



MyNCR

Change Order Training

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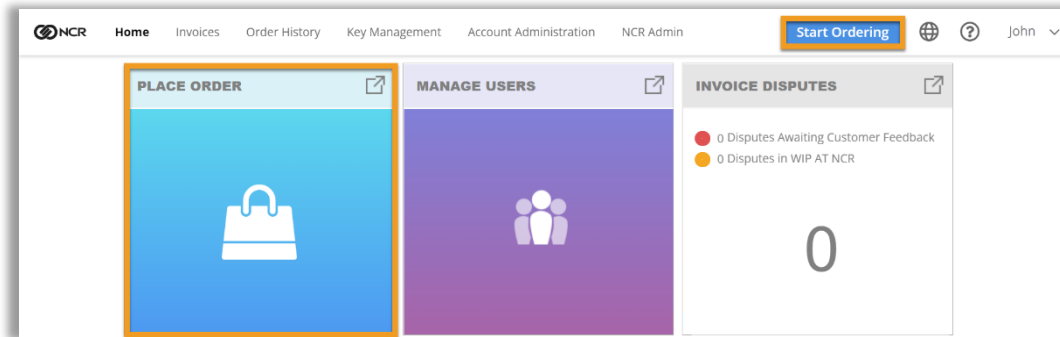
MyNCR Changing Orders

This user guide for Changing Orders in MyNCR is designed to provide Partners with basic instructions for changing orders via NCR's order management experience.

The intended audience for this guide is NCR Partner Users who track orders online from NCR.

Accessing Change Orders

- Step 1 Log in at <https://myncr.ncr.com/>
- Step 2 From your dashboard, click “Start Ordering” in the upper right of the screen or click on the “Place Order” portlet.

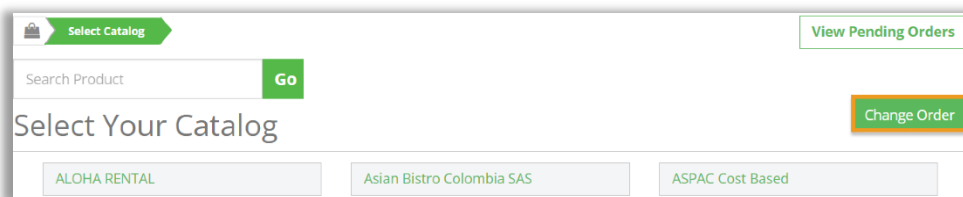


- Step 3 The online ordering application will open. If you are authorized to place orders for more than one legal entity, you will first choose the desired legal entity on the displayed pop-up window by clicking on the Customer Name.



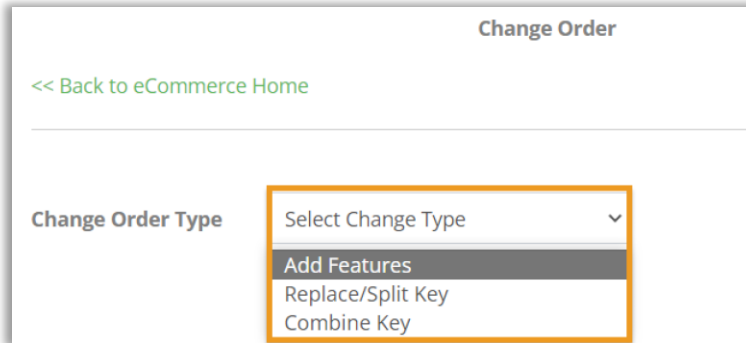
If you are **not** associated with multiple legal entities, you will not be presented with a choice, and instead be taken directly into the Online Ordering application.

- Step 4 Select the Change Order button in the top right of your screen to enter the Change Order application.



