

Partner Bulletin

Hewlett Packard Hardware Platform Program

MB-POS-1235a

July 30, 2012

StoreNext is pleased to offer Hewlett-Packard POS terminals and peripherals in conjunction with ISS45, ScanMaster and StorePoint software. All StoreNext dealers of ISS45 or ScanMaster POS can register and be eligible to sell these products.

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



Under this program, HP terminals may ship with or without Retailix POS software in the program – dealers may purchase the HP terminals for hardware-only orders. Please see the HP Configuration and Pricing Bulletin for pricing details.

The HP platforms will also be available as complete-system ScanMaster and ISS45 Express and Espresso packages.

The HP products available include the following components. All are priced and available separately.

- The HP POS modular terminal CPU (logic unit, slice, e-box etc.) is currently the rp5800 family available in four models based on the Intel G850, Core i3, Core i5 and Core i7 processors. The rp5800 with the custom Retailix BIOS has been certified for ScanMaster and ISS45.
- The HP rp7 all-in one terminal is certified for StorePoint use only
- HP POS displays are available in touch-screen and 2x20 models
- The HP heavy-duty cash drawer
- Several add-on hardware options
- Warranty options provide outstanding dealer pricing, timing and support
- Dealers should use the current Epson program to provide the printers for the HP terminals.

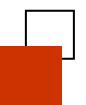
To protect dealers from third-party competition, this program provides special customized versions of the HP terminals. The terminals are provided with exclusive part numbering and ship with a custom Retailix BIOS as well as Retailix badges. While there is no attempt to obscure that these are built by HP, dealers will be able to sell these products as unique and exclusive versions with some coverage against being shopped on the Web.

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

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HP POS Terminal System Overview

The HP terminal offerings include two product families, the rp5800 modular terminals and the RP7 all-in-one terminal

rp5800

The rp5800 is a traditional modular terminal with separate peripherals in a compact form factor.

The system is normally installed in a dispersed configuration, and integration trays and enclosures are available as options. The rp5800 delivers the industry's best performance/price ratio and has proved to be a powerful competitor.

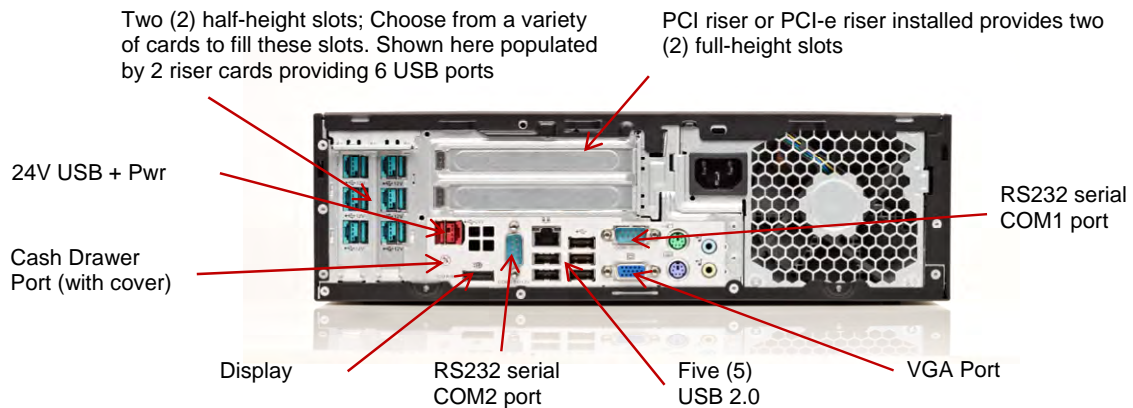
Four models of the rp5800 CPU (that is, slice, e-box, logic unit) are available with progressively more powerful Intel CPUs. Dealers can build configurations by adding touch screens, a heavy-duty cash drawer, a 2x20 customer display and the full range of Epson printers from the Retalix Epson dealer program.

