

SECTION:	Software Services and Support		
POLICY #:	ESS 10	PAGE:	1 of 9
SUBJECT:	RBO Support Policies		
DATE:	5/05	SUPERSEDES:	3/05

TITLE: ESS10, RBO Support Policies

POLICY: StoreNext provides support options for Dealers selling the RBO Product via the RBO Support group in Dayton. Further details are provided in the RBO Client Support Guide, available on the StoreNext Dealer Support Web site or from RBO Support.

SCOPE: All StoreNext Dealers, StoreNext Field Personnel, StoreNext Technical Personnel, and Commercial accounts

PROCEDURES:

1. End User Support Coverage – 7 x 24 - 365 days a year (emergency related calls on 12/25)
  - All RBO users must purchase support for the first year of operation.
  - Support is payable in advance as part of the software purchase.
  - Six weeks prior to the end of the first year, the dealer is provided with a renewal invoice.
  - Upon completion of the first year, if subsequent support renewals are not purchased, all support goes on a time-and-materials basis. At this writing, time-and-materials charges are \$150 per hour (minimum 1 hour), for standard business hours (Monday – Fri 6:00am – 8:00pm EST). Further details and off-hours charges are available in the Client Support Guide.
  - Note: Current time and materials rates are subject to change without prior notice.

2. RBO Dealer Support Overview

The plan consists of two types of support. Both levels may not be available to all Dealers. RBO Support will determine which types of support the Dealer is qualified to receive. Both types require the Dealer to attend and successfully complete the RBO Support Dealer training course.

Below is a description of the guidelines for each Type:



SECTION:	Software Services and Support
POLICY #:	ESS 10 PAGE: 2 of 9
SUBJECT:	RBO Support Policies
DATE:	5/05 SUPERSEDES: 3/05

### **Type I Support**

The Dealer providing Type I Support receives a 5% discount on support agreements for the RBO product. To provide Type I Support, the Dealer must meet the following requirements:

- a. Dealer technician must attend and successfully complete the Dealer training course.
- b. Dealer may provide customer training. If the Dealer decides not to perform training, RBO Support will be available for on-site training with the help of the Dealer. RBO Support will provide installation services. RBO Support will invoice Dealer directly for on-site installation and training fees.
- c. RBO Support will provide on-going application support of the product. Customers will call RBO Support for all support issues. If RBO Support determines it to be a hardware problem then we will notify the Dealer and may require the Dealer's assistance.
- d. On Type I support, invoicing and collection activities are carried out by the Dealer with the end user.
- e. This level is intended for Dealers who do not wish to maintain a Help Desk or the customer has requested to have RBO Support provide direct support of the product.

### **Type II Support**

The Dealer providing Type II Support receives a 40% discount on support agreements for the RBO product. To provide Type II Support, the Dealer must meet or exceed two sets of requirements. The first set of requirements applies to each RBO-certified technician who will be providing Type II support. The second set of requirements applies to the Dealer company and is unrelated to the certified individual. These requirements are as follows:

- a. Type II Support Requirements for the Certified Technician
  - a. All certifications are per individual, not dealership.
  - b. Technician must attend and pass the Dealer Training course and test.
  - c. RBO Support will periodically distribute new training courses and updates as required. This training will be provided in either traditional



SECTION:	Software Services and Support
POLICY #:	ESS 10 PAGE: 3 of 9
SUBJECT:	RBO Support Policies
DATE:	5/05 SUPERSEDES: 3/05

written format, electronic format or web-based format. The certified technician will complete any new training and/or testing distributed by RBO Support within 30 days of distribution.

b. Type II Support Requirements for the Dealer Company

- The Dealer provides software installation and training
- Dealer performs installation of all RBO software for which the Dealer is providing Type II support. The software installation will be performed according to current RBO Support guidelines and may include the installation of non-StoreNext software such as, but not limited to operating systems, support utilities, etc. Dealer will field-test software after installation to verify that all purchased modules are functioning properly.
- Dealer will provide end-user training on all modules for which the Dealer is providing Type II support. This training will be provided to any customer personnel pertinent to the proper usage of the software installed.
- If Dealer decides not to perform training and installation, RBO Support will be available for on-site training and installation with the help of the Dealer. RBO Support will invoice Dealer directly for on-site installation and training fees.
- Dealer provides full 7x24 Help Desk support for RBO as follows:
  1. Dealer must receive all support calls from the customer and troubleshoot the problem. The Dealer is responsible for managing the call to its resolution.
  2. The Dealer must have the ability to support the customer via modem if necessary.
  3. The Dealer must contact RBO Support directly if assistance is required to resolve a customer call. If the customer calls RBO Support directly they will be referred to the Dealer for support.
  4. If necessary, RBO Support will assist Dealer in diagnosing and solving problems, but the Dealer will still be expected to manage the call. Only under limited circumstances, agreed upon by the Dealer and RBO



