**Third Party Installation On-Boarding Manual**

Contents

[**Non-Disclosure Agreement (NDA)** 3](#_Toc103236565)

[**About Us** 3](#_Toc103236566)

[What Do We Sell 3](#_Toc103236567)

[Who Do We Typically Sell To 4](#_Toc103236568)

[Dress Code Expectations 4](#_Toc103236569)

[**Vendor Set Up Requirements** 4](#_Toc103236570)

[**Meet The Team** 5](#_Toc103236571)

[**Business Process Overview** 6](#_Toc103236572)

[Order Acquisition to Order Fulfillment 6](#_Toc103236573)

[Time of Installation 7](#_Toc103236574)

[Billing 8](#_Toc103236575)

[Wenger Installation Glossary 8](#_Toc103236576)

[Installation Resolution Guideline 8](#_Toc103236577)

[**Company Product Line’s** 9](#_Toc103236578)

[**Installation Guidelines and Install Manual** 10](#_Toc103236579)

Unloading Guidelines…………………………………………………………………………………………………………………………….11

# **Non-Disclosure Agreement (NDA)**

In the interest of maintaining the confidentiality and integrity of our Corporation, we ask for anyone closely involved with our company to sign a non-disclosure agreement.

# **About Us**

Products Built for Consistent Performance

At Retail Solutions Specialists, we deliver unmatched value, combining quality with durability, versatility, and ease of use. Our commitment to creating long-lasting products that offer flexibility in application, easy transport, and fast setup is at the heart of everything we do. We've learned this by listening to our customers—who drive every product we design and build.

In addition to our innovation, we have a tradition of exceptional customer service and support. Retail Solutions Specialists stands behind each product with expert technical support, comprehensive warranties, and a customer service team dedicated to meeting your unique needs.

Our products are designed to save you time, enhance your sessions, and contribute to the success of every performance. While we began in the music practice space, you’ll now find Retail Solutions Specialists in performance halls, theaters, gyms, and outdoor venues. Our products are widely used in settings where music, theater, and sports intersect, including locker rooms and equipment storage facilities for high school, college, and professional sports teams. It’s hard to find a musician, teacher, actor, coach, or athlete at any level whose passion for teaching or performing hasn’t been influenced by Retail Solutions Specialists.

# What Do We Sell

Music makes the world a better place. Music educators know better than anyone that pursuing excellence requires high quality equipment that is durable, dependable, and designed for the daily demands of practice and performance. That means chairs, stands, and risers designed for success. Staging that can be moved and reconfigured for your needs. Acoustic treatments that enhance every space. Storage cabinets that safeguard your investment. And sound isolation systems that protect hearing and enhance learning. We even have products designed specifically for conductors and teachers.

# Who Do We Typically Sell To

Anyone can purchase our products either through our online store or by contacting one of our Retail Solutions Specialists directly to receive a custom quote. In addition to private consumer sales, the majority of our business comes from several key sectors. These sectors include, but are not limited to:

* Building and Construction Firms
  + New Developments
  + Renovation Projects
* Primary and Secondary School Districts
* Entertainment and Event Venues
* Higher Education Institutions
* Independent Learning Centers

# Dress Code Expectations

Our company prides itself on our safe work habits identification/representation. Many of our customers require specific dress code and/or person protective equipment (PPE), the minimum requirements when arriving to a work site are listed below:

* Long Pants
* Shirts with Company Logo and/or Company Badge Visible
* Hardhat
* Safety Glasses
* High Visibility Vest/Shirts
* Work Footwear
* Face Mask (when required)

# **Vendor Set Up Requirements**

As a new Vendor/Partner we will require the following from your business to ensure timely compensation. Standard payment terms will be Net30.

* W-9 Form
* Certificate of Insurance
* Contact Information
* Banking Information if Electronic Wire is required

# **Meet The Team**

* **John Doe** –Director of Global Installations and Distribution

Brief Job Description: Oversees operations of Delivery Only Freight, Installations, Customer Service, and Project Coordination Departments.

Email: [john.doe@fakeemail.com](mailto:john.doe@fakeemail.com)

Office: 507-123-4567

* **Sarah Timmons** –Installation Supervisor

Brief Job Description: Oversees day-to-day operations of the installs.

