

SECTION:	Software Services and Support
POLICY #:	ESS 14 PAGE: 1 of 5
SUBJECT:	Summit Support
DATE:	2/09 SUPERSEDES: None

TITLE: ESS14, Summit Support

POLICY: StoreNext provides Summit to dealers who wish to have an enhanced support mechanism that provides answers and information for Level 1 and Level 2 questions and advice.

SCOPE: All StoreNext dealer partners

PROCEDURES:

1. Document objective: Provide detailed information for the Summit support plan.
1. Dealers with Summit can:
  - a. Call StoreNext 800 support for ISS45, ScanMaster, PocketOffice and the U-Scan POS interface with Level 1/Level 2 questions and issues
  - b. Call StoreNext 800 support even if they are not certified or trained
2. StoreNext will:
  - a. Answer questions on the phone
  - b. Help dealers find published documentation
  - c. Provide links to information, software, manuals and documents
  - d. E-mail manuals, documentation, drivers etc. upon request
  - e. Assist dealers by collecting data via remote operation where possible
3. Summit support covers these applications:
  - a. ScanMaster, including all interfaces and options
  - b. ISS45, including all interfaces and options
  - c. PocketOffice
  - d. U-Scan ScanMaster or ISS45 interface software
4. Summit support does not include enhanced services for:
  - a. RBO
  - b. Retailix Store
  - c. Pricer ESL
  - d. U-Scan application software
  - e. WinEPS
5. Summit support will take Level 1/Level 2 support calls during business hours



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- a. StoreNext will continue to provide off-business hours support for critical incidents only
- b. "Abuse" calls are not covered by the Summit support plan
- 6. Summit support will provide support, information and answers over typical call durations
  - a. Summit support does not include walking personnel through installations or long processes
  - b. Summit support does not include reproducing incidents
- 7. Summit support is provided to dealers only
  - a. Summit support does not include any help desk or other services directly to end users
  - b. Summit support does not include on-site visits
  - c. Summit support does not include implementing changes or fixes at the customer site
- 8. Summit Support Pricing
  - a. Summit support is available for the price of 15% of the dealer's combined SMS charges for ISS45, ScanMaster, PocketOffice and the U-Scan POS interface. (This works out to about \$7.65 per quarter per store at current SMS rates.)
  - b. Summit is provided per entire dealership – not per dealer office or sub-locations.
  - c. Summit pricing will not include any services or charges for RBO, Retailix Store, Pricer ESL, U-Scan application software or WinEPS
  - d. No time-and-materials programs are anticipated as Summit alternatives
  - e. Summit is offered on a quarter-by-quarter basis. Dealers may opt-in or opt-out for any quarter prior to that quarter beginning. Once a quarter has begun, the dealer will be on Summit for the full quarter and invoiced accordingly. Dealers may join Summit in mid-quarter, but the full quarter's price will be invoiced.
  - f. For Q1 2009 only: Summit for the second half of Q1 will be charged at 7½% of the Q1 SMS
- 9. Summit Support alternatives; dealers who have not opted-in for Summit but need to handle Level 1/Level 2 issues and/or have untrained personnel should consider:
  - a. Talking to other personnel in the dealer's office who might know the answer
  - b. Having a trained/certified person from the office call the 800 number
  - c. Sending personnel to StoreNext training courses to get certified
  - d. Getting answer from other dealers on the Dealer List Server
  - e. Signing up for the Summit support package
- 10. Certified Personnel



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- a. StoreNext has assembled a dealer-by-dealer, application-by-application list of certified personnel who have completed training in the applications
- b. This list is being forwarded to the Dealer Owners
- c. Dealers are welcome to discuss modifications of the list with StoreNext. Please e-mail Cheryl Schroder with all questions
- d. StoreNext reserves the right to disqualify personnel from the Certified list based upon exhibited capability. Such personnel can be added to the list as appropriate, agreed by the dealer and StoreNext.

#### 11. Dealer Options

- a. Dealers may opt-in by e-mailing Cheryl Schroder ([CSchroder@StoreNext.com](mailto:CSchroder@StoreNext.com))
- b. Dealers wishing to opt-out do not need to do anything
- c. Dealers who must opt-in due to current lack of certified personnel will be contacted and advised by StoreNext.

