



MyNCR

Online Ordering User Guide



Table of Contents

- Purpose of This Guide 3**
- Accessing Online Ordering..... 3**
- Creating an Online Order 4**
- Selecting a Catalog5
- Contents of the Catalog Product Listing6
- Contents of the Product Detail Listing8
- Reviewing Catalog Products and Creating a Cart.....9
- Later Purchasing Options..... 12
 - Creating a Wishlist..... 12
 - Saving a Pending Order 15
- Reviewing and Submitting Orders 17
 - Confirm Address..... 17
 - Review & Submit Order 20
- Order Confirmation Page & Email 22



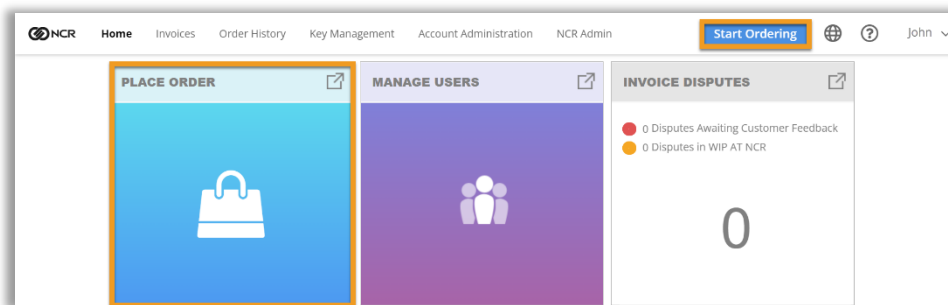
Purpose of This Guide

This user guide for NCR Online Ordering is designed to provide users with basic instructions for creating, saving, submitting, and reviewing orders for products and services via NCR's online ordering experience.

The intended audience for this guide is NCR customers who order products and services online from NCR.

Accessing Online Ordering

- 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" section.



- 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.

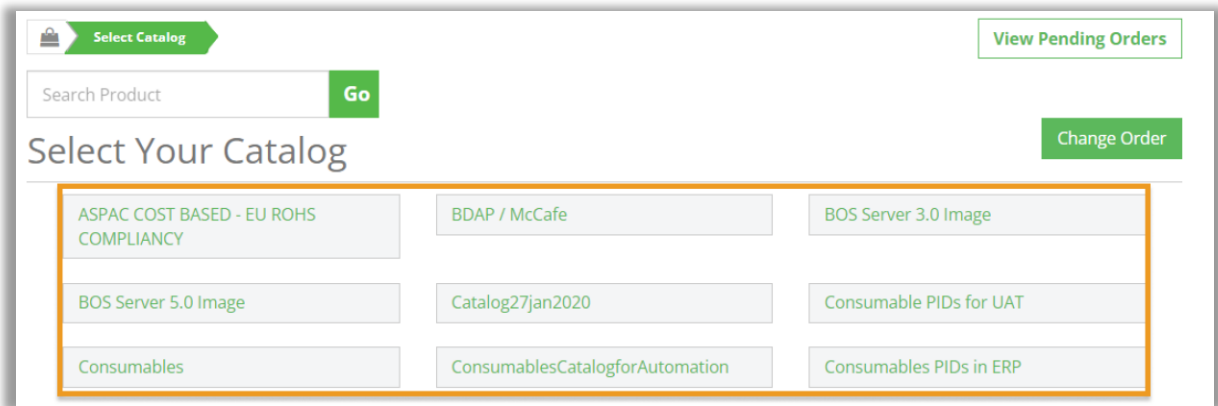
If you are **not** associated with multiple legal entities, you will not be presented with a choice, and instead be taken directly into the Online Ordering application.

Creating an Online Order

NCR Online Ordering permits the creation of a new order from a pre-defined product catalog. Users may also create orders and save them to use as a template for additional future orders.

Selecting a Catalog

- Step 1 From the main Online Ordering page, select the catalog you would like to order from by clicking on the catalog name. *Note: If you only have one catalog available, you will bypass this screen and go directly into the product listing shown in Step 2.*



The 'View Pending Orders' button on the catalog selection page will access any previously created orders that were saved as a Pending Order. For instructions on working with a Pending Order, see the 'Saving a Pending Order' section later in this guide.



Step 2 The products available to order in that catalog will display on the next page.

