



NCR Integrated Supply Chain Supplier Guide

Manual No. SSPD.2.1.2.9_MAN_ICS_Supplier_Guide_Americas	Issue No. 03.00.00	Effective Date Jan 1 st 2021
Business Owner – Damian Hurley Process Owner – Mark Plath	Template ID NCR Services Manual Template 3.00.00, Jan 1 st 2021	Page 1 of 55



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About This Guide

Purpose

The purpose of this guide is to assist all suppliers, current and future, in conducting business with NCR ISC.

Scope

This guide is designed to present the preferred business expectations and standards to NCR ISC' suppliers striving to support the NCR world class service mission. In addition, NCR's expectations of Suppliers as outlined in this Guide are focused on continuous improvement initiatives impacting all phases of logistical operations.

Navigation Tips

This document is best viewed in Microsoft – Word, and navigation is aided by selecting "View" on the standard toolbar then selecting "Document Map". This opens a window on the left side of your screen, and by selecting a box with a "+" sign you can expand a section or select a box with a "-" sign and you can collapse a section.

Or if you prefer you can go to the Table of Contents and select the page number of your area of interest to quickly move to the text.

In addition, there are both hyperlinks (Worldwide Web - URLs) that will initiate internet connections, and cross-references in the document that will move you within the document to the referenced section.

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Section 1 – Orders

Reference Numbers

NCR ISC transmits Orders to suppliers in one of four methods:

- 1) Hardcopy Purchase Order Documentation
- 2) Electronic Data Interchange Transaction (EDI)
- 3) iSupplier Portal
- 4) PDF copy
- 5) Web Portal

Regardless of the transmission method, specific fields may be required to correctly receive and pay for an order. The following examples identify the location of the fields, and how to apply them to your shipment.

Your assistance will allow us to properly receive your shipment, associate it to our purchase order, and relate it to your invoice.

Purchase Order General Information

NCR ISC, will issue a Purchase Order (PO) to our suppliers to record the procurement transaction. When suppliers receive an NCR ISC Purchase Order, the data should be reviewed and verified by the supplier. Any discrepancies should be noted and corrected, if necessary, with NCR ISC Purchasing ASAP after receiving the Purchase Order. A copy of standard NCR Purchase Orders are attached in this section.

Note – Telephone number contact information found in the “Address Field” of the Purchase Order or EDI transmission is for use on the airbill of shipment to “hold for pick-up” locations. This is not a number that the supplier should be calling for information about the Purchase Order.

For more information see:

Section 1 - Orders – **Reference Numbers**

Purchase Order Terms

The definition of Purchase Order terms is defined by NCR ISC. Should there be a question regarding a term, please contact Supplier Management at (770) 288-1925.



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- **Need By Date** – This is the expected NCR dock date, we expect all orders to arrive at their destination by this date. Please execute your shipment to allow for normal transportation and processing delays and strive for the dock date. Your shipment may be returned if excessively early or late.

Purchase Order Acknowledgement

If you agree with the information:

- EDI: Send 855 acceptance
- iSupplier: Accept PO
- PDF Copy: Email Buyer with acceptance

If you don't agree with the information:

- EDI: Consult EDI Implementation Guide on how to modify PO
- iSupplier: Alter PO via iSupplier Change
- PDF Copy: Email Buyer with change requests

Shipment Destination

Some Purchase Orders are for establishing or maintaining our central stock, these orders should be addressed consistent with the following examples:

Central Stock PO (Memphis, TN)

NCR c/o FedEx Global Supply Chain Services
5025 Tuggle Rd
Memphis, TN 38118

Attn: <Purchase Order(s) Numbers(s)>

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Purchase Order (Central Stock PO - Memphis)

REFERENCE FIELDS:

- Purchase Order # or Purchase Order# - Release #
- Destination Address
- NCR Item #, Expected Dock Date, Quantity & Unit of Measure, Unit Price, PO Line Price
- Item Description (if req'd)
- Billing Address
- Standard Payment Terms
- Designated Shipment Carrier
- Freight Terms
- Expected Dock Date, Quantity, & Unit of Measure
- Supplier Part # (if req'd)
- Buyer's Note (if req'd)



200 HIGHWAY 74 SOUTH
FAYETTE GA
PEACHTREE CITY US
30269

Purchase Order

Purchase Order	Revision	Page
(1) 4482399	13	1

THIS PURCHASE ORDER NO. MUST APPEAR ON ALL INVOICES, PACKING SLIPS, CARTONS AND CORRESPONDENCE RELATED TO THIS ORDER.

Ship To:

NCR c/o FedEx Global Supply Chain Services
5025 Tuggle Rd
Memphis, TN 38118
United States

Invoice To:

NCR CORPORATION
ATTN: ACCOUNTS PAYABLE
PO BOX 2205
PEACHTREE CITY, GA 30269
United States

(SAME AS BELOW UNLESS OTHERWISE INDICATED)

Vendor:
Supplier ABC
123 Supplier Way
Anywhere, GA
United States

Phone:
1234567890

VENDOR CONTACT	VENDOR NO.	DATE OF ORDER/BUYER	Phone:
PAYMENT TERMS 85 DAYS NET (6)	1234567890	06-DEC-19V (Thursdays)	1234567890
REQUESTER/DELIVER TO DISTBATCH	Freight Terms: (8)	SHIP VIA (7)	REVERSED DATE/BUYER 18-MAY-14V (Thursdays)

LINE	PART NUMBER/DESCRIPTION	DELIVERY DATE	QUANTITY	UNIT	UNIT PRICE	EXTENSION	TAX
1	<Buyer's Notes> (11) 0068615738 (3) LCD MODULE - 17 IN SXGA TFT (4)	02-JUN-14	20	EACH	<Price>	2480	N

(9) Please plan accordingly to have all shipments reach our dock within the on time delivery window of 3 / -1 days to the PO promise date.

Shipment No: 1 02-JUN-14 20 Ship To: Address at top of page

Ship Qty: 20

SAMPLE ONLY
(Central Stocking PO - Memphis)

Total	USD
<Total Price>	
All prices /total on this PO EXCLUDE Tax	
Authorized Signature	5-Jun-14 Date

This Purchase Order Agreement (PO) is subject to the following instructions and terms and conditions set out on the reverse side or that follow:


- A packaging slip must accompany each shipment. If no packaging slip is furnished, NCR's count will be accepted as final.
- Each container shall be labeled to indicate applicable PO Number, part number and quantities. A packaging slip for each PO, furnished by container, shall accompany each delivery.
- Supplier will not ship ahead of schedule unless authorized by NCR. Payment for early shipments will be withheld until normal maturity following the scheduled delivery date.
- Excess unauthorized shipments are subject to rejection and return by NCR at supplier's expense.
- Supplier shall ship to destination indicated in this PO according to the INCOTERMS (Incoterms). On date of shipment, Supplier will promptly advise NCR as to date, method, shipping point and mode of shipment. NCR reserves the right to designate the carrier.
- Supplier shall allow each discount from date of arrival of goods or date of invoice, whichever is later, unless otherwise agreed except as provided in instruction 7 above.

