SurePOS Application Client/Server Environment V7.5 and SurePOS ACE Electronic Payment Support V7.5 introduce flexible new payments architecture and EMV support

At a glance

Toshiba® Global Commerce Solutions, a Toshiba and IBM® Company, offers the following new features and enhancements to the SurePOS™ Application Client/Server Environment (ACE) V7.5 and SurePOS ACE Electronic Payment Support (EPS) V7.5 for the point-of-sale (POS) 4690 Operating System:

- New payments architecture allows retailers more flexibility and control, improving responsiveness to better serve future needs of the business.
- Support for Europay, MasterCard, and Visa (EMV) payments for the United States and Canada is now available through the PIN Pad.
- Additional enhancements allow retailers to address the growing concern regarding the application of coupons. This includes eliminating restrictions on the number of fraudulent coupons that can be entered and providing features to prevent manufacturer coupon stacking (prevent the application of manufacturer paper coupon and manufacturer electronic coupon to the same item).

Version 7.5 of SurePOS Application Client/Server Environment for 4690 OS and SurePOS ACE Electronic Payment Support is orderable only in the Toshiba Global Commerce Solutions ordering system utilizing the Toshiba Commerce Portal; it cannot be ordered in IBM ordering systems.

Overview

New features and enhancements of the SurePOS Application Client/Server Environment V7.5 and SurePOS ACE Electronic Payment Support V7.5 are designed to meet the requirements of the changing retail industry, improve operational efficiency, and provide a compelling and enjoyable consumer experience.

SurePOS ACE V7.5 can improve operational efficiencies with features such as enhanced holiday store close options that allow more flexibility to prevent or schedule a store close. This release allows retailers to identify when cashiers or operators are voiding items by distinguishing a cashier/operator void from a void that occurs when an item is selected on the touch-enabled receipt and modified.

SurePOS ACE Electronic Payment Support (ACE/EPS) software offers standard electronic tender support and now includes Europay, MasterCard, and Visa (EMV) support for First Data Rapid Connect and Vantiv Host Interfaces, through selected VeriFone PIN Pads.
Additional features and enhancements include but are not limited to:

- New enhanced payment architecture
- Support for QR code printing
- Additional fraudulent coupon file support
- Feature for preventing manufacturer coupon stacking
- Authentication with Toshiba 4690 Directory Service
- Log personalization option changes

Version 7.5 of SurePOS Application Client/Server Environment for 4690 OS and SurePOS ACE Electronic Payment Support is orderable only in the Toshiba Global Commerce Solutions ordering system utilizing the Toshiba Commerce Portal; it cannot be ordered in IBM ordering systems.

Key prerequisites

For details, refer to the Technical information section.

Planned availability date

February 27, 2015

Description

SurePOS ACE V7.5 and ACE/EPS V7.5 are dynamic and flexible POS applications that combine checkout support, electronic marketing, data maintenance, account management, and other business processes in a versatile, cost-saving package. With the new features and enhancements, retailers now have more tools to address changing consumer and industry needs.

New function and enhancements of the SurePOS ACE V7.5 and ACE/EPS V7.5

New functions:

- Enhanced Payment Architecture
  - Forms-based PIN Pad Application brings the logic into the ACE/EPS application
  - More control over screens and forms is gained by retailers
  - Form deck is easily customizable for retailer logos, buttons, and more
  - Payment architecture aligned with industry direction
    -- Beneficial as retailers move towards EMV certifications and PA-DSS assessments
  - Retailers can better prepare for the future
    -- Offers ability to respond more quickly and easily to needed changes and enhancements
    -- Eases adoption of mobile technologies
- EMV support including for the United States and Canada
  - Selected VeriFone PIN Pad Support for EMV
  - First Data Rapid Connect Host Interface for EMV
  - Vantiv Host Interface updates for EMV
  - Moneris Host Interface for Canadian EMV
- Immediate Quantity Restriction
– New personalization option to prompt for an override immediately after an item with a quantity restriction is sold versus at time of total

• QR Code Printing
  – Allows for retailers to print a configurable and dynamic QR code on a printed or digital receipt; can be used for surveys and more

• Penny Rounding
  – SurePOS ACE now has the ability to round for cash transaction upon tender or change to the nearest multiple of five cents

• Additional PIN Pad Certification
  – Ingenico iSC480, iSC350, iSC250
    -- Online and Smart card WIC
    -- IBMEFT
  – VeriFone MX915, MX925
    -- Online and Smart card WIC
    -- IBMEFT and Enhanced Payment Architecture
  – Additional information on supported PIN Pads and PIN Pad features can be found in the *EPS User's Guide* publication.

