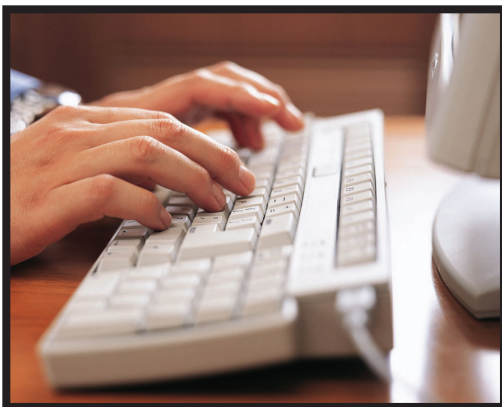


eTRAINING PACKAGE

Introduction

Training is the key to receiving the maximum advantage of the FOOD-TRAK® system and personalized assistance is generally recognized as the most effective training method available. However, given the cost of



travel and related expenses, it is often logistically and economically difficult to arrange. Fortunately, given the widespread availability of high-speed internet connections, it is possible to provide highly effective personalized training without the cost of travel. SCI offers a variety of internet-based training services for FOOD-TRAK clients, which we call "eTraining". Focused on implementation, efficient use and maximized benefit, these services utilize technologies allowing the trainer and the client to look at the same screens while interacting visually and verbally. Using the popular web conferencing tool GoToMeeting, SCI is able to provide one-on-one training, specialized to fit your requirements and scheduled for shorter time blocks when it is most convenient for you.

How It Works

It begins with a conversation with your SCI Account Manager, who works with you to determine which service or group of services would best meet your needs. eTraining Services can be provided using your actual company database. You will be assisted by one of our Professional Service Consultants (PSC) who will provide you with the access ID and phone number to call for your session. At the appointed time, you simply call your PSC and simultaneously log onto the GoToMeeting session with the supplied access information. The PSC logs on at the same time and monitors your session. The PSC is also capable of operating the keyboard and mouse while you watch. In this way, the PSC can talk and guide you through the software at the same time in a highly interactive manner. All that's required to take advantage of our eTraining Services is a telephone, a computer and an internet connection. In some cases, we may send you supplemental information to review as we go through the training process. In other cases, we may actually make changes to your data with you during the session. For some types of eTraining we simply use demonstration databases to walk you through various processes and techniques. The flexibility available using our eTraining Services approach is practically limitless! While we typically design sessions to meet your exact needs, prepackaged training and services are also available for more generalized assistance.

Packaged and Customized Services

We offer a variety of predefined eTraining programs, but many clients prefer sessions that are customized to meet their specific needs. In fact, the services listed below are typically used as guidelines for developing those customized approaches. Your Account Manager can help determine exactly what types of eTraining Services can best meet your needs and will be happy to customize a program specifically for you.

FOOD-TRAK Database Construction Training. Skills required for initial database building are the focus of these programs. Tailored to the organization, tasks associated with adding groups and profit centers, entering and importing items, recipes, products, data entry form templates, vendors and other static database elements are covered.

FOOD-TRAK Data Entry Training. These training programs are designed for individuals who will be entering data on a routine basis. It is customized to fit the needs of the client, in that we tailor the training to only those data entry tasks required of the individual to be trained. Typical examples include training for inventory entry, purchase orders, transfers, requisitions and invoices.

eTRAINING PACKAGE

FOOD-TRAK System Administration Training. Designed for the system administrator, we cover adding users, setting security rights, maintaining databases, scheduling reports, broadcasting data between sites, backup procedures, managing interfaces and troubleshooting.

FOOD-TRAK Database Review. Another service which combines training and consulting. We review a variety of data lists and other reports to help locate database construction problems. Typical areas of study include items, primary unit selection, conversion factors, recipes, batch recipes, vendor cross-reference issues, inventory sequencing problems, grouping structure issues and interface-related inconsistencies.

FOOD-TRAK Report Analysis. This service combines training and consulting for management personnel. We examine your reports and go through a process of explaining the results and identifying problems.

EIS Administration. Training for Enterprise Information System administrators, this service covers security, importing, client updates, cross-referencing, corporate model construction and archiving.

Policies and Pricing

eTraining Services are purchased in one-hour blocks. Hourly fees are also incurred for services that require preparation time, such as reviewing documents in advance or preparing customized lesson plans. Long distance telephone charges are the client's responsibility. Your Project Manager will work with you to determine the appropriate block of time required for the type of training you need, considering any budgetary requirements as well. Blocks of time are prepaid by check or credit card. Appointments are set once payment has been received. Appointments are generally scheduled one to two weeks in advance. All appointments must occur during SCI's normal business hours. In some cases, special arrangements can be made for appointments outside SCI's normal business hours at an additional cost. In the event more time is desired, additional appointments can be set as needed. A Professional Services Consultant will be available at the appointed time to take your call and begin your session. Because these services require our professional services staff to set aside dedicated time slots, charges for appointments cannot be refunded and appointments cannot be cancelled or rescheduled unless notice is given at least two business days prior to the scheduled appointment. Appointment charges will apply regardless of the time the appointment actually starts or ends. Appointments starting late or ending early will not result in a refund or proration. In the event our personnel or equipment is not available at the time of the appointment, we will gladly reschedule any remaining time or refund the fees associated with the portion of the session we were unable to provide. SCI's eTraining Services are typically designed as "one-on-one" sessions. As a result, it is difficult to conduct the session if more than one individual participates on the client side. While we do not require that only one individual be present on the client side, we have found that we can make more progress in less time when this is the case. All eTraining Services are charged on an hourly basis at a fee of \$175 per hour. Sessions can be divided over any number of appointments. Appointments must be at least one hour long and cannot exceed four consecutive hours without at least one hour of break time. Appointments are scheduled in half-hour increments. As stated previously, hourly fees will apply to advance preparation as well.