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Purchase Order
(Direct Ship PO - Domestic)
REFERENCE FIELDS:

- Purchase Order # or
Purchase Order# - Release #
- Destination Address
- NCR Item #, Expected
Dock Date, Quantity & Unit
of Measure, Unit Price, PO
Line Price
- Item Description (if req'd)
- Billing Address
- Standard Payment Terms
- Designated Shipment
Carrier
- Freight Terms
- Sales Order # (req'd on
Direct Ship Orders,
Customer # (req'd on Direct
Ship Orders, Expected
Dock Date, Quantity, & Unit
of Measure
- Supplier Part # (if req'd)
- Buyer's Note (if req'd)



200 HIGHWAY 74 SOUTH
FAYETTE, GA
PEACHTREE CITY, US
30269

Purchase Order

Purchase Order	Revision	Page
(1) 4569969	0	1

THIS PURCHASE ORDER NO. MUST APPEAR ON ALL INVOICES, PACKING SLIPS, CARTONS AND CORRESPONDENCE RELATED TO THIS ORDER

Ship To:

(2)

(SAME AS BELOW UNLESS OTHERWISE INDICATED)

Invoice To:

NCR CORPORATION
ATTN: ACCOUNTS PAYABLE
PO BOX 2225
PEACHTREE CITY, GA 30269
United States

(5)

Vendor:

Supplier ABC
123 Supplier Way
Anywhere, GA 12345
United States

DATE OF ORDER/BUYER
05-JUN-14 C. Barnes
SHIP VIA (7)

Phone:
Email:

PAYMENT TERMS	FREIGHT TERMS	REVISIONS
45 DAYS NET (6)	Due (8)	05-JUN-14 C. Barnes

REQUESTER/DELIVERY: No requestor

LINE	PART NUMBER/DESCRIPTION	DELIVERY DATE	QUANTITY	UNIT	UNIT PRICE	EXTENSION	TAX
All prices and amounts on this order are expressed in : us dollar							
1	8770234264 (3)	05-JUN-14	1	EACH	<Unit Price>	<Total Price>	N
Your #: 23740-02-R (10)							
CABLE-SERIAL (4)							
RS232-23740-02-R							
Shipment No: 1 (9) 05-JUN-14 1 Ship To: NCR C/O MARK LEBLANC 2628 Ship Qty: 1 (9) LYPORD DRIVE (662) 352-1058 NCR Sales Order: 38942774 Leblanc, Mark COLUMBUS, MS Customer PO: 38942774 39705 United States							
NAME: TODD PLOSKY Phone Number:							
SAMPLE ONLY (Direct Ship PO)							
This Purchase Order Agreement (PO) is subject to the following instructions and terms and conditions set out on the reverse side or that follow: 1. A packaging slip must accompany each shipment. If no packaging slip is furnished, NCR's count will be accepted as final. 2. Each container shall be labeled to indicate applicable PO Number, part number and quantities. A packaging slip for each PO, furnished by container, shall accompany each delivery. 3. Supplier will not ship ahead of schedule unless authorized by NCR. Payment for early shipments will be postponed until normal maturity following the scheduled delivery date. 4. Unsubstantiated shipments are subject to rejection and return by NCR at supplier's expense. 5. Supplier shall ship to destination indicated in this PO according to the INCOTERMS. On date of shipment, Supplier will promptly advise NCR as to date, method, shipping point and mode of shipment. NCR reserves the right to designate the carrier. 6. Supplier shall advise each discount from date of arrival of goods or date of invoice, whichever is later, unless otherwise agreed except as provided in instruction 5 above.						Total 32.00 USD All prices /total on this PO EXCLUDE Tax Authorized Signature Date 5-Jun-14	

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Purchase Order
(Direct Shipment – International Country)
REFERENCE FIELDS:

1. Purchase Order # or Purchase Order# - Release #
2. Destination Address
3. NCR Item #, Expected Dock Date, Quantity & Unit of Measure, Unit Price, PO Line Price
4. Item Description (if req'd)
5. Billing Address
6. Standard Payment Terms
7. Designated Shipment Carrier
8. Freight Terms
9. Sales Order # (req'd on Direct Ship Orders, Customer # (req'd on Direct Ship Orders),
10. Supplier Part # (if req'd)
11. Buyer's Note (if req'd)



F 989 (7/9/1)

This Agreement is subject to the following instructions and the terms and conditions listed on the reverse side hereof.

1. A packing slip must accompany each shipment. If no packing slip is furnished, NCR count will be accepted as final.
2. Supplier will not ship ahead of schedule unless authorized by NCR. Payment for early shipments will be postponed until normal maturity following the scheduled delivery date.
3. Excess unauthorized shipments are subject to rejection by NCR and return at Supplier's expense.
4. Supplier shall ship to destination indicated in "SHIP TO" box and FREIGHT COLLECT according to F.O.B. terms. On date of shipment Supplier will promptly advise NCR as to date, method, shipping point and route of shipment. NCR reserves the right to designate the carrier.
5. Supplier shall allow cash discount from date of arrival of goods or date of invoice, whichever is later, unless otherwise agreed except as provided in Clause 4 above.

VENDOR: Supplier ABC
123 Anywhere Way
SAINT-LAURENT, QC H4R 3A6
Canada

Purchase Order

PURCHASE ORDER NO. (1) 42345678	REVISION 1	PAGE 1
------------------------------------	---------------	-----------

THIS PURCHASE ORDER NO. MUST APPEAR ON ALL INVOICES, PACKING SLIPS, CARTONS AND CORRESPONDENCE RELATED TO THIS ORDER.

SHIP TO:
International Cross Dock
Attn: John Smith NCR CORPO
200 Highway 74 South (2)
Peachtree City, GA 30269
United States

WCR CORPORATION
ATTN: ACCOUNTS PAYABLE
PO BOX 2205 (5)
PEACHTREE CITY, GA 30269
United States

CUSTOMER ORDER NO. 1000003001	VENDOR ORDER NO. 1000003001	DATE OF ORDER / ORDER 03-JUN-14 J Williams	REVIEW DATE / REVIEW 05-JUN-14 J Williams
PAYMENT TERMS 60 Days Net (6)		SHIP VIA (7)	F.O.B. ORIGIN
FREIGHT TERMS Due (8)		REQUESTOR / DELIVER TO DISTRIBATCH,	CONFIRM TO / TELEPHONE (555) 555-

NO.	PART NUMBER/DESCRIPTION	DELIVERY DATE	QUANTITY	UNIT	UNIT PRICE	EXTENSION	TAX
<Buyer Notes> (11)							
1	8770238067 (3) <Supplier Part #> (10) PROBE-VISUAL SELECT (4) T1/E1 ASE IP ONLY - IPT AT&T o Shipment No: 1 (9) Ship Qty: 1 NCR Sales Order: 46301920 Customer PO: 2882922	05-JUN-14	1.00	EACH	<Price>	<Tot Price>	N
SEE CUSTOMER SHIP TO ADDRESS							

SAMPLE ONLY
(International Drop Ship PO)

IMPORTANT – Supplier, by execution of this acknowledgment, accepts the terms and conditions set forth on the original Purchase Order and amendments thereto, if any.

Supplier must certify the Country of Manufacture for each product sold to NCR, and as applicable, Supplier agrees to reasonably cooperate with NCR's efforts to claim duty drawback, including keeping required records and by submitting other appropriate customs forms. If Supplier has submitted such a certificate on a previous purchase order (or otherwise) then the certificate should only be resubmitted if the Country of Manufacture has changed. Please attach a separate certificate if additional space is necessary.

Total

<Total Price>

Buyer _____

Approved By _____

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Advance Shipment Notification

NCR ISC uses Advance Shipment Notification in both EDI and iSupplier Portal to prepare for Purchase Order receipts and to target order tracing activity.

NCR ISC must receive Advance Shipment Notification when orders are destined for our central stocking location (Memphis, TN FedEx Hub).

Suppliers are expected to provide the following data elements:

1. PO Number
2. Ship Date
3. Carrier Airbill or Waybill Number.
4. Carrier
5. NCR Part Number.
6. Ship Quantity

In addition, based on the type of order we may request:

7. Sales Order Number (Direct Orders only)
8. Purchase Order Release Number (Blanket Purchase Orders only)

This information is to be communicated in the following order of preference, via:

1. EDI transaction 856 - Advance Shipment Notification
2. iSupplier – Update PO with Waybill
3. Telephone, by calling the Purchasing – Expedite Team member who initiated the order and faxing the information to (770) 288-1810.