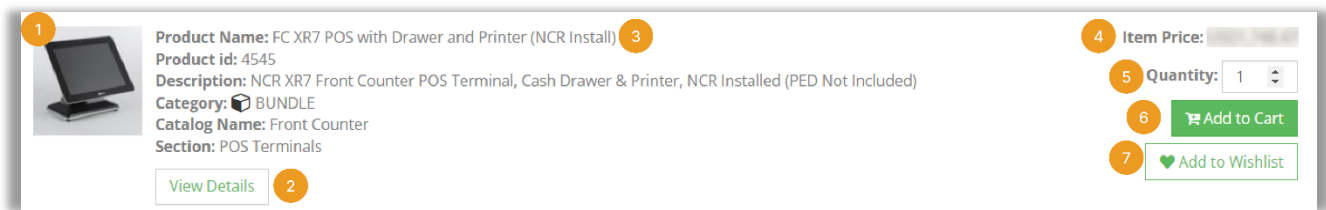
The screenshot displays the 'Product List' page in the MyNCR online ordering system. At the top, there are navigation tabs for 'Select Catalog' and 'Product List'. A search bar is present with a 'Go' button. Below the search bar, there are filters for 'BDAP / McCafe' and 'All Categories'. A 'View Pending Orders' button is located in the top right corner. The main content area shows two product listings. Each listing includes a product image, name, ID, description, category, catalog name, and section. To the right of each product, there is an 'Item Price' field, a 'Quantity' selector (set to 1), and buttons for 'Add to Cart' and 'Add to Wishlist'. The first product is 'ALTABLESVCE:ALOHA POS - TS - LICENSE' with product ID H400-0001-0000. The second product is 'NCR KC4 Controller, Replace Existing - (OTP Inst)' with product ID 4747. The interface also shows 'Standard View' and 'Quick View' options, and a 'Clear All Filters' link. The bottom of the page shows the NCR logo.

Contents of the Catalog Product Listing

This section will provide detail on the various elements of a catalog product listing.

There are two views available to see the products on the catalog page. 'Standard View' provides more information about each product and allows you to build your cart one product at a time. 'Quick View' provides a streamlined view of each product and allows you to select a quantity for several items before adding them all to your cart.

Standard View



Number	Description
1	Product image
2	View details button – click to move to the Product Detail view
3	Product name, ID and description
4	Product price – shown per item. NOTE: This will not change to reflect selection of a quantity greater than 1.
5	Product quantity selector – use the up / down arrows to increase or decrease the quantity you would like to order for the selected product, or type the quantity directly into the field.
6	Add to Cart button – see “Reviewing Catalog Products and Creating a Cart” section.
7	Add to Wishlist button – see “Creating a Wishlist” section.

Quick View

Select Catalog **Product List** View Pending Orders Add Items to Cart

Search Product BDAP / McCafe All Categories All Sections

Standard View **Quick View** 1 Clear All Filters Showing 1 - 24 of 24 items

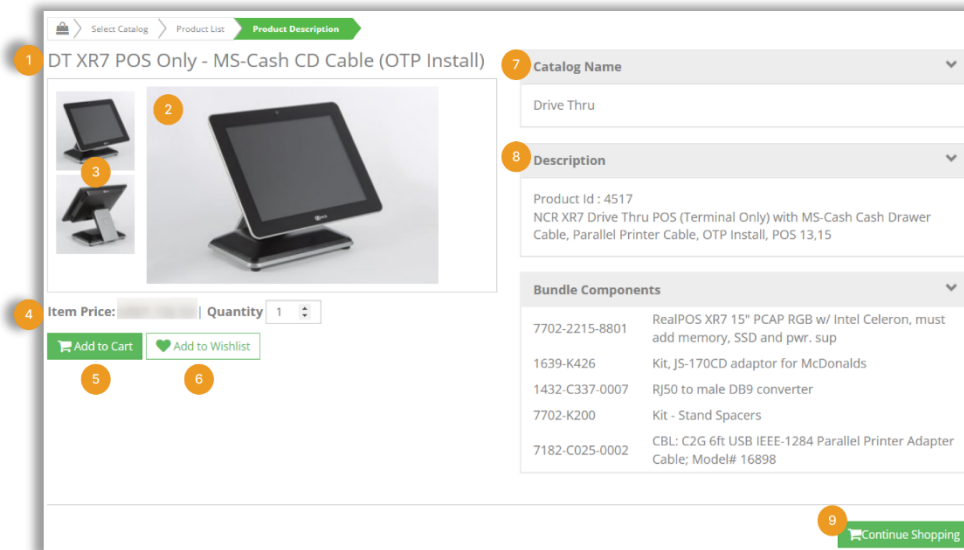
Product Name	Product Id	Category	Section	Price	Quantity
2 ALTABLESVCE:ALOHA POS - TS - LICENSE	H400-0001-0000	SOFTWARE	1520 Premium 1 Application/Recommend 2 Application		3 <input type="text" value="0"/>
NCR KC4 Controller, Replace Existing - (OTP Inst)	4747	BUNDLE	Controllers		<input type="text" value="0"/>
NCR KC4 Controller, Replace Existing - (NCR Inst)	4746	BUNDLE	Controllers		<input type="text" value="0"/>

