

# PROGRAM REFERENCE

## Connected Services

MB-POS-1185, Issue 18

January 15, 2018

NCR is modifying the original Connected Services technology and offerings, and is not currently accepting new users. Existing Connected Services users may add services and stores as desired. This Issue 18 updates format and provides minor changes. Issue 17 suspended new sale of CIH Promotions Management and Category analyzer, and provided many updates and corrections. ShrinkTrax has also been suspended from new sale. This and other suspended Connected Services modules are presented in gray for recognition (and quick skip-through). Changes of significance are highlighted in RED.

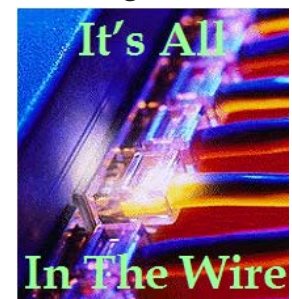
**Connected Services™** enables independent grocers to drive cost out of their business while achieving greater profitability and improve their business performance.

Connected Services provides access a whole portfolio of applications using the Web instead of purchasing, supporting and maintaining in-house applications. Savings can be dramatic at chain level for hosted Connected Services offerings such Connected Sales Analysis and Reporting and Connected Cashier analyzer for loss prevention.

Connected Services provides better ways to manage stores, drives cost out of the operation and will provide applications that were previously unaffordable. Purchase risks are virtually eliminated since the grocer won't get stuck with an expensive application.

There are several critical advantages to using a "connected" application:

- **No up-front capital cost or software expense** — grocers preserve capital for operations, expansion or key growth investments.
- **Instant ROI** — financial returns from connected applications are immediate, because the grocer doesn't have to pay off the acquisition investment before realizing the savings and benefits. (Note that up-front training and setup costs do apply, however.)
- **Lower cost** — above and beyond the instant ROI and no capital spending, NCR's ability to spread the application cost over a widespread "community of users" provides important - or previously unaffordable - applications to Independent Grocers at far lower costs than otherwise achievable.
- **Anywhere/Anytime data** — grocers can access their data in a store, from home, from a laptop on vacation, in an airport, in a conference room. It's all there, always.
- **Leading-edge applications** — with the Connected Services model, Independent Grocers get the same high-powered applications that the big chains have had, leveling the technology playing field so Independents can move faster and operate smarter with the best data and applications in the business.
- **Data Consolidation** — much more powerful reporting and analysis than single-store reports, NCR enables owners and managers to analyze data across stores and departments, far more effectively.
- **Uniform GUI** — tired of character-based reports? See the same reports in a great new GUI format, without changing that rock-solid V7 back office.
- **Cross-platform reporting** — get reports from ISS45 V7, V8 and ScanMaster stores in uniform formats - even combined.
- **Easiest possible installation** — just plug in. The applications are already up and running for you on the Web. **"It's All in the Wire<sup>SM</sup>"**



- **No waiting for maintenance or upgrades** — since the applications aren't in-store, users don't need to worry about upgrading these apps or keeping their versions up-to-date. NCR does all this at our central server location. And since there's no user maintenance, there are no maintenance charges.
- **Software stability** — by centralizing the operating software at NCR's central location, the best possible software is always running and available. Even more important, installation and configuration errors - sometimes causing "phantom" problems - are eliminated.
- **Lower MIS costs** — grocers won't need their own host and maintenance for these operations and applications. This saves hardware, software, operating systems (and their service packs), conflicts with too many applications on a box. No expensive headcount to manage the applications and massage the data.
- **Safety and Security** — NCR's Co-Located data center provides far better security than a server under the MIS manager's desk. We are able to implement physical and electronic security that is far beyond what even the best private MIS shops can possibly implement.

So here's the whole story on Connected Services in this bulletin:

- **Product Overview** (Page 3) — Connected Services In General; What's In It for the Grocer; What's In It for the Channel Partner; Connected Services Portfolio; Data Safety and Security; The Sales and Installation Cycle
- **Services** (Page 18) — Sales Campaign Support; Documentation; Support and Training
- **Connected Services Revenue Sharing** — (Page 22) Channel Partner shares and residuals
- **Questions and Answers** (Page 25) — The usual softball questions and brilliant, cleverly-worded responses
- **Pricing and Configuration** — (Starts immediately after Page 28) — Subscription pricing, packages and professional services offerings and conditions.

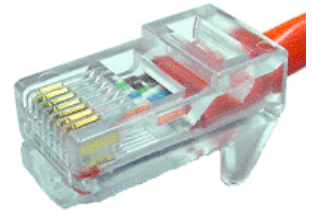
Software-as-a-Service (SaaS) has become the model whereby most important new applications are being provided to Independents. This levels the whole technology playing field against the largest and most sophisticated operators, and gives Independents the tools they need to compete — and thrive — in the new grocery market. And it provides Channel Partners with an outstanding tool to manage their stores at lower cost and with far greater customer satisfaction.

# Product Overview

## Connected Services in General

Among the many differences between large chains and independent grocers, three stand out that affect how technology is implemented.

- First, large chains have greater buying power, and are able to drive lower per-store prices from manufacturers due to volume purchases.
- Second, large chains have sold off or closed most of their smaller stores and focus on larger and larger locations. This makes the average large chain store significantly bigger than the typical independent. This also means that the cost per dollar of revenue to acquire per-store applications is significantly lower. Also, the ROI from implementing leading-edge applications is higher, since there is more scope of business for the new application to affect. For example, a loss-prevention application will drive more savings out of a store employing 100 checkers than one with only 25.
- Third, large chains have entire MIS departments charged with customizing, adapting, testing, configuring and implementing applications for the stores. But even with their multi-million dollar budgets, the per-store cost in chains with hundreds/thousands of stores is minimal. While the cost to implement the first store is about the same for a chain and an independent, the cost-spreading advantages of a rollout to large numbers of stores are unavailable to smaller operators.



The result of these three factors is that the big chains are fundamentally more efficient technically than independents. Unless this situation is addressed, large chains will take greater and greater technology advantage over the small chains.

### ***Enter Connected Services.***

Connected Services epitomizes NCR's mission to increase independents' profits while driving out cost. So instead of the "pay-now-and-wait-for-the-ROI" model, NCR's portfolio of Connected Services works like this:

- NCR gives individual independent grocers the advantages of a chain by acting as the grocers' IT shop for these applications. The grocer has no external acquisition or start-up charges and gets the benefits of a large store base.
- Instead of having to pay high prices up-front, NCR and Channel Partners get technology to the independents for low periodic costs.
- This dramatically increases ROI by eliminating the big expense up front. Since the increased profits or savings from the new application will be greater than the payments, the payback is immediate and grows larger and larger as time goes on. Instead of "Pay, then Go" it's "Save as you Go."
- There are minimal installation and training costs <sup>1</sup> and no application maintenance costs. No upgrades to worry about for either the Channel Partner or the grocer. That's all handled by NCR at the central location. It's as literal a plug-and-play as we're going to see in the technology world.
- Connected Services are offered as applications, and grocers can take as few or as many as they need. NCR currently has several available Connected Services applications, and the portfolio of services will continue to grow as more and more applications are put on-line at NCR. Our first focus was to get

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1 A communications "agent" will need to be installed on a one-time basis by NCR — this can be accomplished remotely. This is a small piece of code that allows the store to link to NCR and communicate data. Training is done via WebEx or on-site, depending on the application.

grocers an easy way to consolidate and analyze store performance on-line, and progressively sophisticated applications are on the way.

## What's in it for the Grocer?

The same as always: cost reduction and market performance. Connected Services drives efficiency into an independent's operations while driving out risk and cost. Better Market Performance means management and competitive tools that enable the independent to beat their competitors (as well as their own historical performance) by attracting and retaining your most profitable shoppers.

**Relentless Cost Reduction:** Connected Services dramatically lower operating costs compared to IT ownership for both the applications and data.

**A Strategic Business  
Necessity that's  
Cheaper than a  
Rug Doctor Franchise**

- Technical resources will now be minimal or simply no longer need to exist. Stores save the in-house manpower previously required to administer locally installed applications. No managing logins, data, in-store and off-site backups, no disk management, no Service Pack installations, no Microsoft upgrades. Connected Services is **The Independents' Virtual IT Department**.
- The need for extra servers and ISPs disappear — along with the hardware and operating system maintenance previously required to keep them running.
- Speed and availability — Connected Services applications cut install and deployment time, together with the inevitable start-up issues of locally operated applications. Time is money. Eliminating these costs and moving up the start date cuts costs and increases the return.
- High performance — no need for grocers to purchase massive servers with gigabytes of RAM and huge disk arrays to perform complex data analysis with huge files. NCR's data center takes care of all that.
- Grocers get access to latest technologies without having to de-install and re-buy.
- No long-term commitments are required. Users can change their services without up-front fees or purchase costs, and initial Connected Services agreements can be for as little as a one-year term.
- Scalability — the grocers' use of Connected Services easily grows as the business expands. Independents won't outgrow their in-store or host servers.
- Easy to add new stores with minimal start-up costs. Just notify us of the new store and plug in.

**Market Performance:** Connected Services enables higher profits with better management and competitive tools.

- Access to important applications that were previously financially "off-limits" for example, NCR brings such applications as sophisticated loss-prevention (previously a six-figure chain-wide investment) to independents for a low subscription price.
- Connected Services provides products that enhance their business processes. Centralized access to store data, and standardized reporting all mean more flexibility in store and chain operations.
- Anytime/Anywhere accessibility, more flexibility, better information whenever it's needed.
- Connected Services applications are wide reaching and consistent across the chain, even with mixed POS. This enables owners to get store and financial data that's impractical to access any other way.

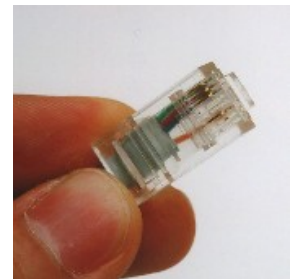
## What's In It for the Channel Partner?

Channel Partners profit from Connected Services in the following ways:

- Channel Partners are categorized as being either a **"Selling Channel Partner"** or a **"Referral Channel Partner"** for Connected Services.
  - **Selling Channel Partners** are fully trained to manage the sales process for Connected Services. They understand the features, functions and benefits of the solutions they are selling, and they are paid the traditional Channel Partner margins for Connected Services. They are also measured on the effectiveness of selling Connected Services in their territory. See the current version of Policy RS-24 for the policy on Channel Partner shares.
  - **Referral Channel Partners** are sales-trained to be able to open the door for NCR or a Wholesaler to sell Connected Services. Referral Channel Partners register accounts with NCR using the Prospect Registration Form. For an approved account referral that leads to a sale of Connected Services, the Referral Channel Partner is paid a Sales Participation Fee ("SPF") for their efforts, which is currently set as the first 10 weeks of revenue, net of royalties (for third-party applications such as Category Analyzer) and any committed wholesaler shares. There are no other requirements for a Referral Channel Partner.

With all Connected Services sales, whether through a Selling Channel Partner, a Referral Channel Partner or a Wholesaler, NCR will perform the "provisioning" (implementation services such as setup, installation and professional services) and support. This process will improve the consistency of the installations as well as reduce time lags before start generating revenues from the customer.