• Authentication with the 4690 Directory Service
  – Builds on 4690 Directory Services for controller IDs and allows those same IDs to use ACE back office

• Function for preventing manufacture coupon stacking
  – Retailers now have a way to detect previously applied electronic manufacturer coupon and prevent the application of additional manufacturer paper or electronic manufacturer coupon for the same item

• Capability to void items by ordinal number
  – Void specific or exact item, or coupon within a transaction versus one that is similar (with similar characteristics) from the touch-enabled receipt in Store Integrator

Enhancements:

• True Single Tender Key (STK)
  – STK now works with Electronic Benefit Transfer (EBT) Food

• Ship As Is Tools (LOGFMT)
  – Blookup (bin look up)
  – HOSTSIM (host simulator)
  – Logfmt (log formatter)

• Touch Enabled Receipt Automatic Voids
  – Allows operators to modify a price or quantity of an item and flag in the log the reason a void occurred

• Restricted Items: Re-check Periods Before Tender
  – Recheck age-restricted items before tender occurs to make sure the time is still within the allowed sales period

• Enhanced Tender Restrictions
  – Allows retailers the option to:
    -- Choose to prevent mixed baskets on orders with any items for which some tender is not allowed
    -- Optimally use tender based on what is allowed or restrict what can be purchased with specific tenders

• Fraudulent Coupon File Support
  – Adds capability to deter use of fraudulent coupons by eliminating restrictions on the number of fraudulent coupons that can be entered as fraudulent

• Center Receipt Headers and Trailers
- Center text on receipt without having to manually enter spaces
- Allow retailers to take advantage of parameters

**Enhanced Holiday Store Close**
- Includes three additional considerations
  - Prevent an automatic close when there are little or no sales that day
  - Stop any type of store close on that day
  - Schedule a one-time store close when it would not normally run

**Log Personalization Options Changes**
- Configurable to allow retailers to:
  - Log any change made
  - Track intentional and unintentional changes

**Food Stamp Forgiven Bottle Fee/Tax**
- Applies appropriate tax/fee to bottles of water
- Forgive tax/fee when Food Stamp is tendered

**Date of Birth Prompt Bypass**
- Configurable option that allows the operator to bypass date of birth prompt without asking customer for ID or entering numbers

**Touch Coupon Void (with Store Integrator (SI))**
- Operator can touch coupon and void as opposed to previous option of having to manually void

**Notify CHEC when card swiped at PIN pad**
- Allow customer to bypass the select tender screen on CHEC GUI if the customer has already attempted a tender at the PIN pad

**Report PIN pad inventory data to RMA**
- Report PIN pad serial numbers through RMA for VeriFone PIN pads

**Terminal Sales Version reported to RMA**
- Version string, previously only available interactively, now provided to RMA
- Format of version string improved to show build number

**Enhanced BIN (Bank ID Number) Card Plan Support**
- Allows customers to answer prompts on the PIN Pad, such as "Enter PIN," before the tender key is pressed

**Touch-enabled receipt to differentiate real from automatic void**
- Allows retailers to better monitor how cashiers are voiding items by distinguishing a cashier void from a void that occurs when an item is selected on the touch-enabled receipt and modified (for example, price or quantity change)

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**Section 508 of the US Rehabilitation Act**

Although Toshiba Global Commerce Solutions makes no representation about the Section 508 status of third-party electronic and information technology products, Toshiba Global Commerce Solutions provides for informational purposes that the developer of this product has indicated that it is capable of satisfying the applicable requirements of Section 508 of the Rehabilitation Act. Contact Toshiba Global Commerce Solutions for specific, current information on the conditions and limitations of this capability.
**Program number**

