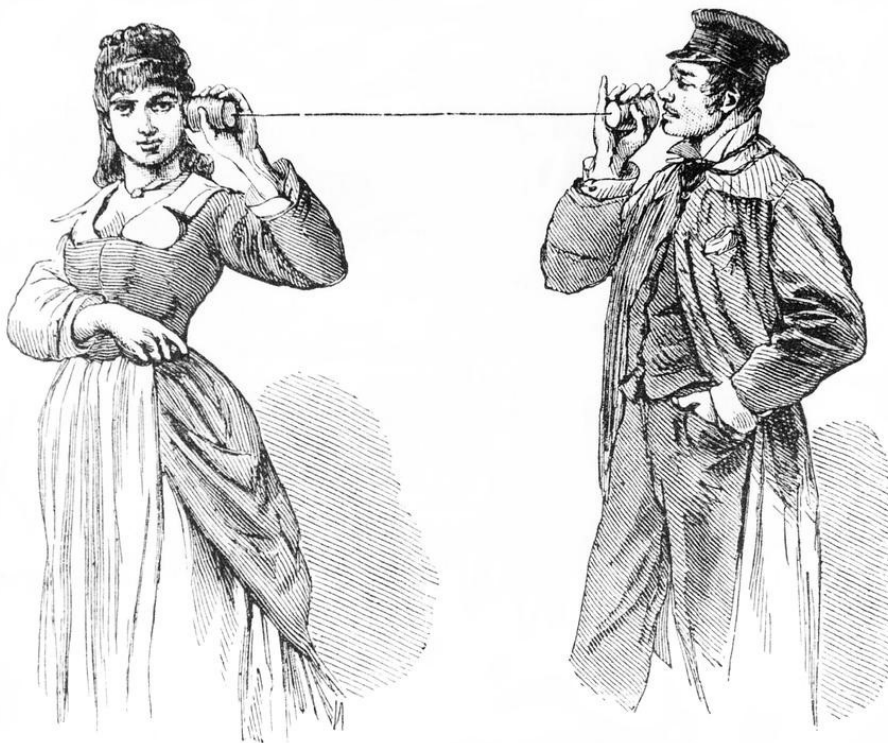


Continuation of Business During COVID-19 Emergency
Taking Customer Orders via Telephone



1. Introduction

If your customers cannot get to your store because of the restrictions imposed as a result of the coronavirus outbreak and you don't have an e-commerce web site, all is not lost.

You can still sell to them and take payment using WinRetail's Customer not Present (CNP) feature. This allows an operator to process a customer and process the customer's credit/credit card .

The process, which is very simple and is described on the next pages.

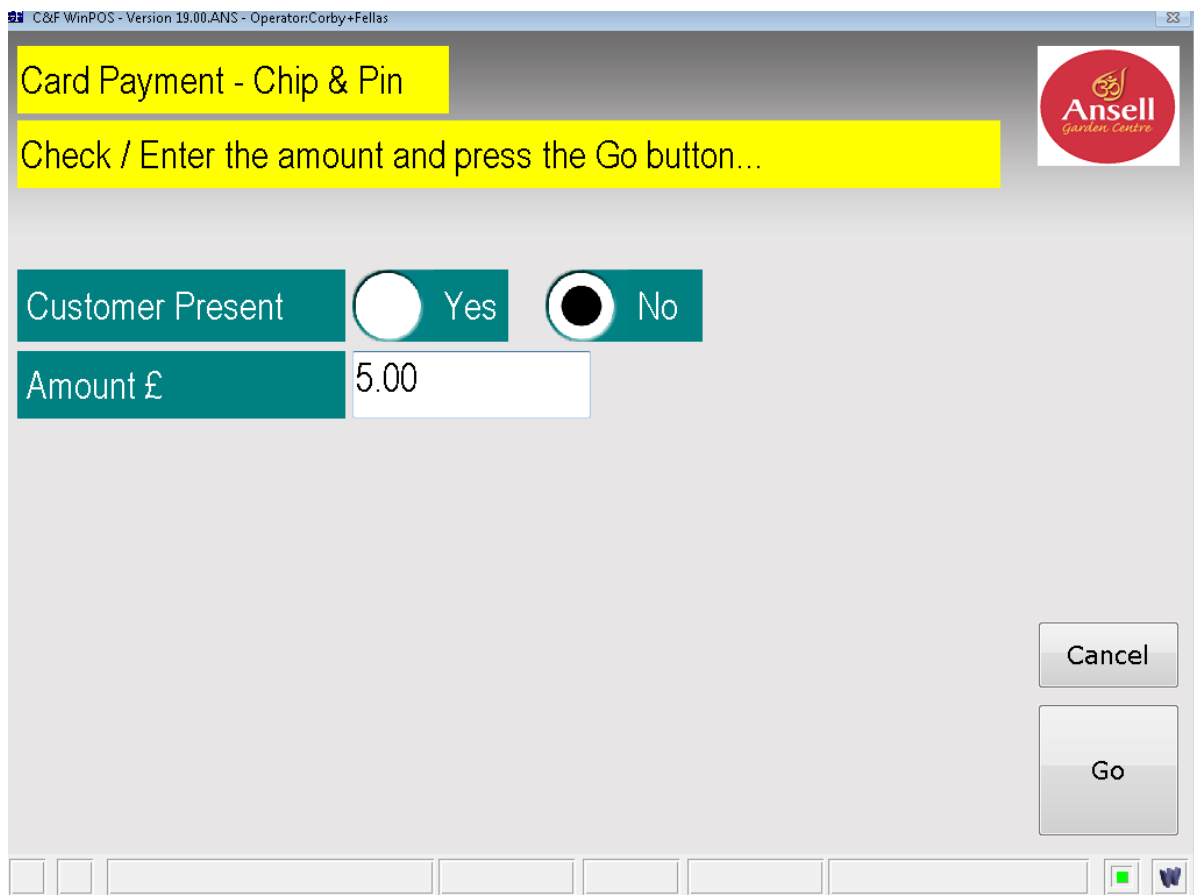
Those WinRetail users who do use the integrated e-commerce facility, please remember that the system comes complete with a comprehensive HO Telesales module, which also allows sales order to be taken and processed over the phone.

