



Update

Streamlined ISS45 Enhancements

MB-PC-1146
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ICL is pleased to announce a new enhancement process to handle all future enhancements to **ISS45**. The purpose of this process is to simplify and expedite all enhancement requests — it's ICL's goal that if your customer needs enhancements to **ISS45** that the way we handle such requests be expedient, accurate and informative.

As part of ICL's commitment to this process, I am happy to announce **Roy Simrell** as the ISS45 Software Manager with a primary responsibility to manage these tasks. Roy's extensive industry, account, and ISS45 software knowledge make him the ideal choice.

It is the ISS45 Software Manager's responsibility to receive, review, quote and respond to your enhancement requirements. To make this possible, ICL has developed a new Enhancement Request form that includes the necessary considerations when submitting an Enhancement request.

Once the ISS45 Software Manager receives the Enhancement Request it is his responsibility to give a fast and accurate quote for the enhancement, and a Development Response will be returned to you for your review. The completeness of the Enhancement Request will expedite this response and help to avoid delays since ICL is unable to respond with a committed and accurate quote for a requirement that is unclear.

The Development Response will include a quote for your review and any important assumptions made by the developers. Some large and complex enhancements — or those with several possible solutions — can require a great deal of time and effort just to provide a firm quotation. In such cases the development response will outline the plan for the investigation process and scope the additional funding necessary for this work. The originator must then assess this request accordingly, but to assist the in making a decision, ICL will provide a **ballpark** estimate (+/- 30%) for budgetary evaluation.

ICL has received many enhancement requests for **ISS45**, and a large number of these have either been fulfilled in customization or upgrade releases, or have been made unnecessary due to new system functions. As of the kickoff of this new system, we are "wiping the slate clean" — if there are enhancements that you feel are important and have not been addressed, please resubmit them. Please also note that the **Whammo!** quoting program (Marketing Bulletin 1087) has been replaced by this current system.

Attached you will find a copy of the new Enhancement Request form that is the basis for the entire process. The electronic version of this form can be found on the **ISS45 Support Web Site**. Electronic (sorry, no FAX or hard copy) submission is required — please send all completed enhancement request forms to Roy's e-mail address, rsimrell@iclretail.com. To your success,

Tony

Tony van Seventer

Director: Supermarket Systems

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ER Log Number:	(ICL Assigned)		
Title of Enhancement:			
Originator:	Date:	Version:	
Related Enhancements:			

A: SUMMARY OF ENHANCEMENT

<p>(Outline the problem, the effect of not approving the Enhancement)</p>

B: DETAILS OF ENHANCEMENT and RATIONALE

<p>Key items to be given focus when completing this section:</p> <p><u>User Impact</u></p> <ul style="list-style-type: none"> • Operational Consideration • Job Impact <p><u>Presentation</u></p> <ul style="list-style-type: none"> • Report Layout • Screen Layout • Receipt Layout • Color choices (if required) <p><u>Accounting Rules</u></p> <ul style="list-style-type: none"> • What current fields are effected and how • What new data requires to be gathered • Reporting <p><u>Impact on other areas:</u></p> <ul style="list-style-type: none"> • Promotions • Corema • Tendering • Reorganized Receipt • Third Party Interfaces • End of Day • Extracts <p><u>Documentation Required</u></p>
<p>Continuation sheet? YES / NO</p>