

# Announcement

## ENCOR Pre-Buy Licenses and Migrations

February 18, 2019  
Issue 5

Note: This issue 5 provides general updates.

ENCOR “Pre-Buys” are available from NCR. A Pre-Buy delivers an ENCOR license, while also providing the rights to install and use ISS45+ABO temporarily until ENCOR is deployed.

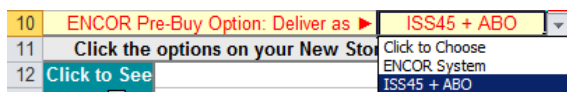
- **Lower cost** — an ENCOR license is less expensive than ordering ISS45 plus ABO.
- **No extra charges** — take the customer’s ENCOR order now; no having to go back to get orders for additional licenses.
- **Lower SMS/SWM** — ENCOR Pre-Buys will use the ENCOR SMS rate, which is considerably lower than the ISS45+ABO software maintenance rate.
- **You can order it now!** — Although ENCOR is in general release, you can still order ENCOR as an ISS45+ABO Pre-Buy if you feel the customer is not ready to deploy the new ENCOR system.
- **Order Pre-buys for Migrations** — Pre-Buy options are available to deliver ISS45+ABO to customers migrating to ENCOR from ACS-IR, ScanMaster or ISS45.

### HOW TO ORDER ENCOR PRE-BUYS FOR NEW SITES

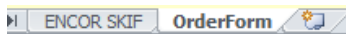
1. [Click to get the Excel ENCOR SKIF/Order Form](#) to configure and order ENCOR Pre-Buys.
2. For **new store licenses**, specify an Pre-Buy on the ENCOR SKIF:
  - Set the SKIF to “New ENCOR Store” and select the option for an ENCOR “Standard” license or an ENCOR “Express” system license:



- The ENCOR Pre-Buy option will appear. To initially deliver the license as ISS45+ABO, choose that option:



3. Complete the SKIF normally for the new store. Any errors, configuration problems, missing information etc. will be highlighted for you with prompts and instructions how to fix. You DO need to fix them, since NCR Order Entry can’t accept incomplete or faulty orders since the result would be sending you incomplete or faulty software.
4. When the SKIF is complete, your order will be waiting for you on the Order Form tab:



5. You can send in the completed Excel SKIF/Order Form by itself as your purchase order, or you may use your company’s own in-house P.O. form to send along with the ENCOR SKIF/Order.
  - If the ENCOR SKIF/Order will be accompanied by a second P.O. form generated by your in-house system, copy all items on the Order Form exactly as specified, discounted and priced. Do not add any items to the ENCOR Excel’s list, or leave any out — including \$0 items.

© NCR Corporation, 2019. All rights reserved. This document and all of its content is the proprietary, confidential information and property of NCR. This document and information are supplied to Channel Partners and third parties to assist them in doing business with NCR, and may not be used or distributed for any other purpose. Unauthorized disclosure, reproduction, distribution or use of this document and/or its contents in any form is strictly prohibited. NCR is a registered trademark of NCR Corporation; all other trademarks or registered trademarks are the property of their respective owners. Content regarding NCR products and services is for information purposes only and does not constitute any binding representations or specifications. All NCR policies and procedures are subject to change, and NCR reserves the right to modify the terms and conditions of any NCR offer. NCR endeavors to ensure that the information in this document is correct and fairly stated, but does not accept liability for any error or omission.

- But if the ENCOR SKIF/Order is the **only** P.O. you're sending (no in-house P.O.) then make sure to unclick the control box on the Order Form (near the Grand Total line) so the required names, addresses, dates etc. will be enabled: If using this form as your only P.O. for this order, UNCLICK THIS BOX ▶

6. Never buy anything on an ENCOR software order except the ENCOR items. Instead, order any additional non-ENCOR items — such as PIN pads etc. — on a separate P.O. This ensures clean software orders, and your hardware and software both will be delivered faster this way.

## HOW TO ORDER ENCOR PRE-BUYS FOR MIGRATIONS

**Migration Pre-Buys** work the same as for new systems, except you set the SKIF for the Migration option from the first drop-down instead of choosing the New System option:

Make sure you have your ducks in a row! To be accepted by Order Entry, Migration orders require the Connected Payments customer and store ID numbers, and original invoice and/or SWM/SMS invoice information for the existing/incumbent may be required.

