

# UPDATE

## Price Changes for NCR Software — Plus Express, New Excel SKIFs and Clarified HASP Key Services

March 31, 2016

The new prices for NCR POS software announced in February are now available. The actual increases are slightly lower than the planning numbers (14% - 16%) initially provided.

The new pricing also comes with clearer software key (HASP) service items. Also, greatly improved SKIFs for both ScanMaster and ISS45 have been created.

The new pricing is now available on the Solution Provider website, but here are the most important facts you need to know.

### WHICH PRICES WERE CHANGED?

- Prices were changed on the “system” components for ISS45 and ScanMaster – these being the controller, POS and workstation items.
- Prices were not changed for ISS45 or ScanMaster options, migrations, platforms or third-party products.
- NCR will honor all existing special price offers through the expiration dates on applicable Exceptions. Special pricing provided in new Exceptions or extensions will be based upon the new MRPs for these application software items.<sup>1</sup>

### WHAT ABOUT ISS45 EXPRESS?

- *Great news!* ISS45 Express is returning, with much more flexibility and simplicity before (you’ll see...) and with similar savings to previous Express releases. It is called “ISS45 ExpressSO” (there’s a clue there) and the release will be in your hands by April 1.

### HARDWARE REQUIREMENT HAS BEEN ELIMINATED

- *NCR has eliminated the higher prices for software-only orders.* Prices and discounts no longer differentiate between orders with hardware and without hardware.
- The higher “no-hardware” pricing and items have been withdrawn.
- Channel Partners will not need to provide hardware order confirmations from ScanSource or Ingram for normal orders.

### HOW MUCH DID THE PRICES CHANGE?

- Prices were increased for the “system items” by 13%-15%.
- *Your prices in software-only situations have decreased by 21% - 25%.*

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<sup>1</sup> For price Exceptions providing special discount percentages, those percentages will apply against the new prices. Exceptions with specific “dealer net” prices will honor those net prices through the expiration dates.

## WHEN?

- As previously announced in February, the new prices are in effect for all orders as of *Monday, April 4, 2016*. As of that date, all orders received by NCR Order Entry need to reflect the new prices.
- *To save 21%-25% right away*, the current “with-hardware” price level may be used immediately for all orders. *You don't need to wait until Monday, April 4*. Channel Partners can take immediate advantage of the policy change that removes the hardware confirmation requirement to order the system software at lower prices.
- Orders already accepted will honor the original prices. Channel Partners with unfulfilled orders in process may update their purchase orders if desired. NCR will not automatically modify prices.

## NEW SKIFS

- *All orders must use the new ISS45 and ScanMaster Software Key Information Forms (SKIFs)*, which now use Excel. The [new SKIFs are available now](#) on the Channel Partner website.
- The Excel SKIFs are much clearer and differentiate between existing software options and new options. Items being added are automatically highlighted.
- Depending on the software order type, unnecessary information is removed to streamline data entry.
- Channel Partners can display the SKIF items translated with the “StoreNext” PINs, new NCR PIDs – or both – by clicking a selection box.
- The ScanMaster SKIF provides automated assistance in configuring the Pervasive PSQL database to help minimize platform cost.
- The new SKIFs also include error checking, which highlight issues and provide instructions.
- Always send the native SKIF Excel file when ordering. Do not send PDFs, scans, FAXes etc. of the Excel file to Order Entry or Software Production.
- Old-version SKIFs will be accepted by Order Entry only for “history” requirements, for example with migrations when needed to document the earlier software license and user status for migrations, and other situations where the old/original SKIF is required.

## SOFTWARE LICENSE ENABLEMENT KEY (HASP) CHANGES

Now, a “Key Update Service” and a “Key Replacement Service” are available to help you keep these things separate. Here’s how it works:

- Channel Partners never need to order or pay the key update service for orders with priced software options.
- The key service fee (\$35 per key) must be ordered only when HASP changes are requested but there is no priced software for that site on the order.
  - For example, current ISS45 software no longer requires the V8 option or Advanced Promotions to be set on the keys. If a Channel Partner requests the keys to be updated with these options, but no other software is purchased at that time, the key service fee applies and must be ordered.
- When the service fee is required, and there are multiple \$0 software items on the order, it is only due once per key per site.

- For example, electronic payments software options are typically priced at \$0 for use with Connected Payments, but with a new site there are often several \$0 options specified. Only one service fee per key is required, regardless of the number of \$0 items on the order for that site.
- If an additional priced item (non-\$0 such as the CCTV video interface option, an additional POS lane etc.) is ordered along with the \$0 software options, the key service is not required and should not be ordered.
- If new physical HASP keys are required (to replace damaged or parallel keys), a different service fee to create and ship the new HASP(s) is now required. These occurrences should be rare at this point, and are subject to review.
- The updated service fee items are provided in the new ISS45 and ScanMaster Configuration and Pricing bulletins, but are also provided here for your convenience.

PID / PIN	Item	Price
G330-0190-00KU (was 45000/010)	<p>Software License Enablement Key (HASP), Update Service for \$0 Software, per Key</p> <p>Required for updates to a License Enablement/Protection Key (HASP) for \$0 software orders. For example, adding electronic payments software options at \$0, ISS45 MFS-LFS Swaps etc. This item is NOT REQUIRED when purchasing priced software options or license additions.</p> <p>¶-Order 2@ for dual-key system. When keys are updated, both keys from the original key pair must be updated.</p> <p>¶-For email updates to original keys only. Do not order this item if the physical HASP keys need replacement. No new keys will be provided by ordering this item. If new keys are needed, select instead G330-0190-0000 (Software License Enablement Key (HASP), Replacement Service and Shipping, per Key).</p> <p>¶-Quantities required are per order. If multiple PINs on an order for one site require this PIN, only a quantity of 1 (for single-key systems) or 2 (for dual-key systems) of this key service PIN will be required. For example, if several electronic payments options are ordered for a dual ISS45 MFS1/MFS2 system with a Connected Payments subscription, only 2 of this item need to be ordered.</p> <p>¶-The requirement for this item will be waived if paid (non-zero dollar) software options are simultaneously purchased with the \$0 software items that normally require this item. For example, if a MFS-&gt;LFS swap (this service fee normally required) is ordered at the same time as a CCTV interface (MRP of \$995) the CCTV interface item on the P.O. will waive the need for the key service fee item.</p>	Dealer Net: \$35
G330-0190-0000	<p>Software License Enablement Key (HASP), Replacement Service and Shipping, per Key</p> <p>Required for replacement of each License Enablement/Protection Key (HASP).</p> <p>¶-Order 2@ for dual-key system. When new keys are created, both keys in an original key pair must be replaced.</p> <p>¶-Can be used to update early-version Parallel HASP keys, damaged, faulty, USB keys etc. Do not order this item unless the physical HASP keys need replacement. For updating software keys for \$0 orders for that application software, select instead item G330-0190-00KU.</p> <p>¶-All License Enablement Keys remain the property of NCR. This item's price is for the creation and service only.</p> <p>¶-All orders for this item must include a copy of the most recent SKIF (from the last change to the system), showing the current key and license status. In addition, the new SKIF (Excel version only) must be provided, which uses the "Replacement Key" option. The new keys will include only those items included on the previous keys.</p> <p>¶-Keys replaced by the new key must be returned. By tendering an order for this item, the Channel Partner agrees to be responsible for the value of the software license protected by the key(s) and will be invoiced if the old keys are not returned promptly.</p> <p>¶-Orders for this item will be accepted only upon approval of NCR Management. NCR reserves the right to decline any order.</p>	Dealer Net: \$75