

Using the Tools

Personalized Demo Database on Your iPad - Get Paradise in front of your merchant immediately.

Marketing Materials - A variety of materials for supported verticals, easily accessible & in PDF for co-branding.

Locator Map - Show your merchant where Paradise is utilized.

Set a Demo with the Paradise Team - Scheduler link for easy scheduling of a live online demo with our team.

You don't have to be the Expert - Your Paradise Partner is a Phone Call away 877-777-5530.

Paradise Order Form - Use to provide some basic cost before the demo. It is a fillable PDF with a spot you can figure in markup to the cost.

Completing a Demo

During the demo - Our team goes over any Paradise features that would pertain to the merchant as well as discuss different equipment setups that could work for the merchant's particular situation and environment.

We provide a Cost/Quote - You then add any markups they'd like to pass on to the merchant.

Evaluate their Current Equipment - Do they have equipment that can possibly be used with Paradise POS. If so, we need make & model of any preexisting equipment (**Printers** - take a picture of the bottom label, **iPads** – in the settings/General/About)

Be Available - Be on the demo with your merchant; results in fewer no-shows. Also, it will increase the odds of closing the sale by 65-70%

Follow up after the demo with their personalized quote - Provided by Paradise Sales Team

Finalizing Equipment, Setup & Placing the Order

The approved quote and Paradise order form including the merchant info page is needed.

The merchant info is used to build the account in our CRM under your reseller account.

Notes are added to the order include –

1. Depending on the setup needs - hardwire kits, or Wi-Fi extenders needed
2. Was menu submitted for restaurants or spreadsheets and SKUS for retail locations for the database build
3. Logos, and any pre-existing gift card information on spreadsheet
4. Any prior merchant equipment listed
5. Shipping to address different than DBA (*address must be attended to receive equipment from UPS*)
6. Cash discount pricing amount to the customer
7. Encryption keys needed for EBT or PIN Debit (*expect 3-4 weeks extra for deployment*)
8. Custom paint color for the cash drawer & stand (*expect 3-4 weeks extra for deployment*)

The sales department then determines if the merchant or agent is billed for the order's equipment, monthly billing, and shipping.

Below is needed for the different billing options. The billing can be assigned on a case-by-case basis.

Option 1: Everything is billed to the reseller - In this case, the merchant will only need to complete a ULA.

Option 2: Reseller is billed for the equipment, but the merchant pays shipping and/or monthly billing – Billing authorization & ULA is needed to be completed by the merchant.

Option 3: Merchant is paying for everything - Our sales team will email the merchant a portal link that is generated from our CRM.

Through this link, the merchant will accept the ULA, verify their order, and submit their payment information. **100% of any markup is deposited to the reseller ACH account on file.**

Our sales team will also email them a notification that the portal link has been sent to them and that it may be in their spam folder. This email will include a link allowing the merchant to schedule future installation and training.

At the time the order is accepted, all billing that was assigned to the merchant including hardware and monthly recurring tech support fees are immediately charged

Testing, Deployment & Shipping

Orders placed after 2pm CST Monday - Friday will not start the testing process until the next business day.

1. All equipment pulled for the order is set up, installed, and tested in-house to ensure everything works and that the system is ready for plug-n-play remote installation upon arrival
2. Credit card terminals are configured on a gateway using information from the supplied VAR on the CRM
3. Terminals are built and connected to the merchant account. **If terminals are supplied, we need the serial number and file build cleared.**
4. Terminals are then tested; deployment sends an email to reseller to confirm their client received the test transaction and batch
5. After everything has been properly tested, equipment is boxed up with any additional cables and accessories and moved to the shipping team. Setup card and a quick reference guide is placed with the packing slip showing the equipment serial numbers
6. Shipping to be picked up by UPS; all shipments for the day leave at 6pm CST Monday – Friday
7. Once picked up, emails are sent to resellers notifying them as well as including any tracking information and equipment serial numbers

Installation and Training

Installation and Training links are sent out by the Sales team and the training team when the order is placed.

Installation and training link is also available on the inserted material with the packing slip.

Installation is only available Monday - Friday 8am CST - 7pm CST

Trainings are only available Monday - Friday 8am CST - 5pm CST

Menu Reviews for restaurants are suggested before scheduled trainings. Follow up training are available Using our training and install link.

24/7 live support by our paid employees & the gateway we setup, provides prompt accurate assistance. If merchants are having any issues, they need to call into tech when issues are happening to address them in a timely manner.

Any additional equipment needed contact our sales team at Sales@ParadisePOS.com