Number Description

- 1 Switch views between 'Quick View' and 'Standard View'
- 2 Product details – each row displays Product Name, Product ID, Category, Section, and Price
- 3 Product quantity selector - use the up / down arrows to increase or decrease the quantity you would like to order for the selected product, or type the quantity directly into the field.
- 4 Add to Cart button - see "Reviewing Catalog Products and Creating a Cart" section

Contents of the Product Detail Listing

Within a catalog, each product displayed may be clicked to show a more detailed view of the product. This section provides detail on the various elements of a product detail listing.



Number	Description
--------	-------------

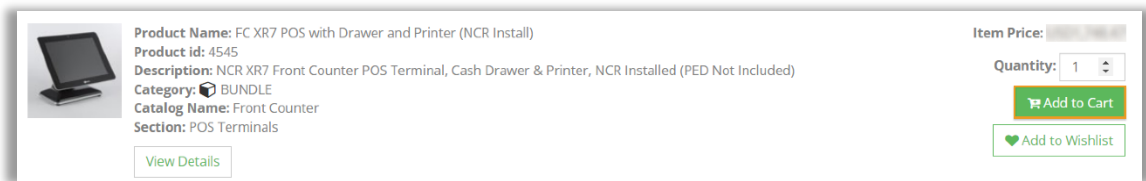
- | | |
|---|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | Product name |
| 2 | Product image |
| 3 | Product thumbnail image(s) - click to see in full size |
| 4 | Product price / quantity selector. Price is shown per item and will not change as quantity is increased. Use the up / down arrows to increase or increase the quantity you would like to order for the selected product, or type the quantity directly into the field. |
| 5 | Add to Cart button - see "Reviewing Catalog Products and Creating a Cart" section. |
| 6 | Add to Wishlist button – see "Creating a Wishlist" section. |
| 7 | Catalog name – displays the name of the catalog that the current product is listed under |
| 8 | Product description |
| 9 | Continue Shopping button – click to return to the Catalog Product Listing |

Reviewing Catalog Products & Creating a Cart

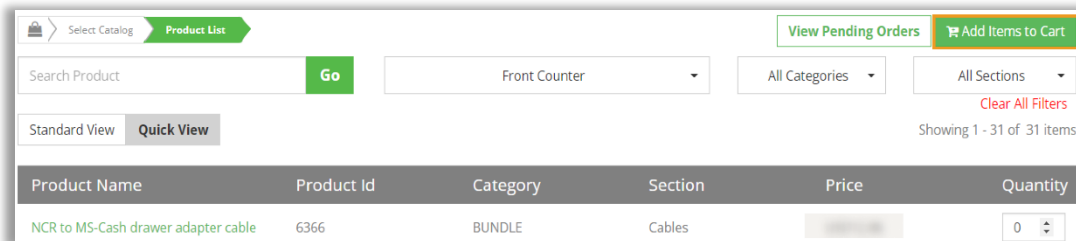
NCR Online Ordering provides a familiar shopping cart experience that will allow you to collect and submit multiple items in a single order.

Note: This section describes creating and submitting an online order in one session. NCR Online Ordering also provides the capability to save an order without submitting, so you can return to complete it later. For instructions on saving in-progress orders, please see "Saving an Order."

