



# ***Client Services Guide***

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## *Retalix USA Client Services*

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## ***Support Services***

*Retalix* Support Analysts possess a sound base of knowledge and acquired expertise in resolving software and hardware issues. The various support options available enable clients to choose the appropriate level of service. If you like, we can assist in selecting the options that match your particular business needs and budget.

Purchase of the ***Standard*** support option is the minimum required for the first year for all clients with installations of newly purchased *Retalix* software products. Additional options may also be purchased.

The support agreement begins the day following the ship date from *Retalix*. For renewal purposes, the annual renewal date will be the first day of the next month following the ship date of the original system. At the end of the first year your support agreement will be renewed for successive annual periods subject to payment of the invoice sent 45 days before the expiration of your current agreement. All options must be purchased for a period of one year. Requests for billing periods other than one year will be subject to an additional administration fee.

Support Agreements cover software and hardware support calls on products purchased from *Retalix*. The annual support agreements **do not** cover third party software purchased elsewhere; user-written applications, network applications, or user-created shell functions; installation of PC peripherals; and POS system programming, installation or setup. The software or hardware vendor must provide support for these. If there is a request for *Retalix* assistance in these areas, the assistance provided will be subject to the standard time and materials rate, billed in one-hour increments, with a minimum charge of one hour.

## **Standard Support**

- Expert responses to all inquiries answered by trained *Retalix* Support Analysts.
- Toll-free number 800-533-2277 that can be used to make all support calls to *Retalix*.
- Support staff coverage Monday through Friday, 6 a.m. to 8 p.m. EST/EDT, excluding holidays.
- A Client Support telephone operator available to receive the incoming support call (6 a.m. to 8 p.m. EST); create/update a client incident log entry; verify client information and support coverage in effect; identify the type of problem reported; and assign an incident number.
- Support call response time guideline - within 2 working hours. *Note - If a specific support analyst is requested, the 2-hour response does not apply.*
- Activity summary reports available upon request to keep you up to date with all current technical activity for your account.
- Applies to all software and hardware (including FM) products purchased from *Retalix*, including all third party software that *Retalix* sells. Third party applications sold by *Retalix* will be supported as they relate to our applications. Any client support requests for third party software not relating to *Retalix* applications will be referred to the third party vendor directly.

## **Standard Plus**

- Support staff coverage Sunday through Saturday (7 days), 6 a.m. to 8 p.m., EST/EDT, excluding holidays.
- All other features listed under ***Standard*** option apply to ***Standard Plus***.

## **Premium (7 Days X 24 Hours)**

- Support staff coverage 24 hours, 7 days a week, including holidays.  
*Note - There will be no coverage from 5:00 p.m., 12/24 until 6:00 a.m. 12/26.*
- All other features listed under **Standard** option apply to **Premium (7 x 24)**.

### **Time and Materials**

This support option is for clients who choose not to purchase **Standard** support. **Time and Materials** is priced per hour with a minimum charge of one hour, providing:

- Support staff coverage Monday through Friday, 6 a.m. to 8 p.m. EST/EDT, excluding holidays.
- Support call response time guideline - within 4 working hours.
- Maintenance and Enhancement releases available upon request chargeable at the current published rates.
- All other features of **Standard** support apply to **Time and Materials**.

### **Time & Materials, Extended Hours**

**Time and Materials, Extended Hours** is priced per hour, depending on support agreement in effect with a minimum of one hour, providing:

- Support staff coverage Monday through Friday, 8:00 p.m. to 6:00 a.m. EST/EDT, and 24 hours on Saturday and Sunday, including holidays.  
*Note - There will be no coverage from 5:00 p.m., 12/24 until 6:00 a.m. 12/26.*
- Support call response time guideline for clients with **Standard** or **Standard Plus** support agreements - within 2 working hours
- Support call response time guideline for clients without **Standard** or **Standard Plus** support agreements - within 4 working hours.

- All other features listed under **Time and Materials** support apply to **Time and Materials, Extended Hours**.

