



August 30, 2013

Dear Sage 100 ERP (formerly Sage MAS 90 ERP)/AccuPOS Point of Sale Business Partner,

We want to make you aware of an important change regarding our endorsed partner relationship with AccuPOS. Effective October 1, 2013, our endorsed partner relationship with AccuPOS will come to a close. This change will allow both Sage and AccuPOS to better serve you and the need of our mutual customers.

While our relationship with AccuPOS is changing, they will remain a valuable member of our ISV program. AccuPOS has an extensive knowledge of the retail market space and will be able to offer you an array of solutions for your retail customers.

While this brings changes, many things will remain the same such as:

- AccuPOS Point of Sale for Sage ERP 100, along with other retail solutions and services will continue to be available (albeit directly from AccuPOS instead of through Sage)
- Customer support will continue without interruption for both new and existing customers
- No change to support hours; 5:00 AM – 11:00 PM PST Monday to Friday and 5:00 AM – 3:00 PM PST on Saturdays and Sundays, plus 24/7 emergency support
- AccuPOS will continue all product development and updates for new Sage 100 ERP version releases

### CHANGES STARTING OCTOBER 1, 2013

- **SALES** – Contact AccuPOS directly for all sales (new and add-on). The AccuPOS solution will be designated as a Gold Level product in the Sage ISV program. If a partner or customer calls Sage to inquire about purchasing AccuPOS Point of Sale, Sage will refer them to AccuPOS for assistance.

AccuPOS Sales: 800-906-5010 (press '1')

- **SUPPORT** – Customers with existing support contracts will continue to be supported by AccuPOS without interruption. For plans expiring after December 31, 2013, AccuPOS will process renewals of M&S plans for AccuPOS Point of Sale products.

After September 30, 2013, please contact AccuPOS directly for any support cases specific to the AccuPOS software. AccuPOS's hours of support operation will continue to be 5:00 AM – 11:00 PM PST Monday to Friday and 5:00 AM – 3:00 PM PST on Saturdays and Sundays, plus 24/7 emergency support.

AccuPOS Support: 888-265-4767

- **TIER CREDIT** – Since AccuPOS Point of Sale will not be ordered through Sage, Sage tier credit will not apply to AccuPOS orders placed after September 30, 2013. We encourage you to close any AccuPOS opportunities in your pipeline by September 30, 2013.



- **DISCOUNTS ON QUOTES** – Discounts on AccuPOS included on any existing Sage quotes issued before September 30, 2013 will be honored by AccuPOS through October 30, 2013. After October 30, 2013, please contact AccuPOS to discuss any sales discounts.
- **PRODUCT DISTRIBUTION AND INSTALLATION** – AccuPOS will continue to distribute all product updates and hot fixes for AccuPOS Point of Sale.
- **LICENSING AND REGISTRATION** – AccuPOS will continue to distribute all product license and registration keys for product sales.

Again, while this represents a change to our endorsed relationship with AccuPOS, it also provides an opportunity for both Sage and AccuPOS to better serve our mutual partners and customers. We expect that this change will create no product usage or service interruptions.

Thank you for your continued partnership. If you have any questions, please contact your Sage Partner Advocate or contact AccuPOS at 800-906-5010.

Sincerely,

Sage 100 ERP Team and AccuPOS Team