

Partner Bulletin

IBM Hardware Platform Program

MB-POS-1223 Issue 3a
May 20, 2010

Note: this Issue 3 updates the education section and makes other minor updates and corrections. Changes of significance are in red.

StoreNext is pleased to offer IBM SurePOS terminals in conjunction with ISS45, ScanMaster and StorePoint software. All StoreNext dealers of ISS45 or ScanMaster POS are eligible to sell these products.

This program reference bulletin describes the program for StoreNext dealers. The IBM SurePOS products are being released with StoreNext grocery ScanMaster and ISS45 POS systems with additional releases for the Retailix StorePoint C-store POS dealer program.



IBM terminals must ship with ISS45 or ScanMaster software in the program. StoreNext is not able to offer IBM terminals for hardware-only orders. Please see the IBM SurePOS Configuration and Pricing Bulletin for details.

The IBM platforms are bundled with new complete-system ScanMaster and ISS45 Express and Espresso packages as well as in terminal packages.

Three terminal lines are available in these bundles:

- SurePOS 300 – aggressively priced and using a traditional grocery-format with separate components;
- SurePOS 500 – all-in-one terminal combining the system unit and a touch-screen offering the lowest cost for a touch-equipped terminal and shopper display;
- SurePOS 700 – high-end, multi-configuration terminal system.

This document covers the IBM Program and is organized into these sections:

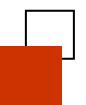
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IBM SurePOS Terminal Line Overview

Three terminal lines are being offered, the SurePOS 500, SurePOS 300, and SurePOS 700. Each fulfills a specific purpose and position in fulfilling your retail campaigns.

SurePOS 300

The SurePOS 300 is a traditional modular terminal with separate peripherals but in a new ultra-compact form factor.

The system can be installed in a dispersed or integrated configuration. With a very small footprint, the IBM SurePOS 300 delivers a great performance/price ratio and will prove to be a powerful competitive tool.

The SurePOS 300 [Blue Mocha](#) packages provide the lowest-cost full-system configurations in StoreNext's portfolio. To minimize cost, an entry-level keyboard/display model with an IBM single-station printer is offered, and dealers can choose configurations with IBM's outstanding 15" IR touch screen and/or IBM multi-station printer.

Regarding the StoreNext SurePOS 300 packages:

- StoreNext's SurePOS 300 packages are all based on the Model 33H. The SurePOS 300 with keyboard/display and single-station printer is the lowest-cost SurePOS configuration from StoreNext.
- Dual VGA interfaces are provided on the newer E4A packages. Dealers therefore have the option of adding a second VGA display without another interface card.
- Packages are available with a multi-station or single-station printer. Printers interface via powered USB.
- A full-sized cash drawer (**with random lock**) is included.
- In keyboard/display configurations, the keyboard is the IBM 50-key keyboard, which is most suitable for grocery. The display is an industry-standard 15" flat-panel display - it does not carry the IBM brand. StoreNext's ISS45 and ScanMaster software do not support the IBM ANPOS (qwerty/retail combo) keyboard. *(Note that the keyboard is not supplied with a lock since random locksets are not suitable for manager use across the front end. Dealers need to order the lock assemblies when the keyboard will be used.)*
- The Microsoft WePOS operating system is pre-loaded on all SurePOS 300 packages.
- The terminal provides several RS-232 and USB ports. Make sure you see the SurePOS 300 setup documents that have been specifically written for ScanMaster V2, ISS45 V8 and ISS45 V7 with the SurePOS 300.
- StoreNext has equipped all SurePOS 300 packages with the longest available cables to enable dispersed or integrated configurations.
- Other specifications: 1 GHz Celeron M CPU, 512MB RAM, 160GB hard disk drive (or larger), Dual Video display (SVGA), Ethernet. See the [SurePOS 300 brochure](#) for a complete explanation of the I/O port configurations available: StoreNext ships the SurePOS 300, unless otherwise specified, with the P-USB SurePorts.
- There is no built-in media drive. Dealers use a USB drive to load software.
- The SurePOS 300 E4A comes with a 1-year depot warranty. Extended warranties are not available from StoreNext.



SurePOS 500

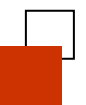
The IBM SurePOS 500 Series delivers sharp styling, serviceability and technology that retailers need to help optimize the customer experience while minimizing cost. The 500 series features clean looks and lines that add visual appeal, as well as a space-saving footprint. The all-in-one design integrates a 15" touch-screen display with the system unit with a separate cash drawer and choice of single or multi-station printers.