### **Retalix ASSIST (Help Desk) Program**

For clients and resellers who wish to provide their own support services, *Retalix* offers a program, **Retalix ASSIST**, that assists your help desk with a variety of support services, empowering you to support all *Retalix* software products throughout your chain or organization. **Retalix ASSIST** may apply to **Standard, Standard Plus or Premium (7 x 24)** support options. In addition to the features listed under each support option the **Retalix ASSIST** program provides the following:

- Discounted **Standard, Standard Plus** and **Premium** support pricing. (Host (CIX, FRENDS, and UNISON) and Central EPS applications excluded)
- *Retalix* Support staff will assist your help desk in diagnosing and solving problems.
- Provide your help desk staff with training at our Dayton location by the *Retalix* Support staff at no charge, excluding travel expenses. Training is also available at your corporate location chargeable at the current published rates.
- Provide your help desk personnel with the latest updates on support techniques and other technical information.

Requirements to be certified for **Retalix ASSIST** program:

- Must have 6 or more locations/sites, excluding designated support lab.
- Designated lab at corporate that replicates all hardware and software, including POS that can be used to troubleshoot problems and test configurations.

*Note - Lab is not subject to software support fees.*

- All stores must have current release of *Retalix* application. Maintenance and Enhancement releases will be available upon request.
- Trained personnel who possess an understanding of Operating Systems, computer hardware, printers, modems, cables, *Retalix* FM hardware, and purchased *Retalix* software.
- Ability to receive all support calls from the stores and troubleshoot the problems through the use of a modem/network.
- Test all *Retalix* products within your own help desk lab before installing at store location. This includes new software releases and software patches.
- One week of Help Desk training the first year of an approved contract by *Retalix* Client Support at our Dayton, Ohio office at no charge, excluding travel expenses. Help Desk training may be done at the client's site chargeable at the current rates, including expenses.
- Designated contacts calling *Retalix* Client Support for assistance. If we are required to contact the store directly without involvement of the Help Desk personnel to resolve an issue, then support time will be charged at the current ***Time and Materials*** rate.
- Maintain a library of patches for every POS, software release and OS installed within your company.
- Help Desk must be certified for each support option for discounts to apply.

## ***Repair/Rental Services***

### **Retalix Depot Maintenance Plan**

The *Retalix* Hardware Depot Maintenance program provides *Retalix* clients with extended protection against equipment failure during normal use. Annual Depot Maintenance agreements cover labor and materials for adjustments, repairs and replacements of most parts when necessary.

The Depot Maintenance program provides *Retalix* clients with the following advantages:

- **Administrative Cost Reduction**
- **Easier Budget Planning**
- **Highest Support Priority**

### **Product Warranties and Scope of Coverage**

*Retalix* warrants products to be free from defects in material and workmanship for a period of ninety (90) days after the original date of purchase. During this period, *Retalix* will replace products, should they fail, with a new or like new product at no charge. The product that is replaced becomes the property of *Retalix*. All shipping charges are the responsibility of the shipper. A qualified *Retalix* representative must authorize replacement of a product under warranty. This limited warranty **does not** cover losses or damages that occur as a result of:

- Improper installation or maintenance
- Misuse
- Neglect
- Adjustment
- Modification, or installation of options or parts by anyone not authorized by *Retalix*.
- Improper environment
- Excessive or inadequate heating or air conditioning or electrical power failures, surges, or other irregularities (such as lightning strikes).

This limited warranty does not cover any of the product's software or hardware that you or any third party has modified or altered; you bear the sole responsibility and liability for any such modification or alteration. This limited warranty **does not** extend to consumable items, including but not limited to ribbons, fuses, batteries, leather cases, toner, paper, etc.

