

Program Bulletin

NCR Hardware for Retalix Channel Partners

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Note: this Issue 3b adds links to add or remove names from NCR network access. Check-Flip support in the ISS45 and ScanMaster POS has been clarified (there isn't any...) Issue 3a clarifies the out-of-box and early-failure process. Issue 3 made clarifications and added the NCR contacts. Updates of significance are in [red](#).

Retalix is very pleased to offer NCR POS platform hardware to Retalix Channel Partners. These e-boxes, cash drawers, printers, displays and scanner/scales have been fully certified with ISS45 V8 and ScanMaster V2 POS and are offered at outstanding prices and margins.

All selling Retalix Channel Partners for ISS45, ScanMaster and StorePoint can register for eligibility to sell these products. This bulletin describes the Retalix program for this hardware.

This program reference bulletin describes the program for StoreNext dealers. The NCR products are being released with ScanMaster and ISS45 POS systems with additional releases for the StorePoint C-store POS dealer program.

Under this program, NCR terminals may ship with or without Retalix POS software in the program – dealers may purchase the NCR terminals for hardware-only orders. Please see the NCR Configuration and Pricing Bulletin for pricing details.

The NCR platforms will also be available as complete-system ScanMaster and ISS45 Express and Espresso packages.

The NCR products available include the following components. All are priced and available separately and packages are provided to simplify ordering and protect Channel Partners from Web “shopping” by prospects and/or via competitors.

- The NCR POS modular terminal e-boxes (CPUs, slices etc.) are currently the RealPOS 60 and RealPOS 82XRT models. These are available for use with ISS45 and ScanMaster grocery POS systems. Several models are available depending upon the performance required.
- The NCR all-in-one RealPOS 70 is available for use with StorePoint systems.
- NCR heavy-duty cash drawers can be selected with locks, and lock-less versions are also available for additional security if desired.
- NCR displays include the DynaKey with touch and DynaKey without touch, as well as touch-screen (non-keyed) and flat-panel (non-touch) versions.
- NCR printers can provide two-sided printing or traditional one-sided printing with high-speed thermal capability. Multi-station models include MICR and check-flip options.
- The NCR 7878 scanner/scale provides outstanding performance at extremely competitive dealer pricing. The NCR 7874 in-counter model is available with a smaller footprint at still lower costs.
- Add-on warranty options provide outstanding dealer pricing, timing and support.

This document covers the Retalix NCR Program and is organized into these sections:



Program Bulletin Contents

| | |
|--|----|
| NCR POS Terminal System Overview | 4 |
| RealPOS 60 | 4 |
| RealPOS 60 Configuration | 4 |
| RealPOS 60 Back-Panel Configuration..... | 5 |
| RealPOS 82XRT | 5 |
| RealPOS 80XRT Configuration | 5 |
| RealPOS 82XRT Back-Panel Configuration..... | 6 |
| NCR Cash Drawers | 6 |
| NCR DynaKey Displays..... | 6 |
| NCR LED Displays | 6 |
| 2 x 20 Customer Display..... | 7 |
| NCR POS Printers | 7 |
| NCR Scanner/Scales | 7 |
| Software Compatibility | 8 |
| Release Support – ISS45 and ScanMaster..... | 8 |
| Release Support – StorePoint | 8 |
| Prior and Other Software Release Support..... | 8 |
| NCR Hardware Versions Supported by Retailix POS Software | 8 |
| NCR POS Hardware Program Overview..... | 9 |
| Retailix Channel Partner Program for NCR Hardware..... | 9 |
| Overview — The Steps in a Nutshell | 9 |
| Eligibility and Qualifications..... | 9 |
| Schedule A — NCR POS Hardware Products | 9 |
| Network Access Agreement (“NAA”) | 10 |
| Education and Training | 11 |
| Service, Maintenance and Repair Qualifications | 11 |
| Partner-Delivered Services Addendum (“PDS”) | 11 |
| Program and Product Information | 12 |
| Ordering NCR POS Hardware | 12 |
| Delivery of NCR POS Hardware..... | 12 |
| Sales Engagement And Exclusivity | 13 |
| Marketing Support and Collateral..... | 13 |
| Channel Partner Demonstration and Lab Hardware | 13 |
| Presentations..... | 14 |
| Brochures and Information Sheets..... | 14 |



| | |
|--|----|
| Other Marketing Materials | 14 |
| Dealer Support | 15 |
| Documentation | 15 |
| System-Level Documentation | 15 |
| Hardware Technical Documentation | 15 |
| System Support..... | 15 |
| Dealer Lab Hardware | 15 |
| POS Application Support..... | 15 |
| NCR Hardware Platform Technical Support..... | 15 |
| Warranty..... | 16 |
| Standard Warranty Terms | 16 |
| Upgraded Warranty Terms..... | 16 |
| Hardware Warranty Program — Enrollment and Startup | 16 |
| Early Failure | 17 |
| Warranty Timing..... | 17 |
| Spare Parts..... | 17 |
| NCR Contacts | 18 |



NCR POS Terminal System Overview

The NCR terminal offerings include three product families, the RealPOS 60 modular system, RealPOS 82XRT modular system and the RealPOS 70 all-in-one terminal.

