

SECTION:	Software Services and Support		
POLICY #:	ESS 2	PAGE:	1 of 2
SUBJECT:	Technical Bulletins		
DATE:	2/05	SUPERSEDES:	6/88

TITLE: ESS2, Technical Bulletins

POLICY: Retalix will publish Technical Bulletins via the Retalix support Web site, hard copy, network or email to provide authorized service organizations with technical product information which will aid the service representative in supporting Retalix products in the field. These bulletins may also include Field Change Orders (FCOs); these are field-installed retrofit or upgrade orders to correct reliability or safety problems.

SCOPE: All Retalix dealers

PROCEDURES:

1. Technical Bulletins are written as needed and distributed electronically via Retalix's support Web site and/or electronic mail. Paper distribution of Technical Bulletins was discontinued as of September 1988, and ACCESS distribution was discontinued as of 1994, while QualityTrak has also been replaced by these electronic means.
2. Technical Bulletins may be published for any Retalix product and will available for download from the Retalix support Web site. Technical bulletins typically fall into one of four categories as follows:
  - a. Product Bulletin - new Product Support Planning Guides product information such as sparing, training, and documentation availability.
  - b. Hardware Bulletin - Informs hardware support personnel of diagnostic, repair/replacement, and installation techniques and other technical product information.
  - c. Support Bulletin - Provides field personnel with programming hints, explanations of and workarounds for software or communications problems. It also provides clarification of product operations and procedures as needed.



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- d. Field Change Order (FCO) - Describes field-installed engineering change orders, retrofits, or upgrades to correct reliability of safety problems.
3. Technical Bulletins are company private information and must be treated as confidential by both Retalix and dealer personnel.

