



Announcement: ENCOR Pricing Update

February 18, 2019

ENCOR Pricing Update

NCR is pleased to announce important price reductions to make it easier for our Channel Partners' customers to migrate their ISS45, ACS-IR and ScanMaster systems to ENCOR.

Top five takeaways you need to know

1. Most ENCOR migration prices are reduced to **\$250 per store**
2. New ENCOR Standard Controller licenses are **reduced by \$540**
3. ENCOR releases **will replace** ISS45, ScanMaster and ACS-IR releases
4. NCR is **not ending support** for ISS45, ACS-IR or ScanMaster
5. NCR is **not ending sales** for ISS45, ACS-IR or ScanMaster

Timing

The new ENCOR migration and license pricing is effective immediately for all new orders.

We are not withdrawing any products, systems or support with this pricing change.

Channel partners may receive credits for the difference on purchase orders received on or after February 1, 2019 that used the previous prices for the affected items (see credits section below).

ENCOR product position

NCR is treating ENCOR as a new/replacement "version" for the entire Channel Partner installed bases of ISS45 V8, ScanMaster V2, ACS-IR V6.x and ACS V7.

NCR has not set any deadlines for these upgrades, replacements or migrations.

Customers therefore can now get ENCOR as if it were a feature upgrade for previous ISS45, ACS/ACS-IR or ScanMaster licenses, priced to Channel Partners at only the \$250 migration charge.

- For ISS45 V8 installations, ENCOR is essentially "ISS45 V9"
- For ScanMaster and ACS/ACS-IR systems, ENCOR will act as a new feature release, providing a "like-for-like" upgrade including the same POS lane and workstation count as well as the available ENCOR options and interfaces that match the legacy software's capabilities.

New ENCOR features for ScanMaster, ACS-IR and ISS45 users

ENCOR 1.0.1.0 (currently running live with GA on February 22) adds several major features including these important capabilities needed by many ACS-IR and ScanMaster users looking to migrate:

- Store Financial Spreadsheet (ScanMaster – SRR / ACS-IR - DSR)
- Enhanced Accounts Receivable (ACS-IR or ScanMaster AVR)
- Enhanced Store Balance Report (Includes Productivity Totals)



ENCOR pricing change detail

- ENCOR migrations for ISS45, ACS-IR and ScanMaster store licenses that were originally purchased through 2018 have been reduced to \$250 (Channel Partner net price per system).
- The MRP/List Price for ENCOR “Standard” Controller software has been reduced by \$540.
- For licenses purchased *after* 2018, NCR will provide a 100% credit against the Channel Partner’s original ISS45, ACS-IR or ScanMaster invoice price for the application software. The \$250 migration charge will also apply. (This credit percentage will be 50% starting in 2021.)

ISS45, ScanMaster and ACS/ACS-IR legacy POS system support

- NCR is **NOT** ending ISS45 support! NCR will continue to support ISS45, including at least one road mapped release in 2019 to add support for new Microsoft SQL and O/S platforms. ISS45 Channel Partner call-in support will also continue, and critical faults in the ISS45 8181 (or later) application code will continue to be addressed where reasonable and practical. Channel partners should understand that, other than the above, no ISS45 releases are currently committed, scheduled or road mapped.
- NCR is **NOT** ending ACS-IR support! NCR will continue to support ACS-IR: Channel Partners call-in support for ACS-IR will continue, and critical faults in the current release of the ACS-IR application code will continue to be addressed where reasonable and practical. NCR is currently considering developing ACS-IR database and O/S platform updates, but Channel Partners should understand that no ACS-IR releases are currently committed, scheduled or road mapped.
- NCR is **NOT** ending ScanMaster support! NCR will continue to support ScanMaster: Channel partner call-in support for ScanMaster will continue, and critical faults in the ScanMaster 2.09.01 application code will continue to be addressed where reasonable and practical. NCR is currently considering developing ScanMaster database and O/S platform updates, but Channel partners should understand that no ScanMaster releases are currently committed, scheduled or road mapped.

