

To: Distribution

From: Solutions Management – Software Portfolio

Subject: End of Life Notification for TrueVUE Cloud Subscription Product Codes

Bulletin Number: EOL-SW-Y2026M3D27-R1

Date: March 31, 2026

END OF LIFE NOTICE

This is a follow up End of Life communication for the TrueVUE Cloud product codes, in which a typo was identified. Changes highlighted in grey.

Sensormatic Solutions Management announces the End of Life of TrueVUE Cloud product codes and introduces new product codes in alignment with its evolving product strategy, which **applicable to all regions**. Further details are outlined below. In alignment with this change, Sensormatic Solutions will be announcing the End of Sale (EOS), End of Support (EOSupport) and the End of Life (EOL) for these software subscriptions.

As part of our ongoing commitment to delivering a **more streamlined and value-driven customer experience**, we are announcing the **End-of-Life (EOL) of our current subscription structure**. This update allows us to consolidate our offerings, simplify product selection, and ensure that our customers benefit from a clearer and more scalable subscription framework. The new model introduces standardized subscription levels and improved alignment between features, usage scenarios, and pricing.

To ensure a smooth transition, please find the key milestones and associated dates outlined below.

Milestones

Milestone	Sensormatic ERP Status	Date
EoL Notification Date (EOND)	PHO	March 27 th , 2026
End of Sale (EOS)	EOL	March 31 st , 2026
End of Support (EOSupport)	EOS	Not applicable
End of Life (EOL)	OBS	June 30 th , 2026

Note: Any changes to above timeline will be communicated via a revised Global End of Life Notice.

Applicable Regions

APAC	EMEA	LATAM	NA
☒	☒	☒	☒

With this announcement, the TrueVUE Cloud product codes will be removed and or replaced by the indicated dates. For more detail about of the product codes (P/Ns) impacted please consider the Product Mapping list hereunder.

Base Subscriptions

Product Mapping			
Impacted Product P/N	Description	New Product P/N (where applicable)	Description
TVC-PRM-DIR-MO	TrueVUE Cloud Premier - Monthly	TVC-STR-PRM-L1	TrueVUE Store Premier Level 1
		TVC-STR-PRM-L2	TrueVUE Store Premier Level 2
TVC-ULT-DIR-MO	TrueVUE Cloud Ultimate - Monthly	TVC-STR-ULT-L1	TrueVUE Store Ultimate Level 1
		TVC-STR-ULT-L2	TrueVUE Store Ultimate Level 2
TVC-SC-BASE	TrueVUE Supply Chain SW Core Base - Yearly	TVC-SC-PRM	TrueVUE Supply Chain Premier
		TVC-SC-ULT	TrueVUE Supply Chain Ultimate

Consumption Reads Packs

Product Mapping			
Impacted Product P/N	Description	New Product P/N (where applicable)	Description
TVC-SC-PK-TIER1	TrueVUE Supply Chain SW Read Pack T1 (per pack of 1M reads; up to 5M reads) - Yearly	TVC-SC-PK	TrueVUE Supply Chain 1 Million EPC Reads/Writes Pack
TVC-SC-PK-TIER2	TrueVUE Supply Chain SW Read Pack T2 (per pack of 1M reads; up to 20M reads) - Yearly		
TVC-SC-PK-TIER3	TrueVUE Supply Chain SW Read Pack T3 (per pack of 1M reads; up to 100M reads) - Yearly		
TVC-SC-PK-TIER4	TrueVUE Supply Chain SW Read Pack T4 (per pack of 1M reads; up to 1B reads) - Yearly		

Add-Ons Subscriptions

Product Mapping			
Impacted Product P/N	Description	New Product P/N (where applicable)	Description
TVC-BIN-AD-MO	TrueVUE Cloud Bin location Integration - Monthly	TVC-BIN-ADD	TrueVUE Cloud Bin location Integration Add-On
TVC-POS-AD-MO	TrueVUE Cloud RFID POS System Integration - Monthly	TVC-POS-ADD	TrueVUE Cloud RFID POS System Integration Add-On
TVC-TDS-AD-MO	TrueVUE Cloud Transition System Integration - Monthly	TVC-TDS-ADD	TrueVUE Cloud Transition Device System Integration Add-On
TVC-PRT-AD-MO	TrueVUE Cloud Printing Integration - Monthly	TVC-PRT-ADD	TrueVUE Cloud Printing Integration Add-On

Product Mapping			
Impacted Product P/N	Description	New Product P/N (where applicable)	Description
TVC-EXS-AD-MO	TrueVUE Cloud Exit System Integration - Monthly	No direct replacement. Shrink Analyzer is the new Sensormatic product line. Consult Sensormatic account/sales teams or Solutions Management for more information on Shrink Analyzer offering.	
TVC-EV-AD-MO	TrueVUE Cloud Exit Data Visibility per store - Monthly		
TVC-VID-AD-MO	TrueVUE Cloud Exit Video integration - Monthly		
TVC-SVA-AD-MO	TrueVUE Cloud Shrink Visibility Analytics - Monthly		
TVC-DISP-AD-MO	TrueVUE Cloud Display Compliance - Monthly	No replacement	

Complementary Information

Transition to New Subscription Levels

With the end-of-life (EOL) of the previous subscription structure and product codes, all customers will transition to a new tiered subscription model designed to offer greater flexibility. The newly restructured tiers - Premier and Ultimate - apply to both Store and Supply Chain products, delivering clearer visibility into available functionality and support options.

Each tier has been designed to better reflect real-world usage patterns and to enable organizations to select the level that best aligns with their operational needs. Additional details regarding feature availability and functional differences by tier will be provided in the upcoming communications.

Product Codes and SKU Alignment

To support the updated subscription model, new product codes (SKUs) will be introduced. These codes will replace all legacy identifiers associated with the retiring subscriptions. Customers will see the new product codes reflected in ordering systems, invoices, and entitlement records as migrations occur. This change ensures consistency across our catalog, reduces SKU complexity, and improves long-term product lifecycle management.

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This update improves catalog consistency, reduces overall SKU complexity, and strengthens long-term product lifecycle management.

Product Codes Invoicing

Starting April 1, 2026, all new subscriptions and contract renewals will only be available under the new product codes.

Customers with existing contracts may continue to be invoiced under their current product codes **through June 30, 2026**.

Handling of Add-Ons and Extended Capabilities

As part of the new structure, selected add-ons will remain available to extend core functionality within each subscription level. These add-ons will utilize updated product codes and may include enhancements such as advanced analytics, extended integrations, or industry specific capabilities. Existing customers who currently depend on add-ons will be automatically mapped to the new equivalents, ensuring continuity of service with no disruption to functionality.

For the Smart Exits add-ons please consult your account/sales representative to learn about the Shrink Analyzer offering that currently replaces these functions and features in TrueVUE Cloud.

Customer Impact and Next Steps

We understand that changes to subscription models can influence operational planning, procurement workflows, and licensing strategies. Over the coming weeks, we will be providing detailed migration paths, timelines, and FAQs to support a seamless transition. Our account teams and support specialists are available to assist you in evaluating the new subscription levels, understanding SKU changes, and selecting the combination that best aligns with your requirements.

Closing Reassurance

We appreciate your partnership and look forward to supporting your organization throughout this transition. By modernizing our subscription framework, we are laying the foundation for improved flexibility, simpler procurement, and continued innovation across our product portfolio.

If you have any questions on the **End of Life Notice for TrueVUE Cloud** product codes, please reach out to your Sales, Professional Services or Solutions Manager representative at srs.solmgt.eol@jci.com.