

Air-Trak Ordering Process for Customers

For our first-time customers, here is a summary of how to get started with Air-Trak:

1. **Purchase the Enterprise Display Installation Kit.** The Enterprise Display Installation Kit (hardcopy manual and DVD software media) can be purchased online at <http://store.air-trak.com/>. The price is \$19.95 plus shipping and handling. The starter kit typically arrives in one to two business days. Alternatively you may request from Air-Trak sales or support a complimentary copy of the DVD software media.
2. **Purchase Sprint Nextel® phones, Air-Trak subscription and data plans.**
 - a. The customer works with Sprint Nextel to select the appropriate Nextel GPS, Java-enabled phone and associated voice plans. The customer and Sprint should consult the Air-Trak website (<http://www.air-trak.com/phone-platforms.php>) to ensure that the desired phone is a supported device within the deployment configuration.
 - b. The customer works with Sprint sales to finalize the Data Access Plan and Air-Trak Subscription activation. The Data Access Plan requires a Public IP.
3. **Purchase Air-Trak In-Vehicle, subscription and data plans.** Air-Trak sales will provide consultation to determine the appropriate configuration for In-Vehicle units, SatCom Upgrade, Mobile Data Terminals and additional equipment as needed to meet customer requirements. Air-Trak sales will provide a written quotation, which the customer can either authorize via signature, by issuing a company purchase order, or by ordering online (<http://store.air-trak.com/>). Authorized quotations or purchase orders should be faxed to **858.225.0469**. Once purchased, the equipment must be activated as follows:
 - a. **Air-Trak In-Vehicle.** The customer works with Sprint sales to finalize the Data Access Plan and Air-Trak subscription purchases. Data Access Plans must be ordered with Public IP.
 - b. **SatCom Upgrade.** Each SatCom Upgrade module requires a SatCom data plan. The customer may choose either the Standard or Expanded plan. These plans feature a capped service limit of either 25 or 50 KB of data transmission respectfully. The SatCom data plan is purchased from Sprint. Optionally the customer may arrange to eliminate the usage cap. Air-trak then bills the customer directly for over-plan data consumption.
4. **Purchase accessories.** Air-Trak In-Vehicle units may require accessory kits to achieve application objectives. As an example, Air-Trak offers kits that ensure rapid deployment of messaging and telemetry applications. These accessories can be purchased online at <http://store.air-trak.com/>.
5. **Air-Trak shipment.** Air-Trak hardware typically ships from inventory but in some cases may take more than four weeks to ship. Customers are encouraged to plan accordingly.
6. **Equipment installation.** Air-Trak will arrange for turnkey installation, provide the customer with names of certified installers, or train the customer on installation procedures and provide remote supervision until the installation is complete.
7. **Software activation.** The activation process is different for Phone and Air-Trak In-Vehicle platforms.

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- a. **Phone.** Sprint activates the Air-Trak phone subscription and data plan for the customer. The customer follows the appropriate QuickStart Guide to download software and activate Air-Trak (<http://www.air-trak.com/download-center.php>).
- b. **Air-Trak In-Vehicle.** Prior to hardware installation, the customer notifies Sprint with their approval to activate data and subscription plans for the In-Vehicle units. Information for the activation process will be sent to both the customer and their Sprint representatives.
- c. **SatCom Upgrade.** Satcom Upgrade equipment is activated prior to shipment as part of the hardware purchase process.

Once the initial activation completes, Air-Trak Customer Support will notify client via email with their account number and login information.

8. **Implementation cycle management.** Upon sale or activation, the Air-Trak Customer Support team begins tracking the customer's progress toward successful Air-Trak use. Our customer support team will work with the customer to ensure a rapid, smooth deployment. If the normal start-up consultation and free web based training is inadequate, customer care will arrange additional training with the customer.
9. **Air-Trak professional services.** Air-Trak provides a broad spectrum of training, consultation, and software development services. If the need for customization or additional services arises during the sales process, Air-Trak will provide a quote for professional services to the customer.
10. **Questions?** Simply contact Air-Trak via email at sales@air-trak.com or call 877-AIR-TRAK and ask for sales.