Carrier Designation

Only Carriers designated by NCR ISC shall be utilized.

For more information see:

Section 4 - Transportation

Invoicing

Transportation costs are billed directly to NCR by our transportation vendor. Therefore, invoices for service parts must not include any transportation expense (freight, shipping/handling, insurance).



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For more information see:

Section 6 - Invoice and Payment

Discrepant Receipts

NCR will only pay invoices where there exists a three-way match between the PO, quantity received, and invoiced amount.

Overages

Shipment overages will be returned immediately at cost to the supplier.

Shortages

Shortages will be reconciled with the Receiving Department and request for payment on invoice will only be made for the amount of product received.

Electronic Data Interchange (EDI) Transmissions

See the current **EDI Implementation Guide** for more information regarding:

- 850 – Purchase Order
- 855 – Purchase Order Acknowledgement
- 856 – Advance Shipment Notification
- 810 – Invoice
- 861 – Receiving Advice / Acceptance
- 997 – Functional Acceptance Acknowledgement

Where feasible, suppliers are encouraged to utilize EDI.

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Section 1A - Direct Ship Orders

General Information

NCR Services utilizes standard or emergency direct shipment methods of procurement when appropriate. The process requires shipment of parts from the Supplier location directly to an NCR location or customer site. Our purchasing team will submit these orders utilizing various transmission methods (EDI, iSupplier Portal, telephone, etc.).

NCR ISC is responsible for placing all direct ship orders. If you receive a request for an NCR service part from any other NCR location or facility, please deny this request and have them contact **NCR ISC -Order Management and Information at (800) 438-7830, for assistance.**

NCR ISC operates 24 hours a day, seven days a week. In critical situations, NCR ISC may contact you after normal business hours for emergency service.

NCR ISC Sales Order Number

This is a tracking number assigned by NCR ISC when the direct ship order is initiated. It is required on the packing list and must be referenced during order confirmation.

Direct Ship Order Processing

Please refer to the Transportation Guide for Direct Ship-specific process.

Order Confirmation

NCR ISC uses Advance Shipment Notification in both EDI and iSupplier Portal to prepare for Purchase Order receipts and to target order tracing activity.

NCR ISC must receive Advance Shipment Notification when orders are destined for our central stocking location (Memphis, TN FedEx Hub).

Suppliers are expected to provide the following data elements:

9. PO Number



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10. Ship Date
11. Carrier Air bill or Waybill Number.
12. Carrier
13. NCR Part Number.
14. Ship Quantity

In addition, based on the type of order we may request:

15. Sales Order Number (Direct Orders only)
16. Purchase Order Release Number (Blanket Purchase Orders only)

This information is to be communicated in the following order of preference, via:

4. EDI transaction 856 - Advance Shipment Notification
5. iSupplier – Update PO with Waybill
6. Telephone, by calling the Purchasing – Expedite Team member who initiated the order ~~and faxing the information to (770) 288-1810.~~

NCR ISC Provided Information

For each order, the following information will be provided to you (do not change this information without informing the person who initiated the order):

- Destination Business/Company Name
- Destination Address
- Supplier part number (if available)
- Part description
- NCR part number
- Order quantity
- Purchase Order number
- Customer Order number
- Sales Order number
- Order Shipping Method
- Order Priority
 - NFO (Next Flight Out)
 - Overnight (Next Day Delivery)
 - Regular Priority

For more information see:

Section 1- -Orders -Reference Numbers



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Freight Mode and Carrier Designation

Mode of shipment is determined by the order priority and destination.

For more information see:

Section 4 – Transportation

Packing List

See Section 2 – Packaging and Labelling For Packing List instructions.

Supplier Shipment Notification

Confirmation of the shipment will occur when the designated courier accepts the shipment. The Supplier provides NCR ISC with an 856 EDI transaction or updated Portal Waybill information.

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Section 1A1 – Emergency Drop Ship Orders

General Information

When necessary, the NCR ISC Expedite Team will contact a Supplier and request an Emergency Drop Ship Order. Priority of shipment (Next Flight Out, Overnight, etc...) will be provided by Purchasing upon placing the order. If you can fill the order, the following information will be provided to you:

- Destination Business/Company Name
- Destination Address
- Supplier part number
- Part description
- NCR part number
- Order quantity
- Purchase Order number
- Customer Order number
- Sales Order number
- Order Shipping Method

All of the requirements defined for Direct Ship Orders apply.

For more information see:

Section 1A - Direct Ship Orders

For shipping information see the current Transportation Guide



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Section 1B - International Orders

General Requirements

Should NCR ISC not have a part(s) required to fill an International Order, our Expedite Team will contact a Supplier and request an International Order. GIM will identify any special-order requirements due to country or region-specific regulatory requirements.

If you are capable of filling the order, the following information will be provided to you:

- Destination Business/Company Name
- Destination Address
- Supplier part number
- Part description
- NCR part number
- Order quantity
- Purchase Order number
- Customer Order number
- Sales Order number
- Order Shipping Method

All of the requirements defined for Direct Ship Orders apply; in addition to the following special requirements.

For more information see:

Section 1A - Direct Ship Orders

Hazardous/Restricted Material

Hazardous/Restricted materials may have country specific requirements. See the current International Transportation Guide for guidelines on shipping Hazardous/Restricted material internationally.

Export Shipment Procedures

See current International Transportation Guide for Export Shipment Procedures. If there are further questions, please contact NCR ISC International Import/Export at (770) 288-1377.



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Freight Mode, Carrier Designation, and Pick-up

See current International Transportation Guide for Freight Mode, Carrier Designation, and Pick-Up Procedures for export shipments.

Air Freight Airbill Requirements

See current International Transportation Guide for export Air Freight Air bill Requirements.

For more information see:

Section 1 - Orders – **Reference Numbers**

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Section 2 - Packaging and Labeling

Packaging and Identification

Unless otherwise approved, NCR ISC requires that each service part arrive individually packaged, so that parts can be distributed one at a time to our customers. However, the supplier may consolidate the individually packaged parts into an overpack container or ship on a pallet.

Note: Export (International) drop-shipments to must be shipped in separate packages. See the International Transportation Guide for further details.

Packaging materials are subject to qualification by NCR ISC. Contact NCR ISC Supplier Management (770) 288-1925 for currently approved sources for boxes, ESD shielded bags, and rework labels. Any exceptions should be negotiated with NCR ISC Supplier Management.

The following packaging and identification information was developed to help the Supplier understand NCR requirements. Failure to comply with these requirements will be documented and can delay invoice reconciliation or cause Supplier shipment to be rejected.

General Requirements

All packaging is to be in accordance with National Motor Freight Classification (NMFC) requirements and meet the National Safe Transit Association (NSTA) pre-shipment test procedures. Pack service parts individually so that protection in the distribution environment is provided. Be sure that the interior and exterior packaging provides adequate protection to prevent damage during transportation, storage, and handling. All packaging should comply with ISTA-3A standards. An ISTA-3A guide follows:



ISTA Test Procedure
3A.pdf

Marking and Labeling

Each part must be identified with an NCR 10-digit part number. In addition, the individual package must be designated with the NCR 10-digit part number, the NCR ISC



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PO number, and (if applicable) the vendor number provided to NCR ISC and currently on our system. Small and loose parts should be packaged as described below, under Categories of Packaging, and must have the 10-digit NCR part number on the package. Country of origin of original manufacture of the part should be clearly displayed on each package to expedite inspection by Customs. Letters and numbers must be minimum 8-point font and clearly legible. Handwritten markings must be neat and uniformly printed.

