lectures and Presentations
3. Training of Typical Sales and Inventory Staffs
4. Accountant Interaction Sessions For Instructing Accountants on Store Harmony Accounting
5. A More Thorough Training For Shop Admin, Business Owner

## Operations Take Off Support (110% Follow Up After Deployment and Training)

Our operations take off support covers all the initial needs of our clients for the starting period of their operation. Prices vary for different plans

**What is Support?** It is what we do after you have finished your regular training to ensure that you are properly guided as start to make use of the software. Often, most of our customers are never very attentive during training and therefore so many gaps are created. Our take off support system fills those gaps

## System Customization Service

No software can anticipate all your business needs but we provide aggressive follow up and deployment of regular updates to ensure that your processes are well accommodated in the growth life cycle of the product. Customer will look into what we offer and provide additional changes and additions they will need critically. This is built into the pricing of the product for them at deployment.

## SMS Spike Services and Business Alerts

SMS Spike is the platform that powers the business alerts from Store Harmony. It is a messaging system that goes beyond traditional SMS by allowing dynamic publishing of web links into SMS messages. It is very critical to Store Harmony notification services. Ensuring your notification services work require that you have some business credits in your SMS service account. We do not provide integration with third party SMS providers for use with Store Harmony. This is because the service agreement of the third party SMS provider may not be compliant with Store Harmony service agreement leading to a divided service agreement. Store harmony delivers the full experience for improved service for our customers. SMS credit rates vary btw 1.5 naira of greater than 50,000 units and 2.0 of less than 10,000 units. It's important to have credits pre-ordered into your Store Harmony deployment so that your business notifications can be delivered.

## Internet Marketplace Delivery Services Powering

Our internet market place offering allows your regular invoice and order system to be connected with the internet and allows your customers to use their regular phones to place order for stock and you can receive the order alerts directly from the internet. This can reduce your overhead and improve your service reach and you will be able to optimize your delivery service ends. We provide this product as a separate add on. It requires an initial deployment support charges and we negotiate rates for processed orders that is billed.

### Requirements to Get Started With the Internet Marketplace

1. A dedicated point for approving internet orders
2. A Delivery ready truck or delivery partner
3. A receipt printer for invoicing
4. A staff trained to take pictures of various products and customize the pictures for the internet marketplace

## Hardware and Other Services

Hardware will mean:

1. Thermal Printers - for fast invoicing
2. Barcode Printers - for labeling
3. Customer Display
4. Barcode Scanner
5. Webcams (not yet fully supported)
6. Touch Screens
7. Magnetic Card Writers and Readers (not yet fully supported)
8. Cash Drawers
9. Cashless POS terminals
10. Other specialized hardware with an OS Driver

Customers might require additional integration to be done which may require a special pricing, however, this prices will be covered by the customization billing plan. During this process, we provide additional integration with specialized hardware for improved business operation experience.

## Database Installation

Customers may provide their own database management solution however, it is highly recommended they allow us deploy the solutions that have been well tested and supported against the platform. To learn more on Store Harmony Databases, visit:

1. H2 Database Website - [www.h2database.com](http://www.h2database.com)
2. MySQL Community Server Website - [www.mysql.com](http://www.mysql.com)

Only MySQL is recommended for enterprise plans at the moment. Support Services that might revolve around the database includes:

1. Backup Services
2. Restoration Service At System Crash
3. Migration to another Database

All the above are not billed into this proposal

## LAN and Network Upgrade

Local Area Networking is a compulsory for enterprise users and on any plan that requires more than one point. During network upgrade, we will setup a very effective switch with the speed that can deliver smooth connection performance during operations. The server is hardwired to the switch. The switch can support both wireless and wired.

## Power Backup

UPS, Inverters, Generators or Solar recommended for all users and all plans.

## Portable Internet Connection

A very simple and dedicated internet connection is very critical if you are to enjoy the services built into the Store Harmony real time service system. Internet connection is important for downloading software updates, triggering important alerts, sending daily business reports and many more intelligent background services that can run within your Store Harmony deployment.