- Selling and Referral Channel Partners both can sell, refer and/or take profits from a larger array of applications than previously available. In general, the applications provided by Connected Services are either (1) new capabilities that grocers did not have available before, or (2) applications that could only be purchased, but were too expensive for most independents to consider. Now, the Channel Partner can market these applications via the NCR connected delivery mechanism.
- Selling Channel Partners need to sell the application only once, but they can collect revenues from that sale ongoing. See the current version of Policy RS-24 for the policy on Channel Partner shares.
- Selling Channel Partner margins are front-loaded to maximize immediate Channel Partner cash flow. And there are no collections responsibilities and ongoing selling expenses are minimal.
- Wholesaler cooperation — more Wholesalers are now working with NCR and the NCR Channel Partners to offer these services to their member stores in a referral, recommending or selling role. NCR will continue to foster closer and better relationships between Channel Partners and Wholesalers, leading to better notice on sales prospects, better Wholesaler support, and shorter and easier selling cycles for the Channel Partner. Because of the nature of a Connected Services sale, NCR will also work with those Wholesalers who want to become Level 3 or Selling Wholesalers. With a Selling Wholesaler, the Channel Partner role will always be that of a Referral Channel Partner because the Selling Wholesaler is responsible for the entire selling process.
- Connected Services supports ISS45/ENCOR and ScanMaster stores, so most of your entire installed base of over 10,000 supermarkets is available.
- With the stream-of-revenues, NCR will help Selling Channel Partners smooth out the revenue peaks and valleys throughout the year. A large installed base of Connected Services will act as a sort of annuity, ensuring that payroll and overhead expenses can be met regardless of the current sales level. Like maintenance revenue streams, this reduces business risk and increases the Channel Partner's credit in the financial community.



- Referral Channel Partners will enjoy their ability to get a Sales Participation Fee ("SPF") for opening the door for NCR or the Wholesaler to come and sell the Connected Services without having to make an investment in their own sales staff.
- Connected Services has become the favored way for many grocers to use applications, which locks the user into your offerings.
- There are few or no maintenance, upgrades or other in-store handling after installation. All software maintenance is performed by NCR at the host.
- Connected Services is the ultimate "drive-by install" - in fact, you don't even have to drive by the store. Grocers can select additional new NCR applications and all it takes is an electronic switch at NCR to turn those features on for the user.
- User Training - although the initial user training will be done by NCR as part of the provisioning process, Selling Channel Partners can expand their profitability by providing additional value-add user training and other professional services if desired.
- No competition - NCR is the only company providing this type and breadth of capability for independents.

## Connected Services Applications

- Connected Services currently offer the following applications:
- Connected FSA Archive — automatically collects and stores IRS-required FSA transaction data (five years) and provides item and transaction reports on demand.
- Connected Cashier Analyzer — instantly points out the cashier issues most concerning to store managers and owners — without overwhelming data reports or limited text messages to accept on faith.
- Connected ShrinkTrax® — the industry-leading loss prevention software, now available at low subscription prices (suspended for new sale).
- Connected Sales Analysis and Reporting (C-STAR) — includes four modules: the Report Viewer, Reporting System, Sales Analysis and the Connected Electronic Journal. Each of these modules is described below.
- Connected Item Hosting (CIH) — for hosting ISS45 and ScanMaster stores (suspended for new sale).
- Connected Promotion Management — provides a subset of CIH for users interested in the hosting aspects of promotions only (suspended for new sale).
- Connected DSD (C-DSD) — gives grocers a receiving system that's works with PocketOffice to provide powerful receiving and other mobile applications without the requirement for a full back-office system. For ISS45 and ScanMaster (suspended for new sale).
- Connected Category Analyzer — powerful analytics application for understanding business performance and optimizing category profitability (suspended for new sale).
- Connected Real-Time Dashboard — provides immediate information anytime, anywhere — even on mobile devices — on how stores are performing in relation to plan.

Descriptions of these applications are provided below.

### CONNECTED FSA ARCHIVE SERVICE

- Starting in 2008, IRS rules required grocers to implement an Inventory Information Approval System ("IIAS") within their POS in order to accept FSA, HRA and other health-care debit cards. Every grocer is affected since these cards are tendered for thousands of common over-the-counter items such as aspirin, acne medications, cold relief tablets – and even hearing aid batteries.

- The IIAS capability at POS must recognize health-care qualified items and account for them separately. Then the system must manage the payment cycle: only the amount of the qualified items may be tendered via FSA or other health-care debit card media.
- **Federal IRS mandates also require stores to archive each health-care debit transaction for five years.** Full ticket detail on each item must be available to enable audits — even in the distant future — to demonstrate conclusively that all health-care payment transactions were executed properly and against qualified items only.
- Few grocers have the means to separate health-care transactions, organize them into searchable databases across multiple stores and build the tools to isolate transaction subsets and report on them. Grocers also must manage secure archival off-site storage in compliance with payments industry and federal regulations — for five years.

Fortunately NCR provides a simple answer, with a fully automated service that collects the data, handles all the necessary archive functions and provides the reporting merchants need— in real time —based on their own criteria and requirements.

NCR's Connected FSA Archive service automatically manages:

- **Data Collection** — Transaction information is automatically collected daily from each store: no manual exports, processes, conversions, consolidations, deletions or transports.
- **Database Storage** — Enterprise data is maintained worry-free in ultra-secure data centers. And it's always at the ready.
- **Transaction Reporting** — A full range of FSA transaction reports based on the grocer's selected time period, stores, trans-action amounts, even by terminal or cashier.
- **FSA Item Reporting** — Users can report which health-care qualified items were sold, the quantities and the health-care qualification itemizers and flags that are critical to federal compliance. All based on their own criteria.
- **Drill-Down** — simply click any transaction in the report to display the full ticket image and line-by-line transaction details. And the current selection criteria can always be checked with a single click.
- **Exporting** — FSA Archive facilities include exporting selected data to Excel. Exports can even include the receipt images.
- **Archive Management** — your data is automatically managed: there's no need to manually add transactions or remember to delete old data to meet IRS sunset requirements.
- **Plug-and-Play** — Compatibility currently extends to all FSA-equipped Retalix StoreLine and NCR ISS45 and ScanMaster POS systems.

## CONNECTED CASHIER ANALYZER

Analysis programs to help retailers isolate cashier mistakes, incorrect transactions and training requirements have been available for many years. But they have always been attended by a high cost — and this expense can be much more than the purchase price.

That's because most such applications lock you into a strict operational regimen — one that's unrealistic for the merchant's schedule, manpower and operations. And while the data may be helpful, their internal algorithms and calculations are hidden. The result leaves merchants with little or no insight how the program's conclusions were reached, or even if the issues really line up against the way they run their store.

Connected Cashier Analyzer fixes all that:

- **Color-coded dashboard view** — instantly points out the issues that you are concerned about - no overwhelming data reports or limited text messages to accept on faith.

- Select what's important from a great variety of options – and give these risk factors whatever weight you choose. No-Sales? Needless voids? Refunds? Extra store coupons? Combine these with more than 20 additional key performance indicators (KPIs).
- Handling transactions inefficiently — can drain your profits almost as fast as fraudulent behavior. Cashier Analyzer's reports give you visibility into cashier KPIs such as customer count, ticket count, open/department rings, manual price overrides, and many others.
- Choose what to examine — all displays and reports use your choice of stores, time periods, cashiers or lanes – even departments.
- Get to the root of the problem - Cashier Analyzer enables you to drill down on your choice of individual tickets, giving the complete picture.
- No complex menus to navigate - the summary Dashboard, Detail Reports and your selected factors are all just a click away on Cashier Analyzer's single-screen format.
- Head-start - Cashier Analyzer comes with many useful reports and the most commonly-used information available with a single click.
- Merchants act on their own timetables - no schedule strait-jackets - you choose how and when to implement changes, audits and education.
- Key Performance Indicators: Cashier Net \$, Cashier Customer/Ticket #, Cashier Item #, Cashier Sale/Ticket, Cashier Avg. Item \$, Cashier \$/Hour, Open Department Ring \$/%, No-Sales-Open Drawer (# and Tickets/Event), Voids \$/%, Mgr/\$ Override %, Discounts \$/%, Refunds \$/%, Cancels \$/%, Vendor, Store and Bonus Coupons \$/%
- Contribution Reports: Cashiers whose department sales deviate from the norms may point to other problems for investigation.
- Selectable Filter and Hierarchies: Time- Month/Week/Weekday/Date, Cashier, POS Number, Store, Department.

## CONNECTED SHRINKTRAX (SUSPENDED FOR NEW SALE)

It's great when your store managers catch a "bad guy" but it's even better if those managers can keep the employees honest instead. This is why ShrinkTrax is called a "loss-prevention" application and not a "thief-apprehension" tool.

ShrinkTrax "Store-Level" capabilities offer the features and capabilities listed below. The "Enterprise" version provided by Connected Services includes these capabilities while providing combined multi-store reporting and ShrinkTrax's advanced DM2 data mining (see Marketing Bulletin 1204 for details).

The fact is that you can't "arrest" your way to lower shrink. You have to prevent it before it happens, and the best way to prevent it is for your employees to know that the systems in your store are smart enough to figure out what they're doing. And ShrinkTrax is smart enough to give managers the information they need in plain English.

ShrinkTrax has proved itself again and again to accomplish this task, with dramatic returns to the grocers. And, despite what you might think, employee morale at "tight ship" stores actually increases since esprit de corps is able to build when other employees aren't ripping off the store. ShrinkTrax:

- Is designed to significantly improve store profitability by preventing cashier-caused shrink associated with theft, fraud and errors.
- Weeds-out poor or suspect performers, and teach managers to run measurably smarter and more efficient check-out operations.
- Is the only preemptive loss-prevention solution that is guaranteed to prevent cashier-related shrink — **before** it happens.

- Uses intelligent data mining technology analyzes data points throughout the store.
- Provides exclusive narrative action plans provide store managers with intuitive analyses of their most shrink-sensitive areas and employee productivity opportunities, as well as suggestions for corrective action, all in easily understood plain-English text.
- Targets specific transactions for fraud, deception and inefficiency, while identifying cashiers whose patterns and trends suggest suspicious or problematic behavior. Exclusive narrative reports identify shrink, pinpoint customer service problems and provide specific corrective action plans for retraining to achieve recognizable improvement.

The way that ShrinkTrax accomplishes all this is by examining multiple interrelated Key Performance Indicators (“KPIs”) targeting problematic cashiers. ShrinkTrax is able to automatically learn each store’s unique statistical characteristics then monitors daily, weekly, 6- and 12-week trends by cashier, store or groupings of stores.

But the sophistication doesn’t stop there: rather than reams of unfathomable tables, ShrinkTrax instead arms and guides store managers with **actionable** information, using plain-English descriptions of shrink-related activity that’s graphical, simple to comprehend and quick to act upon. Problem areas are pointed out, complete with the best-practice corrective action to eliminate shrink and other store inefficiencies. ShrinkTrax reports include:

- **Narrative Summary Report** — automatically selects the targeted cashiers to meet with for the week. It spells out (in plain English) the serious trends of these cashiers and possible causes for these trends.
- **Weekly ShrinkTrax Report** — cashiers are compared to the weekly store averages, as well as providing the six-week trends for the cashiers.
- **Weekly Transaction Report** — similar to the “Weekly ShrinkTrax Report” in nature, it illustrates 8 additional measurement categories for cashiers.
- **One-Week Ranking Report** — lists cashiers in order by performance across several categories. This report should be posted on for all employees, highlighting and recognizing the “Star Performers.”

Further, managers are able to drill-down to item level, provide enterprise summaries, use lane accountability for till reconciliation and even integrate with CCTV systems.

The net result is ShrinkTrax reduces shrink in a store by 10-38%, improves cashier productivity and accuracy 7-11% and increases store profits in just 12-16 weeks. Managers will work smarter, cashiers will stop dishonest behaviors, and your customers’ stores will achieve a new culture of shrink awareness and accountability.

And it’s not all about honesty — ShrinkTrax also finds inefficiencies that rob stores of productivity and high shopper service. For the independent grocer, these are especially important, and single-store operators to regional chains will discover that a ShrinkTrax program will:

- Increase checkout efficiency and enhance the customer shopping experience
- Improve customer service
- Increase productivity
- Increase cashier sales per customer and sales per hour
- Decrease turnover — building and retaining a team of motivated, honest, productive performers.

