

SECTION:	Repair Center		
POLICY #:	RC 16	PAGE:	1 of 1
SUBJECT:	NCR Sales-Out Reporting		
DATE:	04/13	SUPERSEDES:	None

TITLE: RC16, NCR Sales-Out Reporting

POLICY: NCR collects shipment and installation information for all hardware products.

SCOPE: All Retalix Channel Partners selling and/or supporting or servicing the NCR products.

PROCEDURES:

1. NCR performs an initial registration of every serialized product when it ships to ScanSource, the initial distributor to Retalix Channel Partners of the NCR POS Hardware Products. The clock is started on the warranty duration for each such product upon shipment.
2. ScanSource provides reports to NCR regarding all product shipments to Channel Partners. The dates, serial numbers and Channel Partner names are used to update the initial registration, resetting the warranty clock to zero and restart the clock as of the ship date to the Channel Partner.
 - a. Under the NCR program, Channel Partners are required to inform ScanSource of the end-user name, location and so forth, and warranty activation and fulfillment services are contingent upon provision of this information.
3. Channel Partners in the Partner-Delivered Services (PDS) program may further provide installation/registration reports to NCR declaring the final actual installation date, end-user name, location and product serial numbers installed.
 - a. This registration form is available for Retalix PDS-qualified Channel Partners on the NCR Partner Portal.
 - b. If this completed registration form is provided to NCR within 60 days of the ScanSource shipment, the warranty clock will be reset (again) to start as of the actual installation date and information provided by the dealer.
 - c. This up-to 60-day extension may be added to the warranty to take into account delays between shipment from ScanSource and installation at the end-user site.