<table>
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<tr>
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<th>VRM</th>
<th>Program name</th>
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<tbody>
<tr>
<td>5639-BA1</td>
<td>7.5.0</td>
<td>SurePOS ACE V7.5</td>
</tr>
<tr>
<td>5639-BA2</td>
<td>7.5.0</td>
<td>SurePOS ACE/EPS V7.5</td>
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**Product identification number**

Program PID number

- 5639-BA1
- 5639-BA2

**Education support**

Education is available for Toshiba Global Commerce Solutions employees, Business Partners, and customers who sell and support Toshiba SurePOS ACE.

**Employees and business Partners**

<table>
<thead>
<tr>
<th>Title</th>
<th>Course Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Selling Toshiba SurePOS ACE for 4690 OS, Version 7</td>
<td>RE2500S-2W</td>
</tr>
<tr>
<td>What You Should Know About SurePOS ACE V7.5</td>
<td>RE2118T-2D</td>
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<td>SurePOS ACE V7.5 Planning Workshop</td>
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<tr>
<td>SurePOS ACE V7 Programming</td>
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**Customers**

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To view available Toshiba Global Commerce Solutions education offerings, visit [http://www.toshibacommerce.com/education](http://www.toshibacommerce.com/education)

If you have education-related questions, contact:

grs@us.ibm.com
Offering Information

Product information is available via the Offering Information website

http://www.ibm.com/common/ssi

Business Partner information

If you are a Direct Reseller - System Reseller acquiring products from IBM, you may link directly to Business Partner information for this announcement. A PartnerWorld® ID and password are required (use IBM ID).


Publications

Displayable softcopy publications: ACE manuals are offered in displayable softcopy form. These displayable manuals can be viewed with the Adobe® Acrobat Reader, which is offered free on the Internet.

Copies of the following unlicensed publications are available for no charge from

http://www.toshibacommerce.com/support/publications

Under Applications section, refer to ACE.

<table>
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<tr>
<td>General Information</td>
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<tr>
<td>Planning and Installation Guide</td>
<td>G362-0548</td>
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<tr>
<td>Guide to Operations</td>
<td>G362-0549</td>
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<tr>
<td>Programming Reference</td>
<td>G362-0550</td>
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One copy of each of the following publications is shipped with the basic machine-readable material for the product indicated:

**ACE 5639-BA1**

- Borland Turbo Vision for DOS Programmer's Guide (GK2T-0554) on a separate CD-ROM

Technical information

Specified operating environment

Hardware requirements

For additional technical information, visit the following website

http://www.toshibacommerce.com/products

Hardware requirements for Toshiba SurePOS ACE V7.5 based on 4690 Operating System V6.4 are as follows:

- Classic controller
  - Minimum processor speed/memory - 1.8 GHz/256 MB
- Enhanced controller
- Minimum Memory: 512 MB
- Controller must have 1 GB or more of memory installed if using the Classic to Enhanced (C2E) tool with 4690 OS V6.4 or when running on a 4800-C84, or later.

Reference the 4690 OS Controller Matrix for supported IBM System x and SurePOS controller systems.

- **Terminal hardware requirements - Classic Mode**
  - Minimum terminal processor speed/memory without Java™: 300 MHz/32 MB
  - Minimum terminal processor speed/memory with Java:
    -- PIN Pad Controller (PPCTRL - necessary for EMV) 500 MHz/256 MB
    -- SI GUI - Single Screen (with or without PPCTRL) 500 MHz/512 MB
    -- SI GUI - Dual Screen (with or without PPCTRL) 850 MHz/512 MB

**Note 1:** Additional terminal memory may be required if the SI GUI is used for complex graphical information.

**Note 2:** If SI's Digital Receipts capability is used, the minimum system required on the terminal is a 4800-743 with a 2.0 GHz processor.

Note that only the SurePOS 700 Series and selected models of the SurePOS 4694 POS System can run Java applications.

