



Partner

PINnacle Integrated Payments System for ISS45

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Please note that NTN intend to withdraw this system in 1999.

ICL is very pleased to provide the PINnacle Payments System, tightly integrated to **ISS45**. This payments solution is offered on a DOS platform and is targeted at **ISS45** users requiring a sophisticated payments solution with an excellent performance/price profile.

ICL has successfully installed the PINnacle system with S18 for several years, and a number of **ISS45** systems have also been installed with PINnacle. Notable PINnacle successes include Kroger, who installed a total of 173 stores within three midwest Kroger Marketing Areas (KMAs), running both debit and credit. Grand Union, a very large mid-Atlantic chain has also rolled PINnacle out into its stores

On **ISS45**, PINnacle's first success was with Superior Warehouse in Southern California. Another Southern California PINnacle/**ISS45** site has been installed by an ICL RETAILpartner Dealer.

ICL now offers complete one-stop support of PINnacle system on ISS45. Product support and education for PINnacle is provided by the same mechanism by which you get **ISS45** technical support and training. As before, all PINnacle product is ordered directly from ICL. Software maintenance and support charges are now also payable to ICL instead of NTN—please see Page 9. RETAILpartners should still freely enlist the assistance of NTN salespeople where required.

A PINnacle Start-Up Kit is now available (and required) for RETAILpartners who wish to market the PINnacle system. Courses for both Sales and Support of the PINnacle/**ISS45** system are scheduled in Dallas during November.

Use the ordering procedures as defined on the next few pages to order the Start-Up Kit and PINnacle systems.

To your success,

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Tony van Seventer
Director: Supermarket Systems

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NETWORK INTERFACES

Any payments system requires network and processor certifications. ICL has implemented the **ISS45** PINnacle interface in such a way to minimize development and certification time. The first **ISS45** PINnacle system was chosen to operate on the PayPoint system in Southern California. Those of you familiar with this processor know that their criteria and testing process is the most rigid and exacting in the industry, and **ISS45**'s ability to pass this with PINnacle is a clear sign of the product's ability to pass additional certifications.

The table on the following page shows various processors and the certification status with ICL systems. For convenience, the S18 status is shown as well as the **ISS45** situation. The following status definitions are used:

- **OTS — Off-the-Shelf:** This indicates that the solution has already been implemented with that processor, and the combination is approved, released and readily available.
- **BTR — Build, Test and Release:** Here, the proposed processor module has been developed but it has not been built, integrated or released. With BTR status items, a minimal amount of internal work and testing with this processor will be required prior to installation. **In the majority of cases, this additional work can be completed in two or three weeks, and should not interfere with the sales cycle.** To minimize risks and delays, the RETAILpartner should contact NTN early in the sales cycle so that the necessary steps can be begun.
- **DR — Development Required:** In these cases, we have not developed the proposed host processor interface. Proposals will require a development quotation of time and cost.

In the chart below, note the new NT configurations designed for use with an NT ISP.