Add Features to Keys

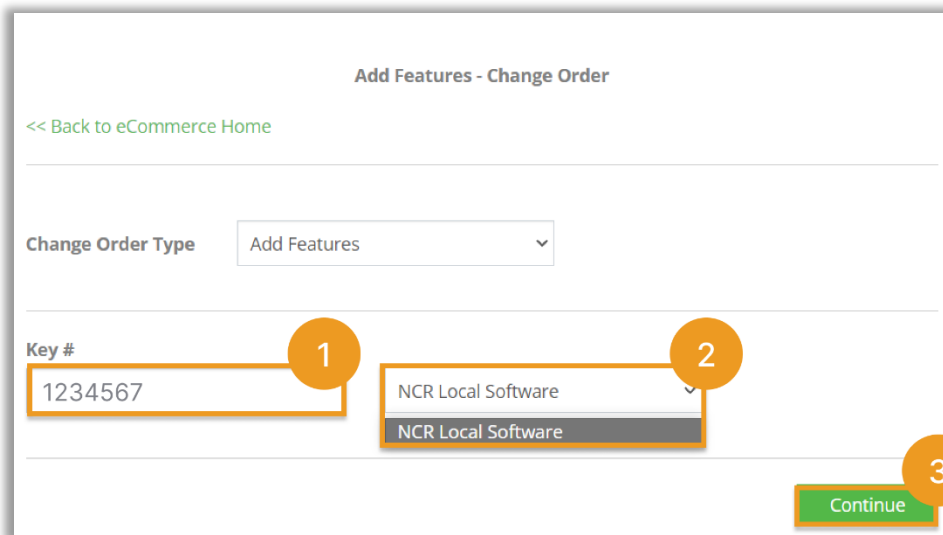
- Step 1 Once you have entered the Change Order application, select Add Features from the 'Change Order Type' dropdown.



The screenshot shows the 'Change Order' application interface. At the top, there is a title 'Change Order' and a link '<< Back to eCommerce Home'. Below this, there is a section labeled 'Change Order Type' with a dropdown menu. The dropdown menu is open, showing three options: 'Add Features' (which is highlighted), 'Replace/Split Key', and 'Combine Key'.

- Step 2 To add features:

1. Enter the applicable Key number
2. Select the corresponding catalog
3. Click the 'Continue' button



The screenshot shows the 'Add Features - Change Order' application interface. At the top, there is a title 'Add Features - Change Order' and a link '<< Back to eCommerce Home'. Below this, there is a section labeled 'Change Order Type' with a dropdown menu showing 'Add Features'. Below that, there is a section labeled 'Key #' with a text input field containing '1234567'. To the right of the input field is a dropdown menu showing 'NCR Local Software' (which is highlighted). At the bottom right, there is a green 'Continue' button. Three orange circles with numbers 1, 2, and 3 are overlaid on the image, pointing to the 'Key #' input field, the dropdown menu, and the 'Continue' button, respectively.

Step 3 Select the features you would like to add and enter the appropriate quantity in the 'Additional Features' column.

Add Features - Change Order				
Key: 133481				
Product ID	Product Name	Existing Qty	Additional Features	Price
Terminal	ALTABLESVCE:ALOHA POS - TS - LICENSE	5	<input type="text"/>	USD0.00
H400-0009-0000	ALCRCRDE:Electronic Payments	5	<input checked="" type="checkbox"/>	USD0.00
H400-0015-1000	ALACONNECTE:ALOHA CONNECT - SITE	1	<input checked="" type="checkbox"/> 1	USD0.00
H400-0119-0000	ALEITERE:ALOHA CONNECT - EIT	5	<input type="text" value="1"/>	USD0.00
H400-0007-1000	ALBACKOFFICEE:ALOHA MANAGER - STAND ALONE	0	<input checked="" type="checkbox"/> 5	USD5.00
H400-0011-1000	ALCRCRD4E:ELECTRONIC PAYMENTS 4+	0	<input type="checkbox"/>	USD0.00
H400-0013-1000	AL3RDGCE:INTERFACE - GIFT CARD	0	<input type="text" value="3"/>	USD3.00

Once complete, click the 'Continue' button at the bottom of the screen.

H407-0028-1000	MEMOTMTSPCE:PAYCHEX Preview	0	<input type="radio"/>	USD0.00
Rush this Order? (Incurs an additional USD100.00 cost)				<input type="checkbox"/>
Cancel Change Order			<input type="button" value="Continue"/>	

Step 4 Review the change order and click the 'Continue' button if everything looks as expected.

Add Features Order Review

Key #: 133481

PO Number:

Comments:

For Use Address:

Billing Address:

Selected Products

Product	Category:	Description	Quantity	Price (Per Unit)	Extended Price
H400-0119-0000	SOFTWARE	ALEITERE:ALOHA CONNECT - EIT	1	USD0.00	USD0.00
H400-0007-1000	SOFTWARE	ALBACKOFFICE:ALOHA MANAGER - STAND ALONE	5	USD1.00	USD5.00
H400-0013-1000	SOFTWARE	AL3RDGC:INTERFACE - GIFT CARD	3	USD1.00	USD3.00
					Rush Order :USD0.00
					Total :USD8.00

Have Promo Code?