- **Terminal hardware requirements - Enhanced Mode**
  - Minimum terminal memory without Java: 512 MB
  - Minimum terminal memory with Java: 1 GB

Running MBrowser 17, Evince PDF viewer, or Java 6 requires a minimum terminal memory of 1 GB

- The Toshiba TCxWave™ 6140-100 and 6140-10D models are supported in enhanced mode only.
- The Toshiba TCxWave 6140-100 and 6140-10D models ship with a minimum of 2 GB RAM. The Micro SD feature (feature number 5179) is required to support 4690 OS V6.4 Enhanced (this provides the NVRAM function).
- The SurePOS 700 Models 4800-784, 4900-745, and 4900-775 ship with a minimum of 1 GB RAM; the 4900-785 ships with a minimum of 2 GB RAM. These models support enhanced mode only.
- The SurePOS 300 Model 4810-350 ships with a minimum 1 GB RAM and is supported in enhanced mode only.
  - Maximum terminal memory used by 4690 OS is 1 GB.

In enhanced mode, the hardware abstraction layer can make use of code above the 1 GB limit when running a Java 6 application such as RMA. Java 6 applications can use memory up to 4 GB maximum.

**Software requirements**

SurePOS ACE V7.5 and ACE/EPS V7.5 requires one of the following:

- 4690 OS V6.3 0EB0, or later
- 4690 OS V6.4 0E01, or later. The minimum recommended level required for use with USB-connected PIN pads is 0E20, or later.

The following are the required levels for optional additional software:

- Remote Master Agent (RMA) 2.6, or later
- Store Integrator Graphical User Interface (SI GUI) V3.4, or later
- Data Integration Facility (DIF) V2.2, or later
The SI GUI is written in Java and runs in the Java Virtual Machine (JVM) of the 4690 OS. This GUI allows graphics and touch capability to be added at the terminal on top of an existing POS application, such as ACE.

The SI GUI is a comprehensive set of Java components that enable rapid development of touch-based applications. Through an XML-based configuration facility, SI GUI allows nonprogramming skilled personnel to easily customize and maintain touch screens that interact with the application. Through the JVM capability, clients using 4690 OS now have a method to turn their ACE application into a touch solution with little or no changes to the base code, ideally protecting their investment.

The SurePOS ACE Toolkit requires:

- Microsoft® Windows® XP or Windows 7
- IBM VisualAge® V3.6 C++ (VA C++) compiler

This toolkit helps developers and Business Partners extend the ACE application including rebuilding executables with third-party applications. The development toolkit supports both controller and terminal code. For more information about the Toolkit, refer to the SurePOS ACE Programming Reference.

For information on obtaining a copy of this compiler use Knowledgebase Search on the following website and search on VA C++

- [http://www.toshibacommerce.com/support](http://www.toshibacommerce.com/support)
- Object REXX for building an installation package

SurePOS ACE Source can be viewed with a text editor.

The program’s specifications and specified operating environment information may be found in documentation accompanying the program, if available, such as a readme file, or other information published by Toshiba, such as an announcement letter. Documentation and other program content may be supplied only in the English language.

**Limitations**

ACE V7.5 does not support the following when running as a 4690 Client:

- A RS-232 serial attached scanner or scale
- A RS-232 serial attached POS printer

**Planning information**

**Packaging**

SurePOS ACE (5639-BA1) program package is distributed in one package with the following: (Note the invoice can be used as a Proof of Entitlement (PoE):

- One CD-ROM for SurePOS ACE V7.5 (LCD7-3441 English)
- One CD-ROM with Toolkit for SurePOS ACE (LCD7-3442)
- International Program License Agreement (Z126-6006)
- International Agreement for Acquisition of Software Maintenance (Z126-6018)
- One CD-ROM with Borland Turbo Vision for DOS documentation (GK2T-0554)
- One CD-ROM with Rogue Wave Intro and Ref documentation (GK2T-0555)

The SurePOS ACE Source (5639-BA1) program package is distributed in one package with the following:

- One CD-ROM with SurePOS ACE source code (LCD7-3443)
- International Program License Agreement (Z126-6006)
The SurePOS ACE EPS (5639-BA2) program package is distributed in two packages with the following:

- English media
  - One CD-ROM with SurePOS ACE/EPS V7.5 (LCD7-3445 English).
  - International Agreement for Acquisition of Software Maintenance (Z126-6018)
  - License Information (LI) for ACE/EPS (GC23-8603 hardcopy)
  - International Program License Agreement (Z126-6006)

- Spanish media
  - One CD-ROM with SurePOS ACE EPS V7.5 (LCD7-3261 Spanish).
  - International Agreement for Acquisition of Software Maintenance (Z126-6018)
  - License Information (LI) for ACE/EPS (GC23-8603 hardcopy)
  - International Program License Agreement (Z126-6006)

The SurePOS ACE/EPS Source (5639-BA2) program package is distributed in one package with the following:

- One CD-ROM with ACE/EPS V7.5 source code (LCD7-3446)
- International Agreement for Acquisition of Software Maintenance (Z126-6018)
- International Program License Agreement (Z126-6006)
- License Information (LI) for ACE/EPS source (GC31-5677)

**Security, auditability, and control**

The announced programs use the security and auditability features of the 4690 OS and the predecessor IBM 4680-4690 Supermarket Application.

The security and auditability feature of the 4690 OS includes:

- Authorization services (password) for each user protecting from unauthorized access, which may be specified by the user during configuration.

The security and auditability features brought forward from the IBM 4680-4690 Supermarket Application includes:

- Operator authorization and control are managed by various controller and terminal functions.
- Unique functions can be limited to specific terminals.
- Certain significant events are logged for audit purposes.

For added security, SurePOS ACE for 4690 OS also provides password expiration and complex password support. The password can be set by the retailers to expire in an amount of time determined by the user. The options included in this product can also help retailers address the PCI DSS (Payment Card Industry - Data Security Standard) requirements.

The **SurePOS ACE Payment Card Industry (PCI) Payment Application - Data Security Standard (PA-DSS) Implementation Guide** is available online at

http://www.toshibacommerce.com/support

The customer is responsible for evaluation, selection, and implementation of security features, administrative procedures, and appropriate controls in application systems and communication facilities.
Ordering information

**Toshiba Global Commerce Solutions - Product offering**

**Basic License:** To order a base license, specify program number 5639-BA1 for ACE and/or 5639-BA2 for ACE/EPS, and the appropriate distribution media item.

Those users current on the SWM for previous versions, can obtain V7.5 without cost, by ordering 5639-BA1 and specifying the media only.

**Toshiba Global Commerce Solutions - Support offering**

All entitled software licenses include Software Maintenance for a period of 12 months from the date of acquisition, providing a streamlined way to acquire Toshiba software and assure technical support coverage for all licenses. Extending coverage for a total of three years from date of acquisition may be elected.

While your Software Maintenance is in effect, Toshiba provides you with assistance for your routine, short duration installation and usage (how-to) questions, and code-related questions. Toshiba provides assistance by telephone and, if available, electronic access, only to your information systems (IS) technical support personnel during the normal business hours (published prime shift hours) of your Toshiba support center. (This assistance is not available to your users.) Toshiba provides Severity 1 assistance 24 hours a day, every day of the year. For additional details, consult your *Software Support Guide* at

http://www.toshibacommerce.com/support

Software Maintenance does not include assistance for the design and development of applications, your use of programs in other than their specified operating environment, or failures caused by products for which Toshiba is not responsible under this agreement.

The following content provides additional information regarding the Software Maintenance offering for SurePOS ACE V7.5.

This offering provides access to the customer support website, voice access to personnel, support for configuration and installation questions, maximum two-hour initial response during prime shift and four hours during off shift (off shift is defined as the hours outside of prime shift), and 24 x 7 coverage for "store down" situations.