The RealPOS 60 and RealPOS 82XRT are certified and supported by the Retalix ScanMaster and ISS45 grocery POS systems.

The RealPOS 70 will be supported by the Retalix StorePoint C-store system.

RealPOS 60

The RealPOS 60 is a modular terminal with separate peripherals in a compact form factor. This POS terminal is 69 percent more energy efficient than prior-generation terminals, and has earned the ENERGY STAR® qualification to help the grocer's bottom line.

RealPOS 60 systems are installed in a dispersed configuration, and deliver outstanding value. The standard back panel I/O provides a wealth of connection options, and the Retalix Channel Partner version ships with an additional set of three 12V P-USB connections.

REALPOS 60 CONFIGURATION

- NCR base model: 7601
- Color: charcoal gray
- Operating system: Windows Embedded POSReady 7 SP1
- CPU: Intel 1.90GHz T3100 with 800 MHz FSB
- RAM: 2 GB (1x2) DDR3 RAM (4GB max capacity in two (2) slots)
- HDD: 250GB 2.5-inch SATA HDD
- USB Daughter Card Kit, with three (3) additional 12v P-USB ports
- Power: outboard/external 150W Power Supply with MEPSLevel V (87%efficient) and ACPI 3.0
- Connectivity:
 - 4 12V P-USB (includes 3 additional 12V P-USB shipped in Retalix configuration)
 - 1 24V P-USB
 - 3 PC USB (5V) (1 front, 2 rear)
 - 4 RS-232 ports (DB9M, selectable 0V/5V/12V)
 - 1 VGA video interface
 - 1 DVI video interface
 - 1 PS/2 keyboard/mouse port
 - Dedicated cash-drawer port
 - Audio (line-out) port
 - Ethernet LAN (10/100/1000 GB)
- No optical drive



More: [Click here for the NCR RealPOS 60 Brochure/Info Sheet and additional information.](#)



REALPOS 60 BACK-PANEL CONFIGURATION



RealPOS 82XRT

The RealPOS 82XRT is a modular terminal with separate peripherals, with stacking/integration options. This top-of-the-line system is available with several CPU options, and Retailix offers versions based on the Intel G850 and Intel Core i3.

REALPOS 80XRT CONFIGURATION

- NCR base model: 7606
- Color: charcoal gray
- Operating system: Windows Embedded POSReady 7 SP1
- CPU:
 - Intel Intel Pentium® G850
 - Intel Core i3 2120
- RAM: 2 GB (1x2) DDR3 dual-channel RAM (32GB max capacity in four (4) slots)
- HDD: 500GB 3.5-inch 7200 RPM SATA HDD
- Power: internal, 80 PLUS GOLD certified power supply with 260 Watt capacity
- Connectivity:
 - 5 12V P-USB (4 rear, 1 front)
 - 1 24V P-USB
 - 6 PC USB (5V) (all 6 rear)
 - 2 RS-232 ports (DB9M, selectable 0V/12V), additional RS-232 optional
 - Video Interfaces
 - 1 VGA video interface
 - 1 DVI video interface
 - 1 Display Port video interface
 - 1 PS/2 keyboard/mouse port
 - Dedicated cash-drawer port
 - Audio ports
 - Amplified speaker port
 - Line out port
 - Microphone port
 - Headphone jack (front)
 - Ethernet LAN (10/100/1000 GB)



- Expansion
 - 1 PCI slot, full height
 - 1 PCI Express x1 slot, full height
- No Optical drive (available as option)

More: [Click here for the NCR RealPOS 82XRT Brochure/Info Sheet and additional information.](#)

REALPOS 82XRT BACK-PANEL CONFIGURATION



NCR CASH DRAWERS

Retalix offers the NCR full-size (Model 2181) cash drawer in the supermarket configuration, in either no-lock and lock versions. With the NCR lock version, all locks are the same on all drawers. Retalix shipments of these cash drawers include the till/inserts and cable. Dual drawers are supported via an additional dual-drawer Y-Cable (ISS45 provides dual-drawer support, while ScanMaster provides single-drawer support only).