SECTION:	Software Services and Support
POLICY #:	ESS 10 PAGE: 4 of 9
SUBJECT:	RBO Support Policies
DATE:	5/05 SUPERSEDES: 3/05

Support, will RBO Support take over the management of the customer call.

5. If the Dealer is unwilling or unable to take a support call from their customer and RBO Support is requested by the Dealer to assume management of said call, the Dealer will be charged at the current time-and-materials rate.
  6. If a customer calls RBO Support directly and refuses to contact the Dealer then the customer will have to agree to the support fees before direct support is provided.
- Dealer must maintain a minimum of two RBO-certified technicians on staff at all times.
    1. In the event that one or both of the certified technicians are no longer employed with the Dealer, the Dealer has 60 days to begin the replacement process for the lost technician. Specific steps for replacing the lost technician are outlined in the Examples section of this document.
    2. StoreNext/RBO Support will maintain a list of certified technicians for each Dealer.
    3. These certified technicians will be the only contacts with whom RBO Support will interface to help resolve customer issues.

NOTE: The Dealer may elect to internally train other technicians to help with support issues. These non-certified technicians must report to the certified technicians within the Dealer's company and should not be permitted to escalate support issues to StoreNext. Support calls will not be accepted from any technicians who have not been certified by RBO Support.

- The Dealer is responsible for informing RBO Support of any changes in the employment status of certified technicians.
- The Dealer will designate one person (certified or not) to be the primary technical interface for RBO Support. This person will serve as the primary contact for all shipments of software, training updates, support information, etc. and will serve as the general management contact for RBO Support regarding any support or technical issues.



SECTION:	Software Services and Support
POLICY #:	ESS 10 PAGE: 5 of 9
SUBJECT:	RBO Support Policies
DATE:	5/05 SUPERSEDES: 3/05

- RBO Support will send patches and/or fixes to the Dealer to distribute to the customer.
- Dealers must attempt to maintain most current releases of software at the customer site following the software patch structure that RBO Support has determined.
- Dealer must maintain a working lab system with current versions of application software and current versions of training/demonstration software provided by RBO Support.
- On Type II support billing, invoicing and collections activities are carried out by the Dealer and the end user.

### **Software Updates and Upgrades**

- If the user has a current Support Agreement, they may change to new maintenance or update releases upon request at no charge. Upgrade releases are chargeable at the current published rates.
- If the user does not have a current Support Agreement, they may update to new maintenance releases upon request at the current published rates. Upgrades are also chargeable at the current published rates.
- Terms
  1. Maintenance Release: A maintenance release generally signifies a bug fix release only. A product release indicated by a change in the release number that is two places to the right of the second decimal, such as release 5.4.0 to release 5.4.2, denotes a maintenance release.
  2. Update Release: An Update Release generally includes existing changes and bug fixes from the preceding release and may include additional capabilities at StoreNext's or Retalix' sole option. A product release indicated by a change in the release number that is immediately to the right of the first decimal, such as 5.3.9 to release 5.4.1, denotes an Update release.
  3. Major Release: A major release signifies major functional additions or improvements and perhaps database changes, and includes existing feature and bug fixes from the preceding release. A product release indicated by a change in the release number to the left of the first



decimal point, such as release 1.6 to release 3.0 denotes a major release. A major release is classified as an upgrade.

