

## Update Bulletin

### GTIN and ISS45 DOS

July 7, 2003

As you likely know, Retailix and StoreNext will be unable to upgrade the DOS version of ISS45 to meet GTIN requirements. To support GTIN and RSS-14, either WinPoS V7 or V8 will be required.

The reason for this is the architecture of DOS, in particular its memory management and 640K conventional RAM. This limitation dates back to the earliest days of the personal computer, when entire applications could fit on a 5¼ " 360K floppy disk drive. Subsequent RAM paging techniques and other memory management tools enabled some relief, extending DOS' useful life for another decade, but even those procedures reached their limits.

And as anyone who has recently attempted to load ISS45 DOS will tell you, getting the memory configuration exactly right (often to within one byte of the system's extended/expanded RAM capability) is the toughest task required when upgrading from an older DOS version. While we can applaud the amazing ISS45 feature set and capabilities that the engineers managed to cram into the DOS RAM limitations, they ran out of space over two years ago. There were simply no bytes left for additional temporary storage, features and functions. It was at this point that ISS45 DOS and WinPoS parted company, with new features appearing on WinPoS only.



The change to support RSS-14 and GTIN requires significant additional program space. Retailix' internal engineering study concluded that the conventional memory requirements to manage the extra digit might in itself require too much additional RAM, but it was the additional decode logic required to handle the new bar code types that killed all possibility of a solution. To make matters worse, these areas of code need to always be available (always in RAM) and thus for system reasons cannot be paged in and out of the "core."

Inevitably, there will be some DOS users who will assume that this is all a "marketing decision" as opposed to a technical issue. While they would be mistaken in this view, it is important to provide some backup information so these users will understand the true position from both StoreNext and StoreNext's Dealers.

- StoreNext – and our Fujitsu/ICL/Datachecker predecessors – has for years carried the banner of "investment protection" for our users and customers. While other vendors periodically forced all previous system components to be thrown out, we continued to build new solutions over existing hardware and software, enabling our users to maintain the largest possible portion of their investment. The 25-year+ history of S18 is the industry's best historic example, and even StoreNext's own upgrade paths to V8 without software repurchase, or the recent RBX→RBO migration at minimum cost shows that we are willing to provide investment protection far beyond the limits set by other vendors. In fact, we maintain that this is good business since the benefits of long-term relationships far outweigh the short-term profit of the typical hit-and-run mindset.
- StoreNext is protecting the ISS45 DOS user's entire investment in ISS45 software: they will get GTIN and RSS-14 with no additional license or option fee. Even 8-year-old sites will be able to upgrade to V7 WinPoS with no application license charges. And if the

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user chooses this opportunity to move to V8, their entire ISS45 V7 application investment is protected as well, since the V8 option price is no different than if they'd purchased the V8 option at their first opportunity.

- Fujitsu TeamPoS 2000 (all versions) and TeamPoS 5000 (TeamCom) hardware can be used without modification for the upcoming ISS45 GTIN releases.<sup>1</sup> This hardware is already up to five years old, and could be as old as 6½ years when the GTIN "Sunrise" arrives in January 2005. Obviously, this is not an arbitrary short-stopping of useful life.
- For users who do require hardware upgrades, StoreNext is protecting their TeamPoS 5000 PoS controller investment with Mayday!Exchange. With the high trade-in values provided by StoreNext and the Dealer, the exchange will produce a profit at book value since the TeamPoS terminal will have been almost certainly fully written off for years. This affords the grocer the opportunity to not only refresh the hardware in their old system, but also realize a profit by doing so.
- And while Mayday!Exchange provides additional benefits for upgrading printers and displays, the users' current PoS peripherals will continue to be compatible with the upgraded TeamPoS 2000 controller slice and the new ISS45 GTIN versions.
- The new Fujitsu SmartScan 9950 is GTIN/RSS-14 compatible, but we have taken the step to ensure that the previous generation – the 9900 – is also fully upgradable with no charges from StoreNext. And going a step further, the generation before that – the Orion 9500 – has also been brought up to compliance, again with a free upgrade.<sup>2</sup> Even the SlimScan 1200 and 2002 will scan GTIN. No other vendor has approached this level of commitment to its users.

In short, StoreNext is using the upcoming GTIN sunrise as an opportunity to once again take the high road and support our ISS45 users at minimum cost – instead of an opportunity to cash in on independent grocers who have limited options. We pledged "Never Obsolete" and we meant it.

To Your Success,

***Tony***  
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*Antony van Beverter*

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<sup>1</sup> The GTIN V8 WinPoS will require TeamPoS 2000. WinPoS V7 will be able to use either TeamPoS 5000 with TeamCom or TeamPoS 2000.

<sup>2</sup> A 2 meg EEPROM, generally available in the market at low cost, is required.