The NCR cash drawers may be fired from either the printer or the POS terminal (e-box). The same cable is used for either connection, and this 1.8M cable is supplied with the drawer.

More: [Click here for the NCR Cash Drawers Brochure/Info Sheet and additional information.](#)

NCR DYNAKEY DISPLAYS

The NCR DynaKey displays are released in two primary models, both using P-USB for interfacing to the POS terminal (Model 5954). Both of these DynaKey versions are certified with ISS45 and ScanMaster.

- DynaKey + Touch: providing capacitive touch-screen plus active DynaKey capability
- DynaKey + Non-Touch: providing standard flat-panel viewing plus DynaKey capability

Mounting options and accessories are available.

More: [Click here for the NCR DynaKey Brochure/Info Sheet and additional information.](#)



NCR LED DISPLAYS

NCR provides a touch-screen capacitive LED display (Model 5967), which has been certified and supported by ISS45 and ScanMaster. Non-Touch models are also available, as well as mounting options for all displays.



More: [Click here for the NCR Display Brochure/Info Sheet and additional information.](#)



2 X 20 CUSTOMER DISPLAY

NCR manufactures a 2x20 display, but it has not been interfaced or certified with any Retailix POS products at this writing. Retailix Channel Partners seeking a low-cost shopper display are directed to the various flat-panel shopper display options available from Retailix.

NCR POS PRINTERS

NCR offers three primary POS printer products. All of these printers have been certified and are supported by ScanMaster and ISS45 POS.

- NCR Dual-Sided Multi-Station Printer (Model 7168)
 - Prints on both sides of receipt tape
 - Available with MICR and check-flip (**not supported**) features
 - More: [Click here for the NCR Two-Sided Multi-Station Printer Brochure/Info Sheet and additional information.](#)
- NCR One-Sided Multi-Station Printer (Model 7167)
 - Traditional printing on one side of receipt tape
 - Available with MICR and check-flip (**not supported**) features
 - More: [Click here for the NCR Two-Sided Multi-Station Printer Brochure/Info Sheet and additional information.](#)
- NCR Single-Station Printer (Model 7197)
 - Traditional printing on one side of receipt tape
 - For environments where checks and endorsing/franking are not required
 - More: [Click here for the NCR Single-Station Printer Brochure/Info Sheet and additional information.](#)



NCR SCANNER/SCALES

NCR offers two primary in-counter Scanner/Scale products, the NCR Models 7878 and 7874. Both of these scanner/scales have been certified and are supported by ScanMaster and ISS45 POS, and both can incorporate the optional 2-D integrated imager.

- NCR 7878 Bi-Optic High-Performance Scanner/Scale
 - High bi-optic performance with bottom and side windows
 - Add the imager module for reading driver licenses and other 2-D coded items – this can be added at purchase or field-upgraded to create the hybrid 1-D/2-D scanner.
 - More: [Click here for the NCR Bi-Optic Scanner/Scale Brochure/Info Sheet and additional information.](#)
 - More: [Click here for the NCR Hybrid 1-D/2-D Bi-Optic Scanner/Scale Brochure/Info Sheet and additional information.](#)
- NCR 7874 Bi-Optic Low-Profile Scanner/Scale
 - Smaller footprint and profile
 - High value-per-dollar
 - Can add the same imager module for 1-D/2-D hybrid capability.
 - More: [Click here for the NCR Bi-Optic Low-Profile Scanner/Scale Brochure/Info Sheet and additional information.](#)



Software Compatibility

RELEASE SUPPORT – ISS45 AND SCANMASTER

ISS45 and ScanMaster provide hardware-specific support and certification protection for the NCR RealPOS 60 and RealPOS 82XRT drivers and installation. The initial release versions with NCR support are:

ISS45 V8:

- 8.1.6.0-110 and forward
- 8.1.7.0-050 and forward

ScanMaster V2:

- 2.08.00-110 and forward
- 2.09.00-060 and forward

These releases are the first ISS45 and ScanMaster software releases with general support for these NCR hardware platforms. Retailix does not provide support for this hardware in any previous ISS45 or ScanMaster releases. StoreNext does not support these NCR platforms with ScanMaster V1 or ISS45 V7 software.

RELEASE SUPPORT – STOREPOINT

StorePoint plans to provide hardware-specific support and certification protection for the NCR RealPOS 70XRT terminal, drivers and installation. The initial release version with NCR support is to be determined and will be provided when available.

