

ANNOUNCEMENT

Order Entry Change for NCR Hardware, SSCO and ACS

December 22, 2015
Issue 3

Note! This Issue 3 is to emphasize that all third-party Equinox, Datalogic, IBM etc. hardware and software should continue to be ordered through NCR, now and in 2016. There are no current changes to that ordering process. Also, NCR POS hardware orders for SSCO and ACS can also be placed via Plano Order Entry if they will ship by December 31. Orders for NCR POS hardware or SSCO shipping in 2016 must be ordered instead from ScanSource or Ingram. Changes of significance are highlighted in red.

NCR is modifying the Channel Partner order process for all NCR POS hardware, SSCO and ACS/ACS-IR software products.

As of Monday December 14, all orders for NCR POS hardware and SSCO **for shipment in 2016** must be placed through either ScanSource or Ingram. ***Unless those items will ship before the end of December, the last day to place orders for NCR POS hardware, SSCO and ACS with Plano Order Entry is Friday, December 11.*** You may still order NCR POS hardware, SSCO and ACS through Plano Order Entry after December 11 so long as these items will ship by the end of the year.

Continue to order all other channel products through NCR including:

- Third-party POS hardware, including Datalogic, Epson, IBM (Toshiba TEC) and HP
- Equinox payment terminals
- Equus ("Retailix-Branded") servers and PCs
- LaneHawk systems
- ISS45 POS software including Fuel and Microsoft SQL
- ScanMaster software, including the Pervasive database
- ABO, RBO and Retailix Store/HQ including RTI and other options
- Solidcore, SIL
- Connected Payments and Connected Services
- **Any NCR POS hardware, SSCO and ACS/ACS-IR items shipping in 2015**

(Orders for these listed products placed **after** January 1 will be affected by additional revisions to the Order Entry process – details will be provided later this month.)

KEY POINTS

For orders of NCR POS hardware, SSCO and ACS processed after December 11 and shipping after December 31 – and therefore placed with ScanSource or Ingram:

- **Accounts:** All NCR Channel Partners should by now be set up with ScanSource, Ingram or both. Please contact your CAM immediately if you believe otherwise or do not have the necessary information.
- **Pricing:** For individual NCR hardware line items, there are no changes or differences in the List Prices/MRPs published in the Channel Partner configuration and pricing bulletins.

© NCR Corporation, 2015. All rights reserved. This document and all of its contents are the proprietary, confidential information and property of NCR. This document and information are supplied to Channel Partners and third parties to assist them in doing business with NCR, and may not be used or distributed for any other purpose. Unauthorized disclosure, reproduction, distribution or use of this document and/or its contents in any form is strictly prohibited. NCR is a registered trademark of NCR Corporation; all other trademarks or registered trademarks are the property of their respective owners. Content regarding NCR products and services is for information purposes only and does not constitute any binding specifications or representations. NCR endeavors to ensure that the information in this document is correct and fairly stated, but does not accept liability for any error or omission.

- **Package PINs:** Channel Partners can use the existing “Retailix Package PINs” and pricing when ordering NCR POS hardware from ScanSource. Ingram’s current order entry system, however, requires Channel Partners to use different part numbers to order these packages. The configuration and pricing bulletins are being updated to include the Ingram equivalents for these packages, and will be available in the next two or three business days.
- **Special pricing for Hardware/Software combination items:** To order the “with-hardware” ScanMaster and ISS45 PINs – to qualify for lower prices when purchased simultaneously with NCR POS e-box hardware:
 - First, order the required number NCR e-boxes from ScanSource or Ingram.
 - Make sure your order quantity matches the software lane count you will be ordering. Split your order if necessary so the quantities will match.
 - If, for example, you plan to order a total of 15 terminals but only 6 of them will be used with the new ISS45 or ScanMaster system, put the 6 terminals on one order and the remaining 9 terminals on a separate order.
 - Make sure that the end-user name that you specify on your e-box order matches the end-user name you are specifying on the SKIF that will accompany your POS software order.
 - Get your order confirmation from ScanSource/Ingram.
 - Now order the “with-hardware” ScanMaster or ISS45 licenses from Order Entry. But along with your P.O. and SKIF, also include a copy of your order confirmation from ScanSource or Ingram.
 - Order Entry can accept orders for the “with-hardware” ISS45 or ScanMaster items *only* if the end-user name and order quantity on your hardware order confirmation matches the software order.
- **Express Orders:** Purchases of ISS45 Express and ScanMaster Express will be handled in a similar manner as above, with the NCR POS hardware purchased from distribution and the software (and any non-NCR or third-party products) from NCR Order Entry.
 - New PINs and instructions for Express orders are in process and will be provided as soon as possible.
- **Wholesaler PINs:** Both ScanSource and Ingram will now require the Wholesaler PIN to be provided with every Channel Partner order for NCR hardware.
 - Wholesaler PINs are no-charge memo items only, specifying the primary wholesaler for the order’s end user.
 - For a list of the wholesaler PINs, see the current issue of Bulletin 1169, available from the [Solution Provider Support Site](#).
- **Exceptions:** Pricing and policy “Exceptions” for unusual or customer-specific pricing, terms or conditions will continue to be handled the same way as before.
 - So if an Exception includes special discounts or rebates on NCR POS hardware, SSCO or ACS, provide a copy of that Exception along with your order to ScanSource or Ingram to qualify for the special prices, terms or conditions.
 - Exceptions will continue to provide ordering instruction details, which will now include distribution ordering instructions where required. Note that some future Exceptions may specify that the prices, terms or conditions are available from a specific distributor (ScanSource or Ingram) only.
 - Where an Exception includes cross-product purchase requirements – such as hardware purchases to qualify for special software pricing – the Exception will provide the confirmation process required, which will normally echo the method described in the “*Special pricing...*” bullet above.