Email: [sarah.timmons@fakeemail.com](mailto:sarah.timmons@fakeemail.com)

Office: 507-234-5678

* **Mark Sullivan** – Installation Coordinator

Brief Job Description: Handles installation coordination for Fake Company Installers as well as 3rd Party Installation crews. Also creates and organizes our installation schedule from week to week and handles all installation and freight quotes for installs from our Sales Department.

Email: [mark.sullivan@fakeemail.com](mailto:mark.sullivan@fakeemail.com)

Office: 507-345-6789

* **James Carter** – Installation Coordinator

Brief Job Description: Handles data analytics and reporting for the installation team. Assists in installation coordination for Fake Company Installers as well as 3rd Party Installation crews. Also handles all 3rd Party Installation Billing as well as releasing Fake Company Orders to invoice.

Email: [james.carter@fakeemail.com](mailto:james.carter@fakeemail.com)

Office: 507-456-7890

* **David Scott** – Installation Supervisor

Brief Job Description: Handles installation coordination for Fake Company Installers as well as 3rd Party Installation crews. Supervises Fake Company Installer daily activities and concerns.

Email: [david.scott@fakeemail.com](mailto:david.scott@fakeemail.com)

Office: 507-567-8901

* **Brian Taylor** – Logistics Coordinator

Brief Job Description: Handles delivery coordination with Carriers as well as problem-solving freight related issues of all installation orders.

Email: [brian.taylor@fakeemail.com](mailto:brian.taylor@fakeemail.com)

Office: 507-678-9012

* **Kevin Parker** – Logistics Coordinator

Brief Job Description: Handles delivery coordination with Carriers as well as problem-solving freight related issues of all installation orders.

Email: [kevin.parker@fakeemail.com](mailto:kevin.parker@fakeemail.com)

Office: 507-789-0123

* **Richard Lewis** – Logistics Coordinator

Brief Job Description: Handles delivery coordination with Carriers as well as problem-solving freight related issues of all installation orders.

Email: [richard.lewis@fakeemail.com](mailto:richard.lewis@fakeemail.com)

Office: 507-890-1234

* **Jessica Miller** – Installation Administrator

Brief Job Description: Handles expense accounts for Fake Company Installers, certified payroll, ensuring we meet site requirements for background checks, etc. prior to the start of the job, as well as the hiring of help for our Fake Company installers week to week.

Email: [jessica.miller@fakeemail.com](mailto:jessica.miller@fakeemail.com)

Office: 507-901-2345

* **Emily Harris** – Installation Administrator

Brief Job Description: Handles expense accounts for Fake Company Installers, certified payroll, ensuring we meet site requirements for background checks, etc. prior to the start of the job, as well as the hiring of help for our Fake Company installers week to week.

Email: [emily.harris@fakeemail.com](mailto:emily.harris@fakeemail.com)

Office: 507-012-3456

# **Business Process Overview**

# Order Acquisition to Order Fulfillment

Once and order is received at our company, system orders are generated with a 9 digit number (Ex. 00-25896 or 00-4587425). Our team of Project Managers and Project Coordinators then work directly with our customer and manufacturing team to determine installation dates based on construction schedules or first availability of product for shipment.

Our Project Managers and Coordinators are responsible for a variety of things which include approved color choices, layout drawings, site readiness forms, valid on-site contact and delivery address. These Project Managers and Coordinators are assigned designated products and or territories. All information for a successful installation is provided via this team. As a regional installer there is a very high likelihood you will be dealing with the same project coordinator the majority of the time.

Once a project manager and/or coordinator has determined that an install is ready to take place, the order is turned over to the installations department for scheduling and installer assignment. Our business is fast paced when it comes to scheduling assignments. Typical turnaround from turnover to arrival for installation is about 1.5 weeks. Example, if we are working on Installs during the week of 12/13/21 we would be looking for coverage for all of these jobs during the week of 12/6/21. We will turn these jobs over to our regional Installers for coverage approximately 7-10 days in advance of arrival for install.

Upon receipt of confirmation of coverage by Regional installer with arrival day, the order is processed for shipment. Shipment methods include both door to door freight resources and less than truckload carriers such as Fedex Freight and ABF Freight. All deliveries are scheduled with requirements that carrier arrive on a specified day and time. Carrier arrivals are booked at 7AM or 9AM arrival times at the project site. One hour window is allowed for carrier arrival. We do require the installation crew on site when freight arrives to check for damages to the freight as well as unloading of the product. The customer is not to unload the product. If any issues arise with the delivery of the freight or damages, please notify your Installations Coordinator as soon as possible as well as document the issue on the installation report (which we will cover later in this document). Carrier drivers are also not allowed to assist with the unloading of product.