## ENCOR PRE-BUY INSTALL AND COMPLETION PROCESS

- **Installing** — You will receive a standard ISS45 HASP to enable ISS45 installation and operation. Follow the normal process for installing ABO with ISS45: ABO will provide a Client Code during the install, then (within 30 days) contact NCR ABO Support at [ABO.Licensing@ncr.com](mailto:ABO.Licensing@ncr.com) with the Client Code and the NCR order/ERP number. NCR will provide the “permanent” ABO Key Code for the site.
- **SMS/SWM** — When migrating to ENCOR using a Pre-Buy, the software maintenance and support entitlement and SMS/SWM invoicing for the old ScanMaster, ACS-IR or ISS45 POS will change to ENCOR. The original SKIFs or ACS/ACS-IR order information are required in part to validate the changeover: Without these forms, you would continue to be invoiced SMS/SWM for the old system and at a higher rate until modified via an Adjustment Request.
- **Finalization** — To complete the change from the ISS45+ABO Pre-Buy and install “real” ENCOR, all you need is the free key-change to enable ENCOR to install and run.
  - Use the ENCOR SKIF, and choose “**Replace HASP Key Only**” as the purpose for the SKIF (Note: This will *not* cause a new key to be shipped. Instead, you will receive a normal email key upgrade to apply to the existing ISS45-format HASP that you received with the initial order:

- Then choose “**ENCOR Pre-Buy with ISS45/ABO Temporarily Installed**” as the Store Type:

- The Order Form Tab will show the \$0 item to order. You may send in the ENCOR SKIF/Order as-is with the original ENCOR Pre-Buy ENCOR SKIF/Order, or include also an in-house order P.O. form with just the single Completion Upgrade included:

Line Num	NCR Product ID Number	Description	QTY	Unit MRP (List Price)	Discount Percent	Unit Net Price	Extended Net Price
1	G330-0989-0ENC	ENCOR Pre-Buy, Completion Upgrade	1	\$ 0	(NET)	\$ -	\$ -

- No SMS/SWM changes or requests are needed when you replace the Pre-Buy stand-in with “real” ENCOR. The ISS45+ABO SMS was already set to the lower ENCOR rate from day-one.

- **Finalization time limits** — Remember that ENCOR Pre-Buys must be upgraded from the ISS45+ABO stand-in to “true” ENCOR within 24 months of the Pre-Buy license purchase.
  - Pre-Buy sites that have not replaced their initial ISS45+ABO deployment with ENCOR within the 24-month window will have their SMS/SWM rates reverted to ISS45 plus ABO. These separate software maintenance rates are significantly higher than the ENCOR rates. Under the Pre-Buy Migration terms, ABO SWM will be payable regardless of the Channel Partner having deployed the separate ABO license.

## ENCOR PRE-BUY PROVISIONS

- **Where** — All ENCOR Orders, including ENCOR Pre-Buy orders, must be sent to NCR Order Entry at [ChannelPartnerOrders.NCRRetail@NCR.com](mailto:ChannelPartnerOrders.NCRRetail@NCR.com). ENCOR is not orderable through distribution.
- **Who** — NCR will accept ENCOR orders only from those Channel Partners Authorized for support and sales of either (a) ENCOR or (b) both ISS45 and ABO.
- **How** — NCR Order Entry will accept ENCOR or ENCOR Pre-Buy orders only if:
  - The ENCOR SKIF/Order Form is supplied and complete, not missing any invoice information from the original order or site, and shows no errors on the SKIF and/or the Order Form
  - The Channel Partner’s in-house P.O. (if used) exactly matches the ENCOR Order Form prices, discounts, items, quantities or totals
  - No non-ENCOR items have been added to the Channel Partner’s in-house P.O. All ENCOR orders are limited to ENCOR items only.
- **ISS45+ABO** — NCR is able to deliver ENCOR Pre-Buys with ISS45 and ABO only. ENCOR Pre-Buys are not available to deliver ScanMaster or ACS/ACS-IR licenses.