

# Update

## ABO Migrations from RBO

July 28, 2017  
Issue 4

Note: This Issue 4 provides general updates on the RBO migration program. RBO support ends December 31, 2017. The price for the migration for RBO w/o DSD has been reduced. Changes of significance are highlighted in red.

NCR is providing this special offer for Channel Partner customers to migrate their RBO back-office systems to the NCR ABO back-office system.

ABO's new technology and host support options offer powerful new opportunities for independent grocers and regional chains. Current RBO users can protect their original investment and to **trade up to ABO for only \$995** (net dealer price, either with or without RBO DSD).

ABO is now compatible and certified with ISS45 V8 (including Advanced Promotions support), ScanMaster V2 and ISS45 V7 as well as ACS 7.0 and ACS-IR.

### WHEN TO MIGRATE

These POS migrations are offered to help NCR customers and Channel Partners by:

- Changing the back office to get ABO's capabilities and meet critical business needs.
- **Getting ready for the ENCOR migration** by "Flat-lining" a user's installed store base to a single consistent application across ScanMaster, ACS and ISS45 POS systems.
- Changing the back office system in a user's newly acquired store to match the rest of their base.
- Helping Channel Partners better match their site list with their internal experience and skills.
- Offering a change and fresh new technology to combat competitor FUD.
- Providing a bright future for customers served by former dealers by capturing and migrating stores to current NCR POS products.
- **Using a current and fully supported back-office system: RBO is entering end-of-support after December 31, 2017.** ([Click here for the formal announcement](#))

### MIGRATION REQUIREMENTS

These specially priced ABO migrations are available for sites and Channel Partners meeting these qualifications.

- The RBO system must be currently registered for NCR software maintenance and support.
- RBO sites must have their ISS45 or ScanMaster POS system currently on SWM/SMS.
- The NCR Channel Partner must be Authorized for ABO sales and support. All ABO sites must be supported by the Channel Partner: NCR provides Level 3/Level 4 ABO support to Channel Partners only: NCR does not provide ABO Level 1 or Level 2 support, or directly support end users.
- To be eligible for migration, the RBO site must be live and currently operating. De-installed, transferred, inactive or voided etc. RBO systems or licenses are not eligible for migration to ABO.

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## WHAT'S INCLUDED

- RBO→ABO migrations provide the applicable ABO license for the applicable store size - either for stores with 1-5 POS lanes or 6+ POS lanes.
- DSD is included (all ABO licenses include the DSD feature).

## WHAT ISN'T INCLUDED

- ABO Central features and options are not included. ABO Central features can be added at standard prices and discounts if desired.
- Other ABO add-ons are not included. These billable options can be added at standard prices and discounts.
- ABO SWM is not included. Channel Partners and customers migrating from RBO to ABO are responsible for ABO SWM at current standard terms, conditions and pricing.
- Software platforms required by the ABO system, such as databases or operating systems, clients etc. are not included.
- Hardware platform upgrades or replacements required by the ABO system are not included.
- The incumbent RBO license is not retained. This migration offer "trades in" any RBO licenses in the site, which expire null and void upon migrating to ABO.
  - NCR permits using the incumbent RBO system for 30 days after the ABO license is installed in the store to assist the software transition.
  - This 30-day extension is grace period for de-installation. The RBO license is considered void immediately upon installation of the replacement ABO system.

## THE MIGRATION PROCESS

To migrate RBO to ABO, follow these steps:

- **Watch the clock** — this RBO→ABO migration offer expires at the end of 2017: Orders must be accepted by December 8, 2016 and shipped by December 29, 2017.
- **Send in your ABO order** — all RBO→ABO Migrations must be purchased from NCR Order Entry. RBO migrations are not available from distributors.<sup>1</sup> Pre-agreement from the NCR CAM is no longer required, and neither is the "MOS" (Migration Opportunity Summary).
- **No special order form is required** — but be sure to include the ISS45 or ScanMaster SKIF (or ACS Configuration Summary) for the current POS system installed in the site.
- **Receive the new ABO system license** — and stage the system for installation.
- **Install the ABO system** — in the customer site, using the temporary 30-day operating waiver. Get the "Client Code" from the ABO system so you can get the permanent key (below).

