# Self Checkout—Update to Business Partners

April 26, 2005

**Americas Group**

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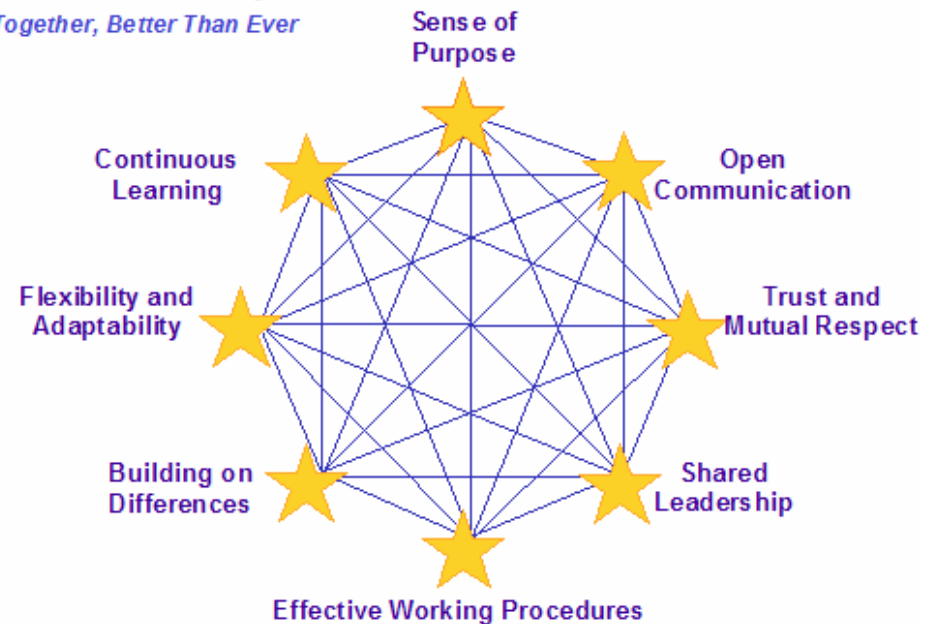
- Sense of Purpose
- Open Communication
- Trust and Mutual Respect
- Shared Leadership
- Effective Working Procedures
- Building on Differences
- Flexibility and Adaptability
- Continuous Learning

# Agenda

- **Introduction and update since RSSEC**

- **Base ACE IGP**

- **Other 4690 applications (non-base ACE IGP)**

- **Non-4690 opportunities**

- **EPLA units**

- **Available support**

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# What has changed?

- **We are creating an integration lab for Business Partners**

- **Utilizing NRSC to support development efforts**

- **Streamlining ACE IGP support**
  - Providing BP customization (audio, graphics, etc.) capabilities
  - Creating ordering RPQ (base ACE IGP) to simplify ordering

- **Establishing project management support structure for non-ACE 4690 engagements**
  - ACE IGP previously defined and re-enabled

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# Who does this apply to?

- **Effective April 30th all authorized Business Partners will be re-enabled to sell SCS to ACE IGP customers.**

- **Integration enablement (for other 4690 POS applications) will begin July 1st, 2005, for those previously authorized**

- **Additional Account and Engagement Management classes for Business Partners that want to become authorized will be scheduled as needed beginning in 2H05.**

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# ACE IGP Business Partner enablement

- **Reopening channel effective 4/30**
  - Same authorization requirements as specified in announcement letter 504-178

- **Accounts that fit into the base ACE IGP category**
  - ACE IGP accounts with supported PINpads, scanner/scales, printers
  - Accounts with no terminal code changes to ACE IGP or
    - code changes which don't effect SCS (i.e. logging of info, EFT messages, etc.)
    - Code changes which can be turned off for SCS lanes

- **Business Partner provides project management support**
  - Overall engagement, retailer support and customization changes

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# Ordering

- **New standard RPQ**

  - Models 130, 150 and 170.  Does not include the wide model

  - Available for order 5/31/05

  - CIR document (Business Partner Order Guide):

    - Contact Cathy Wagner for a copy of the CIR document at **cew@us.ibm.com**

  - Customer-furnished equipment (CFEs).  Effective June 1, all CFEs should be shipped to:

    IBM Dock 203
    3605 Hwy 52 North
    Rochester, MN  55901
    Attention:  SCS/CFE, Phone: 507-253-5577

    Reports will be provided by customer account summarizing prior month CFE inventory.  Part number and serial number detail will be provided upon request

# Customization and mentoring

- **EM assistance with defining requirements and setting up the pilot is available via PartnerLine:**

  – **http://www2.clearlake.ibm.com/store/support/guide/**

- **Assistance with technical setup will be provided via PartnerLine or the following white paper:**

  – For a copy of the white paper, contact Cathy Wagner at **cew@us.ibm.com**

- **Porting assistance will be also provided in Raleigh (free) or on-site (fee-based). This assumes no SCS code changes are required. Contact Ken Douglas (kfd@us.ibm.com) or Bud Broadwell (hbroadw@us.ibm.com) to schedule lab time in Raleigh or an on-site visit**

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# Customizations from IBM

- **Customization elements which must be obtained from IBM are audios, graphics, QLIs and initial security database**

