

## Update Bulletin

### Hypercom Program Changes

September 28, 2006

StoreNext is making the following changes to the Hypercom program effective immediately:

#### L4200 TERMINAL WITHDRAWN

Given the small \$20 pricing difference between the L4200 and L4250 models and the L4250's important signature capture feature, StoreNext is streamlining the Hypercom product line to focus on the new L4250 and the superb L4100 models. Please also note that the L4200 is not currently supported by WinEPS/OpenEPS, which is StoreNext's payments engine for both ISS45 and ScanMaster.

#### KEY INJECTION PINS SUSPENDED

StoreNext had hoped to simplify the key injection process for dealers – and lower the cost – by providing these services directly via Hypercom. An improved process will be required, however, to eliminate the current confusion in the field and customers (e.g. the various First Data Network platforms and which key goes with which), required wholesaler authorizations and so forth. StoreNext is therefore suspending key injection PINs for these services while this process is completed; it will be restored on a processor-by-processor basis as we bring as many as possible on-line. This will eliminate the last-minute order corrections and changes that would otherwise continue to cause delays and extra costs for all parties.

Meanwhile, StoreNext and Hypercom will provide the enhanced shipping service below.

#### DIRECT KEY INJECTION SERVICE SHIPMENTS

Dealers may now specify the key injection service, processor or wholesaler of their choice with Hypercom terminal orders and StoreNext will ship directly to the selected service. This will remove one shipping cycle from the order process and save cost and time for the dealer.

Please note:

- Dealers are responsible for providing the name, the contact name, contact telephone number and the full ship-to address for the third-party service. StoreNext will ship to this location using the dealer's instructions at face value.
- Dealers are responsible for providing all necessary paperwork required by the service vendor. Copies of this paperwork as supplied by the dealer will be shipped with the terminals, and StoreNext can take no responsibility for errors or missing information. Any resolution of such issues must be resolved by the dealer directly with the selected service.
- Dealers are directly responsible with the selected service for all injection and other service charges and payment arrangements. StoreNext will neither accept nor forward any payments to third parties under this arrangement.

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- StoreNext will handle shipping charges from StoreNext normally – adding the appropriate freight cost to the StoreNext dealer invoice FOB Hypercom. Dealers will be responsible for arranging for all shipping and shipping charges beyond that point, and StoreNext will not be able to track or trace any shipments beyond receipt from the dealer's selected service location.
- StoreNext can take no responsibility for delays, errors, loss, damage, missing cables etc. when StoreNext does not ship directly to the dealer.

To Your Success,



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*Anthony van Seventer*

