

## Update Bulletin

### Retalix RBX, CIX, BASSPoiNT and MerchaNT Plans

September 19, 2003

In order to ensure both a successful future for RBX, CIX, BASSPoiNT and MerchaNT users and drive current solutions forward, Retalix has taken the important step of informing Dealers and Users about the go-forward plans for these platforms.

These plans were pre-announced to StoreNext Dealers attending the meeting last week in Charlotte at the RSPA/ICRDA/SDA conference, and we are now able to provide the formal documents. These have been sent to legacy Dealers of "BASS" products as well as all known users.

Please see the letters attached from Jeff Yelton, CEO of Retalix USA. You will find the following attached:

- Cover letter
- RBX and CIX Plans
- BASSPoiNT and MerchaNT Plans
- Retalix Legacy System Development and Support Matrix

It is likely that current users of these products will be looking to StoreNext Dealers for answers, clarifications and migration options. The key Bulletins that outline these options are in your possession, and can be found on the StoreNext Dealer Web site. In particular, the following will be useful:

- RBO/MerchaNT/RBX migration: <http://www.storenext.com/Dealer/docs/1193-2.2.pdf>
- CIX Migration: <http://www.storenext.com/Dealer/docs/1195.pdf>
- BASSPoiNT Migration: <http://www.storenext.com/Dealer/docs/1183.pdf>

To Your Success,



*Antony van Leventer*

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Date: September 2003

To: Retalix and StoreNext Customers and Dealers

From: Jeff Yelton

Re: The Future and Continuing Support for Retalix Legacy Products

Now into our third decade, Retalix can proudly say that we have produced some of the finest and most influential systems in the history of supermarket PoS. From our original PC-Master systems in the mid '80s to our good fortune in acquiring BASS and RCS — and the outstanding products they represent — we are now able to celebrate the one-year anniversary of StoreNext, our joint venture with Fujitsu.

And as we move forward, two factors will continue to drive our thinking.

First, we realize that there would have been no business and no success without our Customers. We recognize that we have been fortunate to work with a long-standing group of outstanding companies, and regardless of whatever we may do, we are nothing without what you — our Customers — have made us.

And second, to meet your needs in the future we must always look forward. Just as Retalix needs to develop the right products to ensure future success, our Customers require a strong vendor who will succeed and therefore be able to provide the kind of ongoing support, migrations and investment protection that makes your product decisions continue to work for you over the long term.

Retalix has therefore put the entire vision, energy and resources of our company into creating a matchless set of total solutions for the future of the grocery industry. And while every other company has shied away from this tremendous investment, we have constructed these new solutions by building upon our existing products — protecting your investments, processes and operations.

Not only have we ensured our Customers a bright product future, but we have also constructed in every case a financial migration path designed to ensure that moving forward with the next generation of our products is not just the best technical decision — it's the best financial one as well.

But you will not find heavy-handed deadlines or ruthless arm-twisting designed to get you to throw out everything you use — today! So as you discuss all your migration options with your StoreNext Dealer or Retalix, you will find that these plans all recognize that you will have your own schedule for going forward. This is why our plans all provide you multiple ways to move your systems step-by-step, incrementally into the future in a way that best suits your own unique operation.

With this in mind, Retalix is today releasing formal support statements and plans for our legacy system lines. These are designed to help you and our other customers plan for their future and take advantage of the very best solutions and options we can provide.

Best regards,

Jeff Yelton  
CEO, Retalix USA

## **RBX and CIX Update Bulletin**

September 2003

With the many Customers and Dealers who have installed and used our RBX products, these have been among the most successful systems in the history of retail technology. Thousands of stores have relied upon RBX and CIX to manage their critical store data and operations.

For the continued success of our Customers and Dealers — and for Retailix itself — capabilities and functions must be constantly improved to handle the ever-increasing demands of the supermarket business. Retailix currently provides such products that are able to deliver the newest requirements long into the future by building upon the best modern architectures.

Our judgment however is that further development over the older RBX and CIX platforms cannot yield the performance, quality and sophistication our Customers will require. Retailix is therefore formally announcing the end of new development for these systems. The current versions of RBX (5.4/5.5) and CIX (3.3.2) are the final releases of these solutions and no new sales of these products will be undertaken.

Naturally, Retailix will continue to support our Customers, delivering maintenance, addressing major software faults and providing telephone support. Annual maintenance contracts will continue to be available — there is no end-of-support planned for RBX or CIX.