RP5800 CPU CONFIGURATIONS

- All terminals include genuine Intel processors. Standard configurations are provided with selection of:
 - Intel Pentium Dual-Core G850 (2.90 GHz, 3 MB cache, 2 cores)
 - Intel Core i3-2120 (3.30 GHz, 3 MB cache, 2 cores)
 - Intel Core i5-2400 (3.10 GHz, 6 MB cache, 4 cores)
 - Intel Core i7-2600 (3.40 GHz, 8 MB cache, 4 cores)
- 250GB 7200RPM SATA hard disk drive
- 2GB or 4GB (configuration dependent) 1333 MHz DDR3 SDRAM – CPU unit will accept up to 16GB RAM
- Dual display interfaces are provided. A VGA and a Display Port connector are provided on the I/O panel, and a Display Port → VGA converter is included to enable a dual VGA configuration without the need for an additional VGA interface card.
- Three (3) 12V P-USB ports are included plus one (1) 24V P-USB port for printer use
 - An add-on option for three (3) additional 12V P-USB ports is available as the picture below, which shows two (2) sets of three (3) P-USB I/O connectors.
- Five (5) USB 2.0 ports are provided on the rear I/O panel
- Two (2) RS-232 DB9 (male) ports are included on the I/O panel
 - An add-on option for two (2) additional RS-232 ports is available (not shown in picture below)
- Keyboard, Mouse and audio in/out connectors are provided on the I/O panel
- No optical drive is included. An add-in option DVD RW is available.
- All standard rp5800 CPUs ship with POSReady 7
- HP products are shipped with the HP “Jack Black” as the standard color
- A special BIOS certified with Retalix POS ships with all units
- Shipments of rp5800 CPUs include the Retalix OEM badge
- Standard warranty on the CPU is one (1) year parts and labor on-site (1-1-1) with extensions to three or five years (3-3-3 or 5-5-5) available.



RP5800 REAR PANEL I/O



CASH DRAWER

- Heavy duty steel with powder-coated finish
- Steel ball-bearing design, rated at more than 4,000,000 open/close cycles
- Designed around a full-sized till insert, but a narrow footprint to minimize counter space
 - 4.9 x 16 x 16.17 inches (12.5 x 40.6 x 42.4 cm)
 - 19 lbs (8.62 kg)
- Till insert included, with coin and bill tray with inner drawer dividers
- Storage in deep under-till compartment, holds coin rolls and packaged bills
- Adjustable media slot divider to insert checks, coupons, charge slips and other media into different sections as they are received
- Receipt printer interface for direct connection to printers.
- Four-function lock and two (2) keys included. Supports locked closed / locked open / online / manual open
 - Drawers keyed alike (A9)
- Standard warranty is three (3) year depot (3-3-0) with extension to five years (5-5-0) available.



TOUCH-SCREEN DISPLAYS

Two touch-screen monitors are currently available from HP for POS.

L5006tm

The L5006tm 15" touch monitor is the recommended HP monitor for front-end checkout, although other areas of the store may benefit from the different technology provided by the L5009tm touch-screen monitor. See the L5009tm below for comparison.

The L5006tm monitor uses SAW (surface acoustic wave) touch technology. This is an acoustic technology that is different from traditional resistive or capacitive. There is an active grid of sound waves projected across the glass, and when the grid is interrupted by a finger this



enables the touch controller to triangulate the coordinates and calculate the mouse click. This makes it very responsive and can distinguish very fast, repetitive taps/touches well. It cannot accept tap/touch input from hard objects such as credit cards, fingernails, stylus, etc.

- 1024 x 768 native resolution
- Contrast: 400:1
- VGA input
- 17 ms response rate
- Dimensions:
 - 11H x 13.8W x 2.2D inches without stand
 - 12.2W x 13.8H x 6.9D with stand
- Weight: 10.6 lb
- Standard warranty is three (3) year depot (3-3-0) with extension to five years (5-5-0) available. Warranty includes backlight.