#### 12. Summit Questions and Answers

- a. Is this a change in policy or is this a new program?
  - i. This is a new program to allow untrained personnel to call StoreNext's 800 support or make "convenience" Level 1 and Level 2 calls, neither of which is available in StoreNext's standard SMS plan.
- b. What does "Level 1 or Level 2 call" mean?
  - i. Level 1 and Level 2 calls and questions are straightforward support issues that could be handled by personnel that have been to training and with some experience. Level 1 and Level 2 support capability is required to be supplied by the dealer, while Level 3 and Level 4 is provided by StoreNext as per the StoreNext Dealer Agreement.
- c. Level 1 support is usually about taking calls from end-users and helping the customer directly from a help desk. Is that what StoreNext will be doing?
  - i. No, StoreNext is not taking over Level 1 support from the dealer. Instead, we are enabling the dealer to ask Level 1 and Level 2 type questions over the 800 line. StoreNext will continue to work only with dealers only under the Summit program - no end-user services are provided.
- d. Level 2 support includes problem reproduction, going to the store to collect data if necessary, and implementing fixes in the store. Is StoreNext going to do these things?
  - i. Summit support includes Level 2 tasks such as problem assessment and diagnosis, but does not include on-site visits, installing fixes or problem reproduction beyond that which is provided with standard SMS.
- e. Why not just give dealers Level 1 and Level 2 support without this special program and extra charges?



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- i. StoreNext's SMS, staffing and pricing is built around providing Level 3 and Level 4 support only. Additional funding is needed for StoreNext to handle Level 1 and Level 2 questions and untrained dealer personnel over the 800 line. This option is now available.
- f. Why aren't all applications included?
  - i. Applications where support is provided by StoreNext are included. Several other applications are supported according to end-user support agreements (such as RBO and Retailix Store) or by other companies (such as MTXEPS, Fujitsu or Pricer) and these applications are not included.
- g. So when the price is calculated, the price for these excluded applications isn't included?
  - i. That's correct. Only the ISS45, ScanMaster, PocketOffice and U-Scan interface SMS is available for Summit and included in the 15% Summit fee.
- h. This is going to put some emphasis on training, isn't it?
  - i. Probably so. StoreNext plans to respond by providing as many classes as reasonably necessary to handle education demands from dealers who want to be more self-sufficient.
- i. You say "U-Scan interface." Is there something else with U-Scan?
  - i. Yes, there are actually two separate SMS areas for U-Scan, one for the POS interface to ISS45 or ScanMaster (which is supported by StoreNext) and the other is the U-Scan application software that is provided and supported directly by Fujitsu. Only the StoreNext-supported POS interface can be included in the Summit program.
- j. What if I just want Summit for one application, like ScanMaster? Can I get that?
  - i. Summit is all-in-one for the four included applications.
- k. Why can't I just get Summit only for my ScanMaster stores for example?
  - i. StoreNext cannot afford to provide Level 1 and Level 2 support to a dealer with just a handful of stores on that one application and no trained personnel – at a price of only 15% of the SMS for those few stores. However, with the all-in-one plan, that dealer will get the high-priority Level 1/Level 2 for those stores, and also enjoy Summit-level support across their large base of other stores and applications too.
- l. What's this about some dealers being required to opt-in?
  - i. Some dealers are marketing applications but have never received the required training to have certified personnel for those apps. Since only Summit allows uncertified personnel to call the 800 line, these dealers need to be on Summit until they can address the training requirements.
- m. Will StoreNext contact me with my list of trained personnel?
  - i. Yes.



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- n. What if I disagree with the list of certified personnel that StoreNext has?
  - i. StoreNext will certainly be happy to discuss your situation and make the appropriate adjustments.
- o. Why does Summit cost a percentage and not just a flat fee?
  - i. Larger installed bases generate more questions, issues and calls. Also, the price that a flat fee would require would be prohibitive to small dealers, but such a bargain for a few large dealers that it would result in StoreNext being buried in Level 1/Level 2 calls with insufficient revenue to cover the increased activity.
- p. What if I don't sell one or more of the applications covered by Summit. Will I be at a cost disadvantage?
  - i. You'll be fine since you won't have an installed base of those applications to be invoiced the 15% against.
- q. When does the program go into effect?
  - i. Dealers can opt-in immediately for the remainder of Q1 for the 7½% adder to the Q1 SMS.
- r. What if I decide to opt-in later?
  - i. That's fine. Subsequent quarters will be priced at 15% of that quarter's SMS. Dealers can opt-in or opt-out any time before the beginning of a quarter.
- s. Why the beginning and not the end of a quarter?
  - i. Because SMS is always billed in arrears. So, for example, dealers are invoiced in June for Q2 SMS, which covers April-May-June. So we need to know before April 1 whether or not the dealer will want Summit for that quarter.
- t. Will StoreNext pro-rate charges if I want to start, say, May 1?
  - i. If you don't know how much benefit you might receive, we advise you try the second half of Q1 for the 7½% as a "trial period" and then decide before April 1 whether or not you want to stay in. There are no plans to make this any more complicated by pro-rating quarters after that.