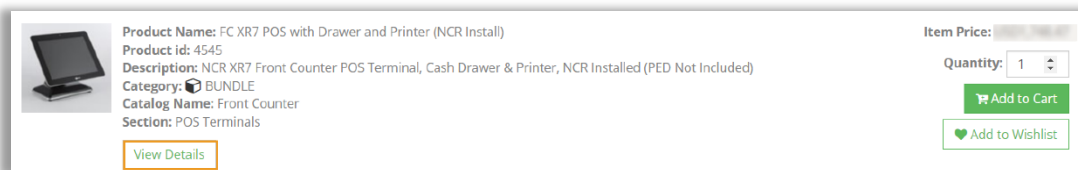
- Step 1** Scroll through the products available in your selected catalog. For each product you would like to order, click the 'Add to Cart' button on either the Catalog Product Listing or the Product Detail view



If you viewing the product catalog in 'Quick View', click the 'Add Items to Cart' button once you have selected the products and quantities for your order.



- Step 2** To see more detailed information about a product prior to adding it to your cart, click on the View Details button (from Standard View) or the Product Name (from Quick View) to see the Product Detail page



Product Name	Product Id	Category	Section	Price	Quantity
NCR to MS-Cash drawer adapter cable	6366	BUNDLE	Cables		0
MS-Cash drawer adapter cable with connecting latch	4748	BUNDLE	Cables		0
6' USB to Parallel Printer Cable	4749	BUNDLE	Cables		0

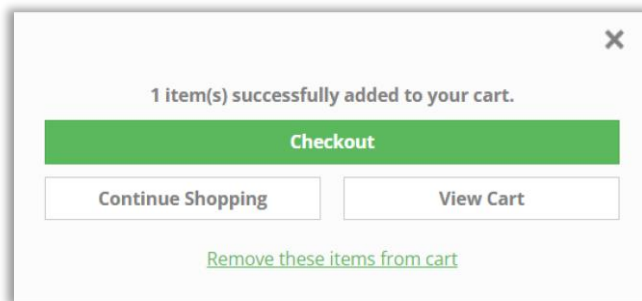


Step 3 The Add to Cart button is also available from the Product Detail view.



For more explanation about the contents of the product detail view, please see the section of this guide titled "Contents of the Product Detail Listing."

Step 4 After clicking Add to Cart, a popup confirming the successful addition of the product(s) to your cart will display.



You will have a few options to proceed from here:

- Click the 'Checkout' button to begin the process of completing your order.
- If you need to add additional items to your cart, clicking the 'Continue Shopping' button will bring you back to the catalog page.
- If you would like to review the item(s) in your cart prior to beginning checkout, click the 'View Cart' button.
- If you have added items to your cart accidentally and would like to remove them, you may click the 'Remove these items from cart' link.

Step 5 After adding all of your desired items to the cart, view the contents of the cart by scrolling back to the top of the page and clicking the Shopping Cart icon in the top right of the page.

Later Purchasing Options

If you are interested in marking products for purchase at a later date, NCR Online Ordering includes two capabilities to support you:

- Creating a Wishlist
- Saving a Pending Order

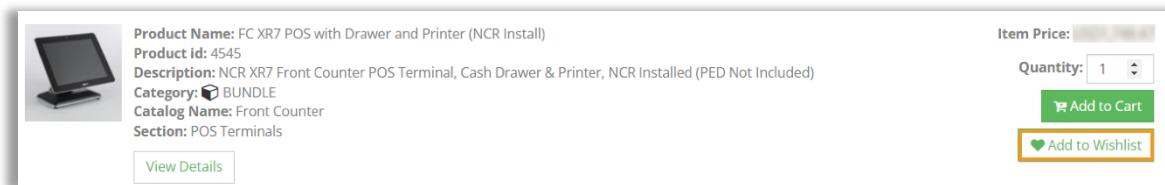
Creating a Wishlist

To view your Wishlist, you can click the Heart icon in the top right of the Online Ordering experience. Having no number callout over the Heart icon indicates that you currently have no items saved to your Wishlist.



Step 1 You can start creating your Wishlist or add an item to your Wishlist in one of three ways.

