

UPDATE

RBO Companion Software with New ISS45 and ScanMaster POS Systems

September 18, 2014
Issue 5a

Note: this Issue 5a clarifies that ISS45 V7→V8 upgrades and ScanMaster upgrades to V2 do not qualify for the offer. V5 announced the revised offer for RBO companion back-office software for ISS45 and ScanMaster systems, which now includes the RBO DSD system. The new price of \$995 (dealer net) and the item withdrawals are effective for all orders received after July 11, 2014. Changes of significance are highlighted in red.

NCR is pleased to offer RBO companion back-office software at a special \$995 dealer net price – including DSD – when sold with new ISS45 or ScanMaster systems. This offer is made in parallel with the ABO offer (for ACS, ScanMaster and ISS45) with similar terms and conditions.

This is not a “lite” version – it’s the standard RBO package including DSD, proven rock-solid and with outstanding and tight integration to the ISS45 and ScanMaster systems and files.

There are no limitations on all the RBO options and extras either – for example, customers can add such options as RBO’s outstanding Bill-Back Manager for only \$995.

Customers migrating from ISS45, ACS or ScanMaster to ScanMaster or ISS45 also qualify the offer.

NCR continues to offer the special “Stimulus Rate” software maintenance and support pricing for RBO: for new customers and sites only, annual maintenance remains at \$775 for RBO+DSD.

The RBO order forms, program and pricing bulletin and other materials have been updated. Just use the PINs below – in keeping with the Fine Print of course – and put these great products to work.



continued on following page...

THE FINE PRINT

- The offers represented below are available to stores purchasing new ISS45 or ScanMaster store licenses, including Express. **ISS45 V7→V8 upgrades and ScanMaster upgrades to V2 do not qualify for the offer.**
- To qualify for the RBO companion pricing, the orders for POS systems or migrations must be at standard pricing and discounts. Special or exception pricing will not provide or include the RBO system option unless expressly authorized in the promotion offer or Exception document.
- POS license reactivations, transfers, re-licenses and upgrades (ISS45 V7→V8 or ScanMaster V2 upgrades) do not qualify.
- Orders for POS migrations (between ISS45 and ScanMaster or from ACS) qualify also. The allowable migration PINs are limited to:
 - *To ISS45* – 44555/001SM2 or 44555/001ACS
 - *To ScanMaster* – SM44555/001ISS and SM44555/001ACS
- The offer is not available on systems that have already shipped but without RBO being ordered. The RBO companion license must be ordered with the POS system on the same POS order.
- No hardware purchase is required to qualify for these offers.
- Shipment of RBO companion licenses is not automatic. To get these RBO options, the appropriate PINs on Page 3 below must be added to the qualifying P.O. at time of order.
 - Again, these PINs must appear on the same Channel Partner P.O. as the qualifying POS system or upgrade. If the RBO PIN is not ordered, the licenses will not be provided.
 - Use the RBO Order Form, available from the RBO All-In-One Page of the Channel Partner Support Website. This order form has been updated with the new PINs and pricing.
- The previous standard RBO flat-fee shipping charge of \$28 would have applied to these RBO items if this fee still existed. But it doesn't. So it won't.
- RBO companion licenses are non-transferable – these licenses may be used only in the same site in which the qualifying ACS, ScanMaster or ISS45 POS software is installed.
- Maintenance will be charged only for any RBO licenses actually ordered. Channel Partners and customers will have no RBO software support cost or responsibilities unless the RBO product is ordered. (See Stimulus Rate Maintenance section below).
- RBO software support and maintenance is mandatory for the first year, and must be activated within 60 days of the software shipment.
- Licenses with activations delayed beyond 60 days will expire null and void. So do not delay activating the license or it will go away.
- RBO Type I and Type II Channel Partners will continue to receive their current RBO maintenance percentage shares with the Stimulus Rate maintenance.
- Since some customers may have RBO sites installed with earlier maintenance rates, those customers will have two different rates and service levels.
 - This is a function of the customer having benefitted from the special low “Stimulus Rate” maintenance offered exclusively with these new systems.
 - NCR offers the special “Stimulus Rate” on new POS systems only. NCR will not apply this rate to older systems belonging to the same user.
 - Customers wishing to have the same rates and service levels across all sites may upgrade any “Stimulus Rate” site to full 24/7 service.