Please do not hesitate to contact us if you need any help or advice.



CNP Payment - Stage 1

Once the operator has taken the customer's order and entered the payment stage of the transaction, they must toggle the Customer Present button to NO and press GO to proceed.

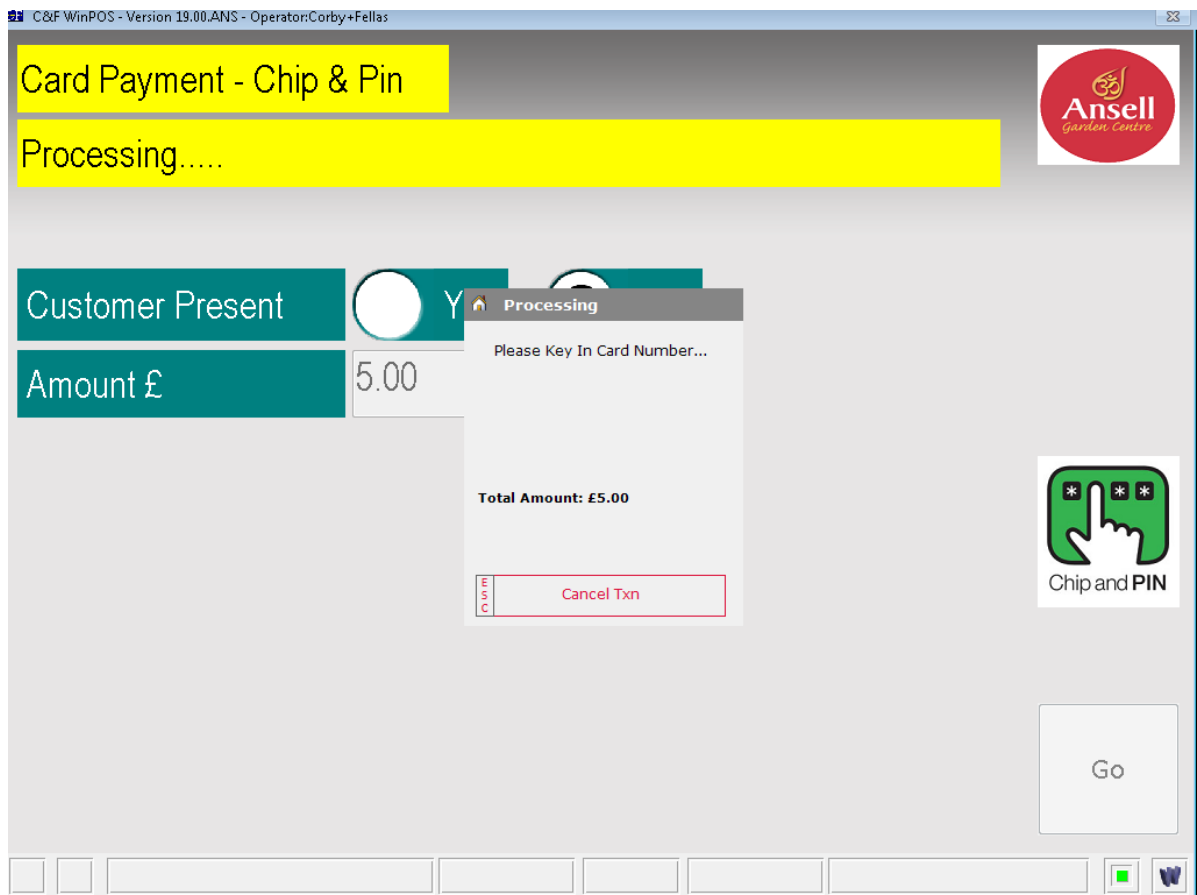


CNP Payment - Stage 2

The operator must now enter the following information via the keyboard of the Chip and PIN device connected to the till:

- Customer's Debit/Credit card number
- Card expiry date
- CV2 Code (the 3 digits on the reverse of the card)
- Customer's house number (left blank if the house has a name)
- Numeric part of Postcode (e.g. for postcode NR317RU enter 3,1,7)

CAUTION: Please be aware, that any chargebacks are the merchant's responsibility, so caution should be exercised.



About Corby & Fellas



Corby + Fellas Stands out from the Crowd by Offering Excellent Software, Backed by First Class Support

We design, develop and deploy high quality IT systems, predominately for retail businesses throughout the UK.

We have been in business since 1981 and are a stable, well managed company with highly motivated and loyal employees.

Here are a few facts about our business:

- We have over 2,000 PoS systems installed in 250+ locations in the UK and Eire.
- One of our largest customers has 50 stores, equipped with 300+ PoS terminals, with an annual turnover of £70M.
- We are experienced in supporting both single site and multi-site outlets.
- WinRetail is our retail software package, which has been designed and developed entirely by us; we are not selling a package on behalf of anyone else. This gives us the freedom and flexibility to enhance and amend the software to suit the specific needs of our customers. We can do this quickly and with the minimum of bureaucracy.
- We offer all the services needed to run a successful IT system, including: software design and development, hardware/software maintenance, network installation, project implementation and management, training, e-commerce, etc.