- Technical support provides assistance electronically or by telephone during prime shift. Prime shift means 8:00 a.m. to 5:00 p.m. in the local time zone where service is available Monday through Friday (excluding national holidays). This support:
  - Determines problem cause for configuration, installation, and defect-type problems
  - Identifies the source of the problem for unmodified SurePOS ACE V7.5 code using problem analysis
  - Provides information for existing code corrections, restrictions, or known bypasses for reported problems
  - Provides circumventions (when available)
  - Supplies a reasonable amount of assistance for product interpretation and understanding
- Program Temporary Fixes (PTFs) provide maintenance for various fixes of the base product and releases, documentation, and online updates.
- SurePOS ACE V7.5 updates include improvements, extensions, and other changes to SurePOS ACE V7 programs which Toshiba determines to be logical improvements, upgrades, versions, or new releases.
To order support, see the information below. Support for the first year has no charge. If SW Maintenance has expired, then customers wishing to reinstate their SW Maintenance must order the After License product.

The following are orderable:

- **Media.** These are the physical media, such as CD-ROMs, that deliver the product code.
- **License and Software Maintenance 1-year and 3-year Registration.** This is the product authorization with maintenance to the first or third anniversary date. There is no charge for the first year.
- **Software Maintenance 1-year and 3-year Renewal to Anniversary Date.** This is the maintenance renewal for one year or three years, which applies when a customer renews their existing coverage period prior to the anniversary date on which it expires.
- **Software Maintenance after License to Anniversary Date.** This is for customers who have allowed their Software Maintenance to expire, and later wish to reinstate their Software Maintenance.

When support is purchased, it must be ordered for every installed license of this product. The quantity of the billable feature numbers for support must be equal to the quantity of the billable feature numbers for the product license. Support is not transferable among products.

<table>
<thead>
<tr>
<th>Description</th>
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<tbody>
<tr>
<td>SurePOS ACE Base per terminal/client device</td>
<td>5639-BA1-0001</td>
</tr>
<tr>
<td>SurePOS ACE Base per controller/server/virtual server</td>
<td>5639-BA1-0002</td>
</tr>
<tr>
<td>Upgrade from SA (5696-536) terminal to ACE per terminal</td>
<td>5639-BA1-0003</td>
</tr>
<tr>
<td>Upgrade from GSA (5696-546) terminal to ACE per terminal</td>
<td>5639-BA1-0004</td>
</tr>
<tr>
<td>Upgrade from GSA (5696-546) controller to ACE per controller</td>
<td>5639-BA1-0005</td>
</tr>
<tr>
<td>Upgrade from CDSA(5669-212)controller to ACE per control</td>
<td>5639-BA1-0006</td>
</tr>
<tr>
<td>Upgrade from CDSA(5669-212)terminal to ACE per terminal</td>
<td>5639-BA1-0007</td>
</tr>
<tr>
<td>SurePOS ACE base source code per copy</td>
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<td>Upgrd SA (5696-536) source to ACE source/copy English</td>
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<tr>
<td>Upgrd GSA (5696-546)source to ACE source/copy English</td>
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<td>Upgrd CSA (5696-212)source to ACE source/copy English</td>
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<td>SurePOS ACE/EPS base per terminal</td>
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<td>SurePOS ACE/EPS base per network provider/store contrl</td>
<td>5639-BA2-0002</td>
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<td>SurePOS ACE/EPS source code per copy (English only)</td>
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**Customization options for 5639-BA1**

Select the appropriate feature numbers to customize your order with the delivery options desired. These features can be specified on the initial order.
### Initial shipments

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<th>Description</th>
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<tr>
<td>3444</td>
<td>Serial Number Only (suppresses shipment of media and documentation)</td>
</tr>
<tr>
<td>3470</td>
<td>Initial/MES Ship media only</td>
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<td>3471</td>
<td>Initial/MES Ship publications only</td>
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### Customization options for 5639-BA2

Select the appropriate feature numbers to customize your order with the delivery options desired. These features can be specified on the initial order.

### Initial shipments

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This software license includes Software Maintenance.

You may elect to extend coverage for a total of three years from date of acquisition. If maintenance has expired, specify the after license item.

