

UPDATE

Changes to Improve Order Handling and Fulfillment

March 23, 2016

We appreciate your great patience with NCR's new ordering process, and understand that Channel Partners need timely and clear feedback on the status of orders. NCR has resolved several problems that previously caused order delays, and we are aggressively working to remove all the remaining issues.

You deserve swift acceptance and shipment of your orders with 100% accurate fulfillment and invoicing. So to provide better service to you within the order cycle, we are:

- Clarifying the Acknowledgement process with improved handling of your orders;
- Instituting formal Order Confirmations and providing NCR ERP Numbers for each one of your orders;
- Posting updated turnaround expectations for each type of hardware and software order;
- Establishing a new address dedicated exclusively to handling Channel Partner questions about orders in the Fulfillment phase;
- Hiring additional staff for to handle Channel Partner orders and ensure that you get *timely* and *clear* status on *every order* you place with NCR.

Here are some details about the end-to-end improvements we are making to be responsive to your needs during the Acknowledgement, Confirmation and Fulfillment phases, and overall be a better partner for your business.

Order Acknowledgement Phase – When we receive your purchase order via the Order Processing mail box, you will receive a response:

- That acknowledges the receipt of your purchase order, and that it is being registered;
- That we are reviewing the order to make sure that there are no missing or unnecessary items in the order's configuration and that we will charge only the correct prices;
- That we will respond to you with any configuration or pricing concerns as soon as possible to help you resolve them;
- That once we receive any necessary responses or P.O. adjustments from you, review of your finalized order will be completed and approved;
- Until you receive an order confirmation, all questions, concerns, requests and updates should go to the Order Team at ChannelPartnerOrders.NCRRetail@ncr.com.

Order Confirmation Phase – The approved order is now registered into NCR's ERP system.

- You will receive an Order Confirmation with your order's updated status, along with the unique *NCR ERP Number* registered to your order;

- This ERP number is NCR's specific identifier for your order. Referenced this number any time you have questions or concerns throughout the Fulfillment process;
- And use this ERP Number in the email subject line of any inquiries regarding order status.

Order Fulfillment Phase – Your order is now in the “Fulfillment” phase to be scheduled and shipped.

- The turnaround time and ship date is determined by the order content:
 - **NCR application software** – (ISS45, ScanMaster/Pervasive, ABO etc.) will normally be turned around with your keys or email upgrades sent out within about 2-3 days from your Confirmation NCR ERP Number.
 - **Hardware orders** – After you receive the NCR ERP number, the ship date depends upon the normal turnaround time for each specific hardware supplier. For standard items that the vendor has in stock, your turnaround time should be the same as you previously experienced on orders through Plano Order Entry.
 - So for example, if in the past the ship date for a Datalogic Falcon was two weeks after you received your order confirmation from Plano Order Entry, the approximate ship date for that same item will also be about two weeks from when you receive the NCR ERP Number and Order Confirmation that your P.O. to NCR Order Entry has entered the Fulfillment phase.
- Within the next week, NCR will update the Lead Times page on the Solution Provider website with the current expected Confirmation-to-Shipment lead times. We will also list items that are experiencing delays or out-of-stocks with our suppliers.
- If your order's delivery seems to have fallen outside these guidelines or you have specific questions regarding status and timing, NCR has set up a separate contact address to handle your questions about orders in Fulfillment: ChannelPartnerQuestions.NCRRetail@ncr.com.
 - Make sure to put the (a) ERP Number, (b) Partner Name and (c) Question Topic in the subject line of all emails to the Questions address. For example:
ERP No. 123456789 – Data Computer Associates – Please Confirm Ship Date
 - This format alerts the right person to research and answer your particular issue. It also enables searching against your specific ERP Number so that all documents and correspondence for your order will be immediately available, avoiding information request loops and delays getting your answers.
- NCR is hiring additional Order Fulfillment staff in Q2 to handle Channel Partner orders faster. This will enable us to send you scheduling and shipment information for each of your orders up front, and also more quickly respond to your queries from the “Questions” address.
 - Until these additional resources are in place, please assume the standard posted turnaround times after receipt of your Confirmation and NCR ERP Number, and reserve the Questions line for urgent situations. Although we will do our best to respond to your questions as quickly as possible, we will be at full speed once our new hires are in place.

Again, thank you very much for working with NCR. We intend to continue with further improvements, so we welcome your ideas toward making NCR a great partner for your business.