L5009tm

The L5009tm monitor uses APR (acoustic pulse recognition) touch technology. This is also an acoustic technology that is different from resistive or capacitive. There are microphones embedded in the bezel of the screen, and they are “listening” for a tap sound and based on the measurements of the sound this allows the touch controller to triangulate the coordinates and calculate the mouse click. This enables tap/touch input from hard objects such as credit cards, fingernails, stylus, etc.

This technology is *not* the best choice where you need to have fast, repetitive touches on the screen. The L5009tm can be tweaked to improve the input, but it is not the best recommended solution for a grocery front-end checkout environment. In this environment, cashiers are typically well-trained and experienced, and manipulate menu choices very quickly. Also, many sign-on and password sequences include a series of repeated digits. The L5009tm has difficulty distinguishing the sound of multiple taps on the glass when there is minimal elapsed time between them.

The L5009tm does provide some advantages when used in store locations other than front-end checkout. Because users can interact with this type of screen with gloves, it works well in Deli, Bakery, Snack Bar and other such store areas. For front-end checkout purposes, the HP L5006tm touch-screen monitor (above) is typically preferable.

- 1024 x 768 native resolution
- Contrast: 400:1
- VGA input
- 17 ms response rate
- Dimensions:
 - 11H x 13.8W x 2.2D inches without stand
 - 12.2W x 13.8H x 6.9D with stand
- Weight: 10.6 lb
- Item includes VGA cable, AC power cord, documentation kit, user CD
- Standard warranty is three (3) year depot (3-3-0) with extension to five years (5-5-0) available. Warranty includes backlight.



2 X 20 CUSTOMER DISPLAY

The HP POS Pole Display is a multi-size adjustable pole display that provides clear, easy-to-read information at a high data-transfer rate. It can be tilted and swiveled for maximum visibility and can attach directly to the rp5800 system.

- 5 x 7 dot matrix, cursor
- Supported by standard USB 2.0 port. Does not require P-USB connection or separate power supply.)
- Includes cable (4.6 ft./1.4 m)
- Rectangular base included, 217mm (W) x 106mm (D) x 20 mm (H)
- Can be used directly on base with no pole, but includes pole that supports three different heights by adding extension supports included in the kit (3 pole sections of 130mm each).
- Standard warranty is three (3) year depot (3-3-0) with extension to five years (5-5-0) available.



MOUNTING AND ENCLOSURE OPTIONS

rp5800 Integration Tray

This integration tray is designed to house the rp5800 terminal along with key POS peripherals. The tray sits on top of the HP Heavy Duty Cash Drawer, directly onto a counter top or on the Terminal Enclosure for install flexibility. The Tray can support a keyboard, barcode scanner, printers (of varying sizes) and can be used with the Display Pole Mount for displaying monitors. These peripherals can be placed in varying locations on the trays for installation flexibility. The Tray also provides internal cable management and hides all peripheral cables.



- Plastic mounted tray can either attach to the top of the cash drawer, terminal enclosure assembly or stand alone on a POS system.
- Includes two standard inserts – two Printer Trays which can either hold items or be left empty, and one Pole Mount Tray (to insert display stand)
- The two standard inserts can be placed in either space in tray
- Includes an additional Large Printer Tray for use with a larger printer or other brands with a larger footprint
- The Large Printer Tray will fit into either space on integration tray and replaces one of the standard inserts
- Dimensions: 18.9W x 16.81D x 2.76H inches

rp5800 Terminal Enclosure

The Terminal Enclosure's was designed for the rp5800, and its sturdy construction provides security for the HP rp5800 Retail System and also manages cables attached to the rear I/O ports. Security is provided by limiting access to these connectors. The enclosure has an identical footprint to the HP Heavy Duty Cash Drawer, allowing clean assembly when placed on top of the Drawer.