### **Product Status Definitions**

*(Please refer to Depot Maintenance Agreement for additional information)*

- **WARRANTY** A hardware item is considered under "warranty" if it is a newly purchased item and has been installed at the client location less than a previously determined amount of time. The warranty period begins on the ship date from *Retalix*.
- **MAINTENANCE** A hardware item is considered under "maintenance" if the warranty period has expired and a contract has been agreed upon by the client to provide for repair or replacement of the item upon failure. The contract would have a fee associated with it, payable to *Retalix*.
- **TIME AND MATERIALS** A hardware item is considered on "Time and Materials" if the item is not under warranty and no maintenance contract has been agreed to by the client.
- **GUARANTEE** This is the 30-day period of time after completion of a repair. When a repair is completed and, during the "guarantee" period, the same failure occurs again, that repair labor will be done at no additional cost to the client. If the failure is not associated with the previous repair, then it will not be covered under the guarantee.

### Types of Actions

#### - With Warranty -

- **WARRANTY REPLACE** When an item fails within the warranty period, the item will be replaced with a new or like new item at no charge (excluding shipping) to the client.  
**WARRANTY REPAIR** When an item fails and is not eligible to be replaced, *Retalix* will repair that item at no charge to the client.
- **REPAIR RENTAL** When an item is eligible for repair under a depot process, a "repair rental" may be available to the client during that repair time.

#### - Out of Warranty -

- **REPAIR** When an item fails after the warranty expires, and is not eligible for exchange, that item will be repaired either under maintenance or time and materials.
- **EXCHANGE** When an item fails and is eligible for exchange, *Retalix* will replace the failed item with a like new one. If the failed item is not under maintenance, a fee will be charged for the exchange. The item that was exchanged must be returned to *Retalix*, so there are no additional charges.
- **REPAIR RENTAL** When an item is eligible for repair under a depot process, a "repair rental" may be available to the client during that repair time.

*Retalix* Depot Maintenance Agreements must be signed for a period of one year.

Time and Materials hardware depot repair is available at the current hourly rate, with a minimum charge of one hour per incident.

### Equipment Repair Services

*Retalix* employs a full-time staff of repair technicians. Hourly repair rates are available for clients that do not elect to take Depot Maintenance coverage. Depot Maintenance covers all repairs and labor hours, however; **Depot Maintenance does not** cover batteries, antennas, smart chargers, carrying cases, non-FM cables, disks, straps, power cords, parameter tapes, abused or damaged equipment.

Clients should be aware of the following situations:

- **Batteries:** All batteries (except lithium batteries) replaced & ordered are charged to the client regardless of Maintenance coverage.
- **Shipping: With Maintenance:** Client pays shipping to *Retalix*, *Retalix* pays shipping to Client. **Without Maintenance:** Client pays shipping to

*Retalix*, *Retalix* will bill client for shipment back. To ensure that you experience the shortest possible interruption to service, *Retalix* uses Federal Express, DHL and UPS “next day” service if the repair request is received by 3:30pm EST. The client must indicate the desired time for return delivery due to the delivery time variations of each courier. If desired, clients can request an alternate shipping method.

- **Cables:** Additional cables are chargeable; replacement cables are not if under maintenance. In order to qualify for replacement, original cables must be shipped to *Retalix*.  
**Note** - As an added service, *Retalix* can also custom manufacture cables to meet client specifications.

## ***Installation and Dropship***

### **Installation Services**

Every software and hardware product shipped from *Retalix* contains documentation on proper installation procedures. If, after reading the documentation, you have any installation questions, please call *Retalix* Client Support for assistance. You will receive priority response if you are within your 60-day warranty period. *Retalix* also offers on-site installation services or complete setup of your system through the Dropship program at *Retalix*.

### **Retalix Dropship Program**

The Dropship department prepares all computer hardware; installs all necessary software; and tests all system components prior to the shipment of a system to the client site.

