



NCR INTERACT
GLOBAL
PARTNER
PROGRAM

A group of five diverse business professionals are seated around a light-colored wooden table in a bright, modern office. They are engaged in a meeting, with one woman in a red blazer pointing at a laptop screen. Large windows in the background offer a view of a city skyline.

SOLUTION AUTHORIZATION GUIDE

NCR ENCOR TRANSFORMS BOTH STORE OPERATIONS AND THE CUSTOMER EXPERIENCE. ENCOR IS A COMPLETE, FLEXIBLE RETAIL MANAGEMENT SOLUTION COMBINING A PROVEN POS SYSTEM WITH A ROBUST BACK OFFICE SPECIFIC TO THE INDEPENDENT GROCERY MARKET.

FOOD, DRUG & MASS MERCHANDISE
ENCOR

For more information, visit www.ncr.com

ENCOR

AUTHORIZATION OVERVIEW

SOLUTION OVERVIEW

More than just a POS system... NCR ENCOR transforms both store operations and the customer experience.

ENCOR is a complete, flexible grocery retail solution that combines a powerful POS with a robust back office, bringing needed efficiencies to the small to mid-sized grocery retail market. By building upon the platform of Advanced Back Office (ABO) and the success of ISS45 which owns the largest install base of any independent grocery POS solution in North America, is supported by almost every third-party grocery application and endorsed by every major wholesaler—ENCOR can provide a seamless migration path for existing customers of ISS45, ScanMaster, ACS-IR and ABO. Further ENCOR's POS provides a powerful transaction processing system delivered over Microsoft industry standard platforms. Its robust "3-R" - Replication, Resiliency and Recovery architecture means "if there's electricity, shoppers can check out."

ENCOR delivers enhancements that will help independent grocers stay competitive in a transformative market by increasing business agility, lowering operating costs and providing an enhanced shopping experience to customers and attendants with connectivity to omni-commerce platforms and third-party applications. Integrations include NCR FastLane SelfServ™ Checkout, Connected Payments, Connected Services, Loyalty, Fuel, Back Office, Advanced Back Office (ABO), PocketOffice and HQ, ENCOR is also pre-certified on a wide range of NCR POS hardware.

Target Market

The ENCOR solution targets grocery retailers of all sizes; from a single-site to a large chain. Channel Solution Providers may target any potential retailer not already named as a NCR named direct account.

Technical skillset

- General Microsoft Windows working knowledge
- Microsoft Windows networking knowledge
- Understanding of Microsoft SQL Server and Relational databases.

Domain expertise & pre-requisites

- Ability to demonstrate strong working knowledge of store operations and electronic payment environment in the food, drug & mass merchandise industry
- Referenceable customer experience in grocery IT operations
- Must have Connected Payments / OpenEPS knowledge
- QIR = Qualified Integrators and Reseller certification (PCI certification) – Best Practice



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REQUIREMENTS	DETAILS
Training	See Training and Certification Guide in the Appendix for complete details.
Sales people	<ul style="list-style-type: none"> • Minimum of 2 certified sales professionals
Implementation Specialist	<ul style="list-style-type: none"> • Minimum of 2 certified implementation resources to install solution
L1 / L2 Support/ Help Desk	<ul style="list-style-type: none"> • Minimum of 2 certified service professionals at all times
Annual technical training & re-certification	<ul style="list-style-type: none"> • Channel Solution Providers must maintain their technical certification annually through either continuous ongoing education or re-certification online.
Other	
Lab Equipment	<ul style="list-style-type: none"> • Must maintain fully equipped demonstration and lab environments with a full complement of NCR POS hardware and peripherals • Must display the ENCOR system at partner's location with NCR promotional and sales collateral. System must be up-to-date with the latest software releases.
Support & Maintenance	<ul style="list-style-type: none"> • Solution Provider is required to purchase software support & maintenance • Solution Provider is required to provide L1 & L2 software support • Solution Providers agree to keep all customers on the current release or as instructed by NCR
Business Planning & Reporting	<ul style="list-style-type: none"> • Solution Providers must provide end user data at the time of placing an order or when the unit is sold • Solution Providers agree to complete a business plan to identify target customers and account strategies along with their NCR Channel Account Manager • Solution Provider must sell a minimum number new sites per year based on annual planning • Solution Providers provide forecast on a monthly basis of anticipated sales • Solution Provider agrees to actively participate in a Quarterly Business Review (QBR) with NCR