## Store Harmony Membership Cards

The membership card system is a way to provide an easy strategy for our customers to profile their own customers during sales and hence offer certain specific services. This will be very useful in high traffic sales points or for clients seeking to add unique features to their service offerings.

1. Step 1: Provision of Blank Customers Cards such as Magnetic Card or any other card solution along side with its writing hardware and reading hardware.
2. Step 2: Every card comes with a code preinstalled for the customer
3. Step 3: At first use at your Store Harmony point, the information of the customer is taken and subsequent use will result in automatic profiling of the customer.

## Project Execution Plan

### Project Management Guideline

Depending on the nature of the final agreement, the take off operation of a particular job may span between 2 days to 2 month. All enterprise customers have a minimum of 2 months working relationship to be able to cover all their take off needs. For this proposal, the following are the stages we have billed for and it indicates the duration for which they are expected to be delivered.

Activity	Basic Plan	Classic Plan	Enterprise Plan
Network Upgrade	--	--	--
Server Deployment	--	--	--
Internet Connection	--	--	--
Deployment of security solutions and third party software services needed to effective operations	---	--	--
Customization and Process Flow Integration	---	--	--
Deployment of Licenses and Activation	---	--	--
Training	---	--	--
Support after Training	---	--	--

## Support Charges Per Call

After 1 month provision of FREE systems and take off support, other subsequent support calls attract the following hourly rates.

Support Calls Rate For Extended Services			
Grading	Basic	Classic	Enterprise +
Local	1,500	2,500	2,500

This support covers Lagos and Abuja points only.



## Project Deliverables, Billing and Costs



All prices are in Naira and valid for a duration of 3 months period only. Prices may change at any time after this duration without notification

The **Bold** Items are the proposed deliverables of the scope of this project

Description	(Units)	Cost (₦)
<b>Server Machine (+ Windows 2008 Standard)</b>	---	---
<b>Internet Provision (per month)</b>	---	---
<b>Provision of Client Anti Virus and other Third party Software licenses</b>	---	---
<b>Provision of Server Anti - virus and other third party software licenses (kaspersky)</b>	---	---
<b>Store Harmony Enterprise Licensing</b>		---
<b>Software Customization and Addition of Key/Core features aside traditional Store Harmony shipped feature</b> (Billed Per Day)	--	---
<b>Take Off Support and System Patching (1 Month after 21 days of customization phase)</b>		---
<b>SMS Spike Credit</b> (for business notification alerts and other customer follow alerts)  <b>Per unit SMS at 1.5 naira/SMS</b>	---	---
<b>Internet Marketplace Setup for fast mobile based ordering (covers training of staff for picture upload)</b>		---

Network Upgrade and LAN (Switches and Server Cabling)	1	---
Power Backup For Server	1	---
Database Licenses	1	---
Customer Membership Card System	1	---
Banking and Cashless Integrations	1	---
<b>Sub Total</b>		---
<b>VAT</b>		---
<b>Total</b>		---
A sum of Two Million and Nine Hundred and Eighty Eight thousand five hundred naira only.		

## Renewal Costs



*Prices may change at any time after this duration without notification. However the following covers the next renewal cycle which is a year after the first agreement was signed*

Description	(Units)	Cost (₦)
<b>Store Harmony Yearly Renewal</b> (covering free download of software updates, online reporting servers and services and the download of new features regularly)	1	---

## Partnership Information and Basic Terms

The partnership terms explain what every partner and reseller stands to gain in the Store Harmony service and license distribution business as documented above:

Our partnership relationship with your organization or you as an individual could be in 2 forms:

1. **Partner** - tagged as DabarObjects Store Harmony Solutions Partner, a partner is the one licensed to sell licenses and can also go further to provide other services as documented in the above proposal such as support, training and provision of customized products to customers. To become partner, it is required to pay upfront for at least 10 licenses.
2. **Reseller** - a reseller only engages in reselling the software licenses and hands over the other aspect of the job to the company or any of its known partners.

Partners are graded in levels and the relationship with every partner improves with each sales and delivery of service. DabarObjects Store Harmony Solution Partner will have varied benefits in regards to the type of services they can offer and the deal plans with DabarObjects. Moving from one stage to the next is performance based. Performance is evaluated using the metrics set in the Store Harmony Solution Partner Agreement document.