The *Retalix* Dropship department will perform the following system readiness tasks:

- Assemble (if necessary) and integrate any hardware (hard drives, tape drive, controller cards, memory, etc.).
- Test all hardware for compatibility, conflicts and stability.
- Integrate the Operating System.
- Tailor the system to *Retalix* requirements or specific client requests.
- Integrate *Retalix* software applications.
- Add user peripherals (e.g., DSD printers, DEX ports, label printers, POS line communications).
- If needed, communicate with hardware/software manufacturers to resolve any technical problems.
- Test the software and hardware in a simulated client environment (including the testing of links).
- Add system users and log in as those users to ensure acceptance.
- Document all links, hardware specifics, and software and hardware settings.
- Provide a graphical representation of the setup in the client's installation guide.

Please contact your *Retalix* Account Manager or Client Services for our current rates.

## ***Labels and Shelf Tags from Retalix***

As an added client service, *Retalix* can provide standard or custom label and shelf tag stock. These high quality paper stocks are designed to enable you to get the most out of ALPS thermal and laser printing applications as well as the Insignia Stylus application. If your label and tag requirements differ from what we can offer in our standard stock, we'll work closely with you and our supplier to meet your specific label and/or shelf tag requirements.

### **Thermal Labels and Tags**

*Retalix* Direct Thermal Printers are designed to provide you with years of quality print output. To ensure printer/paper compatibility and high-resolution output, we can provide you with thermal label and shelf tag stock designed to work with *Retalix* thermal printers. Thermal labels are available in rolls. The order minimum is 5,000 labels (usually one roll).

### **Laser Labels and Tags**

For *Retalix* ALPS (Advanced Label Printing System) or Insignia Stylus users, we can provide high quality laser paper stock for labels and shelf tags. Our laser stock is designed for use with most standard Laser printers (*Retalix* ALPS requires a PostScript Laser printer).

To find out more about available label and tag stock from *Retalix*, contact our Order Entry Department at 800-533-2277.

## **Education Services**

### **Client Education Courses**

*Retalix* is committed to understanding and serving the needs of today's retailer. In addition to a dedicated support staff, *Retalix* also offers quality-training services through the *Retalix* Client Education program. Proper training is essential to user productivity and effective store operations. You can accelerate the learning process and increase your productivity by enrolling in *Retalix* training classes. *Retalix* offers training in a relaxed atmosphere that is conducive to learning. User education is an ongoing process and *Retalix* is here to make sure you are trained to meet today's retail challenges. Training is offered at our *Retalix* office in Dayton. Please register at least three to four weeks in advance.

### **Retalix Training Schedules & Registration**

Specifications and rates are subject to change.

If you would like more information about training classes or services, or if you would like to register for a class, please contact Education Services at (800) 533-2277.

### **On-Site Training**

In addition to the regularly scheduled classes at *Retalix* in Dayton, Ohio, we offer on-site training at the client's request. This training is tailored to your needs, and available at the current daily rate plus expenses.

In some situations, it may be more cost-effective to have on-site training. In either case, training is only a phone call away. On-site classes should be arranged far in advance to allow for the scheduling of an instructor and necessary equipment.

## **Consulting Services**

### **Planning and Consultation**

Through *Retalix's* Consulting Services program, clients can take advantage of *Retalix's* vast retail experience and technical knowledge base. *Retalix's* staff of consulting professionals has decades of "real world" retail and information systems experience.

They understand retail operations from the point-of-sale; to in-store applications; to store-level product management at headquarters, including: buying, receiving, security, merchandising, operations, category management, pricing and promotion planning.

### **Networking Services and Business Analysis**

*Retalix* consultants add value and guidance to any project, regardless of size and scope—from planning and design of

your in-store or host system—to implementation and review of store and office procedures. Our experienced staff will work with you to tailor systems and solutions to meet your specific operational requirements.

Whether it's application programming, custom report generation, network configuration, site preparation, communications scheduling or an interface to accounting; *Retalix* has the seasoned professionals to help you achieve your business goals.

### ***Project Management Services***

#### **Implementation Services**

The *Retalix* Project Management Services team provides expertise in the areas of retail automation planning, business plan construction, system installation and training, and software/hardware upgrade implementation.

