

Update Bulletin

IBM Installation Reporting Instructions and Reporting Claim Spreadsheet

September 24, 2008

Attached please find the instructions for reporting IBM installations on the "Business Partner End User Reporting Work Sheet for RSS Partner" form.

This document is to help you to file store installation records in compliance with IBM warranty registration and installation reporting requirements. Every IBM store installation or Demo system purchased through StoreNext must be registered with IBM. StoreNext and StoreNext dealers participating in the IBM program are responsible for fulfilling the ISR program installation registration.

Dealers are required to fill in the form and return it promptly in order to retain IBM warranty coverage and your warranty repair reimbursement. It is also required to retain your the ability to participate in the IBM ISR program.

Dealers can get the required spreadsheet (it's big) by clicking on the link below.

[IBM Reporting Spreadsheet](#)

This document and information are supplied to StoreNext Retail Technologies personnel and third parties to assist them in doing business with StoreNext. They are not to be used or distributed for any other purpose.

StoreNext Retail Technologies LLC endeavors to ensure that the information in this document is correct and fairly stated, but does not accept liability for any error or omission.

IBM INSTALLATION REPORTING INSTRUCTIONS

This document will assist you with filing a store installation record with StoreNext in compliance with IBM warranty registration and installation reporting. Every IBM store installation or Demo system purchased through StoreNext must be registered with IBM. StoreNext and StoreNext Dealers participating in the IBM program are responsible for fulfilling the ISR program installation registration.

Failure to fill out this form and return it within the required time frame will result in a loss of warranty coverage, warranty repair reimbursement, and may result in revoking your rights to distribute IBM POS packages under the StoreNext IBM ISR program.

GENERAL RULES

Form Submission

An installation record must be completed and submitted to StoreNext after each and every installation. As stated earlier, demo equipment ordered by a StoreNext Dealer and put into service at a Dealer location must also be registered.

One form (spreadsheet) must be filled in for each and every store implemented with IBM equipment distributed under this program.

Time Frame: The form must be completed and e-mailed back to StoreNext within **ten (10)** calendar days from the installation date.

Return E-mail Return Address: All completed spreadsheets must be filled out and submitted back electronically via e-mail to orders@storenext.com.

It is advisable that you *maintain a copy* for your own records in the event that this information is ever requested.

Form Acknowledgement

For every form that you submit, you will receive an e-mail acknowledgement that your form was received. If you do not receive an acknowledgement within 3 business days, please contact StoreNext.



Directions for Filling Out the Form

Form Field Descriptions

The following paragraphs outline the form sections that must be filled in by every StoreNext Dealer.

BUSINESS PARTNER NAME / DISTRIBUTOR NAME

These fields are already pre-filled and contain information about StoreNext and ScanSource.

ISR DEALER IDENTIFICATION

Each form must contain this information to identify the installing Dealer. The field definitions are provided below.

Industry Solution Reseller

Addr 1 (Street # required)

Addr 2 (City, St, ZIP)

Industry Solution Reseller

Fill in your Dealer legal name used to register your company as an IBM ISR

ISR Address 1

Your ISR legal entity street number and name

ISR Address 2

Your ISR legal entity City, State, and Zip

END USER (EU) INFORMATION

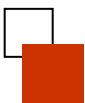
End User LEGAL Name	Addr 1	Addr 2	Addr 3 (City ST ZIP)	E/U Contact Name	E/U Contact Phone Number (###)###-####
------------------------------------	---------------	---------------	---------------------------------	---------------------------------	---

End User Legal Name

Fill in your customer's business legal name

End User Address 1

Insert the end user store location address in this box



End User Address 2

Insert the end user store location suite number or other secondary address information

End User Address 3

Insert the end user store location City, State, and mailing Zip Code

End User Contact Name

Insert the end user contact name information in this box. The contact name may be the same for all sites???

End User Contact Phone Number

Insert the end user contact phone number including area code in this box with IBM equipment distributed under this program.

SOLUTION NAME

Solution Name

StoreNext

In all cases, the solution name should always be labeled as *StoreNext*. This entry should be included on each line entry.

EQUIPMENT DETAILS

Machine Type (ex: 4610)	Model (ex: TF6)	Serial# (ex: ##-#####)	Original Install Date (ex: ##/##/#####)	X if more than 1 Year Warranty
-----------------------------------	---------------------------	----------------------------------	---	--



Machine Type

This field will contain the machine type. The machine type is labeled on the specified devices. Each component that that requires registration will occupy a single line within the form. The equipment that must be registered is listed below:

- Base POS unit
- IR Touch Display
- Printer
- Cash Drawer

Model

This field contains that specific model of the machine type. For example above, the IBM printer machine type 4610 comes in multiple models. The TF6 is a single station printer. You will find the model labeled on the device.

Serial Number

Enter the device serial number in this box.

Date

Enter the date that the equipment was installed (i.e. placed into service). The format is mm/dd/yyyy .

'X' if More than One Year Warranty

Place an 'X' in this box if this equipment was ordered with the "3-year warranty" option, otherwise leave this field blank.