Bar Code Usage

NCR ISC would prefer each of these data elements be bar-coded using 10 Mil, “Code 3 of 9” symbology including printing the information in human readable format - 8-point font minimum.

Please be advised that NCR ISC uses “Code 128” bar-code as a standard for automated conveyor equipment (overhead bar-code reader/scanners) which is used for material handling of product throughout the Distribution Center. Therefore, the use of code 128 bar-code for individual product labeling and marking is prohibited.

Pallet Sizes

NCR permits suppliers to utilize three of the most common and regionally available pallet sizes recognized under ISO standard 6780.

- North American Pallet 48”x40” (1219mm x 1016mm)
- European/Asian Pallet 47.24”x39.37” (1200mm x 1000mm)
- North America/Europe/Asian Pallet 42” x 42” (1067mm x 1067mm)

Any exceptions from the above will have to be reviewed with NCR ISC – Supply Line Management and agreed up on.

Pallet Construction

NCR permits only pallets known in the packaging industry as “four ways accessible.” NCR does not allow pallets known in the packaging industry as “block style”. Pallets sent to NCR facilities must have cross planks on the bottom to make the unitized load captive and to distribute weight over more surface area to allow for better stacking. NCR allows pallets to be made on any material (wood, plastic or metal) as long as the criteria above are met.

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Wooden pallets must comply with all applicable Phytosanitary measures required by the country of origin and the destination country.

Shipping Pallet Height & Weight

General shipping pallet load height (floor to top of pallet) guidelines are as follows:

- Air freight – 62” or less
- Ocean freight – 45” or less
- Otherwise, general guideline is 55” or less

For pallets that are to be double-stacked, total pallet load weight should be 500 pounds or less.

Unitized Loads

Suppliers shall package materials in such a way as to ensure that all unitized shipments maintain lengths and widths that do not exceed that of pallets being used. Given the global nature of NCR’s supply chain it is assumed that many goods will be shipped via air freight. Therefore, the height of the unitized shipment should not exceed 62 inches so as to allow the shipment to be placed in the lower plane deck.

Categories of Packaging

Dimensional Weight Shipping

All dimensional weight shipments should be approved by NCR ISC – Supply Line Manager. Please provide you dimensional weight using the following formula:
(Length X Width X Height)/Dim. Factor. Where the Dim. Factor generally is 190 for Air Freight and 250 for Ground Freight.

Small Loose Parts

Parts such as springs, screws, fasteners, etc. can be packed in bulk for shipment to NCR ISC. Because it is the nature of certain parts (such as springs) to interlock, individual packaging or layering may be required to prevent interlocking.



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Individual Electronic Components

Parts such as integrated circuits, transistors, light emitting diodes, etc. can be packed in bulk; however, components that are sensitive to electrostatic discharge (ESD) damage must be packaged in a static safe container that complies with the ESD Protective Materials information found in this section as well as with ISTA-3A standards.

Printed Circuit Boards (PCB)

When packaging PCBs, their fragility should be considered. All PCBs must be protected from ESD damage. They should be packaged one part or assembly per container. The container should comply with ISTA-3A standards.

Modules

Parts in this category include disk drives, cathode ray tubes, printers, keyboards, power supplies, etc. Package considerations must include protection from ESD, shock, vibration, and other distribution hazards. Pack these parts individually.

Cabinets, Panels, Formica Tops, Etc.

Protect these parts using a type of cushion wrap to prevent damage from abrasion and impact. Pack them individually, in a container appropriate for stocking and shipping to final destination.

Motors Transformers, Large Capacitors, Etc.

Package large, heavy parts (50 pounds or greater) individually. Because of the weight, select a reusable, high strength corrugated cardboard product, such as double wall or triple wall and/or wood pack for these parts.

Packaging Quality Requirements



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The following packaging quality requirements apply to all service parts. Any violation of these requirements may cause the shipment to be rejected.

Cleanliness

All parts will be clean and free from foreign materials. Cleaning agents should comply with OEM cleaning standards.

Assemblies Per Container

Only one part or assembly should be packed per container.

Reusable Containers

The use of a container previously used by other suppliers is not permitted unless the package is specifically designed for the part and is in good condition. Refer to “Package Appearance Standards - Reusable Packaging” in this section.

Package Design

Package design should be such that parts may be removed without damaging or destroying the package.

Handling Hazards

Containers must be free from handling hazards such as staples, loose banding, protruding nails, etc.

Internal Packaging Material

Sawdust, excelsior, shredded paper, and newsprint are not acceptable as internal packaging material. All internal packing material will be in accordance with current regulatory requirements and the ISTA-3A standards.

Loose Fill Restrictions

When loose fill material is used for cushioning, parts or modules with open cavities should be wrapped to prevent the loose fill from contaminating the part.

Maximum Weight

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The weight of a packaged part may not exceed the bursting strength standard of the container.

ESD Protective Materials

All electronic assemblies are to be stored and shipped in a sealed static shielded container that is marked with an industry-standard Static Awareness Symbol, reference American National Standards Institute (ANSI) and Electronic Industry Alliance (EIA) ANSI/EIA-471. The static awareness label identifies contents that are static-sensitive and require special handling precautions at the receiving end.

The ESD shielded part must be over-packed in a manner that will comply with the preceding NCR ISC packaging requirements.

Suppliers should package parts consistent with the standard developed by the American National Standards Institute (ANSI) and Electronic Industry Alliance (EIA) ANSI/EIA-541 Packaging Materials Standards for ESD Sensitive Items, or a similar industry standard program. Note: **Pink Poly** is not a shielded, static-safe material.

For more information see:

http://global.ihs.com/industry_stds.cfm?customer_id=%21%25C%2BK%0A&shopping_cart_id=%26%2487%2E1%408O%0A&country_code=US&lang_code=ENGL&org_group=ELEC

or

<http://bit.ly/1mwnar4>

The following information will aid in the proper selection and sealing process for a static shielding bag:

- Select a bag size that will provide a minimum of one-inch overlap on the open end of the bag when the part is enclosed.
- Fold the open end over and secure it with a label that designates an industry-standard Static Awareness Symbol.

If you do not currently have an ESD program, you should implement one immediately. For more information on ESD, go to <http://www.jedec.org>.



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For more information see:

Section 3 - Procurement Practices

Package Appearance Standards – Reusable Packaging

This information defines the package appearance guidelines that must be followed when reusing packaging for a part. This requirement should be followed for all purchase orders being returned to NCR ISC and all individual parts being shipped to any of our field locations or our customers.

If for some reason the requirements cannot be met, the box must be replaced.

Labels

A box should have no more than three types of labels (This does not include Supplier logo or brand labels). The following labels are allowed:

- Shipping
- Product Identification / Part Number
- Handling

Labels can be up to four layers thick. The same type label should be placed over an older label. Handwritten information must be neat and uniformly printed.

Miscellaneous writing, information that would not normally be classified as labeling, and cross outs are not allowed on a package.

Package Condition

The following must be considered for all containers in addition to the ISTA-3A standard.

- There should be no crushed corners on boxes.
- There should be no holes in the boxes.
- The cardboard layers of a box cannot be torn to expose the corrugation.
- The box should be of such size as to not change its contour when the part is inside.



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Certain types of parts require specialized packaging. The same type package should be used at all times for the parts.

Static Bag Reuse

All static sensitive products must be shipped in ESD shielded bags. The following requirements must be followed for static bag reuse. If for some reason the requirements cannot be met, the bag must be replaced.

- Static bags should be larger than the part itself so that the bag can be folded with a minimum one-inch overlap.
- Bags should not be torn or have holes in them.
- Bags should not have excessive wrinkles or creases.
- All static bags must be sealed with a static label.

