

Partner Bulletin

StoreNext Software Maintenance and Support, and Hardware Warranty Information

MB-SMS-1060 Issue 7
November 17, 2006

This Issue 7 clarifies hardware warranty information. Changes of significance are displayed in red.

This document describes StoreNext procedures for fault handling, priorities and escalation procedures across StoreNext's software products. StoreNext provides support, information, posting and feedback mechanisms on product issues, with the objective of enabling dealers to provide responsive service to users.

The processes described in this bulletin pertain in general to the software systems provided by Retailix — other third-party software products from StoreNext (e.g. from U-Scan or Pricer) will be handled to these standards as closely as possible, but dealers must recognize that such vendors have different processes in place.

StoreNext's *Dealer Policies and Procedures Manual* contains complete and specific information regarding the policies described below. This manual is updated as required, and is available to all Dealers on the StoreNext Dealer Support Web site. Updates to this manual will reflect the policy changes from this document.

SOFTWARE MAINTENANCE

StoreNext's Software Maintenance and Support ("SMS") programs include all released software maintenance and updates for supported software releases. SMS therefore includes much more than technical support. Dealers do not have to pay for updates and maintenance separately — it is included in the SMS package. This eliminates the need for dealers to "nickel-and-dime" users in order to keep customers' software at current levels.

SOFTWARE RELEASE STRATEGY

Major Releases: StoreNext provides major releases of most software products approximately once per year.

- Major releases are distributed on CD-ROM only
 - Major releases are also available *for upgrades only* via Code Distribution for some products. ISS45 V7 and ISS45 V8 are currently supported via code distribution.
 - If code distribution is used, several previous major or minor releases can be upgraded "inclusively" (intermediate upgrades not required) depending upon the release. These capabilities are described in the accompanying documentation.
- Major releases are likely to contain new features as well as corrections to faults
- Major releases are fully regression-tested and hardware-certified
- Major releases are normally provided with new documentation as well as a Release Notes manual pertaining to the changes introduced with the release

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- Once internal testing is complete, major releases are subjected to a Customer Trial phase where the new release is in a controlled release status.
 - A Customer Trial agreement between StoreNext and the dealer must be executed in order for software under Controlled Release (customer trial phase) to be provided to a dealer.
 - Once the customer trial has been completed, the major release will be distributed. StoreNext will not normally graduate a major release to General Release status until the customer trial has been completed.
 - During the Customer Trial phase, the dealerships involved are requested to immediately escalate any incidents to StoreNext's Director of Customer Satisfaction directly.
- A major release will increment the major release number of the software's version nomenclature — for example, ScanMaster 2.03.00-50 is the initial major release following ScanMaster 2.02xxx.

Minor Releases: StoreNext provides minor releases of most software products approximately once per year.

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- Minor releases are likely to contain new features as well as corrections to faults
- Minor releases are fully regression-tested and hardware-certified
- Minor releases are normally provided with a Release Notes manual pertaining to the changes introduced with the release. Complete new documentation is not normally released in conjunction with minor releases.
- Depending upon the content of a specific minor release, StoreNext may or may not require a Customer Trial/Controlled Release phase for minor releases.
- A minor release will increment the minor release number of the software's version nomenclature — for example, ISS45 8.1.1.1-050 is the initial minor release following ISS45 8.1.1.0-xxx.

Sub-Releases: StoreNext provides sub-releases (maintenance releases) as required by the urgency required by faults and features.

- Sub-releases are distributed via the StoreNext Dealer Support Web site
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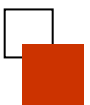
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- Except in unusual cases driven by an included new feature, StoreNext will not normally require a Customer Trial/Controlled Release phase for sub-releases.

INCIDENT AND FAULT CLASSIFICATIONS

- ***Incident and Fault Classification:*** reported incidents and fault are classified by StoreNext technical support. Classifications are *not* priorities, and do not necessarily reflect the order in which fixes will be released, although of course the classification will figure heavily in priority decisions. StoreNext's fault classifications are:
 - **A** — These are the most serious problems that would result in the unavailability of a critical system service such as POS or accounting. Unrecoverable data corruption and shopper receipt accounting problems are also normally classified "A". No reasonable work-around is known.
 - **B** — These incidents or faults involve temporary loss of a system service, temporary/recoverable data loss, or other faults that would otherwise be classified as "A" but a reasonable work-around is available. Most problems that have an immediate negative impact on shopper service or credibility (e.g. receipt problems not classified "A") will be classified "B".
 - **C** — A fault will be classified as "C" if it does not specifically meet the classification requirements of "A", "B" or "D" incidents or faults.
 - **D** — Problems of minor importance or cosmetic issues will be classified "D". Problems that might normally be classified "A", "B" or "C" but occur infrequently or in rare circumstances may also be classified "D".