Step 5 You will receive a confirmation message that your order has been submitted, and a reference number for tracking purposes.

Thank you for your purchase!






Your order is submitted for further processing. Please quote your reference for future reference.

Your reference number is #
- 044350029 (Key #)

You will receive an email shortly with detailed order information.

We'd love your feedback(Optional)

How would you rate your experience using MyNCR?

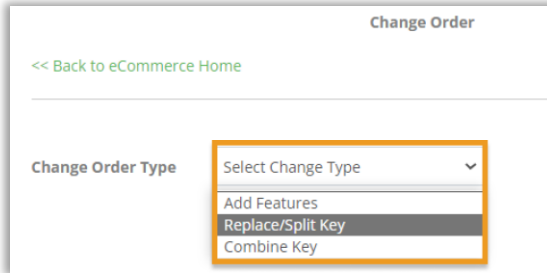
 Frustrated
  Unsatisfied
  Neutral
  Satisfied
  Delighted

I'd like to help further improve the MyNCR experience. I'm okay with NCR reaching out to me for additional information.

[Continue without submitting feedback >](#)

Replace or Split Keys

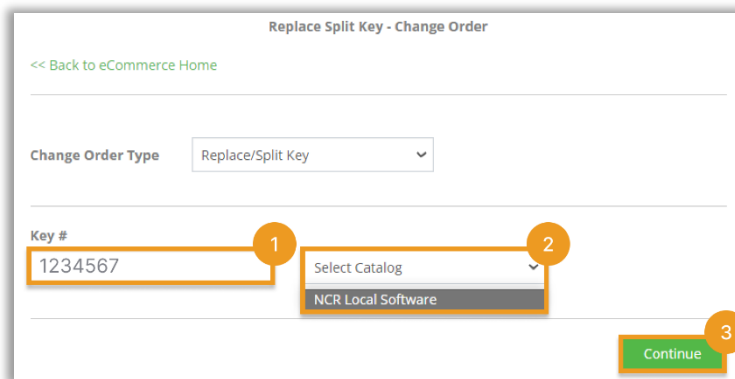
- Step 1 Once you have entered the Change Order application, select Replace/Split Key from the 'Change Order Type' dropdown.



The screenshot shows the 'Change Order' application interface. At the top, there is a title 'Change Order' and a link '<< Back to eCommerce Home'. Below this, there is a section labeled 'Change Order Type' with a dropdown menu. The dropdown menu is open, showing four options: 'Select Change Type', 'Add Features', 'Replace/Split Key', and 'Combine Key'. The 'Replace/Split Key' option is highlighted with a dark background.

- Step 2 To replace or split Keys:

1. Enter the applicable Key Number
2. Select the corresponding catalog
3. Click the 'Continue' button



The screenshot shows the 'Replace Split Key - Change Order' application interface. At the top, there is a title 'Replace Split Key - Change Order' and a link '<< Back to eCommerce Home'. Below this, there is a section labeled 'Change Order Type' with a dropdown menu set to 'Replace/Split Key'. Below this, there is a section labeled 'Key #' with a text input field containing '1234567'. To the right of the input field is a dropdown menu labeled 'Select Catalog' with 'NCR Local Software' selected. At the bottom right, there is a green 'Continue' button. Three orange circles with numbers 1, 2, and 3 are placed over the input field, the catalog dropdown, and the 'Continue' button respectively, indicating the steps to follow.

Step 3 Add a Blank Key to the 'Key 1' column (and optionally, the 'Key 2' or 'Key 3' columns). Select which features to split or add, just like you would on the Add Features screen.

Replace Split Key - Change Order

Key: 133481
 Allocate features from the original key to the new keys. Failure to return the original key within 60days will result a change for the full cost of the key.

Product ID	Product Name	Existing Qty Key: 133481	<input checked="" type="checkbox"/> Key1	<input checked="" type="checkbox"/> Key2	<input type="checkbox"/> Key3	Price
			7041	7240		
Terminal	ALTABLESVCE:ALOHA POS - TS - LICENSE	5	<input type="text" value="3"/>	<input type="text" value="2"/>	<input type="text"/>	USD0.00
H400-0009-0000	ALCRCRDE:Electronic Payments	5	<input checked="" type="checkbox"/> 3	<input type="checkbox"/>	<input type="checkbox"/>	USD0.00
H400-0015-1000	ALACONNECTE:ALOHA CONNECT - SITE	1	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	USD0.00
H400-0119-0000	ALEITERE:ALOHA CONNECT - EIT	5	<input type="text" value="1"/>	<input type="text" value="1"/>	<input type="text"/>	USD0.00

Once complete, click the 'Continue' button at the bottom of the screen.