ORDERING

To receive RBO companion software, “opt in” by ordering the appropriate PINs:

PIN	Item	Price	SMS
RBO Companion Licenses for ISS45			
RB200L-45180RBOD-SN	<p>RBO Base System (SQL) w/DSD Companion License for New ISS45</p> <p>This PIN can be used to add companion RBO to orders for new ISS45 licenses. This PIN must appear on the same Sales Order as the POS system. Can be used with new POS licenses, including small store licenses, ISS45 Express, and system migrations from ACS or ScanMaster.</p> <p>¶1-RBO companion licenses are not transferrable: these licenses may be used only in the same site in which the qualifying POS software is installed.</p> <p>¶1-Not valid for existing ISS45 sites, license transfers, reactivations, relicenses or V7→V8 upgrades. In such cases use instead RBO PINs RB200LSN + NT130SN at standard prices and discounts.</p> <p>¶1-Not valid with special promotions or exception pricing unless expressly authorized in the promotion offer or Exception document.</p> <p>¶1-RBO software support and maintenance is mandatory for the first year, and must be activated within 60 days of the software shipment. Licenses with activations delayed beyond 60 days will expire null and void. See RBO bulletins for details.</p>	\$4,495	See RBO Bulletin and Order Form for SMS Options and Details
		Channel Partner Net: \$995	
RB200L-45180RBO-SN	RBO Base System (SQL) Sold as ISS45 option with new POS	\$0	
	WITHDRAWN		
RB200L-45180RBO-SN-M	RBO Base System (SQL) sold as ISS45 option with migrating POS	\$995	
	WITHDRAWN		
RBO Companion Licenses for ScanMaster			
RB200S-SM45180RBOD-SN	<p>RBO Base System (SQL) w/DSD Companion License for New ScanMaster</p> <p>This PIN can be used to add companion RBO to orders for new ScanMaster licenses. This PIN must appear on the same Sales Order as the POS system. Can be used with new POS licenses, including small store licenses, ScanMaster Express, and system migrations from ACS or ISS45.</p> <p>¶1-RBO companion licenses are not transferrable: these licenses may be used only in the same site in which the qualifying POS software is installed.</p> <p>¶1-Not valid for existing ScanMaster sites, license transfers, reactivations, relicenses or upgrades to ScanMaster V2. In such cases use instead RBO PINs RB200SSN + NT130SN at standard prices and discounts</p> <p>¶1-Not valid with special promotions or exception pricing unless expressly authorized in the promotion offer or Exception document.</p> <p>¶1-RBO software support and maintenance is mandatory for the first year, and must be activated within 60 days of the software shipment. Licenses with activations delayed beyond 60 days will expire null and void. See RBO bulletins for details.</p>	\$4,495	See RBO Bulletin and Order Form for SMS Options and Details
		Channel Partner Net: \$995	
RB200S-SM45180RBO-SN	RBO Base System (SQL) sold as ScanMaster option with new POS	\$0	
	WITHDRAWN		
RB200S-SM45180RBO-SN-M	RBO Base System (SQL) sold as ScanMaster option with migrating POS	\$995	
	WITHDRAWN		

STIMULUS RATE SOFTWARE MAINTENANCE AND SUPPORT

The special “Stimulus Rate” RBO software maintenance and support introduced in March 2009 is in effect for new systems using this offer. Special terms and conditions applying to this RBO maintenance program include:

- The special “Stimulus” rate of \$775 / year is in effect for sites ordering companion RBO + DSD under this offer. The standard 24/7 premium rate remains at \$1,529 for RBO + DSD.
- Stimulus Rate sites will continue to enjoy that rate type¹ in subsequent years – remaining protected and *not* subject to the standard maintenance pricing matrix.
- “Stimulus Rate” provides business hours support from 8:00 a.m. 8:00 p.m. Monday-Friday Eastern time for all RBO products at that site. For customers desiring premium support, a 24/7 option remains available at the standard RBO software support rates.
- The new pricing and maintenance rates are in effect for *new* RBO+DSD licenses only. *These special rates do not apply to any sites installed before or outside of, this offer.* As a result, some customers may have sites under SMS at varying rates.

¹ That is, any future percentage rate changes for these RBO customers will be factored against the special “Stimulus Rate” as opposed to standard maintenance pricing.