Static labels used to seal a bag should be no more than two layers thick. If a static label is torn for any reason, another static label must be placed over the older label.

Packing List/Ship Container

All shipments must include a packing list. An Incomplete or Missing packing list is a major contributor to discrepant receipts and invoicing problems. Manual effort is required to resolve these problems. If resolution cannot be made, NCR ISC will immediately return the shipment at Supplier's expense.

The packing list must accompany each shipment and be securely fastened to the outside of the container.

If multiple containers/skids make-up a shipment put a packing list on each container.

If multiple PO Lines (different part numbers) are contained in a shipment (over-pack container), an "Over-Pack Container" packing slip must be attached, with identification of the PO Lines, Part Numbers and Quantities contained in the over-pack container.



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Packing List Sample

Packing List

Packing List: 1630288
Reference Order: 24152473
Outbound Order: 24529495
Client Reference 1: 5108557
Client Reference 2: 5108557
Purchase Order: DRP_1166614167_1_R
Note:

Shipment Date: 11/9/15 3:26PM
Ship To Address
 NCR C/O SYNCREON MSP
 NCR C/O SYNCREON MSP
 8740 SOUTH CROSSROAD DRIVE
 OLIVE BRANCH MS 38654
 USA
Ship Via: SOUTHEASTERN FREIGHT

<u>Line</u>	<u>Part Number</u>	<u>Part Description</u>	<u>BO Qty</u>	<u>Ordered</u>	<u>Ship Qty</u>
1	497-044-9726	PCBA,MOTHERBOARD,P4,R400,DARLINGTON,W/SLE		1	1

<u>Return Waybill</u>	<u>Tracking Number</u>	<u>Item BCN</u>	<u>Serial Numer</u>	<u>Box</u>
	65554518-2	BCN03822417	EX50681837	001



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Packing List

Direct Shipment - Packing List

Must contain:

- NCR Part Number
- Sales Order number
- Customer Engineer name (if provided by NCR ISC)
- Customer Engineer Site Code (if provided by NCR ISC)
- Location Site Code (if provided by NCR ISC)
- Customer PO numbers (**FLIP Order Number**)

Purchase Order - Packing List

Must contain:

- Your company's name and address
- Your Packing list or sales order number
- Supplier part number
- NCR 10 Digit Part Number BARCODED
- Part Description
- NCR ISC purchase order number (7 Digits)
- Quantity shipped
- Carton ___ of ___

Shipping Label

All shipments must have a shipping label affixed with a format similar to the below example.







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REFERENCE FIELDS:

1. Purchase Order # or Purchase Order# - Release #
2. Destination Address
3. Sales Order Number
4. Customer Number
5. NCR Part Number
6. PO Qty
7. Shipped Qty
8. Part Description
9. Vendor ship from address
10. Waybill

Syncreon C/O NCR 8740 South Crossroad Rd (2) STE 200 Olive Branch, MS 38654			
ATTN:		CUST: XXXXXXXX (4)	
SITE CODE:			
ACCT NAME:			
Pick Qty: (7)			
Bin:	PREPACI	PN:	XXXXXXXXXX (5)
Desc: Part Description (8)		Order Qty:	X (6)
UOM: EA		XXXXXXXXXXXXX (10)	
<Vendor ship from address> (9)			
ORDER No XXXXXX (3)		Ordered	X (6)
		Scheduled	X (7)
PO No. XXXXXX (1)			
XXXXXX (3)		XXXXXXXXXX (5)	
		PREPACK	
		6/10/2014	11:21 am

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Direct Shipment Label Guidelines

Direct Shipments, because they go directly to our customers and field locations, must be labeled with the following information in the sample format below. Each product shipped on our behalf, must be labeled with the NCR part number or the vendor part number currently on our system. The outside shipping container should have a label that has the following information which is provided on the hard copy purchase order or within the EDI transmission:

- Ship To Name
- Ship To Address
- Purchase Order #
- Sales Order #
- Quantity
- Description
- NCR Part Number
- Customer PO Numbers (**FLIP Order Number**)
- Customer Order # (also bar-coded type 39)

For more information see:

Section 2 Packaging and Labeling

EDI partners should also include:

- Site # (CE Code)
- CE Name
- Customer # (Customer Location code)

Sample Direct Ship label format is approximately 4X6 inches. This is the general format used by NCR ISC and recognized by NCR Customer Engineers and Emergency Stocking Locations (ESL).

Purchase Order – Label

Normal PO Shipments should have the following on the shipping label:

- Purchase Order # or Purchase Order# - Release #
- Destination Address



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- Sales Order Number
- Customer Number
- NCR Part Number
- PO Qty
- Shipped Qty
- Part Description
- Vendor ship from address
- Waybill

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Section 3 - Procurement Practices

Confidentiality

It is the policy of NCR ISC to handle confidential or proprietary information belonging to either NCR ISC or a supplier with respect, confidentiality, and discretion, and never use such information for personal gain. Proprietary Company information may not be disclosed to anyone without proper authorization. Proprietary documents will be marked accordingly and will be kept protected and secured.

Competition

Goods and services are acquired through a competitive acquisition process. The process shall provide clear and concise requirements. The demonstrated and measured products of the competitive process are improved cost/price, on-time delivery, and higher quality. Noncompetitive acquisitions are an exception to the norm and shall be adequately reviewed and documented to set forth the reasons for a noncompetitive acquisition, to establish the determination of best value, and to ensure administrative controls and safeguards.

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Supplier Quality Control Process Quality Policy

Quality excellence is the foundation for the management of our business and the keystone of our goal of customer satisfaction. Below is NCR's Quality Policy:

NCR QUALITY POLICY

NCR is committed to providing our customers with solutions and services that:

- > Meet or exceed customer expectations
- > Comply with all applicable standards and regulatory requirements
- > Offer greater value than those of our competitors

These things are achieved by executing and continually improving our global business processes.

**Real
World
Retail**



For the entire policy, see CMP 1800.



NCR Integrated Supply Chain (NCR ISC), strives to conduct business with suppliers who share our quality philosophy and who will share in the attainment of our quality objectives.

We will work closely with our suppliers to ensure our mutual success. Without exception, we expect our suppliers to be totally committed to quality standards that allow them to provide only defect-free products to NCR ISC.



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The following is an overview of the NCR ISC Quality function.

- Maintain the NCR ISC Quality Management System.
- Continuously monitor the quality and performance of products to assure conformance to defined requirements, specifications, and documented procedures.
- Sponsor quality related programs (analytical, statistical, educational, corrective action, etc.).

Hazardous/Restricted Material

Suppliers must maintain Safety Data Sheets (SDS) (formerly known as Material Safety Data Sheets or MSDS) for each possible hazardous material shipped. The SDS must be made available to NCR if either of the following conditions apply:

- The material in question is one that has not previously been purchased by, or shipped to NCR ISC; or
- The SDS has changed recently.

For more information see:

https://www.osha.gov/Publications/HazComm_QuickCard_SafetyData.html

First Article Inspection

All initial purchases of a part and/or product from a supplier will be subject to First Article Inspection (FAI). First Article Inspection is based on the part or product's conformance to functional specifications, engineering drawings, procurement specifications, and NCR ISC standards for workmanship, ESD, and packaging. NCR ISC will determine the number of pieces required for proper evaluation of the product.

Closed Loop Corrective Action



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To ensure each and every problem is resolved in a timely manner, NCR ISC maintains a closed-looped corrective action (CLCA) system. As a supplier, we request that you adopt this system, which is comprised of the following elements:

- Problem Identification
- Determination of Root Cause
- Timely and Effective Corrective Action
- Verification of Corrective Action

Failure analysis investigation and results will be requested from our suppliers when performance falls below expected quality levels or as specified in contract terms and conditions. We understand that a cooperative effort may be required to resolve specific issues and we will drive identified internal actions. It should be noted that in the event no investigation or corrective action occurs as requested the Supplier's status as a qualified supplier may be revoked subject to the terms and conditions of the Supplier contract.