Step 4 Review the change order and click the 'Continue' button if everything looks as expected.

Replace Split Order Review

Key 1: 6702

PO Number

For Use Address

Billing Address

Comments

[Search Address](#)

Selected Products

Product	Category	Description	Quantity	Price (Per Unit)	Extended Price
H400-0001-0000	SOFTWARE	ALTABLESVC-ALPHA POS - TS - LICENSE	3	USD0.00	USD0.00
H400-0009-0000	SOFTWARE	ALCRCRDE Electronic Payments	3	USD0.00	USD0.00
H400-0119-0000	SOFTWARE	ALETERE-ALPHA CONNECT - EIT	1	USD0.00	USD0.00

Rush Order: USD0.00
 Replace Fee: USD50.00
Total: USD50.00

Return Key 133481

WARNING: Failure to return this original key within 60days will result in an automated invoice covering the cost of the key

Product	Category	Description	Quantity	Price (Per Unit)	Extended Price
H400-0009-0000	SOFTWARE	ALCRCRDE Electronic Payments	5	USD1.00	USD5.00
H400-0015-1000	SOFTWARE	ALACONNECTE-ALPHA CONNECT - SITE	1	USD1.00	USD1.00
H400-0119-0000	SOFTWARE	ALETERE-ALPHA CONNECT - EIT	5	USD0.00	USD0.00
H400-0001-0000	SOFTWARE	ALTABLESVC-ALPHA POS - TS - LICENSE	5	USD1.00	USD5.00
9678-0149-0000	GENERIC	ALPHA KEY RETURN INFORMATION	1	USD0.00	USD0.00

Total: USD11.00

Have Promo Code?

[Cancel Change Order](#)
[Submit Order](#)

Step 5 You will receive a confirmation message that your order has been submitted, and a reference number for tracking purposes.

Thank you for your purchase!

Your order is submitted for further processing. Please quote your reference for future reference.


Your reference Number(s) for the Replace and Split Key(s)
 - **o44350034** (Key #6702)

Your reference number for the returned keys
 - **ro3660001** (Key #133481)


You will receive an email shortly with detailed order information.

We'd love your feedback(Optional)


How would you rate your experience using MyNCR?




Frustrated




Unsatisfied



Neutral



Satisfied



Delighted

What can we do to make the experience better?

I'd like to help further improve the MyNCR experience. I'm okay with NCR reaching out to me for additional information.

[Continue without submitting feedback >](#)

Combine Keys

- Step 1 Once you have entered the Change Order application, select Combine Key from the 'Change Order Type' dropdown.

The screenshot shows the 'Change Order' application interface. At the top right, it says 'Change Order'. Below that is a link '<< Back to eCommerce Home'. The main section is titled 'Change Order Type' and features a dropdown menu. The dropdown is open, showing three options: 'Select Change Type', 'Add Features', and 'Combine Key'. The 'Combine Key' option is highlighted with a dark background and a white border, indicating it is the selected option.

- Step 2 To combine Keys:

1. Enter the applicable Key Numbers in 'Key #1' and 'Key #2' ('Key #3' is optional)
2. Select the corresponding catalog
3. Enter the replacement Key in 'Replacement Key#1'
4. Click the 'Continue' button

The screenshot shows the 'Combine Key - Change Order' application interface. At the top right, it says 'Combine Key - Change Order'. Below that is a link '<< Back to eCommerce Home'. The main section is titled 'Change Order Type' and features a dropdown menu with 'Combine Key' selected. Below this, there is a section titled 'Enter upto 3 Active keys to combine'. This section contains three input fields: 'Key #1' with the value '6702', 'Key #2' with the value '11792', and 'Key #3' which is empty. To the right of these fields is a dropdown menu with 'NCR Local Software' selected. Below this section is a 'Replacement Key #1' input field with the value '12010'. At the bottom right of the form is a green 'Continue' button.

Step 3 Select the features you would like to combine and enter the appropriate quantity in the 'New Key' column.

