

Dear valued Squirrel customer,

Your Squirrel software has been successfully updated! Thank you for taking the time to get us connected to perform this update to ensure that your Squirrel system is running the most recent software with all available patches installed. The Squirrel Solution Centre has ensured that all relevant files have been backed up, the update was applied, the business day has been started normally and we also checked that the host terminal loads and all physical terminals appear to be online. If applicable, we also ran a test credit card transaction from the host terminal to ensure your authorization system is functioning; however, all of this has been done remotely so it is best practice for the opening manager to test all the below functions prior to business opening:

- Terminals: Ensure all have successfully loaded POS. Some may require a reboot.
- Printers: Send test orders to the bar and kitchen if possible.
- Payments: Test a credit or debit transaction and, if applicable, a hotel room charge.
- Custom: If you use any custom modules such as a custom guest check extension or a report, test those to ensure they are accurate.

A couple of other things to note:

- When applying an update, it sets report parameters to default settings so when you run reports now, please review the parameters that you are using.
- If this update was performed to resolve a specific issue or as a means of troubleshooting a specific issue, please test to see if the issue recreates.

Thanks again and please don't hesitate to contact us should you have any questions or concerns at 1-800-288-8160.

Sincerely,

The Squirrel Solution Center