Supplier Scorecard

The Supplier Scorecard will provide a monthly review and evaluation of a supplier's performance in regard to on-time delivery, quality level, purchase price variance, and shipment conformance.

Supplier Management collects and monitors performance data that will aid NCR in obtaining the best value, including excellent performance, in its supplier partnerships. When necessary, Supplier Management will coordinate the appropriate corrective actions with Suppliers whose performance does not meet NCR standards.

Tooling and Artwork

Tooling, artwork, manufacturing aids, or documentation that have been paid for by an NCR facility can be used to make parts to support NCR ISC product requirements. After production at the original NCR facility ceases, NCR ISC continues to be responsible for obtaining parts for service support.



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Please contact the NCR ISC Supplier Manager before disposing of any NCR owned tooling.

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Section 4 – Transportation

Please see the current Transportation Guides for all NCR Services Transportation-related requirements and procedures.

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Section 5 - Engineering Changes

Notification

NCR ISC - requires notification of ANY change to an assembly and/or service.

There are two types of changes recognized by NCR.

1. Interchangeable Change — A change that does not alter the fit or function of the assembly in ANY application. The new and old style can be used one for the other in **all** applications.
2. Non-Interchangeable Change (NIC) — A change that impacts the fit or function of the part in ONE OR MORE applications. The new and old styles are no longer mutually interchangeable, backward or forward, in **one or more** applications.
 - NEW WILL SERVICE OLD — This is interpreted as the new will directly substitute for the old in all applications without modifying the part or unit to achieve proper operation, other than normal service adjustments.
 - NEW WILL NOT SERVICE OLD — Since this condition offers essentially no replacement for the old style, one of the following resolutions are expected of NCR's Suppliers:
 - a. The old style will continue to be supplied.
 - b. An explanation as to how a new style can be made to work in place of the old.
 - c. A retrofit of all units that use the old-style part might be offered with replacement parts provided at no charge.

We require advance notice of any change, prior to the shipment of any parts impacted by engineering changes. Shipping an unauthorized (by NCR ISC) new style will delay payment of your invoice.

NO NEW STYLE PARTS SHOULD BE SHIPPED UNTIL THE SUPPLIER MANAGER HAS CONFIRMED THAT THE ALTERNATE PART NUMBER IS APPROVED AND THAT SYNCREON OLIVE BRANCH IS SET UP TO RECEIVE IT.

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Parts Change Request

When the supplier provides a newer version or a substitute part, we require notification that documents the reason for the change. We track these changes with an Engineering Change Notice. Supplier may copy and use our document or submit an internally generated document (ECO, PCR) or provide the OEM's documentation, if it contains all the necessary information. A sample document and the required information are on the following page. An explanation of the form follows.

- Description — Part name as it appears on the Purchase Order.
- Old part number and revision — The part number and revision that is being replaced.
- New part number and revision — The part number and revision that you will be shipping. If it is a revision change only, the new revision is sufficient.
- Interchangeability —
 - New will service old style — Old style will not service new.
 - Two way interchangeable — (New will service old style - Old style will service new). This must apply to all applications of new style and old style without altering the part or the unit to achieve proper operation - other than normal service adjustments.
 - If new style will not service old style — what is your plan to support units that will require the old style in the future?
 - Other — If the previous definitions do not apply please explain the situation in your own words.
- Upgradeability — Can old style be reworked to new style part?
- Reason for Change — Cost Reduction, Reliability, Other.
- Stock disposition — Use up old style, Rework and Upgrade old style, or Not Repaired old style.
- A contact at your company (name and telephone number)



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WSL-IM PARTS CHANGE REQUEST

PTC ☐
ESLC ☐

Requester: <input type="text"/>		Date: <input type="text"/>	
Type of Request: <input type="checkbox"/> NCR P/N Change <input type="checkbox"/> Vendor P/N Change <input type="checkbox"/> Resourcing <input checked="" type="checkbox"/> Other (See Comments)			
Supplier Name: <input type="text"/>		Supplier Code: <input type="text"/>	Contact: <input type="text"/>
		Telephone: <input type="text"/>	
NCR P/N	Old <input type="text"/>	New <input type="text"/>	
Supplier P/N	Old <input type="text"/>	New <input type="text"/>	
Description	Old <input type="text"/>	New <input type="text"/>	
Environmental Compliance	Old WEEE: <input type="text"/> RoHS: <input type="text"/>	New WEEE: <input type="text"/> RoHS: <input type="text"/>	
Reason for Change: (CHECK ALL THAT APPLY)			
<input type="checkbox"/> Discontinued <input type="checkbox"/> Detail Part of New <input type="checkbox"/> P/N Error – No Change to Part			
<input type="checkbox"/> Cost Reduction <input type="checkbox"/> Part Improved <input type="checkbox"/> Other (See Comments)			
Class <input type="text"/>	On Hand <input type="text"/>	Optional <input type="text"/>	B/O <input type="text"/>
AMD <input type="text"/>	F-12M <input type="text"/>		
Comments: Please describe the problem here. <input type="text"/>			
<input type="checkbox"/> Parts are in Distress Area			

SS&OM RESPONSE

Receiver: <input type="text"/>		Date: <input type="text"/>	
Will the new part service old?	Two-way interchangeable?	If not interchangeable, can existing spare parts be upgraded?	
<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	
What is required to upgrade existing spare parts? <input type="text"/>			
Comments: <input type="text"/>			

WSL - IM Parts Change Request - QF000358
Date: April 27, 2006

Revision 1.02.00
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Revision Controlled Document - Please verify on-line that this is the latest revision.

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If you have any questions, please contact NCR ISC – Data Management at DataControl.WSL@ncr.com.



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Section 6 - Invoice and Payment

Minimum Invoice Requirements

NCR ISC has the following minimum information requirements for each invoice:

- NCR ISC Purchase Order number
- NCR ISC part number
- Acknowledged quantity
- Acknowledged price
- Company name and address payment should be sent to

Submit only one line item (part number) per invoice.

The invoice should be for material only. All transportation costs are billed directly to NCR ISC by our transportation vendor. Therefore, Supplier's invoices **must not** include any transportation expense (freight, shipping/handling, and insurance), over and above the cost of the material. **Refer to "Shipping Methods Section" for freight charges.**

Mail invoices to:

NCR Corporation
P.O. Box 2205
Peachtree City, GA 30269
Attn: Finance Department

Send invoices by PDF To:

pa230058@ncr.com

For invoice inquiries, contact AP Inquiries, Peachtree:
pa230058@ncr.com

Terms of Payment

The terms of payment for all orders will be net 60 days from invoice date, based on NCR ISC previously receiving a defect-free shipment(s).



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Non-EDI Direct Shipment Order - Invoices

The Invoice must include:

- NCR ISC Purchase Order number
- NCR ISC part number
- Acknowledged quantity
- Acknowledged price
- **Sales Order number**

The Sales Order number is the incident work order number assigned by NCR when an emergency order is initiated. The number is required on the packing list.

EDI Invoices

Refer to the EDI Implementation Guide for proper EDI invoicing requirements.

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Section 7 – Repair

General Requirements

Inventory held at the Vendor for repair is subject to a formal reconciliation process to be conducted by NCR ISC Finance Department.

All repaired products must have a rework label. Consult your Supplier Manager for the proper rework label information.

All related discussions and agreements, prior to receiving product for repair from NCR ISC must be negotiated with the NCR ISC-Supplier Management. For all related discussions, after receiving product from NCR ISC (such as, PO placement/reconciliation), you must contact your NCR ISC Buyer.