This page discusses the SurePOS 500 E2D (526) model. A more powerful version, the E6D (566) has been released for use with the StorePoint C-store system. Please see the [SurePOS 500 brochure](#) for complete details regarding the E6D model.

The low-cost Model E2D/526 has been packaged especially with StoreNext ISS45 and ScanMaster Express and Espresso grocery systems. These new [Blue Mocha](#) packages may just be the dealer's perfect answer for small grocery stores and "neighborhood markets" on a tight budget where counter space is scarce, but where the advantages of cashier touch-screens are important.

Regarding StoreNext's SurePOS 500 packages:

- The SurePOS E2D/526 provides a single VGA interface, powering an integrated 15" dual-bulb resistive touch display. The SurePOS 500 has the lowest cost of any touch-screen configuration.
- The new E2D/526 models provide dual VGA. A flat panel or 2x20 shopper display can be ordered separately.
- Packages are available with a multi-station or single-station printer. Printers interface via powered USB.
- A full-sized cash drawer (with random lock) is included
- The Microsoft WePOS operating system is pre-loaded on all SurePOS 500 packages.
- The terminal provides several RS-232 and USB ports. Make sure you see the SurePOS 500 setup documents that have been specifically written for ScanMaster V2, ISS45 V8 and ISS45 V7 and the SurePOS 500.
- StoreNext has equipped all SurePOS 500 packages with the longest available cables to enable dispersed or integrated configurations.
- Other specifications: 1.0 GHZ Intel Celeron® M Core CPU, 512MB RAM and 160GB hard disk drive. See the [SurePOS 500 brochure](#) for complete port details.
- There is no built-in media drive. Dealers use a USB drive to load software.
- The SurePOS 500 E2D comes with a 1-year depot warranty. Extended warranties are not available from StoreNext.



SurePOS 700

The IBM SurePOS 700 Series is IBM's top-of-the line hardware system, designed for extreme durability, high performance, flexibility, manageability and serviceability. See the SurePOS 700 Information Sheet for complete information.

Regarding StoreNext's SurePOS 700 packages:

- StoreNext has selected two configurations, one for integrated and one for dispersed installation. Both of these use the SurePOS 700 743/E43 model.
- The 15" IR touch screen and IBM multi-station printer are used in both configurations.
- The integrated unit includes several trays, fillers etc. and is provided with integrated (shorter) cabling.
- The SurePOS 700 configurations are available in complete terminal packages and also in Express packages.
- Dual VGA outputs are provided
- A full-sized cash drawer is included
- The Microsoft WePOS operating system is pre-loaded on all SurePOS 700 packages.
- The terminal provides several RS-232 and USB ports. Make sure you see the SurePOS 700 setup documents that have been specifically written for ScanMaster V2, ISS45 V8 and ISS45 V7 and the SurePOS 700.
- Other specifications: 2 GHz Celeron 440 CPU, 512MB RAM, 80GB hard disk drive (or larger), one 24V P-USB (for the printer), 7 12V P-USB ports (optionally non-powered via use of standard connector), RJ45 Ethernet port, 2 Cash Drawer ports, PS/2 keyboard and mouse port.
- There is no built-in media drive. Dealers use a USB drive to load software.
- The SurePOS 700 comes with a 1-year on-site warranty on the system unit with 1-year depot warranty on the printer and display components. The warranty can be extended to 3-years (same conditions) if desired.



Program Overview

Dealer Training and Certification

TECHNICAL OVERVIEW OF IBM SUREPOS TERMINALS

StoreNext will provide an IBM SurePOS Introductory Webinar covering the IBM SurePOS product line offering. This course is designed to provide a high-level overview on all the IBM hardware platforms included in the StoreNext product bundles. This course is intended for any StoreNext Dealer sales, service, and support personnel who require an overview of IBM's SurePOS products. Although the course is oriented for support personnel, it will provide a good overview for each of the SurePOS products.

Topics covered by this course include:

- Product summary by each model offered by StoreNext
 - SurePOS 300
 - SurePOS 500
 - SurePOS 700
- Application Support
 - Review ISS45 and ScanMaster versions certified with the IBM product offering
- Adding accessories to bundled packages
 - Second video card for the SurePOS 300
 - Distributed stands for the SurePOS 300
 - Add-on Integrated tray for the SurePOS 500
- Servicing the SurePOS hardware
 - Access to IBM Service Guides
 - Reporting hardware problems and warranty repairs
 - Review hardware technical support guidelines
- Additional Training and Product Materials
 - Review IBM Online course registration
 - Review IBM Online courses available for the SurePOS product line

SALES TRAINING FOR IBM SUREPOS TERMINALS

A sales training course will be available to StoreNext dealers to introduce the sales, positioning and competitive advantages of the IBM SurePOS product line in the grocery environment. This course takes approximately two hours and is delivered live via Web technology.