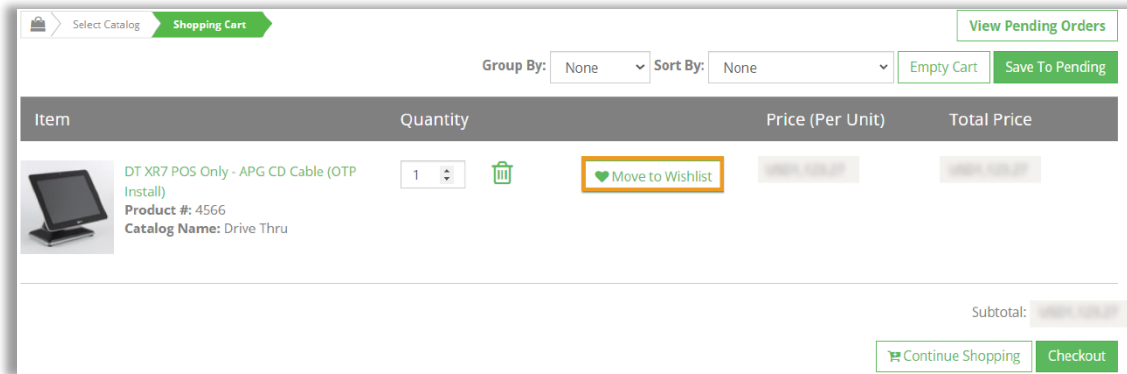
- In the 'Standard View' of the product catalog page, on the desired product listing, click the 'Add to Wishlist' button:



- On the Product Detail page, click the 'Add to Wishlist' button:



- On the Shopping Cart page, click the 'Move to Wishlist' button next to the desired product(s):

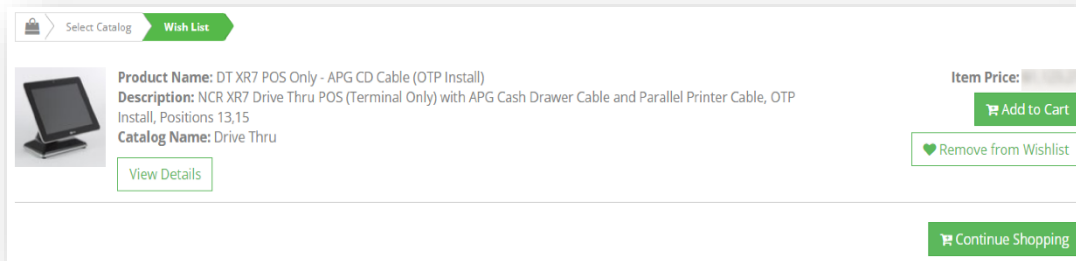


Step 2 To view the current contents of your Wishlist, click the Heart icon in the top right of the Online Ordering experience.



Step 3 From your Wishlist, for each product shown you may:

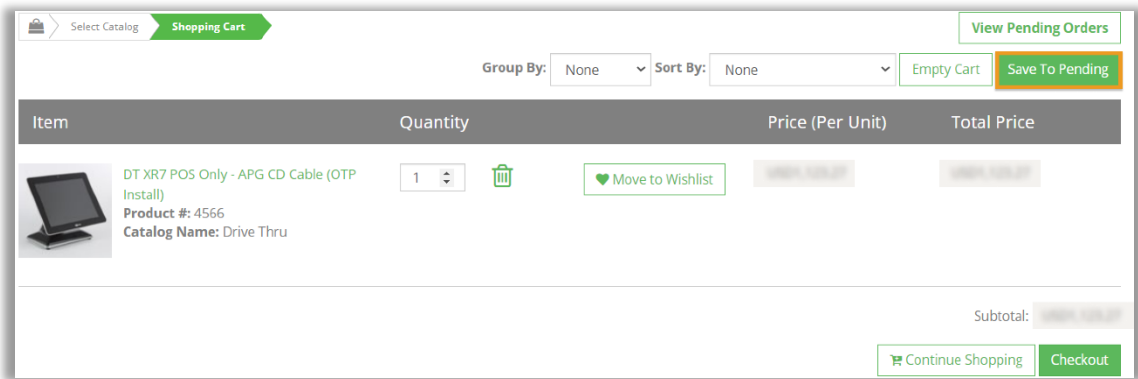
- Add the item to your cart to prepare for checkout
- Remove the item from your Wishlist



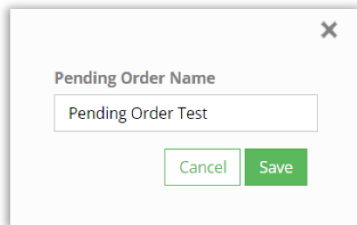
Saving a Pending Order

To save an in-progress order for submission later:

Step 1 From the Cart page, click 'Save to Pending' in the top right:



Step 2



A window will appear for you to enter the name of the Pending Order. Type the desired name into the text field and click 'Submit' to save the order, or 'Cancel' to exit the Pending Order process.