- The rp5800 can be removed from the front of the terminal enclosure for easy access for service.
- This enclosure provides added security by covering the Optical Drive (if installed)
- Surrounds the rp5800 CPU, shielding the unit from dust and damage
- Secure frame matches exact size of the cash drawer
- Rear panel adds security by covering rear connectors to prevent tampering



Rp5800 Display Pole Mount

The Display Pole Mount can be used stand-alone (attached directly to the countertop) or attached into the Integration Tray. When attached to the Integration Tray on the Terminal Enclosure encasing the rp5800, the user can connect one monitor and one 2 x 20 display to the pole using flexible attachments that allow variable positions for optimal viewing. The Display Pole Mount also comes with two lengths of pole to further increase installation flexibility.

- The Display Pole Mount Assembly includes a two part metal pole for flexible heights
- Includes mounting arm with VESA mounting panel
- The horizontal arm can be attached to the Mounting Pole at the arm's center or left or right end for initial setup
- The VESA mount is slotted left to right for extra flexibility
- The VESA mount provides +/- 15 degrees pan or tilt of the monitor position
- Includes Display Foot Cosmetic Cover for use with Display Stand when attached directly to work surface instead of the integration tray.
- **Note:** do not exceed 17.64 lb (8 kg) total load on the pole assembly



Rp5800 Optional Display Arm

This second Display Arm can be used when the user wants to attach a second monitor to the pole.

- The optional Display Arm Assembly includes a mounting arm with VESA mounting panel
- The horizontal arm can be attached to the Mounting Pole at the arm's center or left or right end for initial set up
- The VESA mount is slotted left to right for extra flexibility
- The VESA mount provides +/- 15 degrees pan or tilt of the monitor position
- **Note:** do not exceed 17.64 lb (8 kg) total load on the pole assembly



COLOR MATCHING WITH EPSON PRINTERS

The rp5800 Jack Black color is best matched with Epson Black.



RP7 All-in-One

Certified for use with StorePoint, the RP7 provides the capabilities of a traditional retail terminal solution with a sleek design that fits into retail and hospitality environments.

It is designed for use on a counter or mounted on a wall: the unique dual-hinge base supports adjustable tilt and height for maximum comfort in use. Sleek, flush-bezel edges also make the HP RP7 an appealing self-service kiosk that will attract shoppers and that users will enjoy using.

Connection points on all four sides of the display enable customization of the exact combination of stylish HP retail peripherals you need. And intrusion protection helps protect against dust and liquid spills.

Add a sharp customer-facing display. The HP RP7 10.4-inch CFD Display is perfect for additional advertising and promotional opportunities. The HP RP7 VFD Customer Display offers easy-to-read price and product information.



The HP RP7 is retail-hardened for use in ambient environments up to 40°C. The steel chassis, on-board monitoring and alerts, and environmental and shock testing stand up to the long term wear and tear of retail environments.

The extended product lifecycle helps ensure consistency in your install base, and the enhanced warranty options assist dealers in providing cost-effective long-term protection – for both the dealer and the merchant.



Retalix is certifying specific configurations of the RP7 to offer with StorePoint:

- HP RP7 15 inch Capacitive AFD Display
- Intel Pentium G850 CPU
- 2GB DDR3-1600 SODIMM (1x2GB) RAM
- 320GB 7200 RPM SATA hard disk drive
- Microsoft POSReady 7 32-bit operating system
- HP 1-1-1 warranty (see warranty section in this bulletin)

The release of the RP7 pricing and the trial and volume shipment schedules is expected in August 2012.



Software Compatibility

RELEASE SUPPORT – ISS45 AND SCANMASTER

ISS45 and ScanMaster provide hardware-specific support and certification protection for the HP rp5800 drivers and installation. The initial release versions with HP support are:

- ISS45 V8 release 8.1.6.0-080
- ISS45 V7 release 7.1.5.0-110
- ScanMaster V2 release 2.08.00-070

These releases are the first StoreNext software releases to support the HP rp5800 hardware. StoreNext does not provide support for this hardware in any previous ISS45 or ScanMaster releases.