These highly trained retail systems professionals are available to ensure that your projects run smoothly and you get the most out of your information systems purchase.

Services include:

- Environmental planning (wiring, security, equipment location and layout)
- Enterprise roll-out coordination/scheduling
- File conversion assistance
- Hardware/software installation
- Assistance with policies/procedures
- Business and operational analysis
- Individualized on-site training

Please contact your Account Manager or Enterprise Solutions for further information regarding any services listed.

**Retalix Support Services At-A-Glance**

**Standard**

Must Purchase 1st Year	Yes
Days	Mon-Fri
Holidays	No
Hours	6am-8pm
Response Time Target	2 Hours
Annual Fee	Yes

**Standard Plus**

Must Purchase 1st Year	No
Days	Sun-Sat
Hours	6am-8pm
Holidays	No
Response Time Target	2 Hours
Annual Fee	Yes

**Premium (7x24)**

Must Purchase 1st Year	No
Days	7 Days
Hours	24 Hours
Holidays	Yes
Response Time Target	2 Hours
Annual Fee	Yes

**Time and Materials**

	<u>Software</u>	<u>FM</u>
Days	Mon-Fri	
Hours	6am-8pm	
Holidays	No	
Response Time Target	4 Hours	
Annual Fee	No	
Fee Amount	\$150/Hr	\$150/Hr
Minimum Charge	Yes/1 Hr	Yes/1/2 Hr

**Time and Materials, Extended Hours**

	<u>W/ Std Or Std Plus</u>	<u>W/O Std Or Std Plus</u>	Days
Hours	7 Days	7 Days	
	Mon-Fri, 8pm-6am	Mon-Fri, 8pm-6am	
	Sat-Sun, 24 hours	Sat-Sun, 24 hours	
Holidays	Yes	Yes	
Response Time Target	2 Hours	4 Hours	
Annual Fee	No	No	
Fee Amount	\$175/Hr	\$250/Hr	
Minimum Charge	Yes/1 Hr	Yes/1 Hr	

**Retalix ASSIST (Help Desk)Program**

Available For 6 Or More Stores

## ***Client Services and Fees***

### **Support Services:**

<b>Time &amp; Materials</b>	<b>\$150</b> per hour, min one hour for software <b>\$150</b> per hour, min one half hour for FM hardware
<b>Time &amp; Materials</b>	<b>\$175</b> per hour, min one hour (Maintenance clients)
<b>Extended Hours</b>	<b>\$250</b> per hour, min one hour (Non-maintenance clients) <i>(Applies to all software &amp; FM products)</i>
<b>RETALIX ASSIST</b>	Help Desk available for 6 or more locations - call for quote

### **Hardware Repair Services:**

**Depot Maintenance** Available - call for quote (Based on hardware purchased)

<b>Time &amp; Materials</b>	
<b>Labor</b>	<b>\$150</b> /per hour min one hour

### **Enterprise Services:**

<b>On-Site Installation/ Training</b>	<b>\$1,500</b> per day <i>(Note 1)</i>
<b>Dropship</b>	<b>\$150</b> per hour; maximum <b>\$2250</b>
<b>System Integration, Setup</b>	<b>\$150</b> per hour, min one hour
<b>Conversions</b>	<b>\$1200</b> <i>(Note 3)</i>
<b>Education Services</b>	<b>\$1,500</b> per day
<b>Project Management</b>	<b>\$1,500</b> per day <i>(Note 2)</i>
<b>Consulting Services</b>	<b>\$1,500</b> per day <i>(Note 2)</i>
<b>Networking Services, Business Analysis</b>	<b>\$1,500</b> per day

**Note 1:** Any services performed on-site will include associated travel expenses in addition to the hourly or daily rate.

**Note 2:** Project Management, Consulting and Networking may be handled on a project basis. Contact your *Retalix* Account Manager or Enterprise Solutions for a quotation.

**Note 3:** *Retalix* to *Retalix* PLU item file conversions only. All others will be \$150/hr; min fee will be \$1200.