

Frequently Asked Questions

What are the main changes that apply to Softwear/P.O.S. users?

Infocorp is now charging an annual authorization code renewal fee, in order to cover the cost of authorization key production and administration, and to ensure that all licenses are contributing fairly to the availability of an on-call support program for the benefit of all users.

Softwear/P.O.S. version 8.0 is currently the supported product in the Softwear/P.O.S. product line.

Softwear/P.O.S. version 7.0 is now at End of Life (EOL). Annual renewal keys will continue to be issued to users of these versions until May 1, 2006, by which time users are required to have upgraded to Softwear/P.O.S. version 8.0 or the Access2Retail platform.

Softwear/P.O.S. versions 6.x and prior are not supported products. No support or renewal keys can or will be provided.

Why have these changes been made?

In the early-1990s the licensing model for Softwear/P.O.S. changed from the traditional perpetual license to an annual license renewal system to protect against software piracy and illegal use and distribution, per industry-wide practices. The costs of authorization key production and administration were covered by annual maintenance and support program users.

In recent years, resourcing the maintenance and support department and providing customer support, particularly for version 7.0 users, has become increasingly difficult because

- ❑ DOS experts are in short supply and Microsoft has ceased its support for DOS;
- ❑ Clarion experts are in short supply, and Clarion has ceased its support for the database model that is the heart of Softwear/P.O.S.
- ❑ Incidents of database crashes are on the increase, because of hardware component failure and operating system incompatibilities
- ❑ DOS-compatible peripheral components (printers, cash drawers, bar code scanners, etc.) and their software libraries are no longer supported by their third party vendors

As a result, maintenance and support program costs have increased, while the number of Softwear/P.O.S. version 7.0 users have declined. In order to assure that all licenses fairly contribute to the cost of authorization key production and administration, software maintenance, and the availability of on-call help desk program, Infocorp now charges an annual fee.

What is required annually?

Upon notification that your renewal key is due, we will send you a support renewal form and invoice, and upon payment, a new license key. The applicable fees are the following:

Annual Fees	Softwear/P.O.S. Authorization Code	Softwear/P.O.S. Authorization Code including Support Program
Single Store	\$ 250.00	\$ 500.00
Head Office	\$ 300.00	\$ 900.00
Remote Location	\$ 100.00	\$ 150.00
Network Terminals	\$ 50.00	\$ 100.00
<i>Example: Single Store Installation with Two Network Terminals</i>	\$ 350.00	\$ 700.00
<i>Example: Chain Store Installation of Head Office, Two Remote Locations, Six Network Terminals</i>	\$ 800.00	\$ 1,800.00

How are my fees determined?

Your current authorization code describes your store configuration, in terms of single store versus a chain store, and it includes information about the number of remote locations, network terminals and modules in use. This information is the reference point for determining applicable fees.

What if I already have support contract with Infocorp?

There are no additional fees for the authorization code renewal for customers that have a current support contract with Infocorp. Authorization code and license administration is covered by the standard support program. However, the support contract renewal will be synchronized with authorization code renewals, and a pro-rated invoice for the revised billing cycle will be issued.

What if I am on the “time block” program?

All time block support programs are being discontinued. The time block programs are expensive to maintain and administer. Experience has shown that when a user needs support, issue resolution can involve several hours (or days) more effort than is covered by the time block. For users with a current time block (payment received within the last 24 months), the balance remaining will be credited toward the annual authorization code renewal fee.

How do I upgrade to Software/P.O.S. version 8.0?

Upgrade diskettes can be purchased through Infocorp, or your local dealer. Special version 8.0 upgrade pricing is available for version 7.0 users. The process involved in upgrading is typically a straight-forward A:\setup & follow-the-instructions over-write from the install diskette. With the standard telephone support program, as per rates above, a complementary evaluation and telephone assistance is provided.

For customized installs, and/or more complex issues, including analysis of customization, preparing updates, testing, and performing the upgrade itself; additional assistance is available on a time and materials basis at \$165/hr, one hour minimum charge.

Software/P.O.S. Version 8.0	Version 7.0 to Version 8.0 upgrade	List Price
Single Store (QTY 1)	\$ 500.00	\$ 2,995.00
Head Office (QTY 1)	\$ 800.00	\$ 3,995.00
Remote Location (QTY 1)	\$ 312.50	\$ 2,400.00
Network Terminals (QTY 1)	\$ 125.00	\$ 700.00
Modules (QTY 1)	\$ 87.50	\$ 395.00
<i>Example: Single Store Installation with Two Network Terminals and Ticket Printing Module</i>	\$ 837.50	\$ 4,790.00
<i>Example: Chain Store Installation of Head Office, Two Remote Locations, Six Network Terminals, Purchasing Module, AR Module, Ticket Printing Module</i>	\$ 2,437.50	\$ 14,180.00

If I upgrade to Software/P.O.S. version 8.0 now, will I get a credit towards Access2Retail in the future

Version 8.0 users are provided a 35% discount on Access2Retail pricing for a limited period of time. This preserves your investment in the version 8.0 upgrade, and an incentive to move forward to the Access2Retail platform. Annual authorization code renewal fees are applicable for Software/P.O.S. version 8.0.

What happens if I don't pay for my annual renewal?

If you do not renew your License, your software will lose functionality after the expiration date. For Software/P.O.S. users, you will have a 30 day grace period. Following the grace period, there is a limited functionality period, during which you can process sales as a stand-alone cash register, but cannot use the end-of-day reconciliation, host communications, inventory management, and reporting features.