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Marketing	<ul style="list-style-type: none"> • While NCR generates some leads, Solution Providers are highly encouraged to generate leads of their own. Solution Providers may apply for MDF in support of lead generation • At least one principle of each Solution Provider is required to attend the annual partner conference
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SOLUTION BENEFITS	DETAILS
Solution Discounts	<ul style="list-style-type: none"> • Solution discounts based on membership level
Incremental Revenue Streams	<ul style="list-style-type: none"> • Software Maintenance & Support: Revenue stream based on Solution Provider margin for software maintenance and L1 & L2 support • Hardware Maintenance: Revenue stream based on margin for hardware maintenance and additional Solution Provider service level agreements configuration and implementation to end user • Staging and implementation services
Demonstration/ Lab Equipment	<ul style="list-style-type: none"> • Certified configuration demo equipment at 80% off list price
Sales & Configuration Support	<ul style="list-style-type: none"> • Assigned Channel Account Manager for each authorized Solution Provider • Pre-Sales Systems Engineer available to support sales efforts with strategic customers
Demand Generation	<ul style="list-style-type: none"> • Leads disbursement from tradeshow and industry events as participated in by NCR or received through NCR.com • Partner search directory based retail and geography selection on NCR.com
Market Development Funds (MDF)	<ul style="list-style-type: none"> • For approved campaigns and marketing tactics, NCR will reimburse the Solution Provider up to 65% of the expenses, based on membership level. MDF program guidelines apply.
Executive Briefing Center	<ul style="list-style-type: none"> • Access to an Executive Briefing Center to host a customer or prospect executive solution briefing (where available)



ROLES & RESPONSIBILITIES	SOLUTION PROVIDER RESPONSIBILITIES	NCR RESPONSIBILITIES
Sales	<ul style="list-style-type: none"> • Solution Provider identifies, qualifies and closes opportunities 	<ul style="list-style-type: none"> • NCR provides pre-sales support to help progress opportunities and field support for larger opportunities
PROFESSIONAL SERVICES		
Configuration/ staging	<ul style="list-style-type: none"> • Solution Provider is responsible for configuration and staging the solution before it gets implemented at a customer's location 	<ul style="list-style-type: none"> • NCR provides a configuration resource to help resolve configuration questions and issues prior to installation
Implementation	<ul style="list-style-type: none"> • Solution Provider is responsible for implementation • On-site NCR professional services deployment support is required for the first implementation 	<ul style="list-style-type: none"> • NCR will provide an installation subject matter expert on site during the first installation • NCR can be contracted for additional deployment support via SOW
Integration	<ul style="list-style-type: none"> • Solution Provider is responsible for integration into customer's environment 	<ul style="list-style-type: none"> • NCR can be contracted via SOW to perform integration work
Project Management	<ul style="list-style-type: none"> • Solution Provider is expected to project manage the customer engagement 	<ul style="list-style-type: none"> • NCR can be contracted via SOW to project manage the customer deployment
Support & Maintenance	<ul style="list-style-type: none"> • Solution Provider is required to purchase software maintenance per license at discounted rate off of list price • Solution Provider is required to provide L1 & L2 software support • Solution Providers agree to keep all customers on the current release 	<ul style="list-style-type: none"> • NCR will provide L3 & L4 software support • NCR will provide ongoing maintenance through service packs and new software releases



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AGREEMENTS	REQUIRED / OPTIONAL	DETAILS
Software License Agreement (EULA)	Required	<ul style="list-style-type: none"> EULA (End user license agreement) is a requirement for the end user to sign prior to software being installed. The EULA can be found on the FDMM Channel Partner support site, direct link: www.storenext.com/dealer/docs/EULA.zip
Software Support & Maintenance	Required	<ul style="list-style-type: none"> Solution Provider should have a software support agreement with each of its end user sites. NCR will charge the Solution Provider software support and maintenance for each installed site as described in the Operations Supplement.
Hardware Maintenance	Optional	<ul style="list-style-type: none"> Equipment automatically comes with a 12 month hardware warranty. Solution Provider has the option to purchase an extended hardware maintenance contract following the initial warranty period.

