



Customer Portal

Online Ordering User Guide

For more information, visit ncrvoyix.com, or email customerportal.admin@ncrvoyix.com

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Purpose Of This Guide

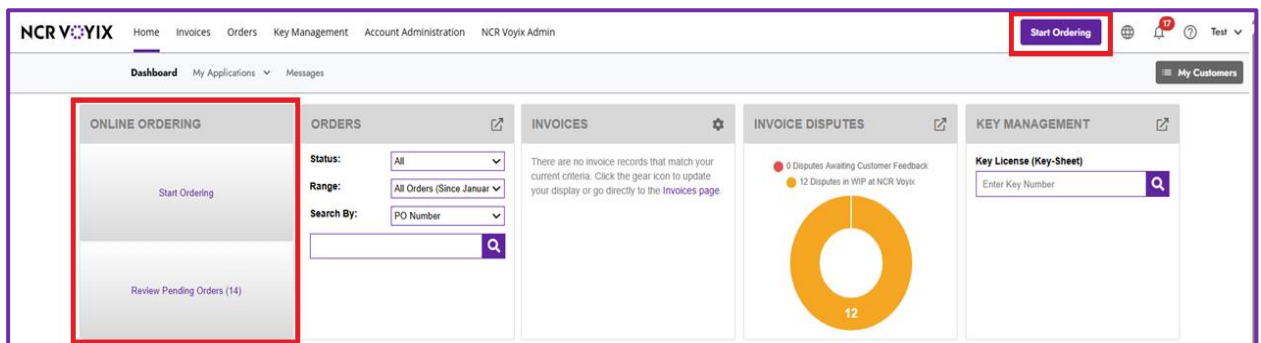
This user guide for NCR Voyix Online Ordering is designed to provide users with basic instructions for creating, saving, submitting, and reviewing orders for products and services via NCR Voyix's online ordering experience.

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

Accessing Online Ordering

Step 1 Log in at <https://www.ncrvoyix.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 Voyix 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.

Select Catalog

Search Product

Review Pending Orders