Combine Key Products

Current Features

Product ID	Product Name	Key 1: 101600	Key 2: 110151	Total	New Key
Terminal	ALTABLESVCE:ALOHA POS - TS - LICENSE	6	4	10	10
H400-0009-0000	ALCRCRDE:Electronic Payments	6	4	10	10
H400-0019-1000	ALAGME:ALOHA GUEST MGR - RADIANT HW	1	0	1	1
H400-0007-1000	ALBACKOFFICEE:ALOHA MANAGER - STAND ALONE	0	1	1	
H400-0115-1000	ALDFBUYE:DELIVERY/FREQBUY - SITE	0	1	1	1

Is this replacement a change in format (USB or parallel)?
 Has this key been damaged?
 Rush this Order?
(Incurs an additional USD100.00 cost)

[Cancel Change Order](#) [Continue](#)

Once complete, click the 'Continue' button at the bottom of the screen

Step 4 Review the change order and click the 'Continue' button if everything looks as expected.

Combine Key Change Order Review

Replace Key: 12010

PO Number

Comments

For Use Address

[Search Address](#)

Billing Address

Selected Products

Product	Category	Description	Quantity	Price (Per Unit)	Extended Price
H400-0001-0000	SOFTWARE	ALTBLESVCE:ALPHA POS - TS - LICENSE	10	USD0.00	USD0.00
H400-0009-0000	SOFTWARE	ALCRCRDE:Electronic Payments	10	USD0.00	USD0.00
H400-0019-1000	SOFTWARE	ALAGME:ALPHA GUEST MGR - RADIANT HW	1	USD0.00	USD0.00
H400-0115-1000	SOFTWARE	ALDFBUYE:DELIVERY/FREQBUY - SITE	1	USD0.00	USD0.00
Maintenance					
H400-0001-0000:9699-1000-0001	MAINTENANCE	PRORATED FIRST YEAR MAINTENANCE	1	USD0.00	USD0.00
H400-0115-1000:9699-1000-0115	MAINTENANCE	PRORATED FIRST YEAR MAINTENANCE	1	USD0.00	USD0.00
					Rush Order :USD6.00
					Combine Fee :USD90.00
					Total :USD90.00

Return Key: 110101

WARNING: Failure to return this original key within 60days will result in an automated invoice covering the cost of the key

Product	Category	Description	Quantity	Price (Per Unit)	Extended Price
H400-0001-0000	SOFTWARE	ALTBLESVCE:ALPHA POS - TS - LICENSE	4	USD1.00	USD4.00
H400-0007-1000	SOFTWARE	ALBACKOFFICE:ALPHA MANAGER - STAND ALONE	1	USD1.00	USD1.00
H400-0009-0000	SOFTWARE	ALCRCRDE:Electronic Payments	4	USD1.00	USD4.00
H400-0115-1000	SOFTWARE	ALDFBUYE:DELIVERY/FREQBUY - SITE	1	USD0.00	USD0.00
H400-0141-1000	SOFTWARE	ALGCERTE:GIFT CERTIFICATE - SITE	1	USD1.00	USD1.00
9678-0149-0000	GENERIC	ALPHA KEY RETURN INFORMATION	1	USD0.00	USD0.00
					Total :USD10.00

Return Key: 101600

WARNING: Failure to return this original key within 60days will result in an automated invoice covering the cost of the key

Product	Category	Description	Quantity	Price (Per Unit)	Extended Price
H400-0001-0000	SOFTWARE	ALTBLESVCE:ALPHA POS - TS - LICENSE	6	USD1.00	USD6.00
H400-0009-0000	SOFTWARE	ALCRCRDE:Electronic Payments	6	USD1.00	USD6.00
H400-0019-1000	SOFTWARE	ALAGME:ALPHA GUEST MGR - RADIANT HW	1	USD1.00	USD1.00
9678-0149-0000	GENERIC	ALPHA KEY RETURN INFORMATION	1	USD0.00	USD0.00
					Total :USD13.00

Cancel Change Order
Submit Order

Step 5 You will receive a confirmation message that your order has been submitted, and a reference number for tracking purposes.






Thank you for your purchase!
Your order is submitted for further processing. Please quote your reference for future reference.

Your reference number for the new combine key
- **o44360027** (Key #12010)

Your reference number for the returned keys
- **ro3670001** (Key #133481)
- **ro3670002** (Key #110151)

You will receive an email shortly with detailed order information.

We'd love your feedback(Optional)
How would you rate your experience using MyNCR?

Frustrated Unsatisfied Neutral Satisfied Delighted

What can we do to make the experience better?

I'd like to help further improve the MyNCR experience. I'm okay with NCR reaching out to me for additional information.

[Continue without submitting feedback >](#)