



# J&M Systems, LLC

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Valued Counterpoint Customers,

In the difficult weeks and months ahead, NCR and J&M Systems, LLC, remain dedicated to your business well-being. We are aware of the impact the COVID-19 pandemic is having on your business, and **our top priority is helping you during these challenging times.**

This crisis calls for unity and partnership, and J&M **would like to take a step towards directly supporting** our Counterpoint community. As part of this effort, NCR has assembled a COVID-19 related offer package aimed at lessening existing and new customer's financial burdens and maintaining their business continuity.

For **Counterpoint customers**, NCR is currently able to offer the following add-ons to new and current users:

- 4 months free\* for **Customer Connect** users when signing a 12-month commitment. Customer connect allows retailers to directly interact with shoppers via email.
- 4 months free\* for **Counterpoint Mobile** users when signing a 12-month commitment. Counterpoint Mobile allows for curbside pickup and payment as part of COVID-19 recommended safety protocols.
- 4 months free\* for **SmartAlerts** users when signing a 12-month commitment. SmartAlerts allows retailers to keep track of key business and sales activities from afar.

*\*Or through end of September*

For **current Secure Pay users**, NCR is currently able to offer:

- 1 month of Payment solution processing fees waived for each year of an agreed Payment Processing subscription (maximum of three years or through end of July). Pass-through fees such as Interchange will still be billed as normal.
- For all customers performing at less than 50 percent Secure Pay monthly transaction volume year-over-year, Secure Pay billing will be delayed by two months for the remainder of 2020, giving the retailer an opportunity to preserve more cash flow while business ramps back up.



For **current Counterpoint customers**, NCR is currently able to offer:

- For all customers performing at less than 50 percent transaction volume year-over-year, 2 months of Software Maintenance fees waived and a no-penalty agreement rollover with the signing of a new one-year agreement. Software Maintenance provides updated features and access to the User portal, allowing retailers to take advantage of new features such as Store and Forward.
- All customers also have the immediate option of converting Software Maintenance Fees into quarterly payments at their next software renewal period.

We sincerely hope that these offers, and the accompanied resources, may be of some assistance as we continue to navigate through these difficult times together. Please know that we are here to support you in any way we can. Thank you for continuing your partnership with NCR and J&M Systems, LLC

We very much appreciate your business.

Regards,

J&M SYSTEMS, LLC

*JoAnn M. Geier*

JoAnn M. Geier  
Partner