

SECTION:	Customer Service		
POLICY #:	CS 7	PAGE:	1 of 1
SUBJECT:	NCR Service Alternatives		
DATE:	04/13	SUPERSEDES:	None

TITLE: CS7, Service Alternatives for NCR POS Hardware Products

POLICY: Retalix Channel Partners have several options to provide services, maintenance and repairs for NCR products

SCOPE: All Retalix Channel Partners with service requirements for NCR products.

PROCEDURES: This policy is designed to allow Retalix Channel Partners to maintain control of their end-user customer bases by selecting among the available service options.

1. Service, Maintenance and Repair Options

- a. Retalix Channel Partners selling NCR products can employ three primary service option models, depending upon the Channel Partner's training and qualification status. These options follow the models provided via NCR's Interact Global Partner Program.
 - i. Retalix Channel Partners are not required to join or participate in the NCR Interact Global Partner Program in order to qualify for these service models.
 - ii. By qualifying for one or more of these service models, Retalix Channel Partners do not receive qualification or status in the NCR Interact Global Partner Program itself.

2. A Retalix Channel Partner may execute the Retalix Channel Partner version of the NCR "PDS Addendum" to enable that Channel Partner to use for the NCR Partner-Delivered Services model.

- a. The PDS Addendum applies to Channel Partners intending to maintain and offer for sale, either directly or through subsidiaries or other entities under the Channel Partner's control, service capabilities for NCR hardware products the Channel Partner purchases under the Retalix agreement.
- b. The Channel Partner must complete the necessary course curricula on the applicable products prior to implementing the PDS model.
- c. Under a completed PDS agreement, authorized Retalix Channel Partners will have access to the following, via the "NCR At Your Service" mechanism:



- i. Technical documentation
 - ii. NCR repair services
 - iii. NCR spare and repair parts.
3. Retalix Channel Partners not part of the PDS program may provide shared or “Referral Services.”
 - a. Under the Referral Services model, the Channel Partner provides first-line support, and contacts NCR’s service organization when repairs or replacements are required.
 - b. The Retalix Channel Partner invoices and collects the maintenance and service fees from the end user, maintaining relationship control.
 - c. Retalix Channel Partners wishing to use this option will need to set up a special agreement with NCR.
4. Retalix Channel Partners may also engage NCR services to provide direct contract services to end users.
 - a. Retalix Channel Partners wishing to use this option will need to set up a special agreement with NCR.
5. The terms and conditions for these Retalix Channel Partner options are provided under NCR policy, which, in regards to NCR programs’ specific terms and content, will control these program qualifications and conduct.
 - a. Detailed terms, conditions, requirements, shares and pricing for options under NCR programs can be provided by the Channel Partner’s Retalix representative, together with information provided via the NCR Retalix Channel Partner portal.