PRIOR AND OTHER SOFTWARE RELEASE SUPPORT

Retailix has no plans to redesign older ISS45 or ScanMaster releases to provide compatibility and support of these platforms.

Retailix will accept orders for these NCR products to be used with other software and systems, but cannot provide dealer support any products other than ScanMaster, ISS45 and (when released) StorePoint on the NCR hardware. Retailix does not provide hardware-only support for these products.

NCR HARDWARE VERSIONS SUPPORTED BY RETALIX POS SOFTWARE

The “Current Releases” specified above (and subsequent) support the NCR RealPOS 60, RealPOS 82XRT and/or RealPOS 70 (planned with StorePoint) hardware systems, peripherals, interfaces and drivers described here as documented in the various “setup” manuals. Additional current and future NCR products will likely be added as the program progresses.

Retailix has no plans to develop software to support older NCR platforms sold and installed prior to this program. Different drivers and interfaces may be required that have not been developed or supported by Retailix. Dealers attempting to operate the ISS45 and ScanMaster software on older non-certified products are “on their own” and while not discouraged to make such attempts, must recognize that Retailix has no hardware, experience or support resources to be of assistance in such cases.



NCR POS Hardware Program Overview

Retalix Channel Partner Program for NCR Hardware

Retalix Channel Partners participating in the NCR POS Hardware program will execute an updated Retalix agreement Schedule A and take other program and education steps.

Retalix Channel Partners taking these steps will remain Retalix Channel Partners. Retalix Channel Partners do not need to qualify for or become part of the NCR Interact Global Partner Program. Conversely, NCR Interact Channel Partners are not automatically joining the Retalix Channel Partner Program.

Retalix Channel Partners that are *already* part of the NCR Interact Global Partner Program do not need to re-board the program as Retalix Channel Partners. The Network Access Agreement and PDS Addendum already in place do not need to be repeated.

OVERVIEW — THE STEPS IN A NUTSHELL

1. With the Retalix representative, execute an updated Retalix Channel Partner Agreement “Schedule A” to add the NCR POS Hardware products.
2. Sign and return the NCR Network Access agreement. This provides access to the NCR Channel Partner website and network to get training and additional product information. This agreement will be sent to all dealer principals for execution.
3. Purchase demonstration equipment. Meet the training and other qualifications and requirements to sell the products.
4. Execute the NCR Partner-Delivered Services Addendum (“PDS”), which is required for dealers to support and service products or fulfill warranty, purchase parts and so forth. Retalix Channel Partners may also (a) refer customer sites to NCR for service, or (b) have NCR make service agreements directly with the user (additional agreements with NCR will be required for these options). The PDS Addendum will be provided to all dealer principals for execution.
5. Meet the training and other qualifications and requirements under the Partner-Delivered Services agreement to support and service the products.

ELIGIBILITY AND QUALIFICATIONS

All Retalix dealers are eligible for the program, but must be approved and registered by Retalix and NCR prior to acceptance.

A complete discussion of the requirements and processes for Retalix Channel Partner sales of the NCR POS Hardware is available under Policy RS25 (“NCR POS Hardware Product Sales Policy”) in the [Retalix Policies and Procedures](#).

SCHEDULE A — NCR POS HARDWARE PRODUCTS

In order to sell the NCR platforms under the Retalix program, Channel Partners must update and execute a new Schedule A for their StoreNext/Retalix agreement that includes the “NCR POS Hardware Products.” Retalix cannot accept orders from Retalix Channel Partners that have not executed an updated Schedule A to include these products. To execute an updated Schedule A, Retalix Channel Partners will be contacted directly by their Retalix representatives.



Retalix Channel Partners that enter the program will remain qualified as Retalix Channel Partners. They will not become a part of the NCR Interact Global Partner Program. Conversely, Membership in the NCR Interact Global Partner Program does not by itself provide access to the Retalix Channel Partner product set.

With an executed Schedule A, the Retalix Channel Partner must also meet the established qualifications and training for such sales. See the "[Education and Training](#)" section [below](#).

- Retalix will not accept sales orders from Channel Partners for the NCR POS Hardware products if, in the view of NCR, the Channel Partner fails to meet the qualifications and/or requirements for selling NCR POS Hardware products at that time.
- NCR may place limitations and/or additional qualifications on the types of NCR products available under the Retalix Channel Partner's Schedule A.
- The addition of "NCR POS Hardware Products" to the Schedule A normally enables a Retalix Channel Partner to achieve sales qualifications for point-of-sale devices such as terminals ("e-boxes"), cash drawers, printers, displays and scanners/scales. Additional line items may be required to be added to the Schedule A to enable other NCR systems or products, such as NCR self-checkout systems for example.

