

Overview and Frequently Asked Questions

■ OVERVIEW

Welcome, 360Commerce Partners

Oracle has acquired 360Commerce, a leading provider of Java-based store and multi-channel retail solutions with marquee retail customer satisfaction.

With this acquisition, Oracle plans to deliver on the vision of customer-centric retailing. Oracle and 360Commerce have complementary products with a common focus on supporting our respective customers, which includes many of the most successful retailers in the world. The combination of Oracle and 360Commerce will bring together store solutions, merchandising, supply chain and optimization solutions from the enterprise to the store. The combination of 360Commerce's products with Oracle's leading database infrastructure and ERP applications is expected to provide a highly integrated solution for the customer insight-driven retail enterprise.

In addition, products and retail sector expertise from highly specialized 360 Commerce and Oracle retail partners will enable delivery of a broader array of more complete retail solutions to address our joint customers' business needs. Our partners will also be able to leverage the strength of these combined solutions into other industries and technologies for incremental growth.

Partners are essential to Oracle's economy and growth strategy. Oracle will embrace 360Commerce partners and will continue to be committed to your success and the satisfaction and retention of your customers.

The foundation for your success with Oracle is Oracle PartnerNetwork, a community of more than 15,000 partners worldwide, a management portal, an interaction center for partner support and a global business program. Through partnership with Oracle, you will have the opportunity to gain access to Oracle's premier products for additional growth, coupled with education, technical services and highly specialized go-to-market engagement, with support from across all lines of business within Oracle.

We look forward to building our relationships with you through Oracle PartnerNetwork and we will make every effort to provide you with a rich program that supports all aspects of your business and ensures seamless operation. Throughout the transition, we will

communicate with you to provide you with the very latest information and resources to address your questions and highlight new opportunities.

The combination of Oracle and 360Commerce will enable retailers to enhance customer intimacy, improve employee efficiency, and increase product availability to deliver a superior shopping experience at a lower cost of service. For our partners, who provide essential retail expertise and solutions, we anticipate the following benefits from the combination:

- For system integration partners, the proposed combination is expected to expand market opportunities and enable faster and lower-cost solution development.
- For all current 360Commerce partners, your market is expected to expand through access to Oracle's extensive product portfolio, enabling movement beyond store applications into merchandising and price optimization and other enterprise applications. 360Commerce partners will also gain access to a much larger customer set through Oracle's global marketing and delivery teams and established relationships with hundreds of retail enterprises.
- Existing Oracle Retail partners are expected to find new opportunities to address store applications, forecasted by industry analysts to account for the highest spend in retail over the next few years.

We are excited about this combination, how it will improve customer-centric retailing and open the door to incremental opportunities for our valued partners. To enhance and simplify your partnering experience with Oracle, we offer the following responses to your frequently asked questions about the acquisition, retail offerings, and partner transition plans.

■ PRODUCT OVERVIEW AND PRODUCT ROADMAP

What are store and multi-channel retailing solutions?

Store and multi-channel retailing solutions refer to a class of solutions that retailers use at corporate, in the back office of the store, and at the checkout counter to improve channel operations and effectively serve their customers.

What products does 360Commerce currently develop and support?

360Commerce currently offers:

- Cross-channel and mobile Point-of-Sale to enable retailers to provide better customer service
- Cross-channel, proactive Returns Management so retailers can reduce fraud without losing customers
- Browser-based Back Office and Inventory Management so retailers can manage their stores and inventory assets in real time and from anywhere
- Browser-based Central Office so retailers can manage their multiple channels with a real-time centralized view
- Browser-based Workforce Management so retailers can ensure optimal customer service at the lowest possible cost

What is the current plan for the 360Commerce suite of solutions after closing?

360Commerce solutions are expected to extend Oracle Retail's store and multi-channel retailing offering. 360Commerce solutions are expected to be integrated with Oracle Retail's solutions and we will take a huge step forward in realizing the vision of customer centric retailing.