Trax software has long guaranteed a complete return of grocers’ investment in only 12-16 weeks(!) But with Connected Services ShrinkTrax, the stores do even better since there is no large up-front investment they need to recover. Instead, savings overwhelm NCR’s subscription charges starting on day one!

The **“Enterprise Version”** includes all the above capabilities, and also provides combined multi-store reporting and ShrinkTrax’s advanced DM<sup>2</sup> data mining.

DM<sup>2</sup>’s analytics apply more than 1,600 exclusive “expert rules” that statistically pinpoint otherwise undetectable losses and aberrations from your sales data — then drills down to the actual receipts! Store managers get point-and-click open query analysis — anytime and anywhere — for immediate, targeted, and effective actions to protect their profits and shopper service.

See additional information regarding ShrinkTrax on the [ShrinkTrax Reference Bulletin](#) — MB 1204.

## CONNECTED SALES ANALYSIS AND REPORTING (C-STAR)

NCR’s Connected Sales Analysis and Reporting application is made up of four modules, Report Viewer, the Reporting System, Sales Analysis and the Connected Electronic Journal. A subscription to C-STAR includes all these modules for ISS45, and ScanMaster subscribers will receive all but the Connected Electronic Journal — compatible with both ScanMaster and ISS45. Each of these modules is described below.

### REPORT VIEWER

This is the basic module for anytime/anywhere viewing of key POS reports (available now, ISS45 and ScanMaster as part of the Connected Sales Analysis and Reporting application).

- Connected Services uploads these ASCII/Excel/Crystal reports as they are created at EOD, and users can then view and print them from the Internet.
- Since the reports are kept at NCR’s Web host, managers have easy point-and-click viewing of different days and different stores. Comparing to the same date last year, for example, is much easier than doing it from the store itself (if the store even kept reports going back that far...)
- Since these reports are store-based, these reports do not consolidate across different stores or across time periods — that’s in the Reporting module (see below).
- The standard period for data retention is 13 months. Additional years are available.
- Support for Report Viewer is in both V7 and V8 for ISS45.
- Support is also available for ScanMaster.



### REPORTING SYSTEM

This is a more sophisticated reporting system module with much more power and flexibility (available now, ISS45 and ScanMaster as a part of the Connected Sales Analysis and Reporting application package). The Reporting System can be further enhanced by adding the Sales Analysis module (see Page 11 below).

- The Reporting module is based upon raw data (not reports) extracted from the store and stored in the Connected Services database. Data is sorted into a large relational database designed for quick extraction and cross-cutting through the use of sophisticated data “cubes.”
- These reports are also available for viewing or printing “anytime/anywhere” and are created on the fly depending on the user’s requirements.
- Data can be exported to Excel for additional charting, reporting and analysis.
- All Reporting System reports are created and provided in a GUI browser-based format, even when connected to V7 systems.
- Data can be reported across any time period in the database, and across any one or any selected group of the user’s stores.
- Reporting currently available include:

- **Sales by Category** — providing sales data by group/department hierarchy (category). Ability to select multiple stores and range of dates.
- **Sales by Period** — providing sales data in the format of date/date range. Ability to select multiple stores and range of dates.
- **Periodic Sales Comparison** — providing comparative sales data by various different date range options, in addition to comparisons between stores and category hierarchy.
- **Hourly Productivity Report** — displaying sales data by the hour (or 15 minute intervals) within the date range chosen.
- **Store Statistics** — providing statistical data for the date range and stores selected. Data provided includes Total Revenue, Ticket Count, Item Count, Average Ticket, Average Items per Ticket and Average Price per Item.
- **Business Report** — providing sales data for an individual day and then aggregated data for the corresponding week, month, quarter and year in which the chosen date falls.
- **Store Revenue by Tender** — this report breaks down sales by the tender in which it was collected.
- Note that the current application operates at the department and category/group level. Item-level data will be provided in Sales Analysis (see below), an add-on module for the Reporting system.
- The standard period for data retention is 27 months. Additional years are available.
- NCR has made additional Reporting System enhancements in the areas of configuring and saving display settings and queries.
- Support for Report module is in ISS45 V7 and V8.
- Support is also available for ScanMaster.

## SALES ANALYSIS

This new module provides sales and profitability analysis down to item level. Sales Analysis works as an extension to the Reporting System module (described immediately above) and requires this module. Sales Analysis is part of the Connected Sales Analysis and Reporting application package.

- Sales analysis has been developed to make it simple for Reporting System users to work with both applications simultaneously using the same user interface. Queries for the reporting system can now drill down to PLU level instead of stopping at the Group or Department level.
- The new features for Sales Analysis extend the existing system reports while adding new capabilities.
- Along with Sales Analysis, NCR has made additional Reporting System enhancements in the areas of configuring and saving display settings and queries. Some of these enhancements are the direct result of the new data elements.
- Sales Analysis can retain an item cost **per day** across the chain — this means that gross profit analysis will be much more accurate than simply using a flat current cost.
- Sales Analysis is able to use ISS45's native PLU data feed for costing. In addition, if RBO is present it can use RBO's sophisticated item-level costing for further LIFO/FIFO etc. accuracy.
- Sales Analysis provides the new Sales Count Activity report – here, the user can select how many lines of results (PLUs) to report as best or worst based on several criteria including quantity sold, highest gross profit, cost, dollars and so forth.
- Sales Analysis operates with ISS45 and ScanMaster.

## CONNECTED CATEGORY ANALYZER (SUSPENDED FOR NEW SALE)

Category Analyzer provides item movement reporting and analysis capabilities for grocers at both stores and at headquarters. It delivers critical sales and profitability information that owners, managers, store

personnel, buyers and category managers need to make decisions that can reduce inventory, increase sales, raise gross profit and create better merchandise strategies.

Category Analyzer on Connected Services consists of:

- Standard reports
- Ad-hoc query capabilities
- Report sorting and display flexibility
- Export/import to Excel, CSV, HTML, XML and text files
- Drill down analysis

By combining movement and retail price data from the POS system with cost pricing and inventory management systems, Category Analyzer tracks historical item movement, costs and retail by store. This data is stored in Category Analyzer via a hierarchy of pre-established roll-ups, which provide powerful and rapid reporting and analysis capabilities.

Category Analyzer is designed to track item movement by day, week and year. Other time periods can be created to accumulate data for frequently used reports.

This high level of flexibility enables stores to quickly and easily access information for operations management and decision-making purposes. Besides many standard movement, contribution, date-range, drill-down and exception reports, Category Analyzer on Connected Services also supports ad-hoc analysis and custom reporting through a wide variety of additional roll-ups and relationships including department, vendor type, buyer, category, brand, price link and vendor.

## ELECTRONIC JOURNAL

This module adds more power to the famous ISS45 and ScanMaster Electronic Journals in the store. Many new features have been added to the NCR EJ in its latest release, including features that cannot be accomplished by the in-store ISS45 Electronic Journal. The Connected EJ is a part of the Connected Sales Analysis and Reporting application package, and supports ScanMaster as well as ISS45.

- The system automatically collects TLOG data and consolidates it into analysis “cubes” for fast analysis.
- The NCR EJ provides Anytime/Anywhere Electronic Journal access.
- The EJ now provides all queries and criteria available in ISS45’s in-store EJ, including chain-wide access for Signature Capture. The NCR EJ also can locate Sign-In and Sign-Out transactions, Adds, Loans, Pickups, Cashier Floats, etc.
- “Nested Sorts”/Progressive Searches can be accomplished.
- New EJ features not available in-store include:
  - The EJ can now export output to Excel.
  - Entire lists of transactions can be printed without opening them individually
  - Multi-sort: transactions can be sorted on different columns and within columns
  - Database orientation of the NCR EJ means faster and easier modifications of existing searches, filters and queries.
- The NCR EJ consolidates across stores: want to know right away if your new policy on voids is working in the three stores in the suburbs? No problem.
- Consolidate across time periods. Just like the EJ in the store, you can see if the full moon really affects sales of Moon Pies.
- The period for electronic journal data retention is 3 months.

## CIH — CONNECTED ITEM HOSTING/PRICE BOOK (SUSPENDED FOR NEW SALE)

Finally: big-company hosting capabilities are available at a fraction of the cost for the independent and small chain. Instead of operating a full hosting data center to support stores, grocers can simply plug into NCR and grab a total hosting solution right out of the wire.<sup>2</sup>

NCR's CIH application also provides the migration path for the many "BASS" CIX users as well as users of other legacy systems that have converted to ISS45 or ScanMaster.

NCR is providing special pricing so that independent chains of any size will save both acquisition and ongoing costs compared to even the lowest-priced hosting competitor. See the pricing on Page 25 below — you'll be impressed and probably surprised.<sup>3</sup>

CIH enables retailers to manage their entire item file, including pricing and promotions, from a centralized location. It is fully integrated with both ISS45 and ScanMaster and supports all of the relevant data elements, including the item file, price file, promotions engine, etc. CIH further enhances a chain's business processes by allowing users to configure several different working methods to suit each and every individual task that they may need to perform.

CIH supports the entire life cycle of an item (or promotion) starting from its creation (manually or via an automated feed from a supplier) through defining its attributes and pricing information and finally with its distribution to the relevant stores in the chain.

Connected Item Hosting also serves as the master item catalog for managing UPC files across all stores in the chain, as well as serving as a single data repository to support other Connected Services offerings such as C-STAR's Reporting and Electronic Journal applications.

The Connected Item Hosting application currently provides the following primary functions:

### ***Item Management:***

- Item Setup with extensive copy capabilities and mass item maintenance. Prevents duplicate data entry when addressing like-attributes, grouping, prices, etc.
- Full support of industry initiatives such as 14-digit UPC (GTIN) etc.
- An external staging area for new items or item updates that enables electronic data imports from supplier files (or any other third-party system).
- A user-defined "Rapid Entry" template layout to simplify the process of routine manual data entry.
- User-defined item attributes (fields) profile tailored from a library of reference attributes as well as your own created item attributes.
- Unlimited item grouping (hierarchy or flat) and categorizing for different purposes such as POS departments, same price groups, brand/commodity families, reporting categories etc.
- Tax templates setup of by zones. The item's tax is governed by its tax template setting, which may differ from one location to the other.
- Item discontinuation via item to store authorization mechanism.
- Item profile query and report enables detailed visibility into the item settings across the corporate as well as user defined item reports layout.

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<sup>2</sup> Obviously, implementation and data structuring for the host must be accomplished.

<sup>3</sup> Note that Professional Services for data conversion and start-up implementation support are not included in subscription pricing.

### ***Supplier/Vendor Management:***

- Manual or electronic file loads for new items, costs and supplier allowances.
- User-defined supplier attributes (data fields) profile, including multiple "pay to" addresses. This feature enables easy creation of supplier attributes as the need arises to cater for data such as vendor funds, fees, rebates, accruals etc.
- Supplier authorization with assignment to specific stores.
- Multi-ordering and delivery methods per item.
- Support for setting both primary and secondary suppliers for an item/store.

### ***Price Management:***

- Multi-leveled retail price settings with price type priority control (Ad, TPR, Mgrs Special, etc.)
- Multi-leveled item cost management to support multiple allowances and allowance type settings.
- Corporate-wide and/or location-specific (zone or store) price settings. Users decide on clusters of stores for price settings and optional reporting.
- Flexible price setup tools including single item, bulk items and rapid entry.
- External Maintenance with batching capabilities for manual entry or file loads.
- Data exports into XML file formats.
- Full support of ISS45 and ScanMaster POS pricing capabilities, allowing users to take advantage of the ISS45 Advanced Promotions engine or the ScanMaster Electronic Couponing system respectively.
- No limitation on future and historical price settings.
- Ability to construct pricing entry methods that combine relevant - and only relevant - fields to a desired data entry workflow.
- Ability to group items together for price chaining with predefined ripple-through effect (when the price for item X changes, items Y and Z are automatically also changed).
- Full support of tiered allowances and TCR (Temporary Cost Reduction) settings with generation of TPR pricing.
- "Psychological pricing" - define your own price rounding rules to address different price tiers, from simple to complex.