Processor	Connection Type	System	O/S	Status
Buypa\$\$	3270 Bisynch	ISS45, S18	DOS	OTS
	SNA	ISS45, S18	DOS	DR
	x.25	ISS45, S18	DOS	DR
	Asynchronous Dial (Autodial)	ISS45, S18	DOS	OTS
	Synchronous Dial	ISS45, S18	DOS	DR
	SNA	ISS45	NT	BTR ¹
Card Establishment Services (CES)	Asynchronous Dial (Autodial)	ISS45	NT	BTR ¹
	Binary x.25	ISS45, S18	DOS	BTR
	Asynchronous Dial (Autodial)	ISS45, S18	DOS	DR
Concord Computing	Synchronous Dial (DDOV)	ISS45, S18	DOS	DR
	Asynchronous Dial (Autodial)	ISS45, S18	DOS	OTS
	x.25	ISS45, S18	DOS	BTR
	Asynchronous Dial (Autodial)	ISS45	NT	BTR ²
Deluxe Data	x.25	ISS45	NT	BTR ²
	3270 Bisynch	ISS45	DOS	BTR
	3270 Bisynch	S18	DOS	OTS
	Asynchronous Dial (Autodial)	ISS45, S18	DOS	DR
Deluxe Data Systems, Merchant Host	x.25	ISS45	NT	BTR ³
	SNA	ISS45	DOS	BTR
	SNA	S18	DOS	OTS
	X.25	ISS45, S18	DOS	BTR
Midwest Payment Systems (MPS)	Synchronous Dial	ISS45, S18	DOS	DR
	3270 Bisynch	ISS45, S18	DOS	BTR
	SNA	ISS45, S18	DOS	DR
	x.25	S18	DOS	OTS
	x.25	ISS45	DOS	BTR
OSSI	Asynchronous Dial (Autodial)	ISS45, S18	DOS	BTR
	x.25	ISS45, S18	DOS	BTR
PayPoint (ARCO)	3270 Bisynch	ISS45	DOS	OTS
	3270 Bisynch	S18	DOS	OTS
	x.25	ISS45	DOS	OTS
	x.25	S18	DOS	OTS
	Asynchronous Dial (Autodial)	ISS45, S18	DOS	DR
	TCP/IP	ISS45	NT	BTR
REPS	x.25	ISS45, S18	DOS	BTR
Shared Financial (S2)	3270 Bisynch	ISS45, S18	DOS	BTR
	SNA	ISS45, S18	DOS	DR
	x.25	S18	DOS	OTS
	x.25	ISS45	DOS	BTR
SPS (Z01 Maps)	3270 Bisynch	ISS45, S18	DOS	DR
	SNA	ISS45, S18	DOS	BTR
	Asynchronous Dial (Autodial)	ISS45, S18	DOS	DR
SPS (0X84 Maps)	3270 Bisynch	ISS45, S18	DOS	DR
	SNA	ISS45, S18	DOS	DR
	Asynchronous Dial (Autodial)	ISS45, S18	DOS	DR

¹ Scheduled for BTR June 1, 1998.

² Scheduled for BTR July 1, 1998.

³ Scheduled for BTR April 1, 1998.

ORDERING PROCEDURES

Use the PINs outlined below to order customer systems.

1. Select the PINnacle PC configuration. The following PC package is recommended. An Okidata 320 printer is also recommended if the package will not be used.
2. Based upon the retailer's communication requirements select one of the PINnacle kits available: 45403/011, 45403/012, 45403/013 or 45403/014.
3. Select desired lane equipment.

Note that **there is no separate PIN or charge for the ISS45 PINnacle interface software.** This feature is bundled into the general software package price.

STORE-LEVEL ITEMS

PIN	Item	Price	Install	Maint
45826/001	PINnacle ACER 4109 LB 486 SX/25 4-425, Monitor, Printer Package ACER T5535WB PC, 200MHz Pentium processor w/MMX, 2.1 GB disk drive, 32 MB RAM, 14" Color Monitor, Keyboard, Mouse, CD-ROM, Okidata 320 Printer, Okidata 320 Printer Cable, DOS 6.0, Mouse	\$ 1,550	216	\$ 201 See Note 4
91.75402.067	AcerView 14" SVGA Color Monitor	230	15	68
16664/001	Okidata Model 320 Printer (Parallel interface)	384	15	133
13675/001	Okidata 320 Printer Cable	35	N/A	N/A

Note that the above prices are all RETAIL_{partner} net — no discounts are available.

Order the appropriate kit below based upon the user's communications configuration:

- 45403/011 should be ordered for customers requiring the solution with an Asynch to Bisynch B.191 Protocol Converter.
- 45403/012 should be ordered for customers requiring the solution with a V.692 Protocol Converter (required for customers communicating with Deluxe Data).
- 45403/013 should be ordered for customers requiring the solution communicating over SNA.
- 45403/014 should be ordered for customers requiring the solution communicating via X.25.

Again, note that the interface software for **ISS45** is part of each of these packages — no separate PIN or charge is required.

⁴ Covers the Monitor and Printer. A three-year warranty covers the PC.

