

# ANNOUNCEMENT

## ENCOR Sales and Support Model

March 23, 2017

Over many Channel Partner and internal discussions, it became clear that continued growth and program success demands wider options and availability for the new ENCOR system.

The Channel Partner geographic model for ENCOR sales and support will be different from the current ISS45 and ScanMaster territorial model.



Authorized ENCOR Solution Providers will not be limited to selling within specific areas, and NCR Interact Solution Provider agreements will not restrict ENCOR sales and support to listed territories.

### DETAILS

- The new model applies to ENCOR sales and support only. Currently established territories for ScanMaster, ISS45 and other products are not modified or affected.
- All ENCOR sales will require a current Interact Solution Provider agreement, updated to include the Channel Partner's eligibility for ENCOR sales and support Authorization. Legacy agreements will not be updated to include ENCOR terms and conditions.
- Channel Partners must provide local end-to-end on-site service and support at contractual service levels wherever they sell ENCOR. NCR will not provide a "selling-only" option for ENCOR and will not provide support directly to ENCOR end users.
- Through 2018, any special offers and pricing for ENCOR migrations from ScanMaster, ACS/ACS-IR or ISS45 will be available only to the incumbent Channel Partner for a migrating site.
  - For an ENCOR migration, the "incumbent" is the Channel Partner of record on January 1, 2017 for the support share of Connected Payments residuals.
  - This limitation applies to special migration offers and pricing only, and does not affect sales of new ENCOR licenses to any user.
- ENCOR licenses and distribution will be available to Channel Partners exclusively from NCR with orders placed through NCR Order Entry. ENCOR licenses will not be available through distributors or other third parties.
- All foregoing statements in this Announcement notwithstanding, export or delivery of all NCR products are governed by the laws of the United States, and subject to any and all limitations or restrictions. Channel Partners wishing to market ENCOR or other NCR products outside of the 50 United States must contact NCR to establish or confirm program eligibility.

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