

Announcement

SMS/SWM Changes for Retail Software

February 18, 2016

NCR has held Software Maintenance and Support price levels for ISS45, ScanMaster and associated products since 2013.

As retail software had become increasingly complex and demanding however, NCR's analysis has made it clear that SMS revenue and pricing must increase. The acceleration of multiple system interconnections through POS makes high quality software support and ongoing development of these systems especially critical, including the upcoming "POS16" product release.

For ISS45 and ScanMaster, this will be the first increases in three years.

The changes are being delayed and will affect only part of calendar 2016. The new pricing will cut in for the mid-year invoice cycle in late June.

For ISS45 and ScanMaster SMS counts of more than 100 sites, prices will move up \$16 per quarter to \$114 (\$456 annual). Prices for smaller installed base tiers will also increase (prices for these and associated products are provided on the following page).

SWM rates for ACS and ACS-IR will also be set to similar levels.

OTHER CHANGES

- **ABO** – SWM for ABO Store will move to \$540, with similar percentage moves for other ABO items and options.
- **RBO** – maintenance and support renewals for 2016 are rising by 6%. Many customers' 2016 extensions have been provided at the new rates.
- **LaneHawk** – will stay at the current rates with no increases.
- **ISS45 Fuel, self-checkout interfaces and Loyalty Interface** – rates will increase to the same minimum \$114/quarter rate as for POS.
- **WinEPS** – the quarterly SMS rate will change to \$230.
- **U-Scan Software (this is the Fujitsu software only)** – the new SMS rate is \$355/quarter.
- **PocketOffice** – no increase from the current rate.
- **Pricer ESL Software** – no increase from the current rate.

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SMS Prices for 2016 (Q2-Q4 Only)							
Number of Stores	ISS45 ScanMaster per Quarter	Self-Checkout	Pocket Office	Pricer ESL Software	ISS45 Fuel and Loyalty	WinEPS	Lane-Hawk
1	\$1,150	All ISS45 or ScanMaster Self-Checkout Interfaces: \$114 per store per quarter Fujitsu U-Scan software: \$355 per store per quarter	\$20 per store per quarter	\$238 per store per quarter	Fuel: \$114 per store per quarter Loyalty: \$114 per store per quarter for LPe/DRe store-level items only	\$230 per store per quarter	Back-Office Software ("BOS") and Modelset: \$65 per store per quarter See table below for iCLU hardware and software support
2 - 5	\$2,230						
6 - 10	\$3,733						
11 - 20	\$5,236						
21 - 30	\$6,740						
31 - 50	\$8,243						
51 - 75	\$9,746						
76 - 100	\$11,414						
101 +	\$114 per Store/Qtr						

LaneHawk iLCU Hardware Warranty and Software Support		
Intelligent Lighting and Camera Unit ("iLCU") Version	Hardware Depot Warranty	Software Maintenance and Support
iLCU Models 3 and 3.5: (all iLCUs sold through July 2013)	Required: \$16 per quarter per iLCU	Required: \$8 per quarter per iLCU
LH4000 iLCU: (iLCUs sold after in July 2013)	Optional: available only via extended warranty plan at time of purchase.	Required: \$5 per quarter per iLCU

ScanMaster and ISS45 sites will have their numbers combined for billing purposes. For example, if a Solution Provider has 80 ISS45 sites and 40 ScanMaster sites they will be charged the same rate as if they had 120 sites of one product or the other.

NCR ACS and ACS-IR site counts will also be factored into a Solution Provider's total installation count to minimize ISS45 and ScanMaster prices (but ACS SWM is not affected by ISS45 and ScanMaster site counts). Option uplift percentages for enhanced support are unchanged:

ACS Software Maintenance Prices (SWM)		
G370-2600/2639-0000 G370-3668/3676-0000	Sites Installed	Base SWM
ACS 6.1	1-10	\$ 872
	11+	\$ 456