INCIDENT HANDLING FOR STORENEXT SOFTWARE PRODUCTS

- ***Incident Qualification:*** dealers are assumed and expected to raise incidents at the appropriate level.
 - With most products, dealers are assumed to be providing Level 1 and Level 2 support, and calls to technical support need to be limited to Level 3 and Level 4 issues. (See Support Levels section on Page 7 below.)
 - Pre-sales issues need to be raised with StoreNext's field systems engineers. For example, questions on how to set up a demonstration load for a particular feature would not be appropriate for technical support.
 - StoreNext will endeavor to make corrections and additions where dealers cannot locate Level 1 and Level 2 information. New technical bulletins or other documentation will be undertaken where such gaps exist. However, where this information has already been provided it is incumbent upon the dealer to use such documentation as opposed to making Level 1 requests for direction in these areas.
 - As part of StoreNext's tracking of internal performance in regard to technical support responsiveness and quality, the level of dealer incidents will also be tracked and presented. (See the Software Maintenance and Support Reporting section on Page 11 below.)



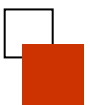
- ***Incident Input:*** if a problem is suspected, an “Incident” must be raised. StoreNext uses the methods outlined below to handle incidents. Dealers must work specifically with StoreNext Technical Support personnel for an incident to become known or an official fault created for repair.
 - StoreNext’s eServices program is designed to become the primary entry and information point for StoreNext Dealers. This online service has been completed and will be rolled out in the first quarter of 2006.
 - Incidents may also be entered by StoreNext Technical Support personnel based on telephone conversations with Dealers. Dealers call into StoreNext Technical Support on the 800 number. Critical incidents will be given priority, while other incidents will be treated on a first-come-first-served basis.
 - StoreNext Technical Support is available 24/7/365. Dealers may call StoreNext for critical incidents during off-business-hours. Non-critical queries are only appropriate during normal business hours (8:00-5:00 Central Time).
 - When calling the 800 number for product support, our support staff attempts to maintain a service level whereby the maximum response time is no more than one hour during the business day with a typical response of 30 minutes or less.
 - Critical incidents will be given priority, while other incidents will be treated on a first-come-first-served basis.
 - The fact that an incident has not yet been reproduced does not reduce its importance. StoreNext will escalate serious incidents directly to development (4th Line Support) if they cannot be reproduced quickly.
 - Dealers must report incidents to StoreNext Technical Support via eServices or the 800 number. Issues discussed over other means such as the CRSTX network, for example, will not result in an incident or fault being established.
- ***Store Information:*** in an important change from past practice, StoreNext technical support will hereafter take responsibility wherever practical for viewing or retrieving additional system files, logs and other such information from the store via on-line file transfer or other remote access methods.
 - The dealer’s fundamental Level 1 and Level 2 support responsibilities are unchanged for analyzing logs and other store data to resolve issues and problems.
 - StoreNext Technical Support will require permissions, access methods, numbers, passwords and so forth from the dealer in order to access the store electronically. If these items are not provided then StoreNext Technical Support will not access the store directly. StoreNext will not access a store directly without the store’s prior knowledge and agreement.
 - On-line viewing of the system by StoreNext Technical Support may be able to avoid the need for transmitting databases. Nevertheless, large files (for example complete SQL databases) are sometimes required to diagnose an incident and dealer assistance will likely be required to provide such files.
 - Dealers must recognize that slow response on such requirements will delay resolution.
- ***Incident Tracking:*** dealers may track the progress of incidents via eServices, where dealers can access complete logs of incident progress and status. Dealers not yet on eServices may call StoreNext technical support on the 800 number to inquire for the same information.



