

## Update Bulletin

### NCR Hardware Program for Retalix Channel Partners

April 1, 2013

The attached letter from Derrick Hurley and Kathleen Curry announces Retalix Channel Partner access to NCR POS Hardware products (no foolin').

In addition to the letter, Retalix Channel Partners will be pleased to know that:

- Certification and productization has been completed for the RealPOS 60 and RealPOS 82XRT platforms for ScanMaster and ISS45, along with NCR cash drawers, NCR DynaKey and other displays, NCR printers and NCR scanner/scales.
- The current ISS45 and ScanMaster releases have been certified with the NCR platforms. New ScanMaster software releases are now available and posted with NCR compatibility.
- Documentation for setup and installation of the NCR hardware has been completed and is available on the Retalix Connected Payments Support Website.
- A set of NCR brochures is now available, also from the Retalix Connected Payments Support website.
- A Program Bulletin describing the NCR Hardware Program and the dealer steps to get started has been published and is now available.
- The NCR POS Hardware Configuration and Pricing Bulletin will be provided today.
- Additional policies and procedures to encompass the NCR POS Hardware program will be provided today.



To take advantage of the hardware and outstanding discounts and pricing, Retalix dealers will:

1. Update their Retalix Dealer/Channel Partner Agreements with a new Schedule A that adds the NCR POS Hardware products.
2. Dealers will also need to sign up for NCR Web Access, providing additional detailed information about the NCR products and enabling on-line sales and service training.
3. Another NCR agreement, the Partner-Delivered Services Addendum, must be executed for Retalix Channel Partners to get access to courses and certification for hardware service.

Please see the Program bulletin, describing the products, programs and dealer options in full.

To Your Success,

Anthony van Seester

Dear Channel Partners,

NCR and Retalix Channel Partners will now enjoy expanded product offerings to increase business and profitability.

Starting immediately, NCR's ACS-IR Channel Partners can market the ServerEPS payment system directly from NCR to their ACS and other customers with compatible POS software. ServerEPS, also known as Connected Payments, is NCR's payments solution of choice for the ACS-IR platform, and all partners are encouraged to move their installed WinEPS sites to this powerful and secure SaaS system. Further, NCR is increasing the subscription share for NCR partners that sell and support ServerEPS with ACS-IR to match equivalent rates in the Retalix partner program. Please review the details on the NCR Partner Portal starting April 1.



The integration and certification of the Retalix ISS45 and ScanMaster POS solutions with NCR RealPOS POS terminals, peripherals and scanner/scales is now complete. Starting April 1, Retalix Channel Partners can access the full product and services program, pricing and training information via the Retalix and NCR Partner Portals. Please work with your Account Manager to update the amended partner agreements including a NCR Network Access Agreement.

Our objective of this announcement is to create expanded market opportunities for NCR and our partners. As such we need to establish guidelines that are essential to minimize market disruption and channel conflict. All Channel Partners are expected to market these products on a solution and services-led basis - our objective is to enable you to offer complete solutions inclusive of the NCR RealPOS components to your existing and prospective customers. Channel Partners should focus sales activity to customers installed with the partner's software solutions, servicing only what they sell, and selling only what they service. While open and fair competition for complete software + hardware + service solutions is a natural component of the market, NCR discourages hardware-only proposals from one Channel Partner into other partner's installed software-and-services base.

We also hope that all Channel Partners take to heart NCR's clear message that ACS-IR, ISS45 and ScanMaster will continue to be offered. All three of these POS solutions are successful, market-proven systems that remain viable and important in our market. In addition, paths to the new R10 POS platform will be provided for all three systems so that, when ready, users can migrate forward onto this exciting new solution.

Best regards,

Kathleen Curry

Vice President, Global Retail Channel Sales  
NCR Corporation  
[Kathleen.curry@ncr.com](mailto:Kathleen.curry@ncr.com)

Derrick Hurley

Executive Vice President, SMB & Channels  
Retalix, A division of NCR Retail  
[Derrick.hurley@ncr.com](mailto:Derrick.hurley@ncr.com)