### ***Promotion Management:***

- Support of all advanced promotions setups supported by ISS45's promotional engine and ScanMaster's Electronic Couponing system.
- Enables settings of promotion activation date/time.
- Supports standard/enhanced promotions such as BOGO, LQD, and threshold-triggered promotions.
- Supports ISS45 advanced group promotions with the ability to promote and reward across clusters of items.
- Supports ISS45 "Level" type promotions that enable tiered thresholds/rewards.
- Enables uneven distribution of promotions across the corporate stores.

### ***Competitor Price Management:***

- Build and maintain competitor store profiles.
- Map competitor stores to your stores.

- Load competitor prices from manual or electronic file loads that may be originated on a hand-held device.
- Automatic and/or manual item mapping.
- Competitor price comparison reporting.
- Competitor prices are separate from the chain's own price files.

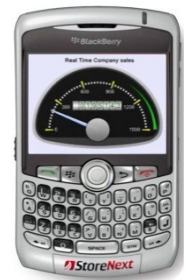
### Store Management

- Unlimited store grouping and zoning for price control purposes.
- Store assortment/variety control with extensive supplier/item authorization capabilities.
- User defined store attributes profile.
- Store setup with extensive copy store capability to address store grouping, special pricing and tax control.
- Maintenance download to stores using generic XML file structure, easily accessed for other data extract needs. The maintenance may be split to maintenance batches based on user-defined criteria (departments, suppliers, price up/down etc.)

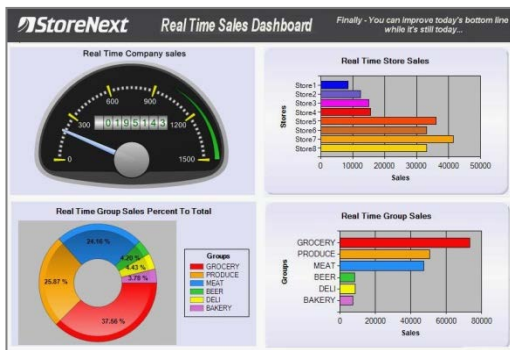
### CONNECTED REAL-TIME DASHBOARD

The Real-Time Dashboard provides management instant feedback on store performance and enables mid-course corrections to maximize profitability and flexibility in responding to the way shoppers are reacting to promotions.

- Shows how stores are performing compared to their daily or weekly projections
- Indicates how category promotions are working
- Enables real-time decisions on labor and pricing directly affect profits
- Provides real-time control to monitor store performance: from any PC or mobile device anywhere.



The Real-Time Dashboard provides results and reports using powerful state-of-the-art graphics and can use mobile devices such as the BlackBerry for this purpose.



Store name	Last updated at	Net Sales	Sales per Store	Avg Items per Customer	Sales per Customer	No. of Customers	No. of Items
Store1	12:00:00	\$29,127.05	1.54	14.95	1.04	1,473.83	22,024.83
Store2	12:00:00	\$13,078.80	1.63	11.26	1.63	1,312.83	20,473.83
Store3	11:00:00	\$5,499.96	1.35	11.28	1.35	933.80	11,299.83
Store4	12:00:00	\$41,244.95	1.53	11.21	1.63	1,912.83	25,250.83
Store5	11:00:00	\$15,824.36	1.58	10.77	1.63	945.20	16,330.83
Store6	11:00:00	\$8,512.36	1.35	11.83	1.35	588.00	5,930.83
Store7	11:00:00	\$17,457.38	1.45	11.37	1.45	1,012.20	8,791.83
Store8	12:00:00	\$20,000.04	1.38	11.47	1.59	1,014.83	20,000.83
TOTAL	-	\$195,342.65	1.54	12.67	1.64	9,388.83	126,125.33

Group Name	Group TOTAL	Store1	Store2	Store3	Store4	Store5	Store6	Store7	Store8
GROCERY	\$72,099.34	\$13,689.31	\$12,214.63	\$8,719.24	\$13,619.94	\$7,271.24	\$4,312.83	\$4,561.96	\$20,819.32
PRODUCE	\$30,495.17	\$6,483.55	\$4,119.11	\$4,461.97	\$1,824.54	\$1,864.19	\$1,161.19	\$1,161.13	\$4,631.58
MEAT	\$47,123.21	\$10,249.69	\$9,372.02	\$3,117.67	\$18,617.70	\$2,333.95	\$1,219.66	\$2,512.65	\$9,562.88
BEER WINE & LIQUOR	\$8,284.36	\$1,177.46	\$919.87	\$612.77	\$2,452.66	\$699.66	\$216.12	\$474.37	\$1,511.94
DELI	\$5,463.69	\$1,514.41	\$1,449.23	\$764.11	\$1,751.30	\$444.14	\$474.14	\$444.44	\$1,211.21
BAKERY	\$7,369.31	\$1,205.13	\$1,417.26	\$769.96	\$1,462.94	\$779.72	\$493.54	\$554.51	\$1,211.21
TOTAL	\$195,342.65	\$20,135.85	\$21,029.40	\$14,795.66	\$41,244.95	\$15,214.31	\$8,012.26	\$12,457.26	\$30,950.54

Group Name	Group TOTAL	Store1	Store2	Store3	Store4	Store5	Store6	Store7	Store8
GROCERY	37.55%	37.06%	37.09%	36.81%	36.54%	46.30%	49.51%	33.42%	32.20%
PRODUCE	25.87%	27.47%	25.33%	30.04%	25.55%	38.37%	22.88%	26.74%	25.20%
MEAT	24.45%	27.62%	24.92%	19.61%	28.91%	26.84%	13.21%	18.91%	25.96%
BEER WINE & LIQUOR	4.23%	3.03%	2.94%	4.24%	4.87%	4.09%	3.02%	3.21%	4.70%
DELI	4.43%	4.22%	4.43%	3.82%	4.17%	4.20%	4.68%	4.95%	4.24%
BAKERY	3.78%	3.37%	3.51%	3.31%	4.86%	4.37%	5.76%	4.47%	3.48%
TOTAL	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

## Data Safety and Security

Data is precious. So it's no surprise that the MIS directors and CIOs of grocery companies want only the very best security for their data.

NCR offers the ultimate in data security and both physical and electronic protection for store data. The NCR data center is co-located ("Co-Lo") with ATT, probably the world's most trusted provider of Web hosting services, serving many of the largest Fortune 500 companies.

Still, it goes beyond reasoning. Some users will be difficult to convince that they can feel perfectly OK when if their data will not be where they want it unless it's on a server running next to their desk.

Some points to consider when helping grocers' MIS departments make the break:

- No company can provide the physical security offered by NCR's data center. This site is managed like a top-secret military installation with servers literally in a bunker-style fireproofed clean room. MIS departments in small companies typically have very poor physical security — if the server is in a closet with a lock, that's about as good as it usually gets. But who has keys, and who can **get** keys, how fireproof is the building, etc. In actual fact, data in private company areas is highly at risk.
- Obviously, data backup is critical if a data disaster overtakes the servers. The best companies have rigorous processes for data backup and storage contracts with archival storage companies for off-site storage. But how good is the discipline at this independent grocer? How often do they really follow the process? And even if they're good, how much does it cost, and who is handling that data?
- Strategically, grocers need to come to grips with real issues by taking a hard look at what business they're in and what their resources are, and will be.
  - Can their IT staff provide world-class data and application performance now? Will they be able to handle it in the future? Why would the company want to have anything less than the best available, especially when they don't have to buy those capabilities?
  - Is keeping these services in-house really a cost-effective business decision that promises a strong return on investment?
  - Are the internal skills present, but better utilized elsewhere?
  - Do you anticipate any internal challenges in delivering the necessary expansion and growth of the advanced capabilities needed to support the company?
  - Is the application critical to your organization's success?

In a nutshell, NCR's hosting gives grocers the power of the anytime/anywhere Web infrastructure, MIS discipline and the ultimate in electronic and data security. No small grocery operation can hope to match what NCR provides at any reasonable cost, and needs to redirect MIS resources to the strategic management of information instead of the mundane task of just managing infrastructure.

The Channel Partner Website has a Connected Service area — please see the white papers and links provided there for an in-depth examination of the these issues. Some very useful documentation includes the following documentation from ATT:

- *The Test of Trust: Building Confidence in the Next Generation of e-Business Outsourcing* — this is an excellent overview of the issues and reasons to outsource your physical hosting ([download from NCR Web site](#)).
- *Security, Reliability, Scalability and Global Reach* ([download from NCR Web site](#)).
- *Keeping Data Safe and Sound*:  
[http://www.business.att.com/resources/article\\_detail.jsp?articleid=/repositories/Article/idc.xml](http://www.business.att.com/resources/article_detail.jsp?articleid=/repositories/Article/idc.xml)
- *Hosting Services*:  
<http://www.business.att.com/portfolio/portfolio.jsp?sessionId=3VIRSSVGRIEC3LAZBYZSFEY?portfolioid=hosting&name=Hosting%20Services>
- *Enterprise Hosting Services*: <http://www.business.att.com/products/productdetails.jsp?productId=ehs>

## The Sales and Installation Cycle

The whole point of Connected Services is to make it easy for grocers to access the data and applications they need. In keeping with this idea, the sales and implementation cycle has been made as simple as possible:

- The Selling Channel Partner, Selling Wholesaler or NCR makes the sale.
- The grocer signs the Subscription Agreement, and a data sheet for each store that will be connected. The selling entity forwards these to NCR's SaaS (Connected Services and Connected Payments) group in Dallas.
- From that point on NCR takes on the responsibility for the provisioning process. NCR will:
  - Add the new store on the Connected Services system
  - Download the communications agent on the POS and the user plugs into the internet (yes, the store needs an Internet connection)
  - Upload and validate sales data into Connected Services applications
  - Return the connection parameters and logon/passwords for the store based on the store data provided
  - Conduct customer training on applications
  - Monitor the customer's use of the system and schedule and follow-up training
  - Provide ongoing support for customers and conduct follow-up calls with customer

Billing can be accomplished with automatic billing through ACH direct account transfer. Credit card billing may be optionally provided but an additional cost will be involved. NCR collects the Connected Service fees and credits the appropriate share to the Selling Channel Partner share quarterly upon collection. Referral Channel Partners will be paid their Sales Participation Fee ("SPF") after the 10 weeks of revenue has been collected.

In some circumstances, NCR may work with the grocer's Wholesaler to collect from the Wholesaler and pay the Channel Partner share quarterly upon collection. NCR will be working with Wholesalers to set up Wholesaler billing as part of the overall NCR Wholesaler Program as required as well as the Connected Service Wholesaler Program.

Connected Services should be included as a natural part of all POS sales. It is a matter of "Of course, you'll want this too..." And when in a competitor's store, the basic pitch is "Your Channel Partner can't offer you this, but I've got these connected applications that'll drive some big costs out of your operation and make you more profitable."

The simplification of software maintenance and the huge potential cost savings available to Channel Partners makes it a virtual requirement that Channel Partners will have their entire installed base running on Connected Services.

The Connected Services agreement is posted on the NCR support Web site on the [Connected Services All-In-One Page](#). The Connected Services Agent is also available on the NCR Web site, if needed by the Channel Partner.

NCR also provides a demonstration login and password to a demo data set on the actual NCR Connected Service site. Here, Channel Partners and prospects are invited to operate the actual applications in their true settings. Prospects can also get CD/DVD as well an online demo – contact your CAM.