Retalix Channel Partners may enter the program as "selling-only" dealers, with NCR providing support to the partner's end-users via a referral program or using a direct relationship (see "Service Options" below). To provide direct support on the NCR POS Hardware products, Retalix Channel Partners will need to execute the NCR Partner-Delivered Service ("PDS") agreement (see "Service Options" below).

NETWORK ACCESS AGREEMENT ("NAA")

Critical to receiving education and materials, Retalix Channel Partners must have access to the NCR Partner Network. All Retalix Channel Partners will be sent the NCR Network Access Agreement by NCR, which will enable the dealer to receive the necessary authorizations to access the NCR partner network. (Existing NCR Channel Partners will not need to repeat this agreement and can continue using the access already in place.)

Once arriving at the Retalix Channel Partner Portal of the NCR site, Retalix Channel Partners will see access to:

- The Training Curriculum
- Sales Collateral and Materials
- Service options for Retalix Channel Partners

The Retalix Channel Partner Support Site will continue to be the primary support location for Retalix Channel Partners for other materials and information. Links to the NCR Retalix Channel Partner Portal will be provided from the Retalix Channel Partner site.

NCR Portal access is granted person-by-person, with each Channel Partner staff member having a unique logon and password. These individuals must be listed by the Channel Partner when completing Exhibit B of the Network Access Agreement, and NCR will respond with a sheet showing each name, login and password for the Channel Partner's account under the NAA. Once the NAA is complete, Channel Partners can modify their authorized staff access:

- To provide portal access for a new staff member, Channel Partners can [click this link](#) for the necessary form.
- To remove portal access for a staff member, Channel Partners must contact [NCR Interact support via e-mail](#), which will confirm and perform the deletion.



EDUCATION AND TRAINING

For Retalix Channel Partners to sell the NCR products called out in Schedule A, those partners must qualify, and maintain qualification of their staff members according to NCR's sales training policies.

- The (a) NCR sales and (b) NCR services training curricula are provided to Retalix Channel Partners on the Retalix Channel Partner Portal on the NCR website. Most courses are on-line, although some may be provided via CD-ROM or DVD.
- For Retalix Channel Partners to sell the NCR products, sales training and other qualifications must be met.
- For Retalix Channel Partners to support and/or service NCR products, those partners must qualify their staff members according to the then-current NCR training policies.
- NCR service policies and requirements are provided under the NCR Partner-Delivered Services ("PDS") agreement. Please see the information below regarding PDS.

See Retalix policy ET7 (Education and Training for NCR Products) in the [Retalix Policies and Procedures](#).

SERVICE, MAINTENANCE AND REPAIR QUALIFICATIONS

In addition to qualifying for sales of NCR products, Channel Partners must qualify to provide maintenance, repair or other services as per NCR's requirements to authorize service providers.

A separate "Partner-Delivered Services Addendum" (PDS) must be executed by Retalix Channel Partners wishing to provide maintenance services for the NCR POS Hardware products. Retalix Channel Partners will receive the PDS Addendum from Retalix to sign and return to Retalix. The PDS Addendum applies for Channel Partners intending to sell or provide maintenance services, either directly or through subsidiaries or other entities under the Channel Partner's control, for NCR hardware products that the Channel Partner resells under the Retalix agreement.

Please see the "Partner-Delivered Services" information below. Also, Customer Service Policy CS7 in the [Retalix Policies and Procedures](#) manual ("Service Alternatives for NCR POS Hardware Products") will provide more information regarding service, maintenance and repair qualifications and options for Retalix Channel Partners regarding NCR products.

Existing NCR Interact Channel Partners will not need to repeat or re-sign a new PDS Addendum and can continue using the PDS Addendum already in place.

PARTNER-DELIVERED SERVICES ADDENDUM ("PDS")

The Partner-Delivered Services Addendum must be executed by the Retalix Channel Partner prior to qualifying for servicing the NCR POS Hardware products. Executing this agreement and completing the necessary training and conditions provides Channel Partners with access to:

- Technical product information regarding the NCR POS Hardware products
- Spare parts purchases
- Product-by-product warranty information and warranty fulfillment services via the dealer

A specific version of this agreement is available for Retalix Channel Partners enabling access to this program without requiring other participation or status in the NCR Interact Global Partner Program. This PDS Addendum version will be provided to the Channel Partner by Retalix.