Subcontracting of repair or testing services is not authorized unless prior arrangements have been made with NCR ISC-Supplier Management at (770) 288-1925.

Repair Purchase Orders

With the exception of AEX parts, all parts returned to Suppliers under the repair purchase order program will come from the MSP DC

Purchase Order Acknowledgement

A PO will be issued for each repair order:

If you agree with the information:

- EDI: Send 855 acceptance
- iSupplier: Accept PO
- PDF Copy: Email Buyer with acceptance

If you don't agree with the information:

- EDI: Consult EDI Implementation Guide on how to modify PO
- iSupplier: Alter PO via iSupplier Change
- PDF Copy: Email Buyer with change requests

If you are communicating via EDI, the acknowledgement is the 855 transaction



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Receipt Validation

When you receive a shipment of parts for repair, and you determine:

- The quantity received is not the same as the PO qty.
- The packaging was insufficient to protect the parts.
- There is concealed damage (shipping container intact, but the contents are damaged).

Should you experience any of these situations, please notify your Purchasing Buyer ASAP.

Problems and Corrective Actions

Problem

The shipment for repair includes parts that are not the same as the part number identified on the Purchase Order.

This does include receiving the incorrect part(s) shipped for repair and modification to the latest NCR Part Number.

Example:

- PO is for P/N 123-0000001 to be repaired and modified to P/N 123-0000005.
- Part received is 123-0000002, and it can also be repaired and modified to P/N 123-0000005, this is a mismatch.

Corrective Action

As soon as material is identified as mis-identified, contact the NCR ISC Buyer for instructions. If instructed to return the mis-id parts unrepaired, the parts should be shipped to.

Syncreon C/O NCR
8740 South Crossroad Rd
STE 200
Olive Branch, MS 38654

Attn: <Purchase Order(s) Numbers(s)>

Note: Please provide any information you may possess regarding the correct identification of the parts being returned, either enclosed with the part or on the paperwork/packing list.



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Transportation Damage

If the carrier damages the product due to shipping and handling, note product damage in shipment on the carrier's paperwork and receive the shipment. Do Not Remove the Product from the Original Shipping Container.

Immediately contact NCR ISC –Purchasing for disposition.

Warranty

Warranties vary from supplier to supplier. They are subject to the terms and conditions of the individual contracts or the Term and Conditions of the Purchase Order. NCR ISC warranty division controls warranty activity with each supplier based on these terms and conditions.

Contact with NCR ISC about warranty activity should be directed to:

NCR ISC - Supplier Management – Supplier Manager
If you do not know the Supplier Manager assigned to your account contact Supplier Management at (770) 288-1925.

Specifications

All NCR products must be repaired to the latest released product specification.

* Specifications for NCR products, where NCR maintains design control, will be provided by NCR. Contact Supplier Management, unless otherwise negotiated with NCR ISC -Supplier Management.

* Specifications for non-NCR products (third party) are the responsibility of the supplier, unless otherwise negotiated by NCR ISC -Supplier Management.

Repair Exceptions

Scrap

Physically damaged service parts that **CANNOT** be repaired are NCR ISC assets and must be processed correctly. To properly account for the parts, and to process payment, the Supplier must:



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Contact NCR ISC – Supplier Management for scrap approval.

Product Appearance

The cosmetic appearance of a repaired product must be in a “Clean, Like New Condition”. Any exception must be negotiated with your NCR ISC - Supplier Manager.

Labelling After Rework

If none is present prior to rework, a label must be affixed to the part with the 10-digit NCR part number.

Advanced Exchange (AEX)

The Advanced Exchange (AEX) program is a service to ship a replacement part or product in advance of receipt of a failed part or product. High-volume reworkable parts are candidates for the AEX program. For AEX parts, all defective material is shipped to the Supplier to maintain a defective core inventory. The Supplier manages all inventory. Rework PO's for AEX parts are filled by reworking parts from defective stock. If no defective stock (or core) is available, the Supplier fills PO's from New Buy purchase. New Buy core purchases are reconciled monthly. For more information regarding AEX, please consult your NCR ISC – Supply Line Manager.

CE Return Tag

Each part may have a Customer Engineer Return Label attached, which will indicate the Reason for Failure. This information may be used to identify a failure mode or trend.

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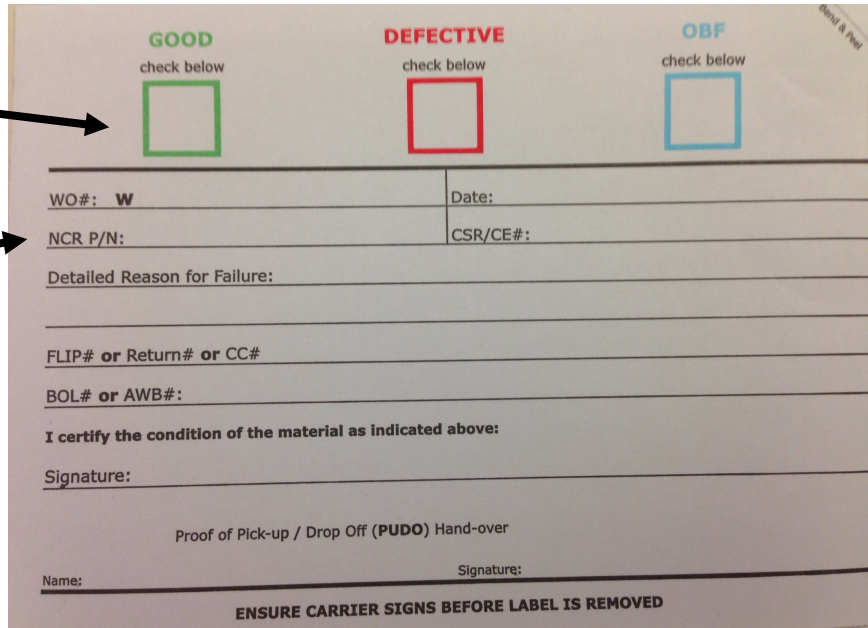
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CE Return Tag - Example

- Defective type
- ([Normal Defective] or OBF)
- Part Number



The form includes the following sections:

- GOOD** (check below) with a green box.
- DEFECTIVE** (check below) with a red box.
- OBF** (check below) with a blue box.
- WO#:** W
- Date:**
- NCR P/N:**
- CSR/CE#:**
- Detailed Reason for Failure:**
- FLIP# or Return# or CC#**
- BOL# or AWB#:**
- I certify the condition of the material as indicated above:**
- Signature:**
- Proof of Pick-up / Drop Off (PUDO) Hand-over**
- Name:**
- Signature:**
- ENSURE CARRIER SIGNS BEFORE LABEL IS REMOVED**

Defective field returns will include a red label and good returns a blue label





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NCR ISC (internal) Return Material Authorization Label -Example

- Part Number
- Requisition Number
- Part Description
- RMA Print Date
- RMA Number
- Part Number and Defective type (Peel-Out)
- RMA Number (Peel-Out)
- Return Address (shipped From)

The image shows a sample NCR Return Material Authorization (RMA) label. The label is divided into several sections. The top section contains the NCR logo and the title 'Return Material Authorization'. Below this, there is a large section for the main RMA details, including Part #, Requisition #, Description, Print Date, Loc Code, Bin loc, and RMA #. A barcode is present below these details. Below the main section is a smaller section for 'Part #', 'Loc', 'Inv CD', 'Aprvd Date', and 'RMA #'. This section also includes a barcode. At the bottom of the label is a large grey rectangular area for the return address, with a vertical label 'Place On Part' on the left. To the right of the return address area, there is a vertical label 'NCR District Address' with a list of lines (Line 1 through Line 6) and a large number '06' at the bottom right.