There is no cost to StoreNext dealers for this course. The inaugural presentation of this class will take place around the first of June.



SERVICE TRAINING AND CERTIFICATION FOR IBM SUREPOS TERMINALS

In addition to StoreNext's Introductory Webinar, several courses are available to StoreNext Dealers to certify them for servicing IBM SurePOS platforms. IBM requires all dealers to be certified on the platforms, and will not entertain warranty or service fulfillment without these certifications.

Upon entry to the StoreNext ISR program StoreNext Dealers can sign up for these courses ~~online at IBM's Point of sale and self-service offerings web site link.~~ **by requesting the courses as indicated in the process following the course list below.**

~~Signing up for these courses is straightforward — click on the associated course link to enroll into the specified class. Dealers must provide the attendee's name, company name, address, phone number, and e-mail address. From the "Downloadable Courses" pull-down menu, you'll select the desired course and submit your training request. You should receive a course enrollment confirmation e-mail within 24 hours from IBM.~~

StoreNext dealers will receive these courses at no charge. Courses include:¹

SurePOS 300

- ***Introducing the IBM SurePOS 330 and 33H*** (RE4810C) — this course focuses on the IBM SurePOS 300 Series models 330 and 33H. It provides all of the information that will assist you in supporting these models.

http://www-03.ibm.com/systems/education/cust/rss/rss_rc4810c.html

- ***IBM 4810 Models 330 and 33H Hardware Service Training*** (SE481001) — this service training course will teach you how to repair and maintain the IBM SurePOS 700 Series Models 723, 743 and 783. Also included are instructions for the replacement and ordering of field-replaceable units (FRUs).

http://www-03.ibm.com/systems/education/cust/rss/rss_sc481001.html

SurePOS 500

- ***IBM SurePOS 500 Series 4851 and 4951 Hardware Service Training*** (SE485100) — this service training course will teach you how to repair and maintain the IBM SurePOS 500 Model 514 (4851) and the IBM SurePOS Express 4951 system. Also included are instructions for the replacement and ordering of field-replaceable units (FRUs) and a job aid section.

http://www-03.ibm.com/systems/education/cust/rss/rss_sc485100.html

- ***Introducing the IBM SurePOS 500 Series models 545 and 565*** (RE4846C) — this course introduces you to the IBM SurePOS 500 Series models 545 and 565. It provides information on features and functions, along with the hardware and software specifications. In addition, this course covers the procedures for replacing or installing system components and maintaining and troubleshooting the system unit. Resources for technical support are also covered.

http://www-03.ibm.com/systems/education/cust/rss/rss_rc4846c.html

¹ Note: the previously supplied links for these courses have been discontinued on the Web by IBM. With these changes in education delivery, some changes to the courses may be made without notice.



- **IBM SurePOS 500 Series 4846 Models 545 and 565 Hardware Service Training (SE484600)** – this service training course will teach you how to repair and maintain the IBM SurePOS 500 Series Models 545 and 565. Also included are instructions for replacing and ordering field-replaceable units (FRUs).
http://www-03.ibm.com/systems/education/cust/rss/rss_sc484600.html

SurePOS 700

- **Introducing the IBM SurePOS 700 Series models 723, 743, and 783 (RE4400C)** – This course introduces you to the IBM SurePOS 700 Series models 723, 743, and 783. It provides information on features and functions, along with the hardware and software specifications and requirements. In addition, this course covers the procedures for replacing or installing system components and maintaining and troubleshooting the system unit. Resources for technical support are also included.
http://www-03.ibm.com/systems/education/cust/rss/rss_re4400c.html
- **IBM SurePOS 700 Models 723, 743, and 783 Hardware Service Training (SE480003)** – this service training course will teach you how to repair and maintain the IBM SurePOS 700 Series Models 723, 743 and 783. Also included are instructions for the replacement and ordering of field-replaceable units (FRUs).
http://www-03.ibm.com/systems/education/cust/rss/rss_sc480003.html

To receive courses:

- Notify Robin Lance at ScanSource (robin.lance@scansource.com) with the course in which you are interested.
- You will receive CDs by mail from IBM's Norm Williams for the courses you had requested.
- Please note that the above course list is subject to change without notice. The links for the courses previously supplied are no longer active at IBM – the new method uses course CDs.