Step 3 If you click 'Submit,' you will be taken to the list of your Pending Orders and will see your new order added to the list.



Step 4 Click the arrow to expand the Pending Order listing.

Pending Order Test 1						Delete	▼
Product	Catalog	Description	Price	Quantity	Extended Price		
4566	Drive Thru	DT XR7 POS Only - APG CD Cable (OTP Install)		1			
External User		Reassign				Delete Pending Order	Add All to Cart

Pending Order Test 2

Delete

Step 5 From the expanded Pending Order, you may add the products to a cart to check out, or delete the order.

Reviewing and Submitting Orders

The following sections provide step-by-step instructions on the Online Ordering pages that make up the order review and submission process.

- Confirm Address
- Review & Submit Order

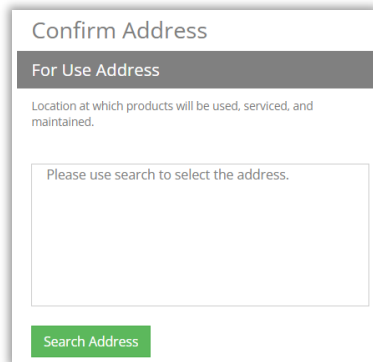
Confirm Address

Step 1

After clicking 'Checkout' from the cart summary view, the Confirm Address page will be the next one displayed. Three addresses are displayed on this screen.

- **For Use Address:** Where the product(s) ordered will actually be used. Service and maintenance will be based on this location.
- **Shipping Address:** Where the products ordered will be shipped by NCR. This may be the same as the For Use Address, or may be a different location. Taxes and Freight will be based on this location.
- **Billing Address:** Where the invoice for this order be sent.

Step 2



The screenshot shows a web form titled "Confirm Address". Under the "For Use Address" section, there is a text box with the instruction "Please use search to select the address." and a green "Search Address" button below it.

Click the 'Search Address' button under the For Use Address. The Search for Address window will appear.



Step 3 Enter as much information as is known about the For Use Address and click 'Search.' The Search for Address window will change to show search results.

If no locations match your entered search criteria, you will see the results below and you will need to enter new search criteria.

Choose an Address

Store Number: Country: [Clear Search](#)

Site Name: Test Street:

Site Number (Customer Assigned): Street 2:

Test City: State/Province: Zip:

To search by State/Province, please select a Country first.

Sites From Your Account (0 out of 0 results)

Store Number	Site Name	Address	City	State / Province	Country	Zip	Site Number	Customer Name
No results to display.								

Step 4 When you hover over an address, the color of the row will turn grey. To choose the address/site you need, simply click on this row.

Store Number	Site Name	Address	City	State / Province	Country	Zip	Site Number	Customer Name
	SITE 1	1234 STREET ST	CITY	CA	US	12345	1234567	MY BUSINESS
	SITE 2	1234 DRIVE DR	CITY	GA	US	12345-6789	1234567	MY BUSINESS

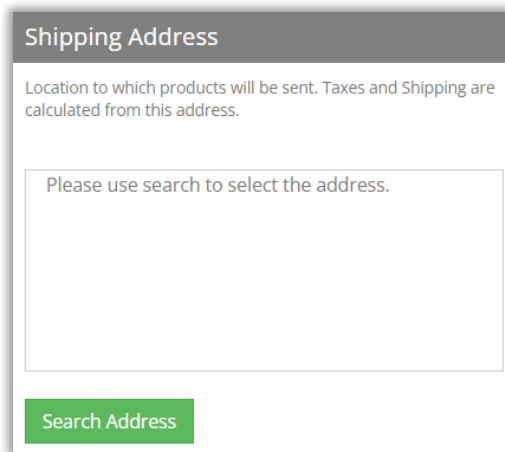
Step 5 The address for the selected site will show in the For Use Address field. Confirm that the correct address was selected and then move to the Shipping Address.