Return Material Authorization

Part #: **877-0000532**
Req #: **R32251059**
Description: Drive-Fix 4.5 GB SCSI
Print Date: 02/23/99
Loc Code : D322008441
Bin loc: A01B01 2nd loc: A01B02
RMA # : **R00076534102**

Part #: 877-0000532 Inv CD: **WAR**
Loc : 03220000
Aprvd Date: **10/20/99**

Part #: 877-0000532 Dist: 9611
Aprvd Date: 10/20/99 Rmrks: Approved
RMA #: **R00076534102** Loc : 03220000

Place On Part

NCR District Address
Line 1
Line 2
Line 3
Line 4
Line 5
Line 6

06

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Outbound Repair Order - Shipping Labels

Single Part – Label

All products sent to suppliers by the MSP Distribution Center (MSP DC) will be labeled using the following convention. The label below is the actual “pick” document used by our Distribution Department to pick the part(s) for shipment to the supplier. If the shipment is a priority to be repaired the label will be pink in color instead of white.

- Each shipment will be a complete PO, unless all inventory is not available to complete the order.
- Each (all) part(s) with a unique **RMA #** (2) number will have a separate label attached.
- Each part that has a **Pick Quantity** (6) of 1 will have a label attached.

Pick Label

The **printed** fields are:

- (1) Ship to Name
- (2) RMA # (if required)
- (3) PO Number
- (5) NCR Part Number
- (6) Pick Quantity (# of parts picked)
- (7) Description of Part shipped
- (8) Order Quantity (PO Quantity)

The **bar coded** (type 39) fields are:
(Note: Leading alpha character is not part of number)

- (3) PO Number
- (5) NCR Part Number
- (6) Pick Quantity
- (9) NCR internal use (type 128)

SHIP TO: Repair Supplier
123 Supplier Way (1)
Anywhere, GA 12345

ATTN: PO NO 1234567 (3)

Repair Supplier RMA: R78910 (2)

Pick Qty: 1 (6) 10/02/15 - 7:48 AM
Bin: (5) 0068616350

DESC: P/N 0068616350 LED LCD MODULE - 15 INCH COLOR
UOM: Each Order Qty: 7 (8) S898245140

FROM: Syntron
8740 S Crossroads Dr
Olive Branch, MS 38954

M00000037216

PICK QTY: 1

RP (3)

PART #: 0068616350 (5)

PO #: 1234567 (3)



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Over-Pack Container - Label

For shipments of more than 1 part, the Single Part - Pick Label above will be on each part container inside of the over-pack container.

Each over-pack carton will have a packing list. The following fields will be printed on the list.

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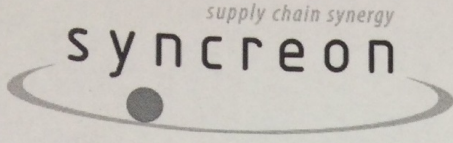
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Over-Pack Label



Packing List
Date: 10-11-2015

Repair Supplier
 123 Supplier Way
 Anywhere, GA 12345

PO #: 5137799

RMA REQ187858

Box #: 20151110096

Tracking Number: **123456789**

Pallets			
Pallet	Dimensions	Weight (Lbs.)	
Pallet 1	35 x 40 x 48		115.00
Pallet 2	120 x 100 x 140		100.00
			215.00

Items				
LPN	S/N Manufacturer	PN	Sub-inventory	Qty.
M00000088481		8770300857	MSPDEF	1
M00000090401		8770300857	MSPDEF	1
M00000090684		8770300857	MSPDEF	1
M00000093085		8770300857	MSPDEF	1
M00000093664		8770300857	MSPDEF	1
M00000093844		8770300857	MSPDEF	1
M00000093971		8770300857	MSPDEF	1
M00000096991		8770300857	MSPDEF	1
M00000096992		8770300857	MSPDEF	1
M00000098827		8770300857	MSPDEF	1
M00000099296		8770300857	MSPDEF	1
M00000099534		8770300857	MSPDEF	1
M00000099862		8770300857	MSPDEF	1
M00000100485		8770300857	MSPDEF	1
M00000101058		8770300857	MSPDEF	1
M00000101741		8770300857	MSPDEF	1
M00000101742		8770300857	MSPDEF	1
M00000102064		8770300857	MSPDEF	1
M00000102166		8770300857	MSPDEF	1
M00000102326		8770300857	MSPDEF	1
M00000102423		8770300857	MSPDEF	1
M00000103520		8770300857	MSPDEF	1
M00000104657		8770300857	MSPDEF	1
M00000105246		8770300857	MSPDEF	1
M00000105258		8770300857	MSPDEF	1
M00000105270		8770300857	MSPDEF	1
M00000105277		8770300857	MSPDEF	1
M00000105362		8770300857	MSPDEF	1
M00000107285		8770300857	MSPDEF	1
M00000107465		8770300857	MSPDEF	1
M00000107765	K16-01-55318	8770300857	MSPDEF	1
M00000107997	FAB061003	8770300857	MSPDEF	1
M00000108240	FAB087331	8770300857	MSPDEF	1
M00000108316		8770300857	MSPDEF	1
M00000111050		8770300857	MSPDEF	1
M00000111051		8770300857	MSPDEF	1
M00000111054	FAB028888	8770300857	MSPDEF	1
M00000111674		8770300857	MSPDEF	1
M00000112241		8770300857	MSPDEF	1
M00000113203		8770300857	MSPDEF	1
M00000113703		8770300857	MSPDEF	1
M00000114853		8770300857	MSPDEF	1



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Manual Clarifications

Definitions

TERM / ACRONYM	DEFINITION / EXPLANATION
AEX	Advance Exchange
ANSI	American National Standards Institute
ASN	Advanced Shipment Notification
CLCA	Closed Loop Corrective Action
ECN	Engineering Change Notice
ECO	Engineering Change Order
EDI	Electronic Data Interchange
EIA	Electronic Industry Association
ESD	Electrostatic Discharge
ESL	Emergency Stocking Location
iSP	Internet Supplier Portal
JEDEC	Joint Electron Device Engineering Council
MSP DC	Master Services Provider Distribution Center
NCR ISC	NCR Integrated Supply Chain
NFO	Next Flight Out
PO	Purchase Order
RA	Return Authorization
RMA	Return Material Authorization
SPSLM	Service Parts and Supply Line Management

References / Related Information

DOCUMENT / DATA	WHERE TO LOCATE / HOW TO FIND
Domestic Transportation Guide	Contact SLM for latest version
Export Transportation Guide	Contact SLM for latest version
EDI Implementation Guide	Contact SLM for latest version
iSupplier Portal Training	http://www.ncr.com/about-ncr/suppliers/isupplier-portal/isupplier_training

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Appendix A: Revision History

REVISION HISTORY			
Issue No.	Changed By	Approved By	Date + Description of Change
A	Unknown	Unknown	Mar. 97 – Initial Release
B	Unknown	Unknown	Feb. 98 – Removed Reference to AT&T GIS from sample documents
C	Unknown	Unknown	May 99 – Revised complete publication
1.00.00	Unknown	Unknown	Dec. 27, 01 - Revised complete publication and removed ELC from scope.
1.00.01	Unknown	Unknown	Feb 18, 02 - Updated footer for correct date and revision
02.00.00	Kevin League	Damian Hurley	July 21, 2014 Updated Template, Replaced MAN00010 with Supplier Guide updated WCS to NCR Services
02.00.01	Kevin League	Damian Hurley	March 1, 2016 – Post-Ramen updates.
03.00.00	Mark Plath	Damian Hurley	Dec 31, 2020 – Updated publication with current information
Special Comments:			



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