DOCUMENTATION	DETAILS
Certification training supplement	<ul style="list-style-type: none"> The training supplement contains all of the details on the training and certification offered, including target audiences, expectations, costs and deliverables
Onboarding 30-60-90 day checklist	<ul style="list-style-type: none"> The solution onboarding checklist is the action plan to enable the Solution Provider to start selling and supporting the solution with target dates for completion
Technical documentation	<ul style="list-style-type: none"> Channel Partner site: http://storenext.com/Dealer/Index.html (ID/pw required) Includes information such as: announcements, software support, technical bulletins, release notes, manuals, policies, and more.



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COMMUNICATION / SOCIAL MEDIA	DETAILS
	https://www.youtube.com/user/ncrcorporation
	@NCRCorporation
	www.linkedin.com/groups/4373601
Wednesday Newsletter	Email newsletter sent as needed as a push communication of recent information published on the FDMM Solution Provider sub-website. Your CAM will get you added to the distribution list.
Blog	https://www.ncr.com/company/blogs



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APPENDIX

Training and Certification Guide

ENCOR Training & Certification

I. Classroom Training – ENCOR Front Office/POS

- o **Duration** – 5 days
- o **Audience** – Partner community who will need to support and configure ENCOR for their customers, the end-user.
- o **Value** – deep understanding of how to use and configure the solution, how the retailer will typically use the solution, and how to support end user clients who use the solution.

Each new Solution Provider is required to establish an in-house lab solution with NCR hardware. The lab solution will be used for solution training, testing and solution management. Solution hardware should consist of components that will be generally sold in the region. Lab hardware should be pre-purchased and on-site when the on-boarding process begins. You must supply a known working PC model that you currently can install ENCOR on. It is recommended that you use an NCR Certified Server.

This policy is to limit the amount of support time diagnosing system problems that are OS/hardware related so that we can provide good support and response to customers using validated hardware. All NCR PCs are Server 2012 R2/Server and/or 2008 R2/Windows 7 certified. NCR validates ENCOR for proper operation on these PCs and will continue to release technical support data regarding specific configuration and setup information on these PCs.

Staging PC before class Very Important!!

Load your Operating System O/S only!

MFS – Load the O/S using the following document from the NCR Channel Partners Website located under ISS45 Manuals: ISS45 Version 8.1.8.0 Office Installation Guide - Overview for Windows 7 # 89000839.

DO NOT install SQL 2008 Workgroup! We will go through the proper procedure for installing SQL in class.

POS – Bring an NCR POS (7600, 7601, 7603, 7606, 7607, 7702) that you will use in class. Do not load/install anything except the pre-installed operating system. Stop here the rest will be loaded as part of the class.

If you have questions, please feel free to email Jeff Galing at jeff.galing@ncr.com.



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- Windows 7 media w/ license numbers
- SQL Workgroup media w/ license numbers
- You will need to submit SKIF so your lab HASP will be available for the training. ENCOR Software will be supplied. A way to recover Server OS is advised just in case. SQL media will be supplied without licensing. If you have licensing, please bring that with you.

Server Products: These are some of the hardware items to bring. The important point here is to bring the hardware configuration that you will be selling.

- Validated units from NCR (see reference bulletin MB-PL-1047, 1047-54.pdf) or known working server model for MFS1.
- External Hub
- 2 LAN Cables
- Monitor
- Keyboard
- Mouse

POS Hardware: These are some of the hardware items to bring. The important point here is to bring the hardware configuration that you will be selling.

- NCR 7600, 7601, 7603, 7606, 7607 or 7702
- Displays: 5967, 5968 or non-touch customer monitor
 - Printer: NCR 7167 or 7168
- Keyboard:
 - Full Touch with 5968 Touch display

Also bring a PC keyboard and mouse for loading software.