RELEASE SUPPORT – STOREPOINT

StorePoint provides hardware-specific support and certification protection for the HP RP7 terminal, drivers and installation. The initial release version with HP support is:

- StorePoint release 10002.xx

PRIOR AND OTHER SOFTWARE RELEASE SUPPORT

Retalix has no plans to redesign older ISS45 or ScanMaster releases to provide the necessary HP compatibility features.

Retalix will accept orders for HP products to be used with other software and systems, but cannot provide dealer support any products other than ScanMaster, ISS45 and StorePoint on the HP hardware. StoreNext does not provide hardware-only support for these products.

HP HARDWARE VERSIONS SUPPORTED

The “Current Releases” specified above (and later) support the HP rp5800 and/or RP7 hardware systems, peripherals, interfaces and drivers described here as documented in the various “setup” manuals. Additional current and future HP products will likely be added as the program progresses.

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



HP Program Overview

Dealer Program

ELIGIBILITY

All StoreNext dealers are eligible for the program, but must be approved and registered by HP prior to acceptance.

Each dealer has an HP regional channel representative (see the contact list below) who will work with the dealer through the entire registration, application and acceptance process.

BUSINESS PARTNERSHIP APPLICATION

Dealers will complete the “HP Business Development Agreement” as the partnership application. This is an on-line application and the dealer will be assisted by the HP regional representative.

Once HP has received the dealer’s partnership application, the dealer will DDQ due-diligence questionnaire

The HP Contracts and Compliance group will perform standard due diligence on the dealer’s application. The turnaround for approval can take as little as one or two weeks, but can take longer if there are standing issues such as credit problems, liens, unpaid tax liabilities and so forth.

RETAIL SOLUTIONS SERVICE PARTNER PROGRAM (RSSP)

All dealers will want to become certified HP service partners, required to provide authorized service on the HP products, order parts, receive warranty benefits and so forth.

Dealers will submit the application to become an HP Authorized Service Provider, and complete the Channel Service registration.

Dealers will be walked through this process with the local HP Service Delivery Manager. HP has also designated a specialist (see the contact list below) whose responsibility is to assist dealers in getting on-board the RSSP.

Dealers will also engage HP’s local/regional Partner Service Delivery Manager for assistance and escalations when necessary.

PROGRAM AND PRODUCT INFORMATION

The dealer’s local regional representative will provide orientation for the HP partnership and its programs by walking the dealer through the HP Partner Portal. The Portal is the primary repository for HP information of all kinds – including technical, sales, and process documents – and the HP representative will work with the dealer to assign portal access rights, designations and program authorizations for the dealership.

EDUCATION AND TRAINING

The initial introduction takes place with the HP representatives and specialists working in person with the dealers. This includes the HP orientation discussions, application process and the initial walk-through of the HP Partner Portal.



Subsequent education and training is provided on line via the HP Partner Portal:

- The on-line courses or presentations are self-paced. Dealers can start, interrupt and return as time permits
- Courses include sales information and how to best sell the HP products. Competitive information is also provided with these courses to help the dealer win.
- Product service and technical training are provided on the various HP products. These courses can include service, support, break-fix, diagnostic use and so forth.
- Many courses include certification tests which the dealer may take. There may be charges for some of the certification tests, since they are administered and graded by a third party to ensure standards and compliance.
 - Certification tests on most sales and “information” courses are not required
 - Certification tests for most product service/support or technical training courses are required for the dealer’s acceptance into the Retail Solutions Service Partner Program (RSSP) for the subject product.

SALES ENGAGEMENT AND EXCLUSIVITY

HP is widely distributed through several channels, and there will almost certainly be coverage overlaps between dealers and other existing HP channels.

Dealers have some general protections, though, and some specific ones too.