- StoreNext eServices and the 800 number are the *only* formal communication mechanisms for incident tracking feedback to the dealer. The eServices system obsoletes and discontinues any previous support practices that may have included email or telephone confirmations, estimates etc. to the initiating dealer.
- Some end-user customers will also be provided eServices access in cooperation with the dealer in appropriate circumstances.
- **Escalation:** StoreNext intends to implement the following escalation process for incidents as soon as possible via the eServices/Pivotal system:
 - Critical incidents (classified “A”) will be immediately escalated to all relevant technical support management personnel.
 - Critical incidents will be further escalated to the StoreNext Director of Software and the appropriate StoreNext Business Development Manager, and appropriate software development team leader if not closed within 48 hours. StoreNext’s regional Account Representative will also be notified at this time.
 - Critical incidents will be further escalated to the Vice President of StoreNext Products, the Vice President of StoreNext Support and the Vice President of Sales if not closed within 72 hours.
 - Critical incidents will be further escalated to StoreNext’s President and CEO if not closed within 5 days.
- **Closing Incidents:** incidents can be closed by StoreNext technical support having provided the requested information, procedure, tool, documentation or work-around.
 - StoreNext’s target metrics are to close 80% of all incidents within three days, with no more than 5% requiring more than 10 business days for closure.
 - Incidents will also be closed if it is determined that a software fault has been discovered. If an incident responding to a suspected problem can be reproduced or determined otherwise that a fault exists, it will be assigned a fault number and treated accordingly (see the Fault-Handling Process on Page 5 below). In such cases, the incident will be closed and a formal fault record will be opened.
 - A change of StoreNext support policy has been made that in no event will StoreNext technical support close an incident without agreement from the initiating dealer. The Dealer and StoreNext will agree that no further action is required and that the incident is closed.
 - If the incident generates a fault, then the incident record will be updated with the Web Defect number that has been assigned to the fault.

FAULT-HANDLING PROCESS

- **Fault Identification:** faults are identified from reported incidents by Level 3 or Level 4 StoreNext Technical Support.
 - When a fault is identified from an incident report, the incident will be updated with the Web Defect fault number and then closed in favor of the fault-handling process.
 - Definition: a “*fault*” applies in cases where software currently exists in the product to perform a specific function or provide a defined capability, and that software does not work as it was designed and intended. Faults will *only* be assigned in these cases.



- If the software code does *not* currently exist in the product, then a system enhancement will be required to address the incident or need.
 - System enhancements will be developed to address cases of missing, incorrect or incomplete system design as well as new business requirements.
 - Such enhancements do *not* necessarily entail any cost to the dealer or customer. In fact, the great majority of requested enhancements that are completed are done at no charge.
 - If a system enhancement or change is desired, the customer, dealer or StoreNext will create an Enhancement Request (“ER”) to provide a starting definition of the requirement.
 - All customer or dealer ERs must be submitted to a StoreNext field Systems Engineer, who will review the ER with the dealer and forward it to StoreNext product management for resolution.
 - Approved ERs will be scheduled to a major, minor or sub-release. In general, most ERs will be scheduled to major or minor releases wherever possible, since the full regression to which these releases are subjected enhances overall software quality when introducing new features and dramatically reduces the possibility of introducing new faults.
- ***Fault Priorities:*** StoreNext meets weekly to review recent faults and assign priorities. Primary factors in the priority assessment include the fault’s classification, the impact to the reporting user, the general impact across all users and the impact on the dealers’ business success.
 - High-priority faults (severe impact) will be immediately scheduled onto a major, minor or sub-releases. (See the section on Software Release Nomenclature on Page 9 below.)
 - Faults with mid-level priority faults will be corrected as time and resource permits in the normal course of development and correction. These will not normally be scheduled to a release until late in the development process for that particular release.
 - Faults considered low priority will have minimal business impact and may or may not be addressed.
 - StoreNext will schedule mid or low priority fixes into major or minor releases whenever possible since the full regression to which these releases are subjected enhances overall software quality when addressing faults and dramatically reduces the possibility of the fix introducing a new fault.
- ***Fault Communications:***
 - StoreNext publishes a fault report for each affected product that lists both open and closed faults and any scheduled release dates for the fix. These reports are available to dealers from the StoreNext Dealer Support Web site.
 - Fault lists are updated weekly, and normally posted early in the week.
 - Faults with scheduled releases for the fix will show the release number. If there is no committed schedule for the fix, the release field will be blank.
 - The fault classification (A/B/C/D) is shown but there is no priority field. The only indication of priority provided is the timing of a release commitment.
 - StoreNext also publishes release tables for committed releases that include the intended release schedule and all committed faults and new features, including ERs.