- For clients with Software Maintenance Agreements:
  1. Update: The movement, at no additional charge, from a prior release of software to a newer release of the same product software on the same platform.
  2. Upgrade: The movement, for an additional charge, from a prior software release of a product to a newer release of the same product software on the same platform. An upgrade generally signifies major functional additions or improvements.
- For clients that do not have a Software Maintenance Agreement:
  1. All Updates and Upgrades are chargeable at the current published rates.
  2. For pricing, please contact RBO Dayton Support for the current schedule of charges.
- Software License Transfers:
  1. The standard net price for License Transfers is \$350.
  2. The transfer fee does not include support. Support is not transferable.
  3. Support is mandatory for first year on software license transfers. If customer needs only an update to get to the current release, then they will be charged the transfer fee and 1<sup>st</sup> year support. If the customer wishes to upgrade they will be charged the transfer fee, 1<sup>st</sup> year support, and the upgrade fee associated with that product.

#### 4. Notes

- a. If a Dealer is currently receiving the Type II Discounts on support agreements, and the Dealer is unable or unwilling to continue meeting the Type II Support Requirements set forth in this document; the Dealer is subject to a mandatory reduction by RBO Support to Type I support. In this case, the Dealer will remit the Type II support fees for the remaining portion of the year for each current Type II Support agreement to RBO Support and RBO Support will take over Type II support for those customers. If the Dealer regains their Type II status, they will be given the option to renew their



customers at Type II support upon the next annual renewal date for each individual customer.

- b. If a Dealer wishes to certify from Type I to a Type II level they must meet the requirements set forth and be approved and certified by RBO Support.
- c. StoreNext/ RBO Support reserves the right to randomly survey any Dealer's customers to determine if the Dealer is providing the standards of service set forth in this agreement.
- d. Provided the Dealer is currently compliant for said level, renewals will be invoiced to the Dealer at the current Type I or Type II discount rates.
- e. If Dealer is qualified for Type II and elects Type I for a customer the first year, then they must renew at the Type I status for 2 more years before moving to the Type II discount.
- f. Dealer must specify on the order the support level chosen.
- g. Dealer will be responsible for informing the customer of the support plan chosen.
- h. StoreNext/ RBO Support reserves the right to modify the certification requirements at any time in order to improve our service to our customers and Dealers. Upon any change in the certification requirements, each certified Dealer will receive written notice of the change. The certified associates will then have a period of 6 months to conform to the modification.

## 5. Schedule of Fees

- a. The following schedule of fees includes any potential fees the Dealer may be charged in association with this support plan and are subject to change.
- b. On-site dealer training: \$1,250 per day plus expenses. This fee is charged for on-site training of Dealer personnel by StoreNext/ RBO Support.

## 6. Examples

This section provides examples of how the Dealer certification process is handled in various situations.

- a. New StoreNext Dealer (Type II)
  - ii. Dealer obtains lab software system.
  - iii. Dealer sends two technicians to Dealer Training Course(s) for the products the Dealer intends to sell and support.



- iv. Technicians' complete courses, computer-based training (CBT) programs, and passes all associated tests.
  - v. Dealer establishes help desk meeting StoreNext/RBO Support requirements.
  - vi. Dealer installs first store utilizing both trained technicians so they may gain installation experience. Assuming Dealer passes installation, Dealer may begin providing Type II support and receiving Type II discount on support fees for future sales.
- b. Fully-Certified Type II Dealer Loses Certified Technician(s)
- i. Upon termination of technician's employment, Dealer notifies RBO Support per agreement of participation in this plan.
  - ii. The Dealer has 60 days to identify a replacement technician(s) and begin said technician(s) in the certification process by attending their first certification training class.
  - iii. If the Dealer lost one of multiple technicians and still retains a balance of certified technicians, the Dealer may continue to provide Type II support during the 60-day period used to replace the missing technician.
  - iv. If the Dealer lost all of their certified technicians, the Dealer will be required to immediately drop to Type I. In this case, the new technicians the Dealer identifies as replacements will be required to begin the entire certification process again as if it were a new StoreNext RBO Dealer.



SECTION:	Software Services and Support		
POLICY #:	ESS 10	PAGE:	9 of 9
SUBJECT:	RBO Support Policies		
DATE:	5/05	SUPERSEDES:	3/05

## 7. Acknowledgement

I acknowledge that I have received a copy of the StoreNext RBO Dealer Support Plan on the date indicated below. In addition, I understand that this plan states StoreNext RBO Support policies and procedures in effect on the date of the publication. I understand that nothing contained in this plan may be construed as creating a binding contract with StoreNext. I also understand that these policies and procedures are continually evaluated and may be amended, modified, or terminated at any time.

---

Dealer

---

Date