- Retailix Channel Partners signing the PDS agreement will have access to the required course curriculum to enable qualification for providing the applicable services.
- Retailix Channel Partners seeking appropriate training waivers may apply to their Retailix Channel Partner representative.
- Retailix Channel Partners that execute and qualify for the Retailix version of PDS enter the program as Retailix Channel Partners. They do not qualify or become a part of the NCR Interact Global Partner Program.

PROGRAM AND PRODUCT INFORMATION

Pricing and configuration information for the NCR products is provided to Retailix Channel Partners via Retailix pricing bulletins which are available from the Retailix Channel Partner support site.

Channel Partner discount levels for the NCR POS Hardware products are published in the [Retailix Channel Partner Policies and Procedures](#) under policy CO6 (“Discount Policies”).

- In general, the list prices published by Retailix will be the same as the list prices for the same products published elsewhere by NCR. Note, however, that there may be special packages including or consisting of NCR POS Hardware items that are published only to Retailix Channel Partners, or in combination with products (e.g. POS software) that are available only to Retailix Channel Partners.
- Special pricing may be offered from time to time for limited terms.
- Third parties, such as other distributors may also market NCR products, and may offer these products at different prices that are not in Retailix or NCR control. While no guarantees can be made regarding addressing Retailix Channel Partners are invited to alert Retailix if such cases are hampering the Retailix Channel Partner’s business

Retailix will publish in the configuration and pricing bulletin the NCR products that are certified for operation with the Retailix POS systems for Channel Partners (ISS45, ScanMaster and StorePoint). Channel Partners may request that other NCR items be added to the available pricing and configuration list.

ORDERING NCR POS HARDWARE

All orders for the NCR products must be placed with Retailix Order Entry.

Orders placed by any other means will not be considered to be orders from Retailix, and will not count toward of any partner benefits or quotas.

Pricing and discounts are exclusively as per Retailix pricing materials ([Pricing and Configuration Bulletin](#) 1238) and Retailix discount policies ([Retailix Channel Partner Policies and Procedures](#) CO6).

DELIVERY OF NCR POS HARDWARE

Orders for the NCR products will normally be delivered via ScanSource. Standard ground shipping for the NCR POS Hardware products will normally be provided free of charge within the 48 contiguous United States, exclusive of expedited or special shipment requests.



SALES ENGAGEMENT AND EXCLUSIVITY

NCR is widely distributed through multiple channels, and there will almost certainly be coverage overlaps between dealers and other existing NCR channels.

The NCR Channel Partner business, including Retalix, will be “solutions-led.” This provides some protection to the Retalix Channel Partner, since NCR and Retalix will actively discourage sales of the NCR POS Hardware Products into sites where the dealer is not responsible for the software solution sale and/or not responsible for the ongoing services.

As such, both the NCR and the Retalix Channel Partners will be expected to focus hardware sales campaigns and proposals on their own customer sites or as full software/ hardware/ services sales to new or competitive prospects.

While NCR is unable to prohibit other channels from selling, NCR is committed to the Retalix dealers and recognizes the superior value-add when the POS software dealer is also the hardware sales channel. NCR will therefore discourage other channels or resellers wishing to impinge on a Retalix Channel Partner account with hardware-only proposals..

Marketing Support and Collateral

CHANNEL PARTNER DEMONSTRATION AND LAB HARDWARE

To enable effective sales campaigns and technical capability, Retalix Channel Partners can purchase NCR POS Hardware products for at special prices for showroom and lab use.

- NCR POS Hardware products for demonstration or lab use are specially priced at 80% off list price. See the [NCR POS Hardware Configuration and Pricing bulletin](#) for all pricing information.
- Each dealer may order up to a quantity of two (2) of any main-line item for each of their primary sales offices.
 - That is, two RealPOS 60s, two RealPOS 82XRTs, two 7878 scanner/scales, two DynaKey cashier displays etc. (Dealers are *not* offered two of every possible configuration line item – that is, not offered two DynaKeys with touch, two DynaKeys without touch etc.)
 - Demo/lab equipment may be refreshed annually. After one year from the previous purchase of the same main line, dealers may order new or additional lab or demo items from that main line.
- Orders can be accepted when a dealer’s NCR partnership on-boarding process is underway, and when the dealer’s Schedule A, Network Access Agreement and PDS Addendum have been executed. It is not necessary for training or all other qualifications to be complete in order for dealers to order and receive demonstration items.
- Dealer demonstration and lab hardware is for the dealer’s internal use only. It must remain in dealer control, and cannot be used for customer labs, customer trial sites etc. Dealers requiring hardware for such special customer use should contact their Retalix representatives for special arrangements.
- Other points of demonstration equipment orders include:
 - The standard NCR early-failure and warranty provisions apply for demonstration/lab hardware.
 - Purchase orders for demonstration equipment should be separate from all other orders.
 - The NCR Demo/Lab PIN, NCR-DEMO-ORDER (no-charge) must appear on all demo lab orders.



