

## Customer Onsite Product Training

This document shall outline the process to be used to sign up a customer purchasing AMAYA equipment from Melco for the newly developed onsite AMAYA Getting Started (AGS) training as well as list options for the customer related to this program and onsite product training in general at the point of sale.



**IMPORTANT NOTE:** This 2-day onsite AGS training replaces the following (starting date: 6/01/09)

- Free onsite install for 3head and up AMAYA systems
- Free onsite 3-day AMAYA/DS training for 4head and up AMAYA systems

### PROCEDURE

➔ **The following procedure applies to all customers purchasing AMAYA (1head and up) or MelcoJet from Melco.**

1. A customer purchasing one AMAYA machine or more is automatically eligible for free product training (AMAYA, AOS, and DS) at one of Melco's training facilities.
  - a. A customer taking advantage of the free classroom training is also eligible for a repeat training session within a 6-months time period.
2. In addition to above, at the point of sale the customer is offered the option to purchase a 2-day onsite AMAYA Getting Started (AGS) training module for \$1,000.
  - a. This training module covers the basics of AMAYA machine operation and maintenance, AMAYA OS, and DS, as well as basic applications.
3. The customer, at the point of sale or at any point after the sale, can also opt to purchase an additional day of onsite AMAYA, AOS, and DS training for an additional \$500.00.
4. If the customer purchases a combination of AMAYA and MelcoJet, in addition to the above, they are also eligible for the following options:
  - a. Free 1-day MelcoJet training in one of Melco's training facilities.
  - b. MelcoJet onsite training in combination with the AMAYA AGS module or the 3-day onsite training for an additional \$500 (total \$1,500.00).
5. If the customer purchases a MelcoJet only, the following options are available:
  - a. Free 1-day MelcoJet training in one of Melco's training facilities.
  - b. 1-day onsite training at \$1,000.
6. If the customer would like Melco to install the equipment onsite, they can request so at the point of sale (training request form) or at any point after the sale (contact Technical Support at 1-877-840-5829 or service@melco.com). The following charges apply:

**Price Schedule:**

| -                     | <u>Rate</u>  | <u>Included</u>                                                                              |
|-----------------------|--------------|----------------------------------------------------------------------------------------------|
| Minimum Charge        | \$<br>345.00 | Round trip travel and up to 3 hours of labor                                                 |
| Hourly Rate           | \$<br>115.00 | Each additional hour of work beyond the initial 3 hours                                      |
| Over Night Stay       | \$<br>150.00 | If for <u>any reason</u> an over night stay is required this amount is billed for each night |
| >300 miles round trip | \$<br>100.00 | Only applied if round trip travel exceeds 300 miles                                          |
| >400 miles round trip | \$<br>200.00 | Only applied if round trip travel exceeds 400 miles                                          |
| Air Travel Required   | QUOTE        | Prices may vary based on distance traveled                                                   |

7. The Sales Rep enters the customer into training scheduling system in Melco University at <http://melcouniversity.com/sales/focs.aspx>.
8. Educational Services is notified through email of the onsite customer training request.
9. If onsite training was requested, Educational Services contacts the customer to schedule a date for the onsite training based on availability of the closest contract trainer and the delivery date of equipment.
10. Educational Services dispatches the contract trainer using MS Outlook calendar functionality. If needed, Google maps are used to identify the trainer closest to the customer. The customer contact information is included in the dispatch to the contract trainer.
11. The contract trainer accepts or rejects the appointment (if accepted – step 12, if rejected – step 9).
12. Educational Services sends the customer a confirmation Email (cc: assigned contract trainer) with instructions related to their onsite training.
  - Confirmation letter
  - Requirements check list (AMAYA and/or MelcoJet) for equipment install and setup
  - Information brochure outlining Melco’s training program (4 step training program)
13. The contract trainer calls the customer to verify and confirm training and equipment arrival dates.
14. The day prior to the scheduled onsite training at the customer’s location, the contract trainer calls the customer to verify that the equipment has arrived and is fully installed/set up (see equipment installation/set up check list under step 12).
15. In case an equipment install and set up is still required upon arrival:
  - a. Training time will be reduced if the contract trainer has to take training time to install/set up the equipment.

OR

- b. Customer will be charged for the equipment install/set up at the following rates (this assumes that the contract trainer can stay the extra time to complete the two days of training):

|                 |              |                                                                                              |
|-----------------|--------------|----------------------------------------------------------------------------------------------|
| Hourly Rate     | \$<br>115.00 | Each additional hour of work beyond the initial 3 hours                                      |
| Over Night Stay | \$<br>150.00 | If for <u>any reason</u> an over night stay is required this amount is billed for each night |

OR

- c. The contract trainer will leave and the customer will be charged incurred expenses. The customer can request Melco to install the equipment (contact Technical Support at 1-877-840-5829 or [service@melco.com](mailto:service@melco.com)) and/or new dates can be set up for the originally scheduled onsite training.
16. The contract trainer utilizes the 2-Day AMAYA Getting Started Training syllabus for the training session.
17. After completion of the training the customer signs and dates the training syllabus as indication that all topics were properly covered by the trainer.
18. The trainer sends an electronic version of the signed training syllabus along with the invoice to the Educational Services’ manager at [sbiele@melco.com](mailto:sbiele@melco.com).
19. Educational Services sends the customer a standardized follow-up Email with the signed training syllabus and a request for feedback via [www.melcofeedback.com](http://www.melcofeedback.com).