## AFTER THE INSTALLATION

- **Contact NCR ABO Support** — at [ABO.Licensing@ncr.com](mailto:ABO.Licensing@ncr.com) and provide the ABO Client Code and the NCR order/ERP number to get the permanent ABO Key Code for the site.
- **Register the ABO Site** — for software maintenance, so you and the site will be entitled to support and software updates for the site. ABO SWM responsibility will commence normally for the replacement system as per standard policy. All ABO sites must be registered for SWM.

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<sup>1</sup> These ABO migration orders must go through NCR Order Entry because ScanSource and Ingram Micro are not equipped to validate or approve these specially priced ABO migration orders. These distributors also have no mechanism for handling the RBO license cancellations and canceled SMS contracts.

- **Refunds** — or credits or pro-rating of unused or pre-paid RBO SMS are not available.
- **No Adjustment Requests needed** — NCR will remove the incumbent RBO system from the customer's RBO SMS contract 45 days after the ABO order is placed. You do not need to file an Adjustment Request to remove the RBO system from your SMS rolls.
- **Pricing differences for lost features** — NCR does not provide refunds, RMAs or credits for items, options, inter-operability or features present on the RBO but not supported or not yet supported on ABO.
- **RBO de-installation** — de-install the RBO system. The customer may continue to operate the RBO system for up to 30 days after ABO is installed to assist the transition. This is a "grace period" only: the customer is no longer licensed for RBO after ABO is installed.

## ORDERING MIGRATION ITEMS

Use the following PINs/PIDs to order migrations from NCR Order Entry.

- All ABO systems include DSD. The migration price is now the same whether or not the RBO system included DSD.
- Use the appropriate PIN depending on the small store (1-5 POS lanes) versus large store (6+ POS lanes) offerings. The store size and lane count must match the accompanying SKIF.
- The ABO Pricing and Configuration Bulletin provides ABO system configuration details.
- See the NCR SWM program and policies for ABO maintenance details and policies.
- The prices below are the MRPs (list prices) and the Channel Partner net price for the migrations. All prices for these migrations are flat "dealer net," and so there are no further discounts on these migration items.

Item	Description	Price	SWM
<b>Large Stores (6+ POS Lanes)</b>			
G370-3623-MGTD	NCR ABO Advanced Back Office Store Level Application, Large Store (6+ POS Lanes), Migration License, <b>RBO w/DSD</b> Configuration Notes: Use this PIN with large stores migrating RBO licenses that included the DSD feature. Other migration information is provided in this Announcement above.	\$4,495 Dealer Net: \$995	\$468
G370-3623-MGTN	NCR ABO Advanced Back Office Store Level Application, Large Store (6+ POS Lanes), Migration License, <b>RBO w/o DSD</b> Configuration Notes: Use this PIN with large stores migrating RBO licenses that did NOT include the DSD feature. Other migration information is provided in this Announcement above.	\$4,495 Dealer Net: \$995	\$468
<b>Small Stores (1-5 POS Lanes)</b>			
G370-3624-MGTD	NCR ABO Advanced Back Office Store Level Application, Small Store (1-5 POS Lanes), Migration License, <b>RBO w/DSD</b> Configuration Notes: Use this PIN with small stores migrating RBO licenses that included the DSD feature. Other migration information is provided in this Announcement above.	\$3,295 Dealer Net: \$995	\$468
G370-3624-MGTN	NCR ABO Advanced Back Office Store Level Application, Large Store (6+ POS Lanes), Migration License, <b>RBO w/o DSD</b> Configuration Notes: Use this PIN with small stores migrating RBO licenses that did NOT include the DSD feature. Other migration information is provided in this Announcement above.	\$3,295 Dealer Net: \$995	\$468