Diagram

Description automatically generated

# Time of Installation

Once it is time for the installation to take place, there will be a couple documents turned over to your team. The list below is what you will typically see for documents on every install, but some may be missing and there may be some extra’s just depending on what the install is. These documents will be most common though:

1. Bill of Materials (BOM)
   1. A list of all part numbers along with Order Number of what is being shipped
2. Drawing/Product Placement
3. Install Report
   1. This will give you Site Address, Contact Information, Scope of Work, Date and Time of Install
4. Site Readiness

After the installations crew finishes up with the scope of work, the crew needs to ensure that the area is as clean as it was when they arrived and that they connect with the on-site contact to ensure the product is placed/installed where needed. After completion of that, you will revert back to the installation’s coordinator with a completed “Installation Report”. One thing to note as well, The company’s quotes to our customer includes full cleanup and removal of dunnage and debris from the job site. So you are responsible for removing all debris and packaging OFF SITE after the installation is complete. We are not allowed to use the customer’s dumpsters unless they tell us ahead of time that we can do so. So please plan accordingly here. In regards to the installation report, We do have a blank Installations form for you to use if you would like, otherwise you can create your own template if it has the necessary information on it. The installation report needs to have the following information:

1. All the information that is provided on the Install Report given to you prior to Job
2. Pictures of Fully Assembled and Installed Product
3. Pictures of Any issues that may require a Return to Site
   1. Along with description of parts needed to fix whatever is causing the Return to Site if necessary
4. Detailed description of any and all issues that occurred on site that slowed or delayed progress at all.

Fake Corporation depends on getting this completed installation report back from your company within five business days of the completion of the install. Due to our own internal business procedures, we are not allowed to invoice the customer until we have received a completed installation report from the field documenting that the job is 100% complete or if a Return to Site visit is needed. Before processing invoices from our 3rd Party installers, this is one of the items we check before issuing payment is that we have received an installation report.

# Billing

Once scope of work on a job has been completed and the crew is wrapped up with the installation, our expectation is to be billed for the completion of this work within 30 days. All invoices should be emailed directly to Sydney Blair (sydney.blair@fakestore.com) and copy Paige Tanner (paige.tanner@fakestore.com) on the email. Invoices received are processed on a weekly basis. Invoices received and processed prior to Wednesday of that week will make remittance for the week. Payments are issued at the conclusion of business on Thursday of that week.

# Company Installation Glossary

Attached is a link to a document created that has the abbreviation’s the company uses when referring to our products. If you see an abbreviation you are unaware of, refer to this document for clarification.

* + [https://docs.google.com/spreadsheets/e/1khytpBND9FwZJ5mAqLk-HZVdsgjP2tqWnx1o5k-78XcV/edit#gid=0](https://docs.google.com/spreadsheets/e/1oitwdTYN7EnDAKUiKZv-XYPvygdZr2rmfHmEa-26DNs/edit#gid=0)

# Installation Resolution Guideline

Depending on the scenario, there will be different people that will be able to best assist you and get you the information you are looking for in the quickest manner possible. If you are unable to reach the correct person, feel free to touch base with your installations coordinator to assist.

* + Freight Related Issues (Brian Taylor/Kevin Parker– Logistics Coordinator)
    - Issues Include but not limited to:
      * Obtaining ETA on Freight Delivery
      * Looking for Lost Freight
      * Setting Up a Dock/Terminal Pickup of Freight
      * Routing of Freight
      * Carrier Trying to Deliver Early
  + Installation of Product Related Issue (James Carter/Mark Sullivan – Installation Coordinator)
    - Issues Include but not limited to:
      * Manufacturing errors causing issues with install of products
      * Questions Regarding How to Install Certain Product
      * Billing Questions
      * Obtaining Installation Manual
      * Customer Complaints
      * Customer Requested Changes
  + Project/Site Related Issues (Appropriate Project Coordinator)
    - Issues Include but not limited to:
      * Site Readiness Issues
      * Drawing Related Problems
      * Cannot Reach On Site Contact
      * Questions About Site and Requirements.

