

# Update

## Fujitsu End of Support for U-Scan Checkout Station Software

May 3, 2018

Fujitsu has notified NCR that it has canceled the long-standing support agreement that allowed NCR to provide single-point U-Scan software support for the NCR Channel Partner installed U-Scan base. NCR appealed this decision, but without success.

Channel Partners will no longer be invoiced by NCR for U-Scan Software maintenance and support, backdated to an end-of-support date of March 31, 2018.

Only the Fujitsu U-Scan code is affected by the Fujitsu decision. NCR will continue to maintain and support the ISS45 and ScanMaster Self-Checkout interface software under the current standard terms and conditions for software maintenance and support. Unlike the U-Scan checkout station software, these interfaces are part of the NCR ISS45 or ScanMaster POS code.

In light of this decision, no further U-Scan software updates, releases or support can be provided by NCR. Channel Partners wishing to establish U-Scan software support with Fujitsu should contact Mike Marsh, Fujitsu's Service Delivery Manager, at [mike.marsh@us.fujitsu.com](mailto:mike.marsh@us.fujitsu.com).

To discuss handling of any existing U-Scan Software support tickets that remain unclosed, please contact NCR Channel Partner support.