- These release tables are updated as required by the inclusion of new fixes or features.
- Some end-user customers will also be provided with access to fault lists and/or release tables and other posted technical information in cooperation with the dealer in appropriate circumstances.
- Please note that any schedules provided are estimates. Schedules for release dates provided are to help Dealers work productively with their accounts, but StoreNext cannot and does not guarantee that the posted date will be met. The estimates are made on the basis of our track record with similar faults, Development's time estimate, plus the current load and ability to complete validation given the fault's priority.
- ***Fault Escalation:*** dealers whose business is being negatively affected by a particular fault should discuss the particulars with a StoreNext Account Manager to ensure that the impact is understood in StoreNext's priority assessment.

SUPPORT LEVELS

StoreNext defines four levels of support:

- **Level 1/First-Line Support** — *Customer or Dealer Help Desk*
 - Questions answered, advice given
 - Takes input from store on issues, problems, incidents
 - Provides problem diagnosis and resolutions on relatively simple issues
 - Recommends upgrades or work-arounds if appropriate
 - If first-line support is unable to resolve the problem or if it is determined that the problem resolution is outside the scope of responsibilities for the first line of support, the incident should be passed on to second-line support
- **Level 2/Second-Line Support** — *Dealer Support Staff*
 - Provides assistance to first line of support
 - Initial assessment of reported incidents.
 - Problem diagnosis. This includes examining the appropriate store logs and files, reproducing the incident and verifying that a problem exists.
 - Provides resolution to the problem when possible. This may be a temporary solution to be used until a more suitable one can be implemented or it may be permanent.
 - Implements fixes or changes provided by third- and fourth-line support
 - Refers incidents to third-line support when resolution is beyond the scope or capability of second-line support
 - Carries out incident reproduction in all but the most difficult cases, and assists third-line support with incident reproduction when unable to reproduce at Level 2
 - Collects requested store data when on-line access is not practical or available to third-line support, or where this data was not already in the possession of the dealer



- **Level 3/Third-Line Support — *StoreNext Technical Support***
 - Questions answered, advice given on issues raised that are beyond the capability of second-line support. Provides recommendations for work-arounds if appropriate.
 - Logs incidents and responses. Responsible for incident and fault-tracking system.
 - Acquires or views store data via remote access if practical and where such diagnosis is beyond the scope of Level 2 support
 - Reproduces and diagnoses problems to enable fourth-line development to resolve the problem
 - Promotes incidents to fault status once confirmed and reproduced in-house
 - Classifies incidents and faults (A/B/C/D)
 - Escalates serious unresolved issues to fourth-line support if appropriate
- **Level 4/Fourth-Line Support — *StoreNext Development*** (includes external development operations from Retalix, Fujitsu and applicable third-party products)
 - Assistance to third-line support in resolving particularly difficult technical issues requiring access to advanced tools, resources or code
 - Provides temporary resolutions to be used where possible on critical problems until a more suitable one can be developed
 - Prioritizes development efforts for faults and enhancements
 - Fixes and enhances software and hardware problems based priorities with engineering changes in the product
 - Provides testing of software changes
 - Provides appropriate documentation
 - Packages and provides updated products, software and documentation

SUPPORTED RELEASES

In order to enable responsive and high-quality support it is essential to limit the number of supported releases. The reasons are:

- ***Knowledge:*** it is impossible for a Technical Support specialist to have memorized the features, issues and behavior of the hundreds of releases that may be installed or questioned.
- ***Equipment:*** it is impossible for Technical Support to maintain more than a few loads of software on lab hardware at any one time.
- ***Time:*** Technical Support personnel would need to spend hours to recreate and load old versions of software in order to study incidents and answer questions.
- ***Development:*** Once a release is complete and provided to the customers, it is prohibitively time-consuming (and with very limited benefit) to re-open that code and provide changes to it. This code will already be obsolete if it has been superseded by newer releases.