360Commerce solutions are open and standards-based, and run on many different platforms. Will this be changing given that Oracle has its own middleware products?

No. Oracle understands that retailers require freedom-of-choice in store solution platforms, so these store solution offerings plan to continue to be based on support for retail-relevant standards, and non-Oracle platforms will continue to be supported. For example, IBM's Store Integration Framework is planned to be continued as a tested and supported platform with our retail solutions.

■ BUSINESS CONTINUITY

How will Oracle support 360Commerce partners throughout the integration and beyond?

Oracle is deeply committed to our partners' success. The message for 360Commerce partners today is one of continuity: "business as usual." Every effort is being made to ensure that business continues uninterrupted through this transitional period.

Partners not yet enrolled in the Oracle PartnerNetwork program are invited to join the program to gain access to some of the highest levels of support and resources in the industry today. The Oracle PartnerNetwork program requires acceptance of the OPN Agreement and a membership fee of US\$1995.

Oracle will train partners on the evolving Oracle Retail product line to ensure that you are prepared to take advantage of the new opportunities available through this combination. Watch the OPN Portal for upcoming featured Oracle Retail sales and technical training opportunities.

How does Oracle plan to communicate information about the integration process, partnership opportunities, and program support to 360Commerce partners?

Oracle will communicate information as it becomes available to both partners and customers. You may anticipate regular communications from Oracle Retail throughout the transition. During the transition, 360Commerce partners should access <http://www.oracle.com/360Commerce> for more information on the acquisition and product strategy. As soon as 360Commerce partners have transitioned to Oracle PartnerNetwork, or for those partners already in Oracle PartnerNetwork, you may visit the Oracle PartnerNetwork portal to get information on partnering with Oracle, opportunities to expand current market coverage and grow your business.

How can partners market their solutions to Oracle's customer, partner and sales bases?

As a membership benefit, Oracle offers the Oracle PartnerNetwork Solutions Catalog, a comprehensive global directory of partner solutions and services, used by customers, partners, and Oracle sales to identify and connect with Oracle PartnerNetwork community members. 360Commerce partners who are new to Oracle PartnerNetwork may publish profiles within the catalog as soon as their transition to OPN has been completed. With profile publication they will have access to marketing and lead generation opportunities.

■ BUSINESS CONTINUITY (CONTINUED)

How do partners contact an Oracle PartnerNetwork representative in their respective countries?

Oracle services all of our partners through the Oracle PartnerNetwork portal. Be sure to visit the portal at <http://oraclepartnernetwork.oracle.com/> for more information on partnering with Oracle and how to grow your business through Oracle PartnerNetwork.

The local Oracle PartnerNetwork Interaction Center representative is available to assist partners. By clicking on the "Contact Us" tab on the Oracle PartnerNetwork portal, partners can easily access local phone and email contact information.

Will training on 360Commerce products continue?

Yes. Oracle intends to honor the terms and conditions of existing 360Commerce contracts.

What is the purchase price?

The terms are confidential and will not be publicly disclosed.

Will the 360Commerce leadership and employees be retained?

Yes. The goal of this combination is to complement the offerings of the Oracle and Oracle Retail family of solutions with the 360Commerce leadership, development, sales, marketing, and services teams.

What will happen to the 360Commerce user group and user conference?

It is currently expected that the 360Commerce user group conference will be held as usual in Austin, Texas, September 17-19, 2006. All customers running 360Commerce and Oracle's store system solutions, as well as retailers considering new store systems technology investments will be invited to attend. More details about the conference and how to sign up will be available shortly.

What happens next?

The transaction was completed on January 17, 2006. A series of communications will take place to inform you of next steps from support plans to future product roadmaps. Please visit 360Commerce.com and/or oracle.com/360commerce for up to date information on the transaction and integration.

The above is for informational purposes and may not be incorporated into a contract.