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<th>Description</th>
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<td>SurePOS ACE V7 Source code Per Copy SWMA 1 Yr ren</td>
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<td>SurePOS ACE V7 Source cd Per Copy SWMA 1Yr aftrlics</td>
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Charge metric

SurePOS Application Client/Server Environment for 4690 OS for V7.5 and SurePOS ACE/EPS V7.5 are products that have four charge units: Network Provider, controller, terminal, and per copy.

<table>
<thead>
<tr>
<th>Program name</th>
<th>PID number</th>
<th>Charge metric</th>
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<tr>
<td>SurePOS ACE V7.5</td>
<td>5639-BA1</td>
<td>Per controller (server or virtual server)</td>
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<tr>
<td>SurePOS ACE V7.5</td>
<td>5639-BA1</td>
<td>Per terminal (client device)</td>
</tr>
<tr>
<td>SurePOS ACE V7.5</td>
<td>5639-BA1</td>
<td>Per copy (for source code)</td>
</tr>
<tr>
<td>SurePOS ACE/EPS V7.5</td>
<td>5639-BA2</td>
<td>Per Network Provider (Per Store)</td>
</tr>
<tr>
<td>SurePOS ACE/EPS V7.5</td>
<td>5639-BA2</td>
<td>Per terminal (client device)</td>
</tr>
<tr>
<td>SurePOS ACE/EPS V7.5</td>
<td>5639-BA2</td>
<td>Per copy (for source code)</td>
</tr>
</tbody>
</table>

The products are licensed per controller (server or virtual server and per terminal (client device) in a store or per store with the first year of support included. There is a media feature number if media is desired.

SurePOS ACE and SurePOS ACE/EPS 1-year or 3-year Reg/Renewal and After License options are the support offerings, which have the same structure as the product with a controller and terminal or per-store charge.

Server

Server is a unit of measure by which the program can be licensed. A server is a physical computer that is comprised of processing units, memory, and input/output capabilities and that executes requested procedures, commands, or applications for one or more users or client devices. Where racks, blade enclosures, or other similar equipment is being employed, each separable physical device (for example, a blade or a rack-mounted device) that has the required components is considered itself a separate server. For the purpose of server-based licensing, licensee must obtain entitlements for each server that is made available to the program, regardless of the number of processor cores and partitions in the server or the number of copies of the program on the server.

Notes:

- Some programs may require licenses for the program and what is being managed. In that case, the following applies: In addition to the entitlements required for the program directly, licensee must obtain entitlements for this program sufficient to cover the servers managed by the program.
- Some programs may be licensed on a managed basis only. In that case, the following applies: Instead of the entitlements required for the program directly, licensee must obtain entitlements for this program sufficient to cover the servers managed by program.

Client device

Client device is a unit of measure by which the program can be licensed. A client device is a single-user computing device or special-purpose sensor or telemetry device that requests the execution of or receives for execution a set of commands, procedures, or applications from or provides data to another computer system that is typically referred to as a server or is otherwise managed by the server. Multiple client devices may share access to a common server. A client device may have some processing capability or be programmable to allow a user to do work. Examples include, but are not limited to, actuators, appliances, automated teller machines, automatic meter readers, cash registers, disk drives, desktop computers, kiosks, notebook computers, personal digital assistants, point-of-sale terminals, sensors, smart meters, tape drives, and technical workstations. Licensee must obtain entitlements for every client device that runs, provides data to, uses services provided by, or otherwise accesses the program and for every other computer or server on which the program is installed.
Terms and conditions

The information provided in this announcement letter is for reference and convenience purposes only. The terms and conditions that govern any transaction with Toshiba are contained in the applicable contract documents such as the International Program License Agreement, and the Agreement for Acquisition of Software Maintenance.

Licensing

International Program License Agreement including the License Information document and Proof of Entitlement (PoE) govern your use of the program. PoEs are required for all authorized use.

This software license includes Software Subscription and Support (also referred to as Software Maintenance).

Agreement for Acquisition of Software Maintenance

When a customer orders a license to the program other than via Passport Advantage®, the International Agreement for Acquisition of Software Maintenance (Z126-6018) applies for Subscription and Support (also referred to as Software Maintenance) and does not require customer signatures.