For these reasons, StoreNext supports — with incident resolution and queries — (1) the current up-level release, and (2) the latest-and-greatest level of the previous major release (see Software Release Nomenclature on Page 9 below) on all software products. For example, if the current release of a product is 5.0.2.1-090, StoreNext supports that release plus the latest-and-greatest release of version 5.0.1.x-xxx. If an incident is possible on an installed release previous to these,



technical support should not be contacted if the incident is not evident in either of the currently-supported releases.

When a new major release is provided, StoreNext ceases support of the older of the two previously supported releases. However, StoreNext grants a 90-day grace period on that older release while dealers become familiar with the newest release. So in the example above, StoreNext would continue to support 5.0.1.x-xxx for 90 days after the release of 5.0.3.0-050.

Furthermore, the advent of StoreNext Connected Services Dealer Dashboard and the enhanced capabilities for Dealers to more easily manage and update their installed base with StoreNext Code Distribution removes many of the previous obstacles to keeping the installed base current.

SOFTWARE RELEASE NOMENCLATURE

StoreNext's software version numbering scheme uses the standard format:

A.B.C.D-xxx

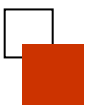
While certain products may have variations of the above standard, the following applies regardless:

- **A** — the primary version number of the product
 - For example, “7” for ISS45 V7, “8” for ISS45 V8, “1” for ScanMaster V1, “2” for ScanMaster V2 and so forth
- **B/C** — the current major release number
 - Note that this number can be one or two digits, or two digits separated by a decimal point. This is done on account of software release, control, and archiving tools used for that particular release.
 - For example, “03” for ScanMaster 2.03 or “1.1” for ISS45 8.1.1.0 or “5” for RBO 4.5.
- **D** — the current minor release number
 - For example, “1” for RBO 4.4.1 or “0” (that is, no minor release yet) for ScanMaster 2.03.00
- **xxx** — the current sub-release number
 - Either two or three digits may be used for the sub-release number
 - Both major and minor releases are provided starting with the number -050 in most cases.
 - Numbers prior to -050 are used internally as development or test numbers, and should never be seen outside a StoreNext software lab.
 - For example, “8.1.1.0-050” is the initial (CD-ROM) release of ISS45 8.1.1.0. ScanMaster “2.03.00-50” is the initial release of ScanMaster 2.3.0.

DOCUMENTATION

StoreNext provides the following documentation as part of software support:

- **Release Notes** — describes new features, how to set them up and use them, normally provided for releases that have new features (not just faults). Appropriate for both users and service personnel, and also to help prospects understand new releases as a selling tool.
- **User Documentation** — User Reference Manuals for system functions are typically released with major releases



- **Installation Documentation** — Install Guides are typically released with major releases. Installation information may also be provided in Release Notes, and README-type files (see below).
- **Technical Documentation** — Reference or Technical documentation may be made available for in-depth coverage of specific technical topics, features or utilities. It is StoreNext's intention to provide updated technical documentation with major releases.
- **Fault Lists** — provide listings of open and closed faults, and any scheduled release numbers applicable to open faults
- **Release Tables** — provided for every release, listing the enhancements provided and faults addressed in existing releases, as well as those enhancements and faults that are scheduled for upcoming releases
- **README Files and other technical documentation** — packaged in the download files and/or CD-ROMs providing listings of modules, changed modules, fault/fix/enhancement information, software limitations and special installation instructions.
- **Technical Bulletins** — cover specific or limited topics in depth, and are released via the StoreNext Dealer Support Web site when available
- **"Vertical Documentation"** — covers a specific function or capability where information on two or more products is required. These documents may take the form of technical bulletins, technical or user documentation, and the purpose is to provide the necessary information in one place so that users or service personnel will not have to correlate the contents of multiple manuals to set up the system.

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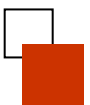
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SOFTWARE MAINTENANCE AND SUPPORT REPORTING

In order to improve transparency and understanding, StoreNext is implementing software maintenance and support metrics that are designed to provide both StoreNext and StoreNext dealers a periodic “report card” on performance. These reports will include:



- Data on incident responsiveness against StoreNext’s published metrics, including open and closed calls, classification information and the time that incidents remain open.
- Data on faults, including faults opened, closed and introduced by time period and release.
- Data by dealer on incidents, including a breakdown of calls by support level and open/closure data.
- StoreNext may also introduce Web or eServices usage statistics.