- Demonstration product cannot be returned or put under RMA, except in the case of early failure (first 30 days) in which case the standard full-unit replacement policy applies.
 - Product purchased for demonstration equipment may be resold after one year from receipt, and must be sold as “used” equipment.
- Items not currently offered for sale by Retalix (items not listed, certified or compatible with Retalix POS) are not included under the demo/lab discount offer.
- For complete details, see the Retalix “NCR POS Demo and Lab Hardware” ([Retalix Channel Partner Policies and Procedures](#) CO11).

PRESENTATIONS

Presentation material regarding the NCR POS hardware platforms are provided via the NCR Retalix Channel Partner Portal.

Presentations are also available from the Retalix Dealer Support Web site on the [Presentations Page](#).

BROCHURES AND INFORMATION SHEETS

Brochures and information sheets regarding the NCR POS hardware platforms are provided via the NCR Retalix Channel Partner Portal.

A set of the primary information sheets on the RealPOS terminals and peripherals is also provided on the Retalix Channel Partner Support Site on the [Industry Hardware Brochures Page](#).

OTHER MARKETING MATERIALS

Retalix Channel Partners participating NCR program dealers will enjoy the full range of NCR’s Channel Partner Portal when the dealer has executed the updated Schedule A and the NCR Network Access Agreement.

These materials will be provided via the NCR Retalix Channel Partner Portal, and some materials may also be provided via the Retalix Channel Partner Support Site for convenience.



Dealer Support

Documentation

SYSTEM-LEVEL DOCUMENTATION

Retalix has created “vertical” documentation with special installation and setup guides that describe in detail how to implement ISS45, ScanMaster and/or StorePoint POS over the NCR RealPOS POS platforms and peripherals. These manuals are available on the “Manuals” pages for the appropriate Retalix software solution.

Retalix also provides hardware and software technical bulletins when appropriate. All POS-specific documentation is provided to dealers via the [Retalix Channel Partner Support Web site](#).

HARDWARE TECHNICAL DOCUMENTATION

NCR offers complete hardware manuals, service guides and other documentation on all products, which are available from the NCR Channel Partner Portal. Selected key documents may be provided via the Retalix Dealer Support Website for convenience.

The NCR technical documentation, parts ordering information and lists etc. are available only to Channel Partners that have executed the NCR Partner-Delivered Services Addendum and qualified for the program.

System Support

DEALER LAB HARDWARE

Dealers can get NCR POS Hardware demo and lab systems at special pricing. See the [Channel Partner Demonstration and Lab Hardware](#) above for details, and the [NCR POS Hardware Pricing and Configuration Reference](#) bulletin for pricing.

POS APPLICATION SUPPORT

All ISS45, ScanMaster and StorePoint application related issues will be directed to the traditional Retalix 800 support line. There are no changes in the support process in relation to the NCR terminal products. Retalix POS support staffs will be equipped with the NCR hardware in order to provide the support necessary.

Dealers calling Retalix for support on the NCR POS hardware must have the applicable hardware in their labs.

Please see the [Software Compatibility](#) section [above](#) in this document for the specific hardware and software product combinations that StoreNext supports under this program. No other or related products are supported.

NCR HARDWARE PLATFORM TECHNICAL SUPPORT

NCR provides technical support information via the NCR Channel Partner Portal. Additional routes for hardware issue resolution are available as necessary, but dealers should work with Retalix support to start the process where necessary.



Warranty

NCR offers a strong warranty program to assist dealer maintenance and profitability.

Under the NCR program, all NCR warranted terminal hardware components are serialized and records maintained in NCR's service database.

STANDARD WARRANTY TERMS

Each NCR product may have its own specific warranty period, terms and conditions. Dealers executing the Partner-Delivered Services (PDS) Addendum will have access to the Retailix Channel Partner Portal and the specific warranty information. See these materials for details of the NCR warranties for Channel Partners on the PDS program.

In general however,

- Under PDS, most NCR POS Hardware products are warranted to the PDS dealer for one (1) year of parts at no charge, and one (1) year labor compensation for the dealer's repair.
- The RealPOS 60 and RealPOS 82XRT e-boxes are warranted to PDS dealers for three (3) years of parts at no charge, and one (1) year labor compensation for the dealer's repair.

