



## MENU MAINTENANCE SERVICE TERMS

### PAR POS™ SERVICES

ParTech shall provide Customer with Menu Maintenance Services as defined herein, either directly to Customer or Franchisees (if applicable) for the PAR POS Services in accordance with the following terms. Capitalized terms not otherwise defined herein shall have the meanings given them in the Master Agreement or the Subscription Services Agreement (as applicable).

#### 1. MENU MAINTENANCE SERVICES.

- a. Direct to Customer. ParTech will provide Menu Maintenance Services directly to Customer Monday through Friday, 8:00am to 7:00pm EST. Customer must provide ParTech with at least ten (10) business days' notice of any request for Menu Maintenance Services. Customer submits a request in writing to ParTech for the Menu Maintenance Services via email to menu\_maintenance@partech.com.
- b. At the request of Customer, ParTech will provide the following Menu Maintenance Services:
  - i. Menu Configurations.
    - o New Menu Item Creation: add new menu items in a central location to ensure all Customer Locations' menus are aligned and receive the proper configurations.
    - o New Menu Item Pricing: add new pricing to new menu items on the initial request for the addition of those items.
    - o New Menu Item Activation Settings: new menu items will be deployed by ParTech to all Customer Locations based on Customer's instructions.
  - ii. Layout and Panel Configurations: initial menu layouts and panels for the PAR POS Services menus are created under the menu build statement of work. These menu layouts and panels will be maintained as part of the Menu Maintenance Services.
    - o Adding Items, Discounts and Promotions: when added items, discounts, and promotions are added to the PAR POS Services, ParTech will ensure these items are properly configured on the associated layouts and panels within the PAR POS Services.
    - o Replacing Items, Discounts, and Promotions: When menu buttons need to be reused for new mapping, ParTech will ensure the menu buttons are properly configured.
  - iii. Brand Level Discounts: new discounts added to the PAR POS Services will be created and distributed to all Customer Locations within the brand per Customer's instructions.
  - iv. Brand Level Promotions: new promotions added to the PAR POS Services will be created and distributed to all Customer Locations within the brand per Customer's instructions.
  - v. Brand Level Routing:
    - o Printer Groups: as new items are added to the PAR POS Services, these items will be configured to route to the correct printers.
    - o Video Groups: as new items are added to the PAR POS Services, these items will be configured to route to the correct kitchen videos.
  - vi. Uploading and Mapping Images: when new menu buttons are needed to support new items added to the PAR POS Services, ParTech will assist with uploading and mapping new images for the new items.
  - vii. Tax Category Configurations: initial setup of tax categories for each menu item and mapping of items and/or revenue centers.
  - viii. Deployments and Support: all newly created configurations are properly sent to all Customer

Locations. In the event errors are present, ParTech will correct any issues as soon as reasonably practical upon notification by Customer, so all items are properly deployed and available for all Customer Locations.

## **2. CUSTOMER FRANCHISEE LOCATION LEVEL MENU MAINTENANCE SERVICES**

- a. Direct to Customer Franchisee (Corporate Level). ParTech will provide Menu Maintenance Services directly to Franchisees at the corporate level, Monday through Friday, 8:00am to 7:00pm EST. Customer Franchisee must provide ParTech with at least ten (10) business days' notice of any request for Menu Maintenance Services. Customer Franchisee can submit a request in writing to ParTech for the Menu Maintenance Services via email at [menu\\_maintenance@partech.com](mailto:menu_maintenance@partech.com).
- b. At the request of Customer Franchisee, ParTech will provide the following Menu Maintenance Services:
  - i. Menu Item Configurations: all new menu items are created by ParTech at the direction of Customer and distributed to all Customer Locations. Items will not be created at the individual Customer Franchisee Location.
    - o Item Pricing: when new menu items are created at Customer's instruction and are ready to be sent to individual Customer Franchisee Locations, ParTech will ensure all newly created menu items are priced correctly on a location-by-location basis.
    - o Item Activation Settings: all menu items created at Customer's instruction will be sent as inactive. All Customer Franchisee Locations that will be selling these items will be sent the proper configuration for when those items should be available through the PAR POS Services.
  - ii. Location Level Promotions: ParTech will ensure that local marketing campaigns are supported by adding promotions only available to single locations.
  - iii. Location Level Routing: when appropriate and authorized by the Customer, routing changes can be made to newly created menu items to support different hardware configurations.
    - o Printer Groups: as new menu items are added to the PAR POS Services, these menu items will be properly configured to route to the correct printers.
    - o Video Groups: as new menu items are added to the PAR POS Services, these items will be properly configured to route to the correct kitchen videos.
  - iv. Deployments and Support: ParTech will ensure that all newly created configurations are saved locally. In the event errors are present, ParTech will correct any issues as soon as reasonably practical upon notification by Customer, so all items are properly deployed and available.

## **3. EXCLUSIONS FROM MENU MAINTENANCE SERVICES.** Menu Maintenance Services are intended to be used to maintain Customer's existing menu configurations. There are other items outside of the menu within the PAR POS Services that can be modified by Customer but are not covered by Menu Maintenance Services. The following services are excluded from Menu Maintenance Services and may be provided to Customer at an additional cost under a separate statement of work:

- o adding new functionality within PAR POS Services;
- o database restructuring, reformatting, and design changes;
- o configuration, modification or maintenance of tax rates for each menu item;
- o configurations and mapping of existing menu items created and configured under any applicable menu build statement of work as part of professional services prior to Customer's deployment and Activation of the PAR POS Services;
- o payment configurations and credit and gift card configurations created and configured under any applicable menu build statement of work as part of professional services prior to Customer's deployment and Activation of the PAR POS Services;
- o hardware changes;
- o creation and maintenance of security levels configurations;

- creation of jobs, roles, employees;
- creation of new location groups or assigning locations to those groups;
- adding new administrative Users;
- creating and maintaining roles and permissions within the PAR POS Services;
- adding new Users to the PAR POS Services.