



A Letter from the President



2015 HAS COME OUT OF THE GATES FAST.

Truno is quickly updating retailer's systems to accommodate industry changes such as the launch of EMV and PCI compliance regulations. We've also seen an increase in retailers investing in self-service solutions, specifically self-checkout and mobile tablets. In fact, over the last few months we installed more self-checkout systems than any other time in our company's history. It's clear the retail industry is shifting in their composition of the point of sale experience. No doubt, Truno stands ready to serve our retailers with secure, stable and integrated solutions throughout the store.



These industry changes make it an exciting time to be a part of the Truno team. Truno continues to move NorthBOUND, delivering innovative solutions to our valued customers. With unprecedented growth and opportunity in the pipeline, I expect the rest of this year to be extraordinary.

Steven Watters
President

mark your calendar.

TRUNO CONFERENCE

10.12-14.2015

OVERTON HOTEL | LUBBOCK, TEXAS

registration opens august 1.

TRUNO Wishes a Happy Retirement to Sandra Fuller

This February, Truno celebrated a happy retirement with Sandra Fuller, co-founder of Truno. Sandra and her husband, Curtis, started Cash Register Services back in 1978. Through the years, Sandra has seen the company evolve from a West Texas grocery point-of-sale provider, into the national leader in integrated technology solutions for the retail industry. Since 1978, the company has experienced many changes; a change in ownership, expansion in our geographic reach to both coasts and in between, a growth in employees to exceed 200, countless releases of new products and services, and the rebranding of the company in 2014. Sandra has remained a constant, providing a smile and a hug for everyone along the way.

Sandra has been the heart of the company since its inception and continued the family-led environment that makes Truno a unique company to work for. Her work ethic and humble attitude has set the standard for all Truno employees. We will continue to strive to carry on her and her family's legacy, remembering the bricks that laid the foundation for the success of the company today.

Truno celebrated Sandra's career on Monday, February 16th with breakfast, cake, her favorite flowers, and a book comprised of notes and cards from all the employees. The room was full of love and laughter in celebration of Sandra and a job well done. We wish Sandra health and happiness in her retirement.



TRUNO Supports Queen's Quest for National Crown



Truno employee, Kerry Pope, stood proud alongside his daughter, Candace, as she was crowned Levelland High School's 2014 Homecoming Queen this past October. While winning this honor would be the delight of any high school student, Candace's journey to the crown is a special one. Born with cerebral palsy, Candace has always endured the physical challenges of the disease with continued grace and strength. It is Candace's kind spirit and character that has made her so beloved by

her peers and led to her selection as their Homecoming Queen. Candace had a "glow" about her in the week leading up to the football game where Homecoming King and Queen were to be announced, according to her father, Kerry. "She was very nervous and she didn't think she had a chance to win", but when they walked out on the field during halftime, "...the crowd erupted

[and] I knew she was going to win." It goes without saying that Kerry was thrilled for his daughter and touched to see Candace so genuinely happy. "This was, and still is, a very special time for her. She will have great memories" to last a lifetime.

The story doesn't end there. After being named her high school's Homecoming Queen, Candace received a letter inviting her to go to a nationwide pageant to compete for America's Homecoming Queen. Thanks to a donation from Truno, Candace will be able to make a trip to Dallas on April 12th to participate in the event, which consists of an evening gown competition and an interview portion.

If she is chosen to represent Texas, she will move on to the nationals level of the pageant, where she will have a chance to win a scholarship for college. Truno congratulates Candace on her achievement and wishes her the best of luck as she competes to win America's Homecoming Queen on April 12th.



TRUNO Launches Company App for Increased Security

With features designed to provide increased security and convenience, the Truno app allows customers to access Truno straight from their smartphone.

The app's key feature includes service technician verification through a QR bar code located on the Truno employee's id badge. The scan will provide validation of the Truno employee or alert an error message with instructions on necessary steps to address the concern. A validated employee then becomes "checked in" and associated with that store location which can be tracked and viewed in a history log. Upon check out of the Truno employee, the customer has the option to complete a performance review. "We understand the importance of knowing who is in your store and for how long. Allowing us to work on your secure data and technology means it is important to hold us accountable. This app is in direct line with that mission." Truno President, Steven Watters, stated of the app.

Additionally, the app allows customers to access their Truno portal to view and submit service tickets, contact Truno with one click, and order supplies directly from their mobile device.

Developed for both Apple and Android users, the app launched April 2015. Visit the

Apple Store or GooglePlay to download the Truno app today!



TRUNO's 2014 Stats

127,997

Number of closed tickets

72,248

Number of closed support calls

1,448

Number of Preventative Maintenance Service Calls

271

Number of installs/upgrades

217

Number of trainings

2015 NGA Show Recap - A Grocer's Gathering

The 2015 NGA Show proved to target not just the independent grocery industry, but grocery as a whole. With an expansion in the volume of the attendee base, "The networking between clients and partner vendors was better than ever and my favorite part of the show", said Truno General Manager, Uwe von Sehrwald.

The NGA Show provided a powerful platform for existing and potential Truno customers to share ideas on designing the perfect point of sale for their grocery business. Truno's conversations with attendees reinforced that grocery retailers are looking for ways to leverage the point of sale and the information it furnishes for managing their business. "Grocers are looking for technology solutions for their entire enterprise that can help them gain an operating advantage," observed Von Sehrwald. "This can be achieved through a partnership with Truno." In particular, retailers at the show saw value in Truno's ability to couple with TimeForge to create a powerful and integrated operating solution. As expected much of the conversation buzz throughout the conference circulated around payments with continued evolution in PCI requirements and the arrival of EMV to the United States. The Truno team was also glad to connect with business partners such as Toshiba, NCR, and Verifone to become educated on what is next in the retail technology world.

In reflecting on this year's success, Von Sehrwald stated, "Overall, it was great to see our existing customers and meet new potential clients in retail and distribution. If you are a grocer, this is a show to attend. You will not be disappointed with the sessions and the exhibit hall."

For more on this year's show, visit truno.com.

Employees of the Month

We think we have the best employees around. THANK YOU to these team members that went above and beyond to deliver technology solutions with our customers' best interest in mind at all times.

September- Edward Reyes & William Rice
October- Ryan Kennedy & Connie Bishop
November- Michelle Rice & Bryan Carter
December - Julie Thompson & Will Buckley
January - Zack Bristow
February - Kevin Bateman

