

Update Bulletin

LaneHawk Program with SuperValu

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SuperValu has installed many LaneHawk systems in their corporate locations. Now, StoreNext dealers and their independent grocery customers can leverage SuperValu's LaneHawk infrastructure for a true win-win.

- Dealers sell all components of the complete LaneHawk system directly to the grocer as usual
- Dealers notify the prospect's SuperValu Retail Counselor, who will assist and co-sell the value-added LaneHawk SuperValu services. SuperValu Counselors will also notify the dealer about their LaneHawk sales activity and prospects.
- When the system is installed, dealers implement networking to the SuperValu LaneHawk Enterprise Server
- Dealers provide all hardware and software maintenance and support with the sole exception of the Modelset updates. Dealers do not provide or charge for the Modelset maintenance and support: that comes from SuperValu.
- The Modelset updates are provided from the SuperValu LaneHawk Enterprise Server via the SuperValu network directly into the LaneHawk store controller. SuperValu also provides special hosted reports for the SuperValu LaneHawk users as part of SuperValu's LaneHawk service.

For full information and details regarding the SuperValu LaneHawk program, see the following pages.

To properly implement SuperValu LaneHawk sites, it is critical that dealers use the following PIN to order the LaneHawk software. Use this PIN for *all* SuperValu program LaneHawk sites, and do *not* use the standard PIN for the BOS software in SuperValu sites. (Also, do *not* use this PIN for any sites other than SuperValu sites.)

PIN	Item	Price	Inst	Maint
LHK-BOS-SW-SV	LaneHawk Controller/Analysis ("BOS") Software, SuperValu Program Stores This software, also known as the "BOS" software, provides the controller software and video analysis functions for the system. This PIN must be used (and used only) for SuperValu LaneHawk program sites. Dealers will be invoiced for BOS software maintenance only, and customers will receive Modelset updates from SuperValu. List price for the BOS maintenance (only) for the End User is \$100 per year, and dealers will be invoiced \$80 per year (\$20/quarter SMS).	\$ 2,130	N/A	\$ 100

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LaneHawk Implementation and Installation Outline between SuperValu and StoreNext Dealers

SuperValu Enterprise LaneHawk Program

Supervalu to quote:

- *weekly reports
- *Modelset updates
- *Professional Services
 - >Facilitation of network aspect of the project, ensuring that the in-store server is able to communicate back to the SuperValu enterprise server
 - >Configuration and store set up on the enterprise server
 - >Assist in network configuration of in-store server
- *Training store on reporting aspect of the program

POS Dealer to quote:

- *Hardware (in-store server, switch and iLCU)
- *Software (in-store server O/S, BOS, POS and iLCU)
- *Installation and Professional Services
 - >site survey
 - >in-store server load and configuration
 - >hardware installation (server and iLCUs)
 - >POS software installation
- *System testing
- *Store Training
- *Software Maintenance
 - In-store server (BOS)
 - ILCUs
 - POS
- *Hardware Maintenance
 - In-store server
 - In-store hubs, switches
 - iLCUs
- *Technical help desk support

TASK MATRIX

Task	Dealer	SuperValu	Store Responsibility
HARDWARE and SOFTWARE			
Server (including O/S software)	X		
Linksys or other Switch Hardware	X		
Per Lane Hardware (iLCU)	X		
Per Lane iLCU Software	X		
POS Adapter License	X		
INSTALLATION & IMPLEMENTATION			
Project Management	X	X	
Integration	X		
Configuration (POS Lanes)	X		
BOS Loading	X		
Testing	X	X	
Site Survey	X	X	
Hardware Installation (iLCUs)	X		
In-Store Server	X		
Software Installation (Loading & Staging in-store server and iLCUs)	X		
POS Software Installation/Upgrade	X		
Training (train the trainer)	X	X* (REPORTS)	
EtherNet Cabling			X (if necessary)
Electrical (if necessary)			X (if necessary)
MAINTENANCE			
BOS Software Support & Maintenance	X		
iLCU Maintenance - Hardware	X		
iLCU Software Support	X		
POS Adapter Maintenance	X		
Technical Support	X		
Modelset Maintenance/Updates		X	
Weekly Reports		X	
System Monitoring -Help Desk	X		