PIN	Item	Price	Inst	Maint
45403/011	ISS45 PINnacle Software and Hardware kit version 3.7 with Protocol Converter V.191. Includes Protocol Converter V.191, RS422/485 LAN board, PINnacle software, Staging and Configuration.	\$ 5,795	INCL	\$ 160
45403/012	ISS45 PINnacle Kit version 3.7 with Protocol Converter V.692 (Deluxe). Includes Protocol Converter V.692, RS422/485 LAN board, ISS45 PINnacle software interface, PINnacle software, Staging and Configuration.	5,795	INCL	160
45403/013	ISS45 PINnacle Kit version 3.7 with Protocol Converter V.791 (SNA). Includes Protocol Converter V.791 and cable, RS422/485 LAN board, ISS45 PINnacle software interface, PINnacle software, Staging and Configuration.	5,795	INCL	160
45403/014	ISS45 PINnacle Kit version 3.7 with X.25. Includes the X.25 interface and cable, RS422 LAN board, ISS45 PINnacle software interface, PINnacle software, Staging and Configuration.	5,295	INCL	32

Discount to RETAIL*partners* on the above items is 30%.

If the store has 30 or more lanes, the following item is also required:

PIN	Item	Price	Inst	Maint
45822/001	RS422/485 LAN Board and Cable	\$ 200	INCL	\$ 28

Discount to RETAIL*partners* on the above item is 30%.

OMNI 490 PAYMENTS PERIPHERALS

For **ISS45**, the PINnacle system is integrated in a “ladder” configuration with each terminal attached to the OMNI 490 shopper terminal. Order one each of 46169/001, 46169/002 and 46995/001 for each terminal:

PIN	Item	Price	Inst	Maint
46169/001	OMNI 490 Shopper Terminal. Includes shopper terminal, power supply and a 3 meter terminal-to-LAN cable.	\$ 625	\$ 24	\$ 58
46169/002	Cable, OMNI490 to TeamPoS	50	N/A	N/A
46995/001	OMNI 490 Shopper Terminal Software, includes key encryption and staging.	200 See Note 5	N/A	

Discount to *RETAILpartners* on the above items except 46995/001 is 30%. See Note 5.

The following PINs (47212/001 and 47166/002) should be ordered in courtesy booth or other positions in the store where payments access must be offered but a TeamPoS terminal is not installed:

PIN	Item	Price	Inst	Maint
47212/001	Cashier Pad for OMNI 490. Includes cashier pad and cable to the OMNI 490.	\$ 220	\$ 4	\$ 18
47166/002	Roll Printer with Cables for the OMNI 490 Product. Includes 250 Roll Printer and cable.	425	20	62

Discount to *RETAILpartners* on the above items is 30%.

⁵ This item price is not discountable.

CONFIGURATION EXAMPLES

The grocer has an 12-terminal store, and all lanes are to be equipped with PINnacle debit and credit. The payments processor Deluxe Data (which requires 3270 Bisynch connection). Note that wiring of the LAN and training are additional.

Qty	PIN	Description	Comments
1	45826/001	PINnacle ACER 486 DX 50 4-270, Monitor, Printer	Need a PC, Monitor and Printer in every store
1	45403/012	ISS45 PINnacle Kit with Protocol Converter V.692 (Deluxe).	One per store. This is the correct PIN for connecting to the Deluxe Data processing in this particular example. This item includes the ISS45 interface software.
12	46169/001	OMNI 490 Shopper Terminal	One per lane
12	46995/001	OMNI 490 Shopper Terminal Software	One per lane
12	46169/002	Cable, OMNI490 to TeamPoS	One per lane

A slightly more complex example is for a 16-terminal store plus one courtesy booth (there's no TeamPoS in the courtesy booth in this store⁶). There are three express lanes, however, and these lanes do not allow electronic payments. The payments processor for this grocer is PayPoint (which can use several connections, but 3270 Bisynch is the preferred option in this particular case).

Qty	PIN	Description	Comments
1	49110/001	AcerPower 486DX2/66 4-540 Package	Could use this PC instead
1	91.75402.014	AcerView 34T SVGA Color Monitor	The PC needs a monitor
1	16664/001	Okidata Model 320 Printer (Parallel interface)	The system needs a report printer
1	13675/001	Okidata 320 Printer Cable	And yes, the printer needs a cable
1	45403/011	ISS45 PINnacle Software and Hardware kit with Protocol Converter V.191.	One kit required per store
14	46169/001	OMNI 490 Shopper Terminal	One per non-express lane, plus one for the courtesy booth
14	46995/001	OMNI 490 Shopper Terminal Software	One per non-express lane, plus one for the courtesy booth
13	46169/002	Cable, OMNI490 to TeamPoS	One per non-express lane. Don't need one for the courtesy booth (gotcha).
1	47212/001	Cashier Pad for OMNI 490.	For the courtesy booth
1	47166/002	Roll Printer with Cables for the OMNI 490 Product.	For the courtesy booth.