Day 1

- Introductions
- Review Agenda
- System Architecture
- Hardware Configuration
 - Controllers MFS1
 - Terminal
 - Peripherals
- Software Configuration
 - Controller O/S
 - SQL 2008 Workgroup Editions
 - Terminal O/S
 - Third Party (i.e. PcAnywhere, Anti-virus, Winzip etc.)
 - ENCOR 1.0.0.0
 - OPOS for POS Devices
- System Build
 - O/S The O/S will not be built in class. Please have it pre-loaded per the instructions above
 - SQL This will be loaded in class



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- ENCOR Install
- Databases
- ENCOR install for the POS

Day 3 - 5

- Backup / Restore
 - SQL
 - Database and QDX files
 - ENCOR
- Utilities
 - SQLMNT
 - Patches / Upgrades
 - Services Monitoring
- ENCOR v1.0.0.0 Application Tour
 - Options
 - Features
 - Menus
 - Screens
 - End of Day
 - Store Opening
 - Menusys.mac Setup
- Promotions
 - Advanced Member Promotions
 - Enhanced
 - Group
 - Level
 - Credits
- Safe and Cashier Balancing
- Course Summary & Q&A Session
- Class Test - you must pass the test to receive ENCOR certification.



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II. Classroom Training – ENCOR Store/Back Office

80657 Advanced Back Office Store Software Support Certification

- **Duration** – 4 days
- **Audience** – Partner community who will need to support and configure ENCOR Store/Back Office for their customers, the end-user.
- **Value** – the course will prepare the Solution Provider's support team to configure, tailor, install, operate, and troubleshoot the ENCOR Store/Back Office solution.

The course topics will include:

- ENCOR Back Office installation and configuration
- Performing ENCOR Back Office upgrades
- ENCOR Back Office importing features
- Managing and viewing item data including pricing, movement, receiving and inventory
- ENCOR Back Office Task Scheduler operation and support
- Reporting tools
- Label printing
- Hand-held terminal installation and use
- In-aisle printing
- Scale Management
- Site To Site communications and operations in ENCOR Back Office
- Differences between ENCOR Back Office Site To Site and ENCOR Enterprise
- Store Site Survey and troubleshooting
- Course Summary
- Review of ENCOR Back Office documentation, manuals and resources
- Technical Support Program
- Q&A Session
- The most recent general release of ABO Store will be provided along with Filezilla FTP Server, install and user guide in PDF format, Course Agenda, and Course PowerPoint.

The final course day is comprised of a two-part certification process. The first part is a hands on lab that consists of a check list of various installation, configuration, and operational tasks with no time limit. The second portion is a written test with a one-hour time limit. Both parts allow for computers and open notes. The technician must pass both parts to become "Certified." Solution Providers employing certified graduates of this course will be authorized to provide ABO Store support.

Note: ABO Central is the topic of a separate certification course and, other than a discussion of its features in comparison to ABO Store's Site To Site, is not included in the syllabus for this class.



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Students must supply the following equipment, which may be shipped (to/from at customer's expense) *clearly marked as for the student and course* to Warrendale in advance (use location above) or carried in at the start of class:

- One laptop per attendee with the following requirements:
 - Windows 7, Server 2008, Server 2012
 - .Net 4.0
 - P4 2.8 GHz processor (or equivalent)
 - 2GB RAM
 - 120 GB HD or larger with at least 40GB free space
- Data from your local source (warehouse/wholesaler, vendors) to be converted/imported into ABO Store (i.e. SIL, CSV, ISP, etc.).
- Optional: POS Server and terminal along with other equipment including LAN cables for your PC, Ethernet hub, power strip, HASP software license enablement key, PC keyboard and mouse.

