

Update Bulletin

ISS45 PSS Charges

March 13, 2005

StoreNext made important changes and improvements in the past year in both the content and quality of software, and the support services standing behind dealers. These changes included:

- **Increased software support resources** – folding in the capabilities and personnel of Retalix support for dealer technical questions and issues.
- **“Fix ‘em All” strategy across all software product lines** – upon identification, almost all software faults are now immediately assigned and published to a specific release so that dealers will know exactly when a fault will be fixed.
- **Revamped software support policies and escalations** – designed for increased responsiveness and high user satisfaction.
- **Massive fault clearing**– on both V7 and V8 draining the list of old and new software issues to enable clean installs and upgrades.
- **Many new capabilities at no charge** – including V8’s new CWAR/SRR reporting system, and enhancements up and down both the V7 and V8 product sets.
- **The StoreNext Technical Council** – to ensure first-hand dealer input and decisions regarding StoreNext’s support, releases and software tools.
- **Simplified upgrades** – one-step upgrades packaged and released for both ISS45 controller and terminal software.
- **Code Distribution General Release** – enabling dealers to “flat-line” installed bases using the Connected Services Dealer Dashboard™ to control software upgrades in connected sites.
- **Improved and timely documentation** – including the ISS45 Knowledge Base CD-ROM and upcoming new on-line services.
- **Dual regression and quality testing** – providing the best-quality software releases possible for all products and circumstances.

As of the Q1 2005 billing cycle, invoices for ISS45 Professional Services and Support (PSS) will reflect an increase of approximately 10% across all installed base levels. This is the first ISS45 PSS increase in several years and reflects only a small portion of the additional costs undertaken by StoreNext to provide these enhanced services.

To Your Success,

Tony

Antony van Bever

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