- **A package of these customizations will be obtained through an NRSC SOW (probably <$10K)**

- **A requirements template will be available for those requesting these customizations. Requirements template should be completed by BP**

- **Once the template is available, contact Michael Infante or PartnerLine for assistance with completing the form. Completed forms should be submitted to Ginny Wise (vwise@us.ibm.com)**

- **Once the SOW is signed, the BP will be expected to provide the necessary information for the specific customization changes**

- **Files will be delivered to BPs who will then load them onto the self checkout systems along with other files modified by the BP**

# Support and maintenance

- **Must sign a customer maintenance agreement**

  - Hardware after 90 days (90 warranty)

  - Software after 1 year (first year included in system purchase). Customized software from the NRSC may require an additional maintenance fee

- **Customers problems reported through Business Partner**

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# 4690 applications:  Business Partner enablement

- **Beginning July 1, 2005, IBM will provide integration resources/support for 4690 POS applications**

- **Creation of IBM Business Partner integration lab**

- **An Integration SOW is required between the Business Partner and IBM**

  - IBM resources required to meet the retailer's and Business Partner requirements are billable

  - IBM will enhance/customize SCS code as needed to meet retailer requirements as described in SOW with BP

  - IBM interface is with the Business Partner, not the retailer

  - IBM will own the libraries and make changes to the system

- **BP will handle overall engagement, retailer project management and assist with configuration changes and testing**

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# High level details

- **Key Contact for Engagements**
  - Michael Infante will help define and create the SOW with the NRSC

- **BP Responsibilities**
  - Overall engagement management with retailer
  - Overall internal project management for delivery of Pilot store
  - Definition of all customization requirements (CIRs and CRDs)
  - Provide POS hardware and software for integration lab
  - Assist with POS set-up and testing of SCS solution

- **Integration Location**
  - All development work to be done in RTP (Business Partners to travel to Raleigh for integration and testing)

- **Support**
  - Business Partner will provide Level 1 support
  - IBM will provide Level 2/Level 3 support for software and hardware

- **Resources in place with lab effective July 1st, 2005**

# Agenda

- **Introduction and update since RSSEC**

- **Base ACE IGP**

- **Other 4690 applications (non-IGP)**

- **Non-4690 opportunities**

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# Non-4690 opportunities

- **Non-4690 application integration is not in the scope of this announcement**

# Agenda

- **Introduction and update since RSSEC**

- **Base ACE (v3)**

- **ACE with customizations**

- **Non-ACE opportunities**

- **EPLA units**

- **Available support**

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# Key Contacts

- **First point of contact**
  - Michael Infante (**minfant@us.ibm.com**, 1-864-587-6608)

- **Marketing Technical Support**
  - PartnerLine, technical presales support and assistance for engagement managers: **http://www2.clearlake.ibm.com/store/support/guide/**
  - Ken Douglas (**kfd@us.ibm.com**, 1-919-486-3146)
  - Bud Broadwell (**hbroadw@us.ibm.com**, 1-904-221-4108)

- **ACE AIG/SCS software development**
  - Ginny Wise (**vwise@us.ibm.com**, 1-919-486-3374)

- **NRSC**
  - Travis Stephenson (**traviss@us.ibm.com**, 1-919-301-7170)

- **Installation**
  - Jamie Youngblood (**jyoungbl@us.ibm.com**, 1-770-443-4629)

- **Marketing support and EPLA units**
  - Cathy Wagner (**cew@us.ibm.com**, 1-919-486-3192)

- **Education**
  - **www.ibm.com/education/retail, grse@us.ibm.com**

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# Education

- **Existing education**

  - Self-Study Course

    - RE8010: Selling the IBM Self Checkout Solution
    - RE9100: Selling Retail On Demand Solutions

  - Classroom Course

    - RE8110: Technical Project Manager Training

- **Future education**

  - Self-Study Course

    - RE8060: Selling the IBM Self Checkout Solution
    - RE8070: Supporting the IBM Self Checkout Solution
    - RE9100: Selling Retail On Demand Solutions

  - Classroom Course

    - RE8110: Engagement Manager Training (RTP, NC location)

  - Additional Training

    - Store Trainers Handbook

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# Marketing collateral

- **IBM Self Checkout Spec Sheet   G581-0197-00**

- **IBM 140 dual countertop self checkout solution sheet  GA76-0928-00**

- **Executive Brief  G581-0248-00**
  - "Satisfy consumer demand for self checkout and reap the benefits"

- **Product Tour  (Flash file)  G581-0237-00**

- **Posters – 3 poster series on self checkout that demonstrates the on demand message and key benefits of self checkout**
  - GA76-0918-00, GA76-0919-00, GA76-0920-00

- **Related brochures**
  - Independent grocer          G127-7940-00
  - Grocery retail               G507-0628-05
  - Specialty retail             G507-0617-05

- **Web site to order material - Sales Literature on Demand http://www.printers.ibm.com/sales/catalogs.nsf/agrsscatalog**

- **COMING SOON – Self Checkout Video on DVD showcasing the IBM Self Checkout System product line, highlighting key advantages and benefits**

# *Thank you*

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