Location
 797 Commonwealth Drive
 Warrendale, PA 15086
 Attention: Heather Blanarik

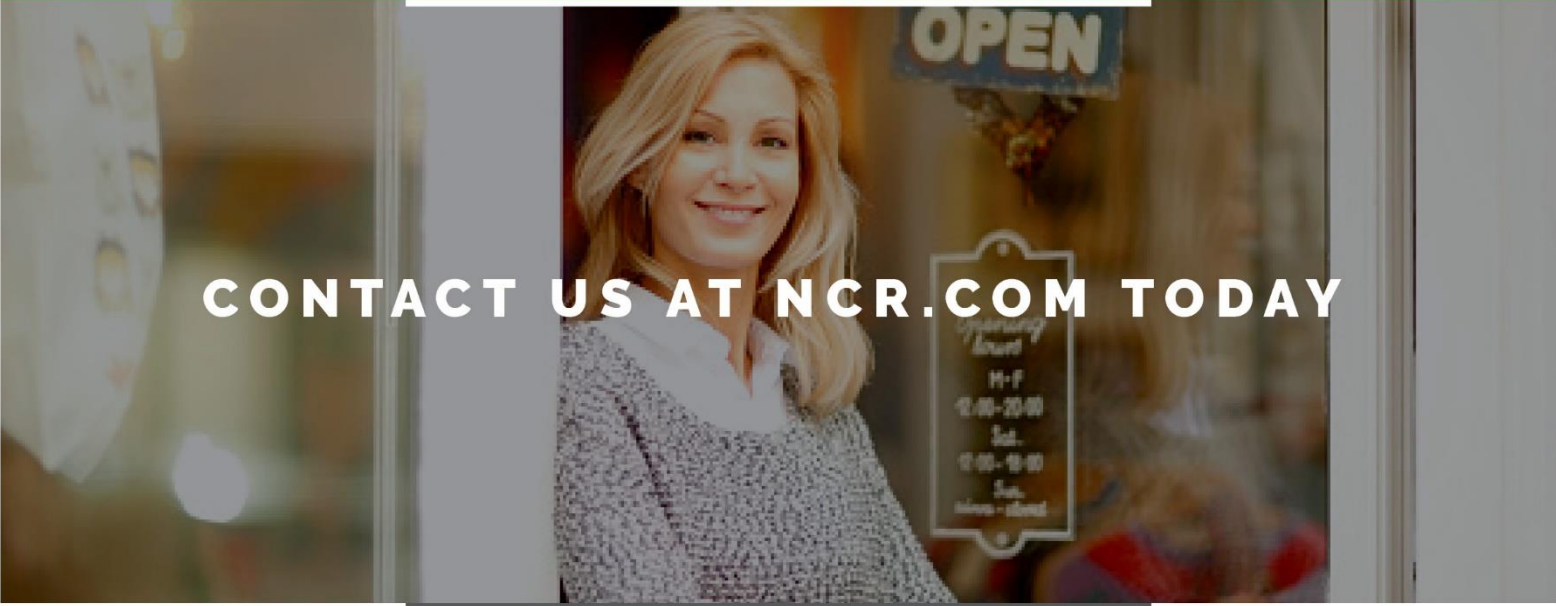
III. Online Training – Migration from ISS45 to ENCOR

For existing ISS45 channel partners working with clients to migrate to ENCOR, online training will be made available in NCR University (NCRU). Coming soon.

Initial Investment

Item	Scope	Investment
Sales training	#80636 ENCOR Store/Back Office Sales Certification	Online training in NCR University (NCRU) - No charge
Technical Training	ENCOR Front Office/POS	\$1,795/pp (5 days classroom)
	# 80657 ENCOR Store/Back Office	\$1,795/pp (4 days classroom)
	Migration from ISS45 to ENCOR	Online – no charge
1st installation	Onsite assistance with first installation	\$1,195/day + T&E (charged at first install)
40 hrs block remote support	A block of 40 hours for remote support	\$6,000 (after classroom training ends)
Lab unit	Lab unit required before training	80% off list





CONTACT US AT NCR.COM TODAY

WHY NCR?

NCR Corporation (NYSE: NCR) is a leader in omni-channel solutions, turning everyday interactions with businesses into exceptional experiences. With its software, hardware, and portfolio of services, NCR enables nearly 700 million transactions daily across retail, financial, travel, hospitality, telecom and technology, and small business. NCR solutions run the everyday transactions that make your life easier.

NCR is headquartered in Duluth, Ga., with over 30,000 employees and does business in 180 countries. NCR is a trademark of NCR Corporation in the United States and other countries.

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