- Dealer pricing is designed to provide a level playing field between the dealer’s acquisition cost and that of largest alternative channels (e.g. Web-only sellers).
- HP terminals from Retalix are not the same as available from other channels or sellers. Retalix dealers have exclusive access to these custom versions to help differentiate the offering:
 - The product part numbers are different and cannot be referenced
 - The BIOS is a customized Retalix version, and when the machine boots, it comes up as a “Retalix” machine on the screen.
 - The CPU units are branded with Retalix badges
 - The Retalix custom products are the only models certified with Retalix POS.
- Dealers are the only full service providers selling HP to their base. No other HP channel partner can compete by providing the certified application software, support, hardware service and professional services.
- While HP is unable to prohibit other channels from selling, HP is committed to the Retalix dealers and recognizes the superior value-add when the POS software dealer is also the hardware sales channel. HP will therefore withhold assistance from other channels or resellers wishing to impinge on a Retalix dealer account.

BIG DEAL SPECIAL PRICING

Where dealers have a “Big Deal,” HP will protect the dealer with exclusive pricing for that potential sale. Dealers must follow the “Big Deal” process to get the exclusive pricing:

- A sale of at least 200 terminals to a single customer must be at stake to qualify for a “Big Deal”



- The dealer should contact the Retalix dealer representative as soon as possible with the facts of the situation. HP will not provide Big Deal pricing to dealers except via Retalix since Retalix is the dealer acquisition channel.
- Retalix will work with HP channel management to establish special/excusive (“1:1”) pricing for the dealer for the specific customer
- The Retalix dealer will be recognized as the exclusive channel to the customer providing the full value-add to the retailer, including the matching POS software, support and service. No other partner or selling entity will have access to special pricing for that account.
- The dealer will receive the pricing Exception detailing the pricing and terms of the Big Deal.
- **Most HP Big Deals will commit pricing for 90 days. Under the Retalix program, however, the Big Deal pricing will normally extend for six months. At the end of the six months, HP is willing to consider extensions for as many as eight additional months. If further time is required beyond 14 months, a fresh Big Deal can be issued.**

Marketing Support and Collateral

DEALER DEMONSTRATION HARDWARE

Dealers can get rp5800 demonstration packages at special prices for showroom and lab use.

- The demonstration hardware package is specially priced at 70% off list price. See the [HP Configuration and Pricing bulletin](#) for the package part number and price.
- The demonstration package consists of:
 1. rp5800 CPU unit with the Intel Dual Core Pentium G850 CPU (HP-RP5800-PG-01)
 2. L5600tm touch screen display (HP-RB146AA)
 3. Heavy Duty cash drawer (HP-FK182AA)
 4. Cash Drawer-to-Epson printer cable (HP-A352673)
 5. All required display and power cables
 6. Three years parts/labor/on-site hardware maintenance on the CPU and three-year depot on the peripherals. (HP-UL590E-CPU)
- Each dealer may order up to two (2) demonstration packages for each of their primary sales offices.
- Orders can be accepted when a dealer’s HP partnership on-boarding process is underway; the process need not be complete for the dealer to receive the demonstration package.
- A demonstration package may be released for the RP7 when this product becomes available.
- This offer is good through October 2012, so dealers are advised to get the boarding process started and the orders in place.

PRESENTATIONS

Presentations regarding the HP POS platforms will be provided on the Dealer Support Web site from the Presentations Page.



BROCHURES

Brochures, including information sheets and specifications, are available for the HP products from the HP Partner Portal.

Selected HP brochures and information sheets are also provided on the Dealer Support Web site.

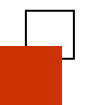
OTHER MARKETING MATERIALS

Retalix will post the most important and useful collateral material from HP, such as market studies and white papers. In addition, participating HP program dealers will enjoy the full range of HP's Partner Portal when the dealer is signed up and registered.

DEMAND GENERATION

To build pipeline with qualified leads in each region, HP invests quarterly in Demand Generation with qualified leads in the grocery segment.