## Services

### Sales Campaign Support

NCR will provide the following items for the Selling Channel Partner to assist in your sales program:

- **Connected Services Sales Presentation** (PowerPoint) — this presentation describes the advantages and functions of Connected Services, and how the grocer can benefit. It's available from the Channel Partner Website on the [Presentations Page](#) or the Connected Services [All-In-One Page](#).
- **Connected Services Demonstration Slides (PowerPoint)** — this set of slides can be used to easily demonstrate Connected Services and how the system works, giving real views of the actual Connected Services system. This is actually better for demonstration purposes than the “real thing” since there is no “overhead” (from signing on, etc.) and there are on-screen explanations for the key items. It's available from the Channel Partner Website on either the [Presentations Page](#) or the Connected Services [All-In-One Page](#). To use this, download the .ZIP file and unzip into a single directory. Then run the 00 CS Menu.ppt presentation, which automatically links on the menu to the other files as you desire.
- **Connected Services Brochure** — this new brochure from NCR is actually a four-page folder explaining the general benefits of Connected Services. But there is also a special insert for each Connected Services application to fit into the brochure's pocket designed to give a complete explanation of the subject application. Since these applications are updated and augmented, NCR provides the brochure itself in hard copy, and the inserts are provided in soft Acrobat (.PDF) format that is printed locally on a color printer to match the brochure. There is also a .PDF of the brochure available with the inserts on the Channel Partner Website on either the [Brochures Page](#) or the Connected Services [All-In-One Page](#).
- **Connected Services Flyers** — these one-page information sheets provide readers the basics of Connected Services applications quickly. See either the [Brochures Page](#) or the Connected Services [All-In-One Page](#).
- **Data Security and miscellaneous white papers** — you will find this additional information to be very important in your Connected Services campaigns. You'll find these URLs and downloads on the Connected Services [All-In-One Page](#).
- **This Marketing Bulletin** — maintained on the Channel Partner Website on the [Reference Bulletin](#) page and the Connected Services [All-In-One Page](#).
- **Connected Services Update Bulletins** — maintained on the NCR [Updates](#) Web page and the Connected Services [All-In-One Page](#).

### Documentation

Connected Services will provide three manuals to assist users, and for Channel Partners to use as a basis for support and training. This and all future documentation will be available to Channel Partners at no charge on the Channel Partner Website from either the [Manuals Page](#) or the Connected Services [All-In-One Page](#).

- **Installation Manual** — instructions for installing the communications agent to automatically feed data from the POS system to the data center.
- **Technical Manual** — technical and support information regarding the operation of Connected Services.
- **User Manual** — information and instructions for using the Connected Services applications.

- **Connected Services Electronic Journal User Reference** — a special manual outlining use of NCR's Electronic Journal application.

## Support

NCR will provide customers with all levels of technical support for Connected Services via NCR's Support Services 800 number. This service is offered at no charge (outside of abuse calls).

## Training

Classroom, remote, e-learning, computer-based training and on-site coursework is available from NCR or its partners.

### TRAINING OFFERINGS FOR SHRINKTRAX (SUSPENDED FOR NEW SALE)

Training session will be provided by Trax Retail Solutions certified trainers, normally conducted remotely using web based tools. There are several training packages, including an option for customers to opt for on-site training at an additional cost (see training package 'D' below)

**Package 'A'** — is mandatory with subscription of either of the Connected ShrinkTrax packages. This training package is priced at \$1,100 and includes:

- A one-hour Executive Overview web based session owners and or CEOs.
- Two sessions of Store Manager training (2½ hours in duration delivered via the Web).
- Training follow-up will be provided for a period of 8 weeks via remote Trax trainers.

**Package 'C'** — consists of DM<sup>2</sup> data mining Training (mandatory for customers choosing package B). This is a 2-hour web session priced at \$1,100.

**Package 'D'** — is onsite training. Executive overview, store manager training, and district manager training and DM2 data mining can be delivered by Trax Retail Solutions upon request at a cost of \$2,000 per session plus expenses.

### USER APPLICATION TRAINING, CIH (SUSPENDED FOR NEW SALE)

This is a ten-day training package using e-learning tools. On-site training may be available for additional fees and expenses. The user application training package includes:

- General Setup
  - User setup
  - Store setup
  - Suppliers setup
- Item Maintenance
  - Item creation
  - Setting Item attributes
  - Item Grouping - Setting departments, etc.
  - Defining Item/Supplier relationship
  - Tax setup
  - Multiple Item Changes
  - Mass Item Maintenance / Change item attributes
  - Store Item Variety Maintenance
- External Maintenance

- Entry Method Maintenance
- Competitors Setup
- Rounding rules
- Rapid Entry
- File loads
- Apply to Production
- Price Management
  - Single Item Price Setup
  - Multiple Item Changes
  - Mass Item Maintenance
  - Mass Item Price Settings
  - Update Existing Prices
  - Setting TCR - Temporary Cost Reduction
  - Setting TPR - Temporary Price Reduction
  - Retail Promotions
- Downloads & Exports
  - Store downloads to POS
  - Export data to other systems

## Implementation Services

NCR provides a set of professional services upon which users can draw in order to quickly convert, implement and train on Connected Services.

To simplify these professional services offerings, they have been packaged with a specific set of tasks designed to provide predictability and the security of a positive kickoff.

### SHRINKTRAX (SUSPENDED FOR NEW SALE)

**Initial Setup** — a one-time-per-company setup charge applies to enable ShrinkTrax to accept and comprehend store data. Setup of a new customer with Connected ShrinkTrax involves a few steps that are similar to any Connected Services Installation, along with some specific setup and configuration that pertains to the subscribed ShrinkTrax applications. NCR and Trax implementation teams will work with the Channel Partner and grocer to properly set up and configure the systems. This initial setup is required for any company implementing ShrinkTrax, including one-store operators.

Some of the steps required for implementing new customers include:

- Install Connected Services communications agent at stores. In the event that the store is already connected to Connected Services, a configuration change may be required in the communications agent.
- Conduct an operational survey with the customer
- Set up customer environment on the Connected Services servers, based in input from the survey.
- Collect sample data (test transactions) from customer
- Configure ShrinkTrax applications according to customer's data/settings

**Consulting** — Trax Retail Solutions also provides data investigation services for customers that would wish to use the expertise of the Trax professional services department in analyzing their data and providing specific case content for investigation. These services will be quoted separately for customers.

## DATA CONVERSION AND INITIAL SETUP — CIH (SUSPENDED FOR NEW SALE)

This package provides three days of professional services consulting and management, and assumes the following tasks to be completed within that engagement.

- Conversion of item file from CIX, ISS45 or other source
- Pending availability of data from source, some elements may need to be manually set/built within the CIH application
- Conversion from CIX includes:
  - Departments - convert existing departments in to Item Hierarchy (default view)
  - Suppliers - conversion includes converting the Store/Supplier authorizations from CIX (numeric will be converted without leading zeros since CIX pads to 8 digits)
  - Stores - converted to CIH using CIX store numbers and names
  - Item attributes - converted at a corporate level only using a representative CIX zone for attributes store in CIX at the zone level
  - Item Regular Retail - convert corporate from a representative zone and all other zones/stores will be converted with store level retails
  - Item Future Retails - non-Regular future retails convert corporate from a representative zone and all other zones/stores will be converted with store level retails.
  - Item Supplier Information - convert all authorizations, multiple suppliers per item, costs (both corporate and store level), TCR/Allowances (both corporate and store level)
  - Taxes - convert all tax codes needed from a representative CIX price zone to a single tax zone in Item Hosting

The following items are **not** included with the CIH Data Conversion Services package. These are to be set up in the Item Hosting system prior to or after conversion:

- Item Hierarchy grouping other than department
- Item attributes at the store level
- Future Regular retails (will require separate quote)
- Items with multiple supplier records for same supplier
- Future costs are not converted (Will require separate quote)
- Items requiring different taxes for different stores will require creating additional tax zones and tax templates
- May need to manually setup store attributes such as the type of store or if different item attributes are to be mapped depending on store type. We have to determine this but the conversion will map all attributes to all store types.
- External files being converted to XML format for use with EMS File Load (CIX loaded from the BASS FX format)
- PriceLogic pricing/rounding rules
- ISS45 and ScanMaster:
  - Convert selected "master" stores item file to corporate level in Item Hosting, and convert any store's specific retail/cost pricing to the respective store in Item Hosting.<sup>4</sup>
  - Other source: expect to receive all data in Excel or ASCII (CSV), to include all required elements.<sup>5</sup>

## HISTORICAL DATA CONVERSION

This service is provided so that stores can take existing historical data that was collected prior to the installation of Connected Services and make it part of the C-STAR system. Being able to draw on that data history increases the value of the C-STAR reporting.

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<sup>4</sup> The store will need to be set up manually in the Connected Item Hosting system.

<sup>5</sup> Conversion of data from such a source will require a more detailed quote given the complexity of the data provided.

## Connected Services Revenue Sharing

### CHANNEL PARTNER SHARES

The revenue-sharing arrangement put in place is to provide Channel Partners an enhanced up-front cash flow to cover selling and commission expenses. This is a further incentive for Channel Partner salespeople to ensure that Connected Services is included on every proposal and sale.

- **Selling Channel Partners** receive 100% of the first ten weeks of the subscription fees (less any Wholesaler share or third-party – e.g. Category Analyzer – royalty payments). After the first ten weeks, the baseline Selling Channel Partner share will be 30% under normal circumstances.<sup>6</sup>
- **Referral Channel Partners** receive 100% of the first ten weeks of the subscription fees (less any Wholesaler share or third-party (e.g. TRAX) royalty payments). There are no further payments made to Referral Channel Partners after this payment.

Selling Channel Partners that convert to Referral Channel Partners may continue to receive the original percentage shares in place for subscriptions established prior to their change to Referral Channel Partner status (see NCR Policy RS-24 for full details and conditions for Channel Partner shares).

Payments to Selling Channel Partners will be made quarterly based upon collection of subscription fees.

Channel Partners normally are not responsible for collecting Connected Services subscription charges from the user. Collections will be done by automated account transfer or by the Wholesaler depending upon the Wholesaler agreement in place.<sup>7</sup>

Please see NCR Policy RS-24 for full details and conditions for Channel Partner shares.

### WHOLESALER PLAN AND SHARES<sup>8</sup>

The Wholesaler value-add framework is designed to develop Wholesaler support for Connected Services. It further enables Channel Partners to offload significant marketing and sales responsibilities and expenses from the Channel Partner to the Wholesaler, while the Selling Channel Partner enjoys greater net payments streams from Connected Services subscriptions.

The standard Selling Channel Partner plan and sharing arrangement (above) will be in force until a program is announced for that Wholesaler's member stores.

This Connected Services Wholesaler Program framework recognizes two levels of Wholesaler commitment and added value in helping Selling Channel Partners promote and sell Connected Services: **Level 1, Recommending Wholesaler** and **Level 2, Endorsing Wholesaler**. At each level in the framework, the anticipated cost displacement is designed to progressively benefit the Selling Channel Partner.

A third tier, **Level 3, Selling Wholesaler**, has the Wholesaler taking on the responsibility for the sales and marketing of Connected Services to its members. In stores where this level applies, the Channel Partner is categorized as a Referral Channel Partner and can participate in the Sales Participation Fee ("SPF") program.

The levels are defined as follows (see revenue summary table on Page 24):

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<sup>6</sup> See NCR Policy RS-24 for revenue full details and conditions for Channel Partner shares.

<sup>7</sup> In unusual circumstances, credit card billing may be initiated. This is not a standard billing method for Connected Services going forward, and a per-invoice service charge or additional percentage will normally apply.