⁶ But it doesn't matter—returns and refunds must always be processed via the cashier pad.

PINNACLE START-UP KIT

To set RETAIL*partners* up in the Electronic Payments business with PINnacle, ICL offers the following Start-Up Kit. This kit is required for all RETAIL*partners* who wish to be a PINnacle Reseller, and includes the following items at the lowest possible price:

ITEM DESCRIPTION	QTY
DEMONSTRATION EQUIPMENT	
- PINnacle Demonstration Controller System Software	1
- ISS45/PINnacle Demonstration Interface Software	1
- VeriFone OMNI 490 Terminal (46169/001)	1
- VeriFone OMNI 490—TeamPoS Cable (46169/002)	1
- PINnacle/OMNI 490 Demo software (46995/001)	1
- OMNI 490 — PC LAN cable	1
DOCUMENTATION	
- PINnacle User, System, and Support Document Set	1
COLLATERAL	
- PINnacle Brochures (in process, to be shipped later)	1
- PINnacle Sales Presentation	1
TRAINING	
- PINnacle Sales Course	1
- PINnacle Support Course	1

Note that the PINnacle demonstration system requires a PC. No PC has been included in this kit, however, to minimize RETAIL*partners*' expense if the Reseller already has a PC. If not, the listed PCs on Page 4 are the certified and validated units.

To receive the PINnacle Start-Up kit, order:

PIN	Item	Price	Inst	Maint
45403/010	PINnacle/ISS45 Start-Up Kit, Complete	\$ 1,695	N/A	N/A

This Start-Up Kit is Reseller Net. No discounts are available.

PINNACLE COURSES

The following courses are available for RETAIL*partners* to learn about the PINnacle/**ISS45** product. Please see the RETAIL*partner* Course Guide for a complete overview, and check the most recent course schedule for times and locations:

Course Title	Audience	Objective	Credits	Fee ⁷
#9034 Selling PINnacle for ISS45	Salespersons, Support Staff	Prepare the sales team to maximize sales of the PINnacle/ ISS45 combination	1	\$395
#9025 Supporting and Servicing PINnacle for ISS45	Support Staff	Prepare the technical support team to configure, install, operate and troubleshoot PINnacle for ISS45	1	\$395

PINNACLE SOFTWARE MAINTENANCE

To maintain and support the PINnacle system software, you may want to consider charging the user on a per-store basis. For your reference, ICL's charges for PINnacle software maintenance are as follows:

PIN	Item	Price	Inst	Maint
45403/100	PINnacle Software Maintenance and Support, per store, per year	\$ 795	N/A	N/A

ICL charges a Professional Services Support fee to PINnacle RETAIL*partners* for ICL's value-added share of the maintenance and support. RETAIL*partners* will be invoiced the following amount for the appropriate store quantities. Like other Professional Services Support arrangements, these fees are payable quarterly in advance, but no charges will be due from a RETAIL*partner* until the second quarter after the system is shipped from ICL. For example, if ICL were to ship a PINnacle system to a RETAIL*partner* in February, then no charges would be due for either the first or the second quarter. The RETAIL*partner* will be invoiced on July 1 for Quarter 3 support as follows:

PIN	Item	Price	Inst	Maint
45403/101	RETAIL <i>partner</i> PINnacle Professional Service and Support, per store per quarter	\$ 100	N/A	N/A

The maintenance PINs are net—no discounts are available.

⁷ These fees apply to additional personnel after credits in the PINnacle Start-Up Kit has been exhausted.

NTN MANAGEMENT:

NTN invites ICL RETAIL *partners* to call for assistance in selling the PINnacle system and with payments issues in general:

Jeff Wakefield
NTN
(508) 870-3200