# **The Company’s Product Line’s**

* VibeWave: Product Line 8
* TempoLuxe: Product Line 9
* HarmoniFlex: Product Line 10
* EchoCraft: Product Line 11
* FrameShift: Product Line 12
* PixelFlow: Product Line 13
* GlamStation: Product Line 14
* FlexLocker: Product Line 15
* BandPulse: Product Line 17
* ToneSpace: Product Line 18
* LightNest: Product Line 19
* ShellScape: Product Line 20
* RiseGrid: Product Line 21
* EpicStage: Product Line 23
* StageXcel: Product Line 23
* SkyMount: Product Line 24
* QuietSphere: Product Line 25
* AudiencePro: Product Line 26
* NextGen: Product Line 27
* CustomEdge: Product Line 28
* BlockSound: Product Line 31
* RoadShow: Product Line 41

# **Installation Guidelines and Install Manual**

If there are any manuals that you are not able to find, or are not included in these bundles, you can refer to our website and search for the manual that way. To access, go to https://example.company.com/literature/index.php?ref=bucket and search by keyword for whatever installation manual you are looking for.

1. **EchoSound Products**
   * Products Include: TempoLuxe Stools, HarmoniFlex Arms
   * Installation Manuals
     + <https://example.canto.com/b/R67GV>
2. **ProStand Accessories**
   * Products Include: Pro Stands, Multi-Use Face Shields, ProStand Carts
   * Installation Manuals
     + <https://example.canto.com/b/HUD9H>
3. **StorageCraft Solutions**
   * Products Include: FrameShift Cabinets, Percussion Carts, Storage Racks, FlexShelves, Wardrobe Cabinets
   * Installation Manuals
     + <https://example.canto.com/b/QKMQ6> → Part 1 (FrameShift Cabinets)
     + <https://example.canto.com/b/V0NNL> → Part 2 (FlexShelves)
     + Ask for Cabinet unload manual
   * All Hardware for Anchoring the cabinets to the wall are to be brought and provided by the 3rd Party Installation Company
     + See installation manual for recommended fasteners
4. **RiseGrid Platforms**
   * Products Include: EpicRise and EventRise, StageXcel Carts
   * Installation Manuals
     + https://example.canto.com/b/OANNQ
5. **Director's Suite**
   * Products Include: Rehearsal Resource Center, FlexDirector Stands
   * Installation Manuals
     + <https://example.canto.com/b/H310S>
6. **LearningSpace Products**
   * Products Include: Flipforms, Footnote Rugs, Teacher Taxi Carts, Markerboards and Tackboards, Bookcases
   * Installation Manuals
     + <https://example.canto.com/b/RPAH1>
7. **BandPulse Gear**
   * Products Include: BandPulse Gear Carts, BandPulse Instrument Carts, BandPulse Podiums
   * BandPulse Accessories Packages
     + X01T - 5 shelves
     + X02T - 1 garment bar
     + X03T - 2 garment bars
     + X04T - 1 garment bar/1 shelf
     + X05T - 3 shelves
     + X06T - 2 shelves
     + X07T - truss bar/7 helmet hangs
     + X08T - 2 shelves/1 garment bar
     + X09T - truss bar/30S+30L pad hangs
     + X10T - 4 shelvesInstallation Manuals
       - https://example.canto.com/b/GHG9N
8. **StageXcel Platforms**
   * Products Include: StageXcel
   * Installation Manuals
     + https://example.canto.com/b/HAIKP
9. **AcousticEcho Products**
   * Products Include: SoundBlock Walls
   * Installation Manuals
     + https://example.canto.com/b/PRGNG
10. **AudiencePro Seating**
    * Installation Manuals
      + https://example.canto.com/b/O363T
11. **BeautyStation Equipment**
    * Products Include: Studio and Upfront BeautyStation Stations
    * Installation Manuals
      + https://example.canto.com/b/JS3B2
12. **SoundSphere**
    * Products Include: SoundBlock, EMATechnology
    * Installation Manuals
      + https://example.canto.com/b/P7PQO

# **Unloading Guidelines**

All 3rd parties will be responsible for meeting the freight on site and unloading the product off of the truck. Our trucks do not come with liftgates unless the product is legacy towers. Because of this, we have created guidelines for safe handling and unloading practices for cabinets which is at the following location. Please refer to this video and instructions prior to unloading cabinets for the first time.