<sup>8</sup> Note – please reference the wholesaler plan document currently in place, and any specific wholesaler agreements that may apply. Updated plans and/or wholesaler-specific agreements will override any conflicting terms in this bulletin.

**Level One** — the Wholesaler will provide:

- Wholesale central billing — the Wholesaler collects all Connected Services revenues from the stores.
- General promotion — the Wholesaler will distribute a NCR-approved general announcement to their member stores expressing recommendation, support and approval of Connected Services.
- In recognition of these services, NCR will compensate the Wholesaler 5% of the Connected Services revenue for the covered stores by NCR — the 30% Channel Partner share is unaffected.
- For stores under the Level One Wholesaler plan, the Channel Partner will receive 95% of the first ten weeks of subscription revenue.

**Level Two** — in addition to the services above, the Wholesaler contracted to Level Two of the framework will also:

- Provide integrated support of item maintenance to their ISS45 and ScanMaster stores over Connected Item Hosting by developing the necessary interface to Connected Services CIH and supporting Wholesaler-supplied item maintenance for contracted member stores over CIH.
- Endorsement announcement — the Wholesaler will distribute a NCR-approved endorsement announcement to their member stores announcing warehouse item maintenance via NCR Connected Service Item Hosting (CIH).
- In recognition of these additional services, the Wholesaler will be compensated an additional 5% of Connected Services revenues for the covered stores for a total of 10%.
- NCR and the Channel Partner will contribute equally to the Wholesaler's total value-add percentage share. The displacement of selling costs from the Channel Partner to the Wholesaler and the additional subscription revenue is designed to provide positive financial benefits to the Channel Partner.
- For stores under the Level Two Wholesaler plan, the Channel Partner will receive 90% of the first ten weeks of subscription revenue.

**Level Three** — in addition to all the above services, the Wholesaler will also:

- Establish and staff the Help Desk for first-level support to its member stores for Connected Services applications.<sup>9</sup>
- Sign and secure member stores and provide the paperwork and information to NCR to begin service delivery.
- Provide in-depth co-marketing and promotion responsibility specifically including:
  - Demonstration of Connected Services to member stores,
  - Capability to effectively present and sell the basic feature/function and benefits of Connected Services,
  - Sponsor and engage NCR representatives in qualified opportunities for demonstrations and in-depth presentations.
- In recognition of these additional Level Three services, the Wholesaler will be compensated an additional 20% of Connected Services revenues for the covered stores, for a total of 30%. The Wholesaler and NCR will equally contribute 10% to the Referral Channel Partner's 20% Sales Participation Fee ("SPF") on the first year of subscription revenue.
- For all stores sold under the Level Three Wholesaler plan, the Channel Partner will receive 20% of the first year of subscription revenue as a SPF.

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<sup>9</sup> Depending upon the nature of the individual Wholesaler agreement, the timing of the help desk implementation may be dependent upon a pre-agreed "critical mass" of retailers using specific applications.

## REVENUE SUMMARY

Note that these are the standard framework numbers. Your mileage may differ: final negotiated wholesale programs may vary.

<b>Wholesaler Program Type</b>	<b>Channel Partner Share, First 10 Weeks</b>	<b>Channel Partner Share, After 10 Weeks</b>
No Wholesaler Value-Add	100%	30%
Level One Value-Add	95%	30%
Level Two Value-Add	90%	25%
Level Three Value-Add	20% of 1 <sup>st</sup> -year revenues	N/A

Note: A Referral Channel Partner will always receive 20% of the 1st year's revenues on an approved agreement regardless of the Wholesaler level of participation.

## Questions and Answers

### CONNECTIONS AND PERFORMANCE

**How fast an Internet connection is required for Connected Services?** As usual with technology, the faster the better. Broadband Internet connections such as DSL or Cable are preferable. But NCR designed the Connected Services to minimize the data transfer required so that acceptable performance could be achieved even on a standard dial-up connection. These hold true for both the link between POS and the Connected Services host as well as the link for user access to get reports, etc.

**Does the Internet connection need to be “always-on”?** A dedicated line is strongly recommended, but the communications agent will initiate connections upon operations during the EOD process (to transfer files/data), and the store user may initiate a connection when they want to use the CS applications — to log in and access the Connected Services reports, etc., users can connect however and whenever they would like. DSL and other broadband connections are normally always-on connections.

**Performance is always critical. How fast does this work? My users not going to be really excited if you can get a cup of coffee waiting for a response.** No Internet application is “instantaneous” but NCR’s database engines run server balancing routines to ensure that even the big number-crunching applications will deliver quick response. Data from the day before is available the following morning – this is to provide time for Connected Services to process the data into the SQL tables in a manner that optimizes response times for the user. In addition, NCR is always upgrading both the hardware and software to ensure performance.

**My customer is worried that with an Internet connection, the store employees will misuse it for non-business or inappropriate purposes. What can the user do about this?** Although it’s true that an Internet connection is required by Connected Services, the FTP port is the only port that needs to be open for the purpose of retrieving data from the stores. Store personnel can be blocked from surfing the web. This has already been discussed by some chains that can facilitate connections through their corporate WAN and need to ensure that the connection is not abused by store users. Such setups require the necessary firewall or networking configurations.

**There are all sorts of concerns about hackers coming into commercial sites and networks. Is there anything NCR’s Connected Services architecture does to minimize this?** Yes. The most important thing is that the Connected Services communications agent is designed to initiate the connections from the store to the Server farm. Unlike other communication systems where the store is in “wait mode” and can be vulnerable to outsiders trying to get in, NCR’s design ensures that the store always initiates communications from the store outwards. NCR also employs data protection software at the host.

### COMMERCIAL

**What is the difference between a Selling Channel Partner and a Referral Channel Partner when Selling Connected Services?** A Selling Channel Partner is fully certified to sell the features, functions and benefits of Connected Services. A Referral Channel Partner is able to open the door for NCR or the Wholesaler to come into their customer and sell Connected Services directly, but has chosen not to fully engage their sales people in the Connected Services selling process.

**What compensation does a Selling Channel Partner get?** The Selling Channel Partner is paid the first ten (10) weeks of net (less wholesaler or third-party (e.g. Category Analyzer) shares or royalties, plus an ongoing percentage share on the Connected Services subscriptions.

**What does a Referral Channel Partner get?** The Referral Channel Partner is paid the first 10 weeks of net (less wholesaler or third-party shares or royalties. There are no further payments or shares.

**Who decides on being a Selling versus Referral Channel Partner?** Channel Partners can apply for either status, although NCR reserves the determine Channel Partner status based upon performance and commitment. In cases where there is a Level 3 or Selling Wholesaler, all Channel Partners are categorized as Referral Channel Partners when selling to one of that Wholesaler's members.

**What happens if I start out as a selling Channel Partner and become a Referral Channel Partner?**

Channel Partners converting to Referral status will continue to receive their original shares for subscriptions in place prior to the change — see NCR Policy RS-24 for details. The Referral SPF-only arrangement will apply for subscriptions and services taken after the change to Referral status.

**Why sell Connected Services instead of collecting margin up-front with an application sale?** The applications provided by NCR are either not available off-line (connected consolidated reports, anytime/anywhere etc.) or applications whose up-front cost is prohibitive. In addition, the stream-of-revenue approach is important for Channel Partners to stabilize revenues over the long term.

**What do Wholesalers bring to the mix?** Wholesalers have been looking for ways their member stores can get serviced with new technology, and many members look to the Wholesaler for recommendations. Further, some Wholesalers will want to use Connected Services to provide solutions that the Wholesaler had originally planned to deliver by some other means. As a result, many Wholesalers will be very helpful in the sales process. The Wholesaler Value-Add plan puts a framework around what that help is worth to Channel Partners in the sales process.

**If a Wholesaler bills, will I make the same money?** Yes. For Level One Wholesaler participation, the Selling Channel Partner will retain the same 30% as if the automatic funds transfer option were selected (and the 100% share for the first ten weeks).

**So when could I make less than 30% ongoing?** When the Wholesaler is a Level Two or Level Three Wholesaler, the Channel Partner's ongoing share is 25% and 20% of the 1<sup>st</sup> year's subscription revenue respectively (see Page 22 above).

**Who will get to decide on these arrangements?** NCR reserves the right to negotiate such Connected Services agreements with Wholesalers. That having been said, NCR will work with affected Channel Partners to ensure the Wholesaler arrangements are successful for all concerned.

**I don't see any maintenance pricing! Why not?** With Connected Services, the subscription price includes ongoing software maintenance. Almost all software maintenance is performed at the central NCR data centers.

**How about installation pricing? Doesn't the Channel Partner have to install something and should charge for it?** Once a store is connected, there is nothing to install to access an application. NCR has the responsibility for the "provisioning" (professional services and implementation) of the installation. The Channel Partners can provide value-add professional services to the customer and the Channel Partner would typically charge for these services.

**Tell me more about this "agent" thing. Won't this have to change for future applications so different data is sent?** The NCR communications agent was designed to handle the system data extraction required for a variety of applications, including those planned but not yet released. Future applications may require unforeseen data requirements, and NCR may install a new communications agent.

**Dare I ask about support pricing?** There are no ongoing support charges for either the user or the Channel Partner. These are covered by the subscriptions. There may be initialization professional services costs, however. For example, implementation, data conversion and consulting services for Item Hosting.

**What about installing Internet services?** If the store does not have an Internet connection and needs NCR's help to get this installed, NCR will charge appropriately.

**What about price changes for the NCR subscriptions?** NCR will not change prices upward for subscriptions for the duration of the user's initial term of agreement, but reserves the right to change prices in the future. NCR may choose to lower prices, and if so, existing subscribers will immediately receive the benefits of any such reductions.

**OK, the subscription contract protection is a good start, but don't subscribers run the risk of signing up at a low price and then having NCR jack up the price in future years?** NCR has no motivation to arbitrarily raise prices, since it could cause user dissatisfaction and decrease the number of subscribers.

**Does the CIH item hosting and price book include all the costs?** There will be start-up Professional Services costs (data conversion, consulting and so forth) that are not included in the subscription price. Note the Professional Services Implementation offerings for this purpose starting on Page **Error!**  
**Bookmark not defined..**

## OPERATIONS

**How will NCR deal with store data existing before the stores go live with Connected Services?** There are certain reports and POS data that can be uploaded to the site. Once the store has uploaded these reports, Connected Services will be just as if the store had been connected for that time. Data history conversion can be provided by NCR at standard fees.

**OK, so what if my customer wants some of their historical data to be uploaded? This way, the Connected Services will be more useful from day one.** Yes, this can be accomplished. Historical data the user has archived or retained on POS can be uploaded into the data center by Connected Services support at a reasonable price. This effort has a standard per-quarter-per-store charge — see the Professional Services and Implementation offerings.

**How do we demo this stuff?** You can demo Connected Services on the real thing or use the special set of ISS45 demo slides (see below) that may work even better. For live demos, NCR maintains a demonstration site with the identical application set on a separate server from the real data. Channel Partners can log in and run applications just as if you were a real store. The current link, login and password are published on the NCR Channel Partner support site. Finally, there is a Connected Services demo available – contact your CAM.

**Why a separate demo site and server?** Applications such as Connected Item Hosting/Price Book will be able to manage and manipulate the data and database — running on a separate server allows complete clean-and-reset of sample data without affecting other data on the site.

**But what if I don't have a connection when I need to demo?** See the Demo Slide set — this set is designed to show and explain how the live applications will work. In fact, since it provides on-screen explanations and removes all the “overhead” (sign-on sequence, etc.) this is probably the best way to demo Connected Services.

**What versions of POS are supported?** All versions of ISS45 V7 and all versions of V8 are supported. ScanMaster 1.1.6+ and 2.x are supported for those applications that are ScanMaster-compatible.