Additional ISS45, ScanMaster and ACS/ASC-IR license sales

Some customers may need additional POS lanes, options – or even entire store licenses – for their installed bases while they plan and execute their ENCOR upgrades. NCR will therefore continue to accept orders for these legacy systems.

For ISS45: When new ISS45 store licenses are needed, Channel Partners should use the ENCOR Pre-Buy option, which provides the ENCOR license but delivers an ISS45 + ABO system for temporary deployment until the customer is ready to switch the site to ENCOR (with no additional NCR fees or charges).

For ScanMaster and ACS-IR: Although pre-buys are not available for ScanMaster and ACS-IR, new store licenses and additional options for those POS applications can also be purchased, and these licenses can also migrate to ENCOR later.

Migrations for store licenses purchased in 2019: Since the prices for new ACS-IR, ScanMaster and (non-Pre-Buy) ISS45 systems are different from ENCOR system pricing, these legacy licenses will be migrated to ENCOR using an on-order credit to the Channel Partner as partial payment.

- For these legacy licenses purchased in 2019 or later, NCR will credit back to the Channel Partner *100% of the original invoice price* of the legacy application software against the price of the ENCOR license replacing it. Channel Partners will therefore be charged only the difference between the ENCOR price and the original price paid for the ISS45, ACS-IR or ScanMaster license being migrated – plus the \$250 migration charge. (Note: The credit percentage will be 50% starting in 2021.)



ENCOR migration general qualification requirements

Stores seeking to migrate to ENCOR must:

1. Own a valid ISS45, ACS/ACS-IR or ScanMaster software license for that store and address, and;
2. Be current on all SWM/SMS payments due for items at that store, and;
3. Either (a) currently be live on Connected Payments or (b) confirm the initial license purchase by providing the original NCR invoice for the ISS45, ACS-IR or ScanMaster license purchase

ENCOR ordering process

The overall process for ordering new ENCOR systems and migrations has not changed.

- The new \$250 net migration price for like-for-like migrations will apply for qualified legacy licenses originally purchased through 2018
 - ENCOR migrations for ISS45, ScanMaster or ACS-IR store licenses invoiced in 2019 will instead be charged only the difference between the ENCOR application license price and the invoice price of the legacy POS license being migrated, plus the \$250 migration charge.
- Given the migration price being reduced to \$250, the former ENCOR “Back-Office Rebate” and the ENCOR “SSCO Rebate” no longer apply and are withdrawn.
- The new pricing is now available via the ENCOR SKIF+Order Form, the ENCOR Pricing and Configuration Bulletin, the ENCOR Pricing Quick Reference and other ENCOR pricing information and documentation

Credits for February ENCOR purchases

Channel Partners that already purchased new ENCOR system licenses or migrations earlier this month (February 2019) can receive a credit for the difference between your original invoice price and the same order if using the updated pricing announced here.

To receive the credit, please email your CAM with a credit request. All requests must be accompanied by all three (3) of these attachments:

1. A PDF copy of the NCR invoice for the original ENCOR order
2. The *original* ENCOR SKIF+Order Form Excel file that you supplied with the ENCOR order for which you are requesting a credit
3. A *new* ENCOR SKIF+Order Form with the identical system choices and information as the original ENCOR form, but instead now using the *current version* of the ENCOR SKIF+Order Form with the new ENCOR migration and license prices (see below).

ENCOR pricing and configuration — additional information

Channel Partners can find ENCOR pricing and configuration details in the following documents:

- [ENCOR Pricing and Configuration bulletin](#) — complete ENCOR pricing and process details
- [ENCOR Pricing Quick Reference](#) — simple table providing the most important price and migration answers
- [ENCOR SKIF/Order](#) — Excel pricing and ordering tool required for all ENCOR orders