Do I have to remove the Software/P.O.S. software if I let my annual License expire?

If you let your annual license expire and have no intention of re-licensing the software, you must honor the Software/P.O.S. end user license agreement and de-install the software and return all copies of it.

Why upgrade to Software/P.O.S. version 8.0?

A version 8.0 upgrade is ideal for a customer that is seeking to extend the life of their DOS-based system and older hardware. As a later-release product, version Software/P.O.S. version 8.0 is much more stable than version 7.0 in the Windows environments. Version 8.0 requires less database maintenance, and will reduce the risk of file corruption and permanent data loss. Our support department is experiencing a steady increase in calls for version 7.0 data file recovery due to database maintenance issues, operating systems changes, and hardware components that fail or become obsolete over time. System recoveries of this nature can take days to resolve.

Software/P.O.S. version 8.0 is the final release of Infocorp's highly successful retail management system. Many improvements were made over version 7.0 to enable additional functionality, more meaningful reporting and a more streamlined operation. Some of the changes include;

- Data 'Clean Up' and Entry Tools
 - Keep your inventory database clean with a new option to Purge Level 2 Data.
 - Speed new inventory item entries using a new option to automatically generate the item number.
 - Clean up your Customer data with the new Purge Customer and Merge Customer.
- Gift Certificate Tracking and Control
 - Track your gift certificates with a new Head Office controlled gift certificate tracking system.
- Special Order Option
 - Enhance your special order service with a new Special Order Option.
- Mix & Match Pricing Option
 - Promote inventory such as t-shirts or ties with a new Mix and Match (two for, three for) pricing method option.
- Inventory Movement
 - Added a new option to automatically default the 'Transfer Origin' with the 'From Location' data in the Receiving Transfers.
 - Restrict a user from changing the retail price when a PO is received with a new password option in Receive Purchase Order.
- Enhanced Customer Presentation
 - Improve your sales receipt presentation with a new option to print any customer "Special Pricing".
- Improve the presentation of Order Entry Invoices with the display of new fields - Current Selling Price, Discount Amount (per unit), and Discount %.
- New/Enhanced Reports

- Provide an improved buyer report tool with the Sold On-hand Analysis Report.
- Improve employee performance measurement with the new Employee Revenue Report.
- A new Register Items Report will allow you to report on items added at the cash register. The 'quick add' function adds a 'skeleton' inventory item to your system that requires further maintenance.

What is the product plan for Softwear/P.O.S. version 8.0?

Version 8.0 is still a DOS product, and while more stable than version 7.0, DOS and Clarion support resources remain in short supply, hardware and peripheral device availability will continue to be limited, and support will become increasingly expensive over time. Users should start formulating plans to move forward to Access2Retail. The version 8.0 upgrade will reduce your operating risk during this planning horizon.

What are the advantages of migrating to Access2Retail?

Access2Retail is ideal for the customer with a vision for leveraging today's new technology to build a more profitable business, with a product that enables seamless Softwear/P.O.S. data conversion and fast learning through its familiar Softwear/P.O.S. keystrokes. We welcome current Softwear/P.O.S.™ customers to review the complete Access2Retail™ offering to better understand our vision for the future. This exciting next generation product introduces new features such as:

- Hassle free communications that are real-time over the internet.
- Instant enterprise communications. Add an inventory item at Head Office and it shows up at all locations within minutes. Everything is instantly up to date!
- Microsoft SQL database- proven, reliable technology (no system recoveries needed).
- Remote in store inventory maintenance
- Integrated debit, credit card integration: Fast authorization time (less than 2 seconds). Gift cards also available with this module.
- Log in to the POS system directly from home over high speed internet, real-time.
- Enhanced flexibility with customizable reporting using the power of Crystal Reports. Reports that are faster and easier to read with a new modern layout. Information you need to make important decisions.
- Email integration: email reports, invoices, P.O.'s.
- Windows based! Easy to use, Easier to train new staff.
- Mouse and/or keyboard control. Still uses the familiar F9, F5 and other Softwear/POS function keys.
- Data conversions from Softwear/POS
- Proven, stable operating software currently installed in over 100 + stores.
- Compatible with Microsoft Office - Word, Excel.
- Customer management: instant look ups by first name, last name, and phone number, etc., and display of complete sales history, with reprint bill available.
- Promotions: Instant price promotions, active immediately after set up. Ability to set up timed discounts on departments, vendors, classes, etc.

- Complete bar code ticket printing solutions along with hand held inventory count reader system.

What is the product plan for Access2Retail?

After three years of field testing in several stores, Access2Retail was launched to the Software/P.O.S. user base in May 2004. The second release of Access2Retail was issued in March 2005. Infocorp continues to invest heavily in this product line. New releases with updates, enhancements, and new features will be ongoing in response to customer needs and technology development in the retail industry. New releases and updates are provided free of charge to Access2Retail customers with a current support agreement.

How do I migrate to Access2Retail?

Migrating to Access2Retail is a risk-free, managed, step-by-step process. All that is required is up-to-date computer hardware, Windows compatible peripherals, and an Internet connection. Our experienced staff provides you with support and guidance through all aspects of the migration process, including initial evaluation, implementation planning and scheduling, data file conversion, system installation, and user/manager training. Infocorp also offers a leasing program for both hardware and software.

For further information about Access2Retail, please call (905) 477-2854 ext. 3001, or contact your local account representative. In addition, be sure to check out www.infocorpnw.com for additional information about Access2Retail.