These programs are licensed under the Program License Agreement (IPLA) and the associated Agreement for Acquisition of Software Maintenance, which provide for support with ongoing access to releases and versions of the program. Toshiba includes one year of Software Subscription and Support (also referred to as Software Maintenance) with the initial license acquisition of each program acquired. The initial period of Software Subscription and Support (also referred to as Software Maintenance) can be extended by the purchase of a renewal option, if available. These programs have a one-time license charge for use of the program and an annual renewable charge for the enhanced support that includes telephone assistance (voice support for defects during normal business hours), as well as access to updates, releases, and versions of the program as long as support is in effect.

License Information number

- GC23-8602 for SurePOS ACE
- GC31-5676 for SurePOS ACE Source
- GC23-8603 for SurePOS ACE/EPS
- GC31-5677 for SurePOS ACE/EPS Source

The program's License Information will be available for review on the Toshiba Global Commerce Solution Software License Agreement website

http://www.toshibacommerce.com/licensing

Limited warranty applies

Yes

Limited warranty

Toshiba warrants that when the program is used in the specified operating environment, it will conform to its specifications. The warranty applies only to the unmodified portion of the program. Toshiba does not warrant uninterrupted or error-free operation of the program or that Toshiba will correct all program defects. You are responsible for the results obtained from the use of the program.
Toshiba provides you with access to IBM databases containing information on known program defects, defect corrections, restrictions, and bypasses at no additional charge. For further information, consult the Toshiba Global Commerce Solutions Software Support Handbook found at

http://www.toshibacommerce.com/support/software/documents/handbook

Toshiba will maintain this information for at least one year after the original licensee acquires the program (warranty period).

Money-back guarantee

If for any reason you are dissatisfied with the program and you are the original licensee, you may obtain a refund of the amount you paid for it, if within 30 days of your invoice date you return the program and its PoE to the party from whom you obtained it. If you downloaded the program, you may contact the party from whom you acquired it for instructions on how to obtain the refund.

Other terms

Volume orders (IVO)
Yes. Contact your IBM representative.

IBM International Passport Advantage Agreement

Passport Advantage applies
No

Software Subscription and Support applies
Yes. All entitled software licenses include Software Subscription and Support (also referred to as Software Maintenance) for a period of 12 months from the date of acquisition, providing a streamlined way to acquire Toshiba software and assure technical support coverage for all licenses. Extending coverage for a total of three years from date of acquisition may be elected.

While your Software Subscription and Support (Software Maintenance) is in effect, Toshiba provides you with assistance for your routine, short duration installation and usage (how-to) questions, and code-related questions. Toshiba provides assistance by telephone and, if available, electronic access, only to your information systems (IS) technical support personnel during the normal business hours (published prime shift hours) of your Toshiba support center. (This assistance is not available to your end users.) Toshiba provides Severity 1 assistance 24 hours a day, every day of the year. For additional details, consult the Toshiba Global Commerce Solutions Software Support Handbook found at

http://www.toshibacommerce.com/support/software/documents/handbook

Software Subscription and Support (Software Maintenance) does not include assistance for the design and development of applications, your use of programs in other than their specified operating environment, or failures caused by products for which Toshiba is not responsible under this agreement.

IBM Operational Support Services - SoftwareXcel

No

System i® Software Maintenance applies

No
Variable charges apply

No

Educational allowance available

Yes. A 15% education allowance applies to qualified education institution customers.

Statement of good security practices

IT system security involves protecting systems and information through prevention, detection, and response to improper access from within and outside your enterprise. Improper access can result in information being altered, destroyed, or misappropriated or can result in misuse of your systems to attack others. Without a comprehensive approach to security, no IT system or product should be considered completely secure and no single product or security measure can be completely effective in preventing improper access. Toshiba systems and products are designed to be part of a comprehensive security approach, which will necessarily involve additional operational procedures, and may require other systems, products, or services to be most effective. Toshiba does not warrant that systems and products are immune from the malicious or illegal conduct of any party.

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