**I noticed that NCR Reporting works at the department and group level — what if my customer wants item-level reporting?** The NCR Reporting system has been enhanced with the **Sales Analysis** package, enabling chain- or store-wide data at the item level at a small additional cost.

## Configuration and Pricing

### Connected Services Applications

Note: NCR is modifying the original Connected Services technology and offerings, and is not currently accepting new users. Existing Connected Services users may add services and stores as desired.

There are no standard discounts available on Connected Services products. NCR may offer promotions on specific Connected Service items from time to time, and will entertain negotiated proposals from larger chains.

Automatic subscription billing will commence upon agreement. Subscriptions are charged on a weekly basis and may be collected on a monthly or quarterly basis depending on the billing mechanism.

Please note:

- Installation — the only item required is the installation of the communications agent on the POS system, which can normally be accomplished remotely to the store by NCR Connected Services Support. NCR may need to assist the user to install Internet service at the store if this is not already available. In this case, NCR will charge the standard PS rates for these services.
- Data conversion and other start-up services — these Professional Services activities are above and beyond the subscription fees and costs are provided separately.
- Software Maintenance — since the applications reside in NCR's central server farm, software maintenance is not required at the store. All maintenance costs are built into the weekly subscription.

Connected Services Applications: for ISS45	List Price	Install Price	Maint Price
PIN	Description		
SCSTARI	<b>Connected Services Services Sales Analysis and Reporting Package for ISS45</b> Includes Connected Report Viewer, Connected Reporting System, Connected Sales Analysis and Connected Electronic Journal. ¶-Setup charge (SCSVCRS) applies.	\$30	Price is subscription per week.
G330-0585-0000	<b>— Connected Services Services Additional Quarter of data for C-STAR applications</b> Increases history storage for all of the C-STAR applications by one quarter each.	\$5	Price is subscription per week.
G330-0583-0000	<b>— Connected Services Electronic Journal Only for ISS45</b>	\$15	Price is subscription per week.
<b>Pricing Note</b> ▶ ▶ Price is subscription per week. ◀			
G330-0580-0000	<b>— Connected Services Real-Time Dashboard (ISS45 or ScanMaster)</b> Subscription fee is per week. Requires SCSVRTDSS setup per store. ¶-Price will be reduced to \$15 per week for C-STAR users, and other special promotional or packaged pricing may apply.	\$20	Price is subscription per week.
G330-0581-0000	<b>— Connected Services FSA Archive (ISS45 or ScanMaster)</b> Setup charge (SCSVFAS) applies. This is a one-time setup charge per store. The minimum charge per chain is \$150 — so for one store the setup charge would require quantity 2 @ \$75 = \$150. The fee applies also to each new store added later.	\$12	Price is subscription per week.
SCFSAA-STAR	<b>— Connected Services FSA Archive plus Sales Analysis and Reporting Package (ISS45 or ScanMaster)</b> Setup charge (SCSVFAS) applies. This is a one-time setup charge per store. The minimum charge per chain is \$150 — so for one store the setup charge would require quantity 2 @ \$75 = \$150. The fee applies also to each new store added later. ¶-Setup charge (SCSVCRS) applies. This is a one-time setup charge per store. The minimum charge per chain is \$250 — so for one store the setup charge would require quantity 2 @ \$125 = \$250. The fee applies also to each new store added later.	\$37	Price is subscription per week.



<b>G330-0584-0000</b>	<b>Connected Services Cashier Analyzer with Electronic Journal (ISS45 or ScanMaster)</b>	<b>\$25</b>
	Setup charge (SCSVCRS) applies. This is a one-time setup charge per store. The minimum charge per chain is \$250 — so for one store the setup charge would require quantity 2 @ \$125 = \$250. The fee applies also to each new store added later.	Price is subscription per week.
<b>SCCSHA-STAR</b>	<b>Connected Services Cashier Analyzer/Sales Analysis and Reporting Package (ISS45 or ScanMaster)</b>	<b>\$50</b>
		Price is subscription per week.
	<b>Pricing Note</b> ▶ ▶ Price is subscription per week. ◀	
<b>SCSTE</b>	<b>Connected Services ShrinkTrax — Enterprise Package</b>	<b>\$40</b>
	Includes SCSTS plus multi-store reporting and the DM2 data mining tools. ¶-Requires Package -A- training (SCSVSTTA) and Package -C- training (SCSVSTTC).	Price is subscription per week.
	<b>Pricing and Release Notes</b> ▶ ▶ Price is subscription per week. New sales suspended for this product. Includes SCSTS plus multi-store reporting and the DM2 data mining tools. ¶-Requires Package -A- training (SCSVSTTA) and Package -C- training (SCSVSTTC).. ◀	
<b>SCCAI</b>	<b>Connected Services Category Analyzer (ISS45)</b>	<b>\$15</b>
	For Retailix HQ, Store, RBO, CIH, or IMS. For systems using other products, please contact your StoreNext Connected Services specialist. ¶-Requires SCSTARI ¶-Requires Setup for Host (SCSVCAHS) and Stores (SCSVCASS). ¶-Requires Web training (SCSVCCATTW).	Price is subscription per week. New sales suspended for this product. Item Withdrawn.
<b>SCHSI</b>	<b>Connected Services Item Hosting for ISS45 (CIH)</b>	<b>\$45</b>
	One required per each store hosted. ¶-Setup charge (SCSVCHS) applies. See description of this service. ¶-Training (SCSVCHT) required. See description of this service.	Price is subscription per week.
	<b>Pricing and Release Notes</b> ▶ ▶ Price is subscription per week. New sales suspended for this product. One required per each store hosted. ¶-Setup charge (SCSVCHS) applies. See description of this service. ¶-Training (SCSVCHT) required. See description of this service.. ◀	
<b>SCSTP</b>	<b>Connected Services Shelf Tag Printing Option for CIH (ISS45 or ScanMaster)</b>	<b>\$8</b>
	Requires CIH	Price is subscription per week.
	<b>Pricing and Release Notes</b> ▶ ▶ Price is subscription per week. New sales suspended for this product. Requires CIH. ◀	
<b>SCPM</b>	<b>Connected Services Promotions Management (ISS45 or ScanMaster)</b>	<b>\$30</b>
	Implementation charge (SCSVSDSDS) applies. ¶-Training required (SCSVCPMTTW). See training service description.	Price is subscription per week.
	<b>Pricing and Release Notes</b> ▶ ▶ Price is subscription per week. New sales suspended for this product. Implementation charge (SCSVSDSDS) applies. ¶-Training required (SCSVCPMTTW). See training service description.. ◀	
<b>SCDSDI</b>	<b>Connected Services DSD Only, Non-User of CIH (ISS45)</b>	<b>\$25</b>
	For use in sites that are not using Connected Item Hosting. ¶-Implementation charge (SCSVSDSDS) applies. See description of this service.	Price is subscription per week.
	<b>Pricing and Release Notes</b> ▶ ▶ Price is subscription per week. New sales suspended for this product. For use in sites that are not using Connected Item Hosting. ¶-Implementation charge (SCSVSDSDS) applies. See description of this service.. ◀	
<b>SCDSDCI</b>	<b>Connected Services DSD, with CIH Also Subscribed (ISS45)</b>	<b>\$15</b>
	For use with ISS45 in sites that are subscribing to Connected Item Hosting. ¶-Implementation charge (SCSVSDSDS) applies. See description of this service.	Price is subscription per week.
	<b>Pricing and Release Notes</b> ▶ ▶ Price is subscription per week. New sales suspended for this product. For use with ISS45 in sites that are subscribing to Connected Item Hosting. ¶-Implementation charge (SCSVSDSDS) applies. See description of this service.. ◀	



## Connected Services Applications

Connected Services Applications: for ScanMaster PIN	Description	List Price	Install Price	Maint Price
<b>SCSTARS</b>	<b>Connected Services Services Sales Analysis and Reporting Package for ScanMaster</b> Includes Connected Report Viewer, Connected Reporting System and Connected Sales Analysis. ¶-Setup charge (SCSVCRS) applies.	<b>\$30</b>		Price is subscription per week.
<b>G330-0585-0000</b>	<b>— Connected Services Services Additional Quarter of data for C-STAR applications</b> Increases history storage for all of the C-STAR applications by one quarter each.	<b>\$5</b>		Price is subscription per week.
<b>G330-0582-0000</b>	<b>— Connected Services Electronic Journal Only for ScanMaster</b>	<b>\$15</b>		Price is subscription per week.
	<b>Pricing Note</b> ▶ ▶ Price is subscription per week. ◀			
<b>G330-0580-0000</b>	<b>— Connected Services Real-Time Dashboard (ISS45 or ScanMaster)</b> Subscription fee is per week. Requires SCSVRTDSS setup per store. ¶-Price will be reduced to \$15 per week for C-STAR users, and other special promotional or packaged pricing may apply.	<b>\$20</b>		Price is subscription per week.
<b>G330-0581-0000</b>	<b>— Connected Services FSA Archive (ISS45 or ScanMaster)</b> Setup charge (SCSVFAS) applies. This is a one-time setup charge per store. The minimum charge per chain is \$150 — so for one store the setup charge would require quantity 2 @ \$75 = \$150. The fee applies also to each new store added later.	<b>\$12</b>		Price is subscription per week.
<b>SCFSAA-STAR</b>	<b>— Connected Services FSA Archive plus Sales Analysis and Reporting Package (ISS45 or ScanMaster)</b> Setup charge (SCSVFAS) applies. This is a one-time setup charge per store. The minimum charge per chain is \$150 — so for one store the setup charge would require quantity 2 @ \$75 = \$150. The fee applies also to each new store added later. ¶-Setup charge (SCSVCRS) applies. This is a one-time setup charge per store. The minimum charge per chain is \$250 — so for one store the setup charge would require quantity 2 @ \$125 = \$250. The fee applies also to each new store added later.	<b>\$37</b>		Price is subscription per week.
<b>G330-0584-0000</b>	<b>— Connected Services Cashier Analyzer with Electronic Journal (ISS45 or ScanMaster)</b> Setup charge (SCSVCRS) applies. This is a one-time setup charge per store. The minimum charge per chain is \$250 — so for one store the setup charge would require quantity 2 @ \$125 = \$250. The fee applies also to each new store added later.	<b>\$25</b>		Price is subscription per week.
<b>SCCSHA-STAR</b>	<b>— Connected Services Cashier Analyzer/Sales Analysis and Reporting Package (ISS45 or ScanMaster)</b>	<b>\$50</b>		Price is subscription per week.
	<b>Pricing Note</b> ▶ ▶ Price is subscription per week. ◀			
<b>SCSTE</b>	<b>Connected Services ShrinkTrax — Enterprise Package</b> Includes SCSTS plus multi-store reporting and the DM2 data mining tools. ¶-Requires Package -A- training (SCSVSTTA) and Package -C- training (SCSVSTTC). <b>Pricing and Release Notes</b> ▶ ▶ Price is subscription per week. New sales suspended for this product. Includes SCSTS plus multi-store reporting and the DM2 data mining tools. ¶-Requires Package -A- training (SCSVSTTA) and Package -C- training (SCSVSTTC).. ◀	<b>\$40</b>		Price is subscription per week.
<b>SCCAS</b>	<b>Connected Services Category Analyzer (ScanMaster)</b> For Retailix HQ, Store, RBO, CIH, or IMS. For systems using other products, please contact your StoreNext Connected Services specialist. ¶-Requires SCSTARS ¶-Requires Setup for Host (SCSVCAHS) and Stores (SCSVCASS). ¶-Requires Web training (SCSVCCATTW).	<b>\$15</b>		Price is subscription per week. New sales suspended for this product. Item Withdrawn.
<b>SCHSS</b>	<b>Connected Services Item Hosting for ScanMaster (CIH)</b> One required per each store hosted. ¶-Setup charge (SCSVCHS) applies. See description of this service. ¶-Training (SCSVCHT) required. See description of this service. <b>Pricing and Release Notes</b> ▶ ▶ Price is subscription per week. New sales suspended for this product. One required per each store hosted. ¶-Setup charge (SCSVCHS) applies. See description of this service. ¶-Training (SCSVCHT) required. See description of this service.. ◀	<b>\$45</b>		Price is subscription per week.