800 SUPPORT AND SERVICES

Dealers can call **800-533-0855** for a variety of software support services. This line is staffed 24/7 by live operators who will route you to the appropriate services:

- Give the customer service agent your site ID. A call will be opened with your information and the appropriate support organization for RBO, PocketOffice etc. will be paged.
- SupplyPoint consumables sales are now available at 800-538-8716.
 - Press option **4** for Fujitsu Spare Parts, then...
 - Press option **1** for spare parts sales
 - Press option **2** to fax a spare parts order

When calling the 800 number for product support, our support staff attempts to maintain a service level whereby the maximum response time is no more than one hours during the business day.

WARRANTY AND CUSTOMER CARE INFORMATION

StoreNext has a warranty fulfillment system for Dealers with components including the following. See StoreNext’s current warranty policy in the Policies and Procedures manual.

- **Communications:** There is a single 800 number to call for either “Trouble Calls” (error in shipment or out-of-box failure — the first 30 days after shipment) and Warranty (the official warranty period) calls. In either case, call **1-800-780-5525**.
- **Staffing:** Two staff people in StoreNext’s distribution facility handle the warranty program to ensure 24-hour turnaround on warranty calls.
- **Whole Unit:** The warranty policy is for whole unit spares on the covered items warranty items. When a trouble or warranty call is received, StoreNext will ship a complete replacement unit during the warranty period. Dealers do not need to diagnose the failures and disassemble the product.
- **Stock:** StoreNext has a dedicated stock of the listed items so that these products will normally be available for immediate shipment.
- **Application:** the warranty period for most StoreNext hardware is one year from the StoreNext ship date. Hardware with different warranty periods is noted by exception in the product release and information documentation (Product Bulletin).
- **Scope:** the list of products below will change as new items are added or old items deleted from active sale, or for other circumstances as required.
- **Policy:** the warranty policy is available in the *Policy and Procedures Manual*.



- **Product Condition:** products returned for warranty service will not usually result in the same unit being returned to the dealer/customer.
 - StoreNext endeavors to return a unit in the same or better condition than the one originally provided.
 - StoreNext will normally ship a new unit in cases of out-of-box/early-failure.
 - StoreNext makes no representations that warranty services will result in a new unit being returned. If a unit with nine months of service is returned for warranty service, another unit in approximately the same used condition will be provided to fulfill StoreNext's warranty obligations.

StoreNext's warranty policy applies to the following products. Please note that new products may be added to the warranty list without notice.

- **TeamPoS 2000** — one year from shipment
 - Includes Fujitsu Control slices, Keyboards, Displays, Printers, Cash drawers
 - The TPG A776 Printer has a standard two-year warranty with a third year available as a purchased option
- **StoreNext-supplied PC platforms** — see Note 1 below for warranty period
 - Includes PCs and servers
- **L5EX-TA Flat-Panel Monitors** — three years from shipment
- **9950/9900 Scanner/Scale and SlimScan products** — one year from shipment
- **iPAD and TeamPad products** — one year from shipment
- **PSC Scanner/Scales, QuickScan and Falcon products** — one year from shipment ^{2,3}
- **Oneac power conditioning products** — five years from date of shipment ⁴
- **POS, PocketOffice and WinEPS Software** — no warranty ⁵
- **RBO and Retalix Store Software** — no warranty ⁶

StoreNext is dedicated to being your best and most responsive business partner. Many of these ideas have been implemented at the request of Dealers and we actively solicit your opinions for new and better methods in the future.

To your success,



 Anthony van Seventer

¹ Note: StoreNext provides a one-year warranty, while Acer provides a three-year on-site warranty. Dealers have the option of returning the unit to StoreNext for the first year or calling Acer. During the second and third years warranty support is via Acer only. Acer's special toll-free number for StoreNext Dealers (better response time) is 800-816-2237 — reference Acer Reseller # 812008.

² Additional warranty can be purchased

³ PSC warranty items are normally shipped directly to PSC for warranty fulfillment.

⁴ Battery warranty limited to two years, DeskPower UPS warranty is limited to one year.

⁵ Software Maintenance and Support payments do not begin, however, until the following quarter, effectively providing an average 90-day maintenance cost-free period.

⁶ User software contracts begin as of the installation date and are renewed at one-year intervals.