- HP gets leads on daily basis, qualifies them, will deliver to Retalix for distribution to appropriate dealer
- Partner Trade Shows: HP supports and attends
- Dealers work with ISR teams (Account mapping in territory)



Dealer Support

Documentation

SYSTEM LEVEL DOCUMENTATION

If beneficial, Retalix may provide “vertical” documentation with Installation Guides that describe in detail how to implement ISS45, ScanMaster and/or StorePoint POS over the HP rp5800 or RP7 platforms.

Retalix will also provide hardware and software technical bulletins when appropriate. All POS-specific documentation is provided to dealers via the Dealer Support Web site.

HARDWARE DOCUMENTATION

HP offers complete hardware manuals, service guides and other documentation on all products, which are available on the HP Partner Portal. Selected key documents may be provided via the Dealer Support Web site.

System Support

DEALER LAB HARDWARE

Dealers can get rp5800 and RP7 demo and lab systems at special pricing. Some limitations apply. See the HP Pricing and Configuration Reference bulletin for pricing.

POS APPLICATION SUPPORT

All ISS45, ScanMaster and StorePoint application related issues will be directed to the traditional Retalix 800 support line. There are no changes in the support process in relation to the HP terminal products. The POS support staffs will be equipped with the HP hardware in order to provide the support necessary.

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

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

HP HARDWARE PLATFORM TECHNICAL SUPPORT

HP provides technical support via the HP Partner Portal. Additional routes for hardware issue resolution are available – dealers should work with their local or regional HP Service Delivery Manager for additional assistance or escalations where necessary.



Warranty

HP offers a strong warranty program to assist dealer maintenance and profitability.

Under the HP program, all HP warranted terminal hardware components are serialized and records maintained in HP's service database. Dealers do not have to "register" installations, customer names or locations at install date for warranty purposes.

HARDWARE WARRANTY PROGRAM — ENROLLMENT AND STARTUP

HP offers an outstanding warranty program for dealers in the Retail Solutions Service Partner Program (RSSP). This program is offered to all dealers participating in the HP dealer program, and dealers can contact their local/regional HP Service Delivery Manager or other HP personnel (see HP Contacts) with any questions or issues.

WARRANTY SERVICES AND TERMINOLOGY

HP warranties are stated in terms of Parts, Labor and On-Site service. For example, a 1-1-1 warranty offers one year of parts, one year labor and one year of on-site service. A 3-3-0 warranty would provide three years parts, three years labor and Advanced Exchange (depot) support as opposed to on-site. Further details on these components:

- Parts:
 - Dealers will receive replacement parts for failed components under warranty at no charge
 - HP pays shipping charges for the replacement parts
 - Standard shipment is via ground, with expedited delivery available at additional cost.
 - Dealers do not have to return failed components to HP
- Labor:
 - HP will repair the unit and install the replacement component without cost to the dealer
 - Dealers certified for repair services can receive reimbursement from HP for performing the repair in lieu of labor. HP maintains standard repair rates for specific repair tasks.
- On-Site:
 - An HP technician will come to the dealer's selected site next business day to diagnose the problem
 - The technician will order the necessary parts, and schedule a repair visit when the parts arrive
 - Dealers certified for repair services can receive reimbursement from HP for performing the repair in lieu of on-site visits

STANDARD WARRANTY TERMS

The standard warranty terms on HP POS products through the Retailix program are:

- rp5800 and RP7 POS CPUs (slice, logic unit etc.) – One year parts, labor and on-site service (1-1-1).
- POS peripherals (displays, cash drawers) – Three years parts and labor, Advanced Exchange (depot).



EXTENDED WARRANTY TERMS

Dealers can extend the standard warranty to 3-3-3 or 5-5-5 on the CPU and to 5-5-0 on the peripherals (assuming the 5-5-5 warranty is in place for the attached CPU). Prices for these extensions, which benefit the dealer, are very attractive.

The extended warranty items are purchased near the end of the expiring existing warranty (see Warranty Timing below). This way, the dealer does not have to purchase the warranty up-front at the time of the initial sale, decreasing acquisition cost, improving cash flow and making the dealer more competitive.