If you need to change the address, simply click the 'Search Address' button and start again from Step 3.

Step 6

For the Shipping Address, you have two options:

- If the Shipping Address is the same as the previously selected For Use Address, you can simply click the 'Copy For Use Address' button to copy this address into the Shipping Address field.
- If you would like to ship the order to a different address, you can click the 'Search Address' button to choose the address. Please repeat Steps 4-5 to choose your address.



The screenshot shows a form titled "Shipping Address" with a dark header. Below the header, there is a descriptive text: "Location to which products will be sent. Taxes and Shipping are calculated from this address." A large white text area contains the instruction "Please use search to select the address." At the bottom of the form is a green button labeled "Search Address".

The Billing Address cannot be changed. The address displayed is the billing address NCR has stored for the selected legal entity.

Step 7

After confirming all three addresses, click the 'Save and Continue' button to move on to the next step.

Step 8

Depending on your account, you may have various Follow Up Questions that can be completed. Once you have completed these questions, click the 'Save and Continue' button to proceed to the Order Review page.

Review & Submit Order

Step 1 Once you have completed the Confirm Address and Follow Up Question pages, you will see the Order Review page.

The screenshot shows the 'Order Review' page with the following sections:

- Use Address Details:** Address information for the customer.
- Shipping Details:** Shipment Method: Standard (Ground).
- Billing Details:** Billing address information.
- Additional Details:** Requested Delivery Date: 06-Jul-2022.
- Choose Payment Option:** Radio buttons for 'Pay Now' (selected) and 'Pay Later'. Below are options for 'Test ending in', 'Use New Bank Account', and 'Use New Credit Card'.
- Additional Order Confirmation Recipient(s):** Input field containing 'user@email.com, user2@email.com'.
- Item Table:**

Item	Quantity	Price (Per Unit)	Extended Price
DT X87 POS Only - MS-Cash CD Cable (OTP Install) Product #: 4517 Catalog Name: Drive Thru	1	\$100.00	\$100.00
DT X87 POS Only - APG CD Cable (OTP Install) Product #: 4556 Catalog Name: Drive Thru	1	\$100.00	\$100.00
- Summary:** Shipping, Subtotal, Estimated Tax (8.0%), and Estimated Total.
- CC/ACH Payment:** Input field.
- Agreement:** I agree that this Order is subject to the [Terms and Conditions](#).
- Buttons:** Edit Order and Submit Order.
- Note:** Clicking 'Submit Order' will charge the selected payment source. Note: Same payment source will be used for settling any differences with tax and Shipping estimates.

Step 2 Review the information that is displayed on this page. If any information is incorrect or needs to be changed, click the 'Edit Order' button in the bottom right.



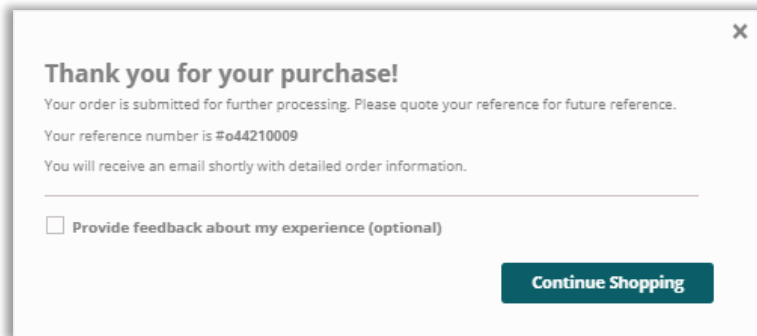
Step 3 To submit the order for processing, you must check the box next to the text 'I agree that this Order is subject to the Terms and Conditions.' This includes a link to the Terms and Conditions page, where you can view the details in a new browser tab.

If you attempt to click the 'Submit Order' button without clicking the Terms and Conditions statement, an error message will display.

Step 4 To return to the Cart page, click the 'Edit Order' button. To submit the order for processing, click the 'Submit Order' button.

Order Confirmation Page & Email

After clicking 'Submit Order' from the Order Review page, you will see the Order Confirmation page.



In addition, an order confirmation email will be sent to the email address for your account.

