

SECTION:	Parts		
POLICY #:	PT 11	PAGE:	1 of 1
SUBJECT:	Parts for NCR Products		
DATE:	04/13	SUPERSEDES:	None

TITLE: PT11, Parts for NCR POS Hardware Products

POLICY: NCR offers parts for the NCR products to Retalix Channel Partners that have qualified for NCR's PDS program

SCOPE: All Retalix Channel Partners selling the NCR Products

PROCEDURES:

1. Retalix Channel Partners have access to parts for NCR products under NCR's Partner-Delivered Services (PDS) agreement and program.
  - a. A version of the NCR PDS Agreement is available to Retalix Channel Partners to enable entry to the PDS program outside the framework of the NCR 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 or use the PDS program.
    - ii. By qualifying for the PDS service model, Retalix Channel Partners do not receive qualification or status in the NCR Interact Global Partner Program itself.
2. Channel Partners executing this PDS Agreement will have access to courses that enable the Channel Partner to complete the necessary training qualifications for NCR product installation, maintenance and repairs of the applicable products.
3. Retalix Channel Partners qualified for PDS will receive access to technical documentation, spare parts and repair services, which will be provided via the NCR Partner Portal under the "NCR At Your Service" program.