*Table 1 - Partner Grading Structure*

Partner Grade	Minimum Points	Comments	Requirements
<b>D</b>	-	Starter, Reseller Mostly, Starter Discounts, Discounts Not Negotiable and Cannot offer direct support	Pays upfront for at least 10 basic licenses
<b>C</b>	100	Higher Negotiable Discounts, Can deliver other services such as training and support	Pays upfront for at least 10 BASIC licenses and at least 10 CLASSIC licenses making 20 total
<b>B</b>	300	Higher Negotiable Discounts, can deliver other services such as integration, training, support and other extended services. Can bid for contracts with our full tech support	Pays upfront for at least 40 CLASSIC licenses
<b>A</b>	2000	Higher Negotiable Discounts, Share Holder Option with Executive Director Seat on mergers, More Resources, Can Have Exclusive geographical rights up to state level or African Country Level and can sell to other partners. Can bid for contracts with our full tech support	Appointed Only

**Note:** Partners who are not capable of paying upfront should provide give a target timeline for which they can deliver some sales. Upfront payment solidify the position of a partner. Also partners who pay upfront will have their partnership score reflect immediately as against those who will only "sell and pay later". Partners who also pay upfront get additional benefits as explained afterwards.

**The grades reflects** the level of **skill, zeal** and **experience** of each partner which will translate to a better relationship between partners and the DabarObjects Company per time. For instance, Grade D is awarded to new partners of whom the company will still have to spend more time and resources mentoring, training and supporting before they are able to deliver better services to customers. Partners are encouraged to move as quickly as possible to the next grade to get better benefits of their partnership. The 2 most important parameters that will qualify a partner from one level to another are: **1. Sales , 2. Years of Experience in Related Store Harmony Business.**

 <i>Partners Deal Structure Table</i>			
Level Name	Basic Details	Deal Plan On Software	Deal Plan on Others
<b>Referral</b>	Refers client to Registered Partners	5-10% Discount	-----
<b>Class D/ Reseller</b>	Untrained and cannot provide Support	20-30% Discount	-----
<b>Class C</b>	Can Provide Training and Support	20-30% Discount	50%
<b>Class B</b>	Can Provide Advanced Training & Support and other custom services	20-30% Discount	60%
<b>Class A</b>	Is a Regional/National Partner	20-30% Discount	70%

**Additional Information: (only applies for partners who pay upfront)**

1. From Class C partners, **We will Train at least 2** of your staff for FREE to deploy and support the solution for your customers when your customers buy it.
2. For **Class C up to Class A** Partners, you can get any plan you intend to use **personally** at 50% discount and 3 basic plans for FREE.

## Billing Guide and Minimums:

Partners may use the table below to structure deals for their customers and also feel to scale up deals as they perceive might fill the need of their client. It is important to call for more information at all times to verify various deal plans.

Activities	Basic	Classic	Enterprise 3 +
Max. Users + Server	1	3	25
License Minimum	30,000	60,000	250,000
Extra User	-	30,000	100,000
Installation	3,000	5,000	50,000
Training Per Session (per 5 staffs)	20,000	20,000	25,000
Support	15,000	25,000	60,000
Inventory Data Consultancy	20,000	35,000	~ 250,000
Ext. Services, Customization and Integration	10t ~ 100t	50 ~ 100t	150t ~ 1M
Internet Integration	Call	Call	Call
Business Alerts SMS	2 naira	2 naira	2 naira
Initial Deployment and Support Project Timeline	2 Days	2 -3 Days	7-30 Days

**For: DabarObjects Solutions Ltd.**

*Signed: \_\_\_\_\_*

*Ayodeji Aladejebi CEO*

*DabarObjects Solutions Ltd.*

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*Habibat House, Utako, Abuja, Nigeria*

*Telephone: 09 - 8713003 Mobile: 08035891780*

*Email: admin@dabarobjects.com*

**Customer:**

*Signed: \_\_\_\_\_*

*Name:*

*Title:*

*Company:*

*Address:*

*City, State, Zip*

*Phone:*

*Fax:*

*E-mail:*

*Web Site:*

*State of Operation*