When you begin your first course, you'll have to first download the "IBM Retail Education Manager" windows application. The IBM Retail Education Manager application will be used with all future courses as well.

Your course confirmation will arrive by e-mail, and will contain the following links:

- A link to download the "IBM Retail Education Manager" Windows application that will be installed on the applicant's PC.
- Links to the requested course modules that will be loaded to the "IBM Retail Education Manager" windows application.



Software and Hardware Requirements

CURRENT RELEASE SUPPORT

ISS45 and ScanMaster provide hardware-specific support and enhancements for the IBM SurePOS hardware, drivers and installation. The initial release versions with IBM support are:

- ScanMaster 2.5.1-080
- ISS45 8.1.2.1-100, 8.1.3.0-060
- ISS45 7.1.2.1-060

These releases are the first StoreNext software releases to support the SurePOS hardware. StoreNext does not provide support for this hardware in any previous ISS45 or ScanMaster releases.

PRIOR AND OTHER SOFTWARE RELEASE SUPPORT

StoreNext has no plans to redesign older releases to provide the necessary IBM compatibility features.

StoreNext is unable to support any products other than ScanMaster and ISS45 on the IBM hardware. StoreNext does not provide hardware-only support for these products.

IBM HARDWARE VERSIONS SUPPORTED

The “Current Releases” specified above (and later) support the IBM hardware systems, peripherals, interfaces and drivers released here as documented in the various “setup” manuals. Additional current and future IBM products will likely be added as the program progresses.

StoreNext has no plans to develop software to support older IBM hardware products sold and installed prior to this program. Different drivers and interfaces may be required that have not been developed or supported by StoreNext. Dealers attempting to operate the ISS45 and ScanMaster software on these products are “on their own” and while not discouraged to make such attempts, must recognize that StoreNext has no hardware, experience or support resources to be of assistance.

Documentation

SYSTEM LEVEL DOCUMENTATION

StoreNext provides “vertical” documentation with Installation Guides that describe in detail how to implement StoreNext ISS45 and ScanMaster POS over the IBM SurePOS platforms. StoreNext will also provide hardware and software technical bulletins when appropriate. All documentation is provided to dealers via the StoreNext Dealer Support Web site.

Vertical documentation currently available includes the following manuals. All configurations (printers, displays, keyboards etc.) including drivers and hookup are covered in these documents:

- SurePOS 300 Setup for ScanMaster V2
- SurePOS 500 Setup for ScanMaster V2



- SurePOS 700 Setup for ScanMaster V2
- SurePOS 300 Setup for ISS45 V7 and V8
- SurePOS 500 Setup for ISS45 V7 and V8
- SurePOS 700 Setup for ISS45 V7 and V8

HARDWARE DOCUMENTATION

IBM offers hardware manuals and service guides on all products. Selected key documents are available via the StoreNext Dealer Support Web site, including:

- IBM SurePOS 300 Installation and Service Guide
- IBM SurePOS 300 Technical Reference
- IBM SurePOS 514 Planning, Installation and Service Guide
- IBM SurePOS 545-565 Planning, Installation and Service Guide
- IBM SurePOS 545-565 Hardware Service Guide
- IBM SurePOS 700 Hardware Service Guide
- IBM SurePOS 700 Systems Installation and Operations Guide
- IBM SurePOS Options and I/O Devices Service Guide

System Support

DEALER LAB HARDWARE

StoreNext offers IBM hardware for dealer POS labs at very large discounts. Some limits apply. See the Update Bulletin and/or the IBM SurePOS Pricing and Configuration Reference bulletin

POS APPLICATION SUPPORT

As per current process all ISS45 and ScanMaster application related issues will be directed to the StoreNext 800 number. There are no changes in StoreNext's support process in relation to the IBM terminal hardware. StoreNext's support staff is equipped with the IBM hardware in order to provide the support necessary.

Dealers calling StoreNext for support must have the applicable hardware in their lab.

Please see [Software and Hardware Requirements](#) above for the specific hardware and software product combinations that StoreNext supports under this program. No other related products are supported.

IBM HARDWARE PLATFORM TECHNICAL SUPPORT

Under the IBM Industry Solutions Reseller program, all IBM terminal hardware sold by StoreNext Dealers under the program must be registered, including the customer name and address where the hardware is being implemented. This customer registration information must be provided with the hardware order in keeping with the terms and conditions of IBM's ISR and warranty programs.