Also see the [Retailix Channel Partner Policies and Procedures](#) RC15 ("NCR Warranty and Early Failure Policy") for additional details.

UPGRADED WARRANTY TERMS

Warranty is provided on a unit-by-unit serial-number basis. For any specific items or sites, dealers may purchase warranty upgrades. These upgrades are sold on an item-by-item basis and can be resold to the end-user if desired.

Dealers may also purchase these warranty upgrades/extensions for their own internal purposes, reselling their maintenance and support offerings to their end users normally while being covered for the parts and repair cost by the NCR warranty and its extensions, or simplifying repairs via whole-unit Depot Maintenance instead of bench repair.

- Dealers may purchase three-year depot warranty upgrades. These allow the dealer to return and receive whole-unit replacements for failed units without the necessity of bench repair.
- Dealers may also purchase one-year or three-year Advanced Exchange (AEX) warranty upgrades. Like the Depot Warranty upgrade above, these upgrades provide whole-unit replacement, but AEX also provides expedited shipping as well as shipment of a replacement before the failed unit has been received at NCR.

There are no provisions to extend the original parts/labor warranty. NCR warranty upgrades are limited to the upgraded Depot and Advanced Exchange warranty items.

All upgraded warranty items must be purchased within 30 days of the applicable hardware purchase.

These Warranty Upgrade products and pricing are published in the [NCR POS Hardware Configuration and Pricing Bulletin](#) 1238.

HARDWARE WARRANTY PROGRAM — ENROLLMENT AND STARTUP

Retailix Channel Partners can participate in the NCR warranty program for the NCR POS Hardware products based on status in NCR's Partner-Delivered Services system. Dealers not



participating in PDS can refer service to NCR or have the customer work directly with NCR; in these two cases the warranty policy will apply directly between NCR and the end-user.

For information on getting started with NCR Partner-Delivered Services see the [Service, Maintenance and Repair Qualifications](#) and [Partner-Delivered Services Addendum](#) sections above.

EARLY FAILURE

NCR POS Hardware products shipping to Retalix Channel Partners from ScanSource will be replaced via expedited processes on a whole-unit basis if the failure or other problem occurs within the first 30 days after shipment. **These failures could include shipping damage, incorrect items, out-of-box failures or early failure during staging, installation or after installation.**

After the initial 30-day period has passed, Retalix Channel Partners must use the NCR warranty process for redress of failures.

- **Retalix Channel Partners must contact Retalix Order Entry to arrange for resolutions or return manufacturing authorizations (RMAs) for such early failures or problems (do not contact ScanSource to resolve early-failure or related issues).**
- Retalix Channel Partners will be responsible and invoiced for the normal Channel Partner price of any items not returned in a timely fashion as per the RMA.

See also the [Retalix Channel Partner Policies and Procedures](#) RC15 (“NCR Warranty and Early Failure Policy”) for additional details.

WARRANTY TIMING

The default warranty start date for Retalix Channel Partners is the shipment date from ScanSource to the Retalix Channel Partner.

This default warranty start date may be extended.

- Up to 60 days may be added to the warranty’s duration, in order to take into account delays between delivery and installation at the Channel Partner’s end-user site.
- To be granted the extension to recover such delivery and staging delays, Channel Partners must NCR with actual installation details and registration documentation.

For additional information, see also the [Retalix Channel Partner Policies and Procedures](#) RC15 (“NCR Warranty and Early Failure Policy”) and RC16 (“NCR Sales-Out Reporting”) as well as the NCR PDS Addendum.

SPARE PARTS

Retalix Channel Partners under the NCR Partner-Delivered Services Addendum will have technical information and spare parts available to them. All spare parts pricing and ordering information and services, including those provided under the warranty, are provided to the Channel Partners directly from NCR under the PDS program.

See Retalix policy PT11 (“Parts for NCR POS Hardware Products”) in the [Retalix Policies and Procedures](#).



NCR CONTACTS

| Support | Contact | E-mail |
|---|-------------------|--|
| NCR Network Access | Angela Yamini | Interact.operations@ncr.com |
| NCR PartnerCentral Questions | Jane Green | Jane.Green@ncr.com |
| NCR Partner Delivered Service — Program Questions | Bruce Seawood | Bruce.seawood@ncr.com |
| NCR Partner Delivered Service — Field Escalation and Delivery Support | Ed Kane | Edward.kane@ncr.com |
| NCR University Questions | Steve Schwartz | Steve.schwartz@ncr.com |
| NCR hardware ordering process | Tony van Seventer | Antony.vanSeventer@ncr.com |