<b>SCSTP</b>	<b>Connected Services Shelf Tag Printing Option for CIH (ISS45 or ScanMaster)</b>	<b>\$8</b>
	Requires CIH	Price is subscription per week.
<b>Pricing and Release Notes</b>	▶ Price is subscription per week. New sales suspended for this product.Requires CIH. ◀	
<b>SCPM</b>	<b>Connected Services Promotions Management (ISS45 or ScanMaster)</b>	<b>\$30</b>
	Implementation charge (SCSVDSDS) applies. ¶-Training required (SCSVCPMTTW). See training service description.	Price is subscription per week.
<b>Pricing and Release Notes</b>	▶ Price is subscription per week. New sales suspended for this product.Implementation charge (SCSVDSDS) applies. ¶-Training required (SCSVCPMTTW). See training service description.. ◀	
<b>SCSDSDS</b>	<b>Connected Services DSD Only, Non-User of CIH (ScanMaster)</b>	<b>\$25</b>
	For use in sites that are not using Connected Item Hosting. ¶-Implementation charge (SCSVDSDS) applies. See description of this service.	Price is subscription per week.
<b>Pricing and Release Notes</b>	▶ Price is subscription per week. New sales suspended for this product.For use in sites that are not using Connected Item Hosting. ¶-Implementation charge (SCSVDSDS) applies. See description of this service.. ◀	
<b>SCSDSDCS</b>	<b>Connected Services DSD, with CIH Also Subscribed (ScanMaster)</b>	<b>\$15</b>
	For use with ScanMaster in sites that are subscribing to Connected Item Hosting. ¶-Implementation charge (SCSVSDSDCS) applies. See description of this service.	Price is subscription per week.
<b>Pricing and Release Notes</b>	▶ Price is subscription per week. New sales suspended for this product.For use with ScanMaster in sites that are subscribing to Connected Item Hosting. ¶-Implementation charge (SCSVSDSDCS) applies. See description of this service.. ◀	



## Professional Services

### Professional Services: Setup and Implementation

PIN	Description	List Price	Install Price	Maint Price
9613-0104-0000	<b>— Connected Services Services Daily Flat Rate Travel Expenses at \$300/day</b>	<b>\$300</b>		
G330-0571-0000	<b>— Connected Services Services C-STAR or Cashier Analyzer Initial System Setup per Store</b> This is a one-time setup charge per store. The minimum charge per chain is \$250 — so for one store the setup charge would require quantity 2 @ \$125 = \$250. The fee applies also to each new store added later. ¶-Price valid under normal circumstances. Unusual setup or chain synchronization issues will increase cost of this service. See current issue of Marketing Bulletin 1185 for details on included services.	<b>\$125</b>		See Configuration Note for additional pricing information.
G330-0570-0000	<b>— Connected Services Services C-STAR Data History Conversion</b> Price quoted is per store per month of data for the first 5 stores. For the 6th through 20th store the price is \$80 per store per month of data. Data conversion service services for more than 20 stores will be quoted based on circumstances.	<b>\$100</b>		See Configuration Note for additional pricing information.
G330-0572-0000	<b>— Connected Services FSA Archive Initial System Setup Per Store</b> This is a one-time setup charge per store. The minimum charge per chain is \$150 — so for one store the setup charge would require quantity 2 @ \$75 = \$150. The fee applies also to each new store added later.	<b>\$75</b>		
G330-0573-0000	<b>— Connected Services Real-Time Dashboard store setup - per store</b> Connected Services Real-Time Dashboard Setup per store. There is no per-company setup fee.	<b>\$75</b>		
G330-0573-0000	<b>— Connected Services Real-Time Dashboard store setup - per store</b> Connected Services Real-Time Dashboard Setup per store. There is no per-company setup fee.	<b>\$75</b>		
SCSVCAHS	<b>Connected Services Category Analyzer Host Setup - Per Company</b> For host setup of Category Analyzer to Retailix Store, Retailix HQ, RBO and IMS. Charge is per company. Requires per-store setup (SCSVCASS).	<b>\$500</b>		Service not available: new sales suspended for the product.Item Withdrawn.
SCSVCASS	<b>Connected Services Category Analyzer Store Setup - Per Store</b> Connected Services Category Analyzer Setup per store. Requires per-company setup (SCSVCAHS). <b>Release Note</b> ▶ ▶ Service not available: new sales suspended for the product.Connected Services Category Analyzer Setup per store. Requires per-company setup (SCSVCAHS).. ◀	<b>\$50</b>		
SCSVCASS	<b>Connected Services Category Analyzer Store Setup - Per Store</b> Connected Services Category Analyzer Setup per store. Requires per-company setup (SCSVCAHS). <b>Release Note</b> ▶ ▶ Service not available: new sales suspended for the product.Connected Services Category Analyzer Setup per store. Requires per-company setup (SCSVCAHS).. ◀	<b>\$50</b>		
SCSVCA3S	<b>Connected Services Category Analyzer Host Setup, 3rd Party</b> For CIX and all 3rd-party back-office and HQ solutions, per chain <b>Release Note</b> ▶ ▶ Service not available: new sales suspended for the product.For CIX and all 3rd-party back-office and HQ solutions, per chain. ◀	<b>\$1,500</b>		
SCSVCAC	<b>Connected Services Category Analyzer Data History Conversion</b> Conversion of historical data into Category Analyzer system, applies only to non-C-STAR users. Price is per day plus expenses of \$300/day (PIN SCSVEXP). Estimated 1-4 days, depending upon data source. To be quoted by StoreNext Professional Services.	<b>\$1,000</b>		Service not available: new sales suspended for the product.Item Withdrawn.
SCSVSDSDS	<b>Connected Services DSD Setup and Implementation, No CIH</b> For users who do not have CIH. Add expenses at \$300/day (PIN SCSVEXP). Add one day of professional services at \$1,000 per day if user does not have DSD experience. ¶-This setup covers the initial conversion consulting for the process to load promotion items into the database. This does not imply that StoreNext will develop the process. However, StoreNext will supply adequate knowledge for the user to supply the necessary formatted file information.	<b>\$2,500</b>		Service not available: new sales suspended for the product.Item Withdrawn.



<b>SCSVSDCS</b>	<b>Connected Services DSD Setup and Implementation, With CIH</b> For users of CIH. Add expenses at \$300/day (PIN SCSVEXP). Add one day of professional services at \$1,000 per day if user does not have DSD experience ¶-This setup covers the initial conversion consulting for the process to load promotion items into the database. This does not imply that StoreNext will develop the process. However, StoreNext will supply adequate knowledge for the user to supply the necessary formatted file information.	<b>\$1,500</b> Service not available: new sales suspended for the product.Item Withdrawn.
<b>SCSVCHS</b>	<b>Connected Services Services CIH One-Time Hosting Setup and Host Data Conversion</b> The setup fee covers the initial conversion of the item master file build from CIX, ISS45 or ScanMaster. This does not imply that everything on item hosting will be ready to turn on but it accomplishes as much of the initial file build as is reasonably possible - additional services may be required. Conversion from sources other than the above-mentioned systems will require additional professional services effort. If such additional data sources will be used, consult your StoreNext Connected Services Specialist who will work with you to understand the scope of the project and costs that would apply.	<b>\$3,000</b> Service not available: new sales suspended for the product.Item Withdrawn.
<b>SCSVSTS</b>	<b>Connected Services ShrinkTrax Initial System Setup per Store</b> Per store, minimum of two stores. For example, one store is \$250, two stores is \$250, three stores is \$375 and so forth. This setup service is required regardless of chain size, including single-store operations. ¶-Price valid under normal circumstances. Unusual setup or chain synchronization issues will increase cost of this service. See current issue of Marketing Bulletin 1185 for details on included services.	<b>\$125</b> See Configuration Note for additional pricing information. Service not available: new sales suspended for the product.Item Withdrawn.

Discounts are not available on services items. Additional Connected Services Professional Services are available on a daily rate basis.



## Professional Services

Professional Services: Training		List Price	Install Price	Maint Price
PIN	Description			
9613-0104-0000	<b>— Connected Services Services Daily Flat Rate Travel Expenses at \$300/day</b>	\$300		
9613-0095-0000	<b>— Connected Services Services C-STAR Web Training</b> This basic 3-hour Web-based session is required for all new subscribers and users. ¶-Price is per company for up to 10 attendees. Additional training will quoted upon request.	\$250		
9613-0094-0000	<b>— Connected Services Cashier Analyzer Web Training</b> This basic 3-hour Web-based session is required for all new subscribers and users. ¶-Price is per company for up to 10 attendees. Additional training will quoted upon request.	\$250		
SCSVCAAT	<b>Connected Services Category Analyzer Advanced Training</b> <b>Release Note</b> ▶ ▶ Service not available: new sales suspended for the product.. ◀	\$1,500		
SCSVCPMTTW	<b>— Connected Services Promotion Management Web Training</b> This training covers a Web-based session, which is the minimum level of training required. Additional training quoted upon request. Price is per company for up to 10 people.	\$1,000	Service not available: new sales suspended for the product.Item Withdrawn.	
SCSVCCATTW	<b>— Connected Services Category Analyzer Web Training</b> Basic 3-hour Web-based session. Additional training quoted upon request. Price is per company for up to 10 people.	\$500	Service not available: new sales suspended for the product.Item Withdrawn.	
SCSVCHT	<b>Connected Services Services CIH Application Training</b> Covers two weeks on-site training, which is the minimum training required for this application. See current issue of Marketing Bulletin 1185 for details.	\$10,000	Service not available: new sales suspended for the product.Item Withdrawn.	
SCSVSTTA	<b>Connected Services ShrinkTrax Package ‘A’ Application Training,</b> Required for all ShrinkTrax implementations. Maximum of 10 attendees. Chains larger than 10 — see current issue of Marketing Bulletin 1185 for details.	\$1,100	Service not available: new sales suspended for the product.Item Withdrawn.	
SCSVSTTC	<b>Connected Services ShrinkTrax Package ‘C’ DM2 Data mining Training</b> Required for Enterprise ShrinkTrax. See current issue of Marketing Bulletin 1185 for details. <b>Release Note</b> ▶ ▶ Service not available: new sales suspended for the product.Required for Enterprise ShrinkTrax. See current issue of Marketing Bulletin 1185 for details.. ◀	\$1,100		
SCSVSTTD	<b>Connected Services ShrinkTrax Package ‘D’ On-Site Training</b> See current issue of Marketing Bulletin 1185 for details. <b>Release Note</b> ▶ ▶ Service not available: new sales suspended for the product.See current issue of Marketing Bulletin 1185 for details.. ◀	\$2,000		
SCSVSDT	<b>Connected Services DSD Receiving Training, Basic Clerk-Level Education for Un-Store DSD Receiving</b> Estimated one day. Must add flat-rate expenses of \$300 per day (SCSVEXP). <b>Release Note</b> ▶ ▶ Service not available: new sales suspended for the product.Estimated one day. Must add flat-rate expenses of \$300 per day (SCSVEXP).. ◀	\$1,000		

Discounts are not available on services items. Additional Connected Services Professional Services are available on a daily rate basis.



## MISCELLANEOUS

***Why don't you believe that a big full-boat training course will be required?*** The operation of some applications is straightforward. For user operation of CIH, Category Analysis etc., however, training is essential and the user training course has been established as part of the Professional Services Implementation offerings.

***What will be the subscription prices for Connected Services applications that haven't been released?***  
We have no idea.