The registration also enables the warranty program (see below). No warranty service will be provided for unregistered equipment.

StoreNext dealers can call StoreNext's 800 support number to report hardware problems – these calls will be linked to IBM's desk for the purpose.

HARDWARE WARRANTY PROGRAM — ENROLLMENT AND STARTUP

IBM offers an advantageous warranty program for dealers and customers. As an approved IBM Industry Solution Reseller, all StoreNext Dealers are eligible to participate in the IBM Warranty Startup Program. After becoming warranty authorized, dealers may provide warranty service for the IBM Retail Store Solutions platforms offered under this program.

To enroll, IBM provides a special point-of-contact to assist StoreNext Dealers with the enrollment process. Contact the Service Management Support Center by e-mailing nwilliam@us.ibm.com or call 800-426-3391 and ask for Norman William.

IBM has agreed to waive standard enrollment charges for all dealers under the StoreNext program. Note that dealers who are already IBM Business Partners do not have to enroll again to participate in the StoreNext program.

Once registered, dealers will receive a Warranty Startup Kit containing IBM computer-based training (CD-ROM), and product. Once approved, dealers will also receive the proper links and authentication to enter warranty claims on the IBM warranty Web site.

HARDWARE WARRANTY PROGRAM — OPERATION

Warranty requirements are entered through an IBM Web site for the purpose.

IBM will pay dealers a pre-defined rebate for services rendered for warranted equipment.

All the platform products are provided with a one-year warranty. Depending upon the offering, this warranty may be a depot warranty or an on-site warranty to the dealer.

- The SurePOS 300 and SurePOS 700 control units are covered by an on-site warranty.
- The SurePOS 500 control unit is covered by a depot warranty.
- All printers and displays are covered by the depot warranty regardless of the type of control unit with which they are associated.
- Other items connected to the control unit, such as cash drawers and keyboards, are covered under the same warranty type as the control unit.

Whether the warranty is depot or on-site, the dealer will use the IBM Web site for warranty fulfillment:

- Under the depot program, dealers enter the required information on the IBM site for replacement of failed items. Shipping is provided at no charge both directions. The dealer will not pay any parts charges so long as the failed part is returned to IBM within 30 days. Dealers will receive a flat fee of \$60 per service call for performing the service when the returned part has been received and the warranty claim has been closed.
- Items with the on-site warranty follow the same process as the depot warranty. However, for providing the service during the on-site warranty period, the dealer will be paid an additional \$50 fee per service call once the claim has been closed.

Replacement parts for warranty items ship same-day if the warranty claim is placed by 3:00 p.m. – if received after that time, the item ships the next business day. This policy holds if the warranty terms are either depot or on-site.



Note that under the StoreNext ISR arrangement, Dealers may not be paid the above fees directly from IBM, but these may be paid via StoreNext or ScanSource.

OUT-OF-BOX FAILURES

Out-of-box failures of IBM hardware are handled by exactly the same warranty process as any other failure. IBM does not differentiate between out-of-box/DOA/early-failure items and standard warranty terms.

SPARE PARTS

After the expiration of the warranty period, dealers in the StoreNext program can purchase spare parts from IBM at significant discounts from list prices. Dealers participating in the StoreNext IBM ISR program will enjoy the same discounts and pricing as IBM SP2 business partners.

Spare parts are normally sold in multi-packs with a standard turn-around time of two weeks.

Marketing Support and Collateral

DEMONSTRATION AND SHOW HARDWARE

StoreNext offers demonstration system hardware to dealers at very large discounts. Some limits apply. See the Update Bulletin and/or the IBM SurePOS Pricing and Configuration Reference bulletin.

PRESENTATIONS

Presentations regarding the IBM SurePOS 300, 500 and 700 terminals are available on the StoreNext Dealer Support Web site from the Presentations Page.

BROCHURES

Brochures, including information sheets and specifications, are available for each of the IBM SurePOS 300, 500 and 700 terminals are available from StoreNext Dealer Support Web site from the Presentations Page.

Hard-copy brochures and other collateral material can be provided in association with ScanSource.

OTHER MARKETING MATERIALS

StoreNext will post the most important and useful collateral material from IBM, such as market studies and white papers. In addition, dealers in the StoreNext ISR program and IBM Business Partners have the range of IBM's PartnerWorld Web site when the dealer is signed up and registered.