Retailix is focusing all our resources on new platforms to enable grocers to thrive in current and future markets with architectures that drive out costs and increase your market share. StoreNext — our joint venture with Fujitsu — as well as Retailix have generous upgrade offers to RBO and our new hosting systems that can preserve much of your previous system investment while you incrementally migrate to these powerful new platforms. Our upcoming PriceLogic system will take expert pricing and computer-assisted merchandising to new levels, and through the magic of Connected Services, CIX Customers will be able to implement Retailix Host and PriceLogic with little or no new investment.

You will be impressed with the performance and new capabilities of RBO and Retailix Host, and RBO's familiar look and feel minimizes re-training and implementation concerns. And while each of these individually qualifies as "best-of-breed," their superb integration with each other and with ISS45/StoreLine and PocketOffice makes them the obvious technology set of choice. A product matrix is attached for your convenience.

Please contact your StoreNext Dealer or account manager, or feel free to contact Retailix directly at 800-533-2277.

## **BASSPoiNT and MerchaNT Update Bulletin**

September 2003

The many Customers of the BASSPoiNT and MerchaNT solutions have enjoyed the outstanding sophistication and full-store integration that these systems bring to point-of-sale.

For the continued success of our Customers and Dealers — and for Retailix itself — capabilities and functions must be constantly improved to handle the ever-increasing demands of the supermarket business. Retailix currently provides such products that are able to deliver the newest requirements long into the future by building upon the best modern architectures.

Our judgment is however that further continuous development over multiple PoS and Back Office platforms will keep Retailix from achieving the performance, quality and sophistication our Customers will require. Retailix is therefore formally announcing the end of new development for BASSPoiNT and Merchant. The current versions of BASSPoiNT (3.01) and MerchaNT (3.4) are the final releases of these solutions and no new sales of these products will be undertaken.

Naturally, Retailix will continue to support our customers, delivering maintenance, addressing major software faults and providing telephone support. Annual maintenance contracts will be available and prorated as necessary through September 30, 2005. After that date, BASSpoiNT and MerchaNT support will no longer be available.

Retailix is focusing all our resources on new platforms to enable grocers to thrive in current and future markets with architectures that drive out costs and increase your market share. StoreNext — our joint venture with Fujitsu — as well as Retailix have generous upgrade offers to our StoreLine/ISS45 and RBO systems that can preserve much of your previous system investment while you incrementally migrate to these powerful new platforms over the time schedule of your choosing.

Customers will be impressed with the performance and new capabilities of these products, and their familiar look and feel minimizes re-training and implementation concerns. For example, RBO includes the very best of MerchaNT, RBX and EBO; this way, previous users will feel immediately at home. And while both RBO and ISS45/StoreLine each qualify as “best-of-breed,” their superb integration with each other makes them the obvious in-store technology set of choice. A product matrix is attached for your convenience.

Please contact your StoreNext Dealer or account manager, or feel free to contact Retailix directly at 800-533-2277.

## Retailx Legacy System Development and Support Matrix

System	Last Release	Development Status	Support Available Until	Go-Forward Solution and Migration Offering	Availability of Go-Forward Solution
BASSpoiNT	3.01	<b>No new feature development.                      Serious faults will be addressed as per the                      customer support agreements.</b>	September 30, 2005	ISS45/StoreLine V8	Available Today in General Release
MerchaNT—BASSpoiNT	3.4		September 30, 2005	RBO—ISS45/StoreLine V8	Available Today in General Release
MerchaNT—2127	3.4		September 30, 2005	RBO—ISS45/StoreLine V7 or V8	Available Today in General Release
MerchaNT—ScanMaster	3.4		September 30, 2005	RBO—ScanMaster or RBO—ISS45/StoreLine V7 or V8	Available Today in General Release
RBX—BASSpoiNT	5.4.2		September 30, 2005	RBO—ISS45/StoreLine V8	Available Today in General Release
RBX—ISS45	5.5.2		No end-date planned	RBO—ISS45 V7 or V8	Available Today in General Release
RBX—2127	5.4.0		No end-date planned	RBO—ISS45/StoreLine V7 or V8	Available Today in General Release
RBX—ScanMaster 1.2	5.5.0		No end-date planned	RBO—ScanMaster or RBO—ISS45/StoreLine V7 or V8	Available Today in General Release
RBX—ACS 4.0	5.4.2		No end-date planned	RBO—ACS 6.0 or RBO—ISS45/StoreLine V7 or V8	Available Today in General Release
RBX—4690	5.4.0		No end-date planned	RBO—ISS45 V7 or V8	Available Today in General Release
CIX	3.3.2		No end-date planned	StoreNext Connected Services or Retailx Host (ReMA)	Available in Limited/Lift-Off Release
CIX Unison			No end-date planned	Retailx PriceLogic under Connected Services or Retailx Host (ReMA)	Incremental releases from Q4 2003 — Q4 2004