WARRANTY TIMING

HP warranty timing starts at the original ship date from HP, but dealers will have up to 90 days from the ship date until the start of the warranty to account for shipping, staging, integration and installation.

The one-year (CPU) or three-year (peripherals) warranty clock will start either (a) upon the actual installation/go-live date or (b) 90 days from the ship date, whichever comes first. The warranty will expire strictly on the applicable anniversary of that warranty start date.

Extended warranty programs commence on the purchase date of the extended warranty, regardless of the expiration date of the existing warranty still in force. Since early purchase of the warranty extension will only result in overlapped times with no benefit, dealers should purchase extended warranty items in the last 30 days prior to the expiration of the current warranty. Warranty extensions *cannot* be purchased for a product after its previous warranty period has expired.

The HP Partner Portal provides tools so the dealer can check the warranty status or warranty expiration date of any serial numbered product in the system.

SPARE PARTS

Dealers are strongly encouraged to purchase a spare parts float to cover the time between a failure and the arrival of replacement parts from HP. Purchased spares are also used after the expiration of the warranty period.

HARDWARE WARRANTY PROGRAM — OPERATION

Dealers can handle failures under warranty in two ways. Any failure can be handled in either way by the dealer depending upon circumstances

- Via RSSP partner warranty fulfillment
 - The RSSP-certified dealer tech visits the site and troubleshoots the issue
 - The dealer replaces faulty part with spares float/stock, or if not available the dealer orders the replacement part using the HP Partner Portal
 - Parts ordered from the Portal by 4:00 p.m. Central time will likely ship the same day.
 - Parts shipment is via ground at no charge. Expedited delivery is available at additional cost.
 - Once the product is repaired, the dealer logs into the HP Channel Service Network tool and claims labor reimbursement up to established HP rates
- Via HP service fulfillment
 - Dealer places a call to HP Tech Support



- With next business day services, the HP Tech visits the dealer or site and troubleshoots the problem and orders the necessary replacement parts.
- When the replacement parts arrive, the HP Service technician schedules the follow-up appointment to install new part.

OUT-OF-BOX (DOA) FAILURES

Out-of-box failures of HP products include only those products which fail within the first 30 days of shipment from HP. If managed by the DOA process, these failures are normally handled by what amounts to a whole-unit swap, with no cost to the dealer.

With generic products such as peripherals, HP can ship replacements quickly. However, with build-to-order products such as the CPU (all HP CPUs are “build-to-order”) creating the replacement CPU typically requires two weeks of schedule and build time before the replacement is shipped. Dealers can minimize this time by maintaining a small spares inventory.

If the replacement unit is coming via the DOA process (instead of using the warranty alternative below):

- The dealer contacts Retailix Order Entry with the DOA information including the unit serial number
- Retailix will process an RMA with HP and call tags will be sent to the dealer
- At the same time, the replacement unit is ordered from HP
- The dealer will receive a credit for the returned unit and be charged an equal amount the new order, netting to zero cost. There are no shipping charges to the dealer.

If the replacement unit is coming from the dealer’s spares inventory, the same process above is followed except that the dealer will immediately replace the failed unit from spares and then back-fill the spares inventory instead of the customer’s unit.

USING THE WARRANTY PROGRAM FOR DOA FAILURES

HP does not require the DOA process to be used for all early failures. Dealers can instead employ the standard warranty process at the dealer’s option.

To avoid delays and administration – particularly with the CPUs – most dealers will probably prefer the standard warranty process even when the DOA process could apply. If the dealer diagnoses the failure, it will be faster to replace the DOA part than wait two or three weeks for a whole-unit CPU to be built and shipped, for example.

For DOA displays and cash drawers, however, there is no custom build so the turnaround will be much faster. Here, the dealer may decide it’s better to pull a whole-unit replacement from the spares inventory for the customer and then restock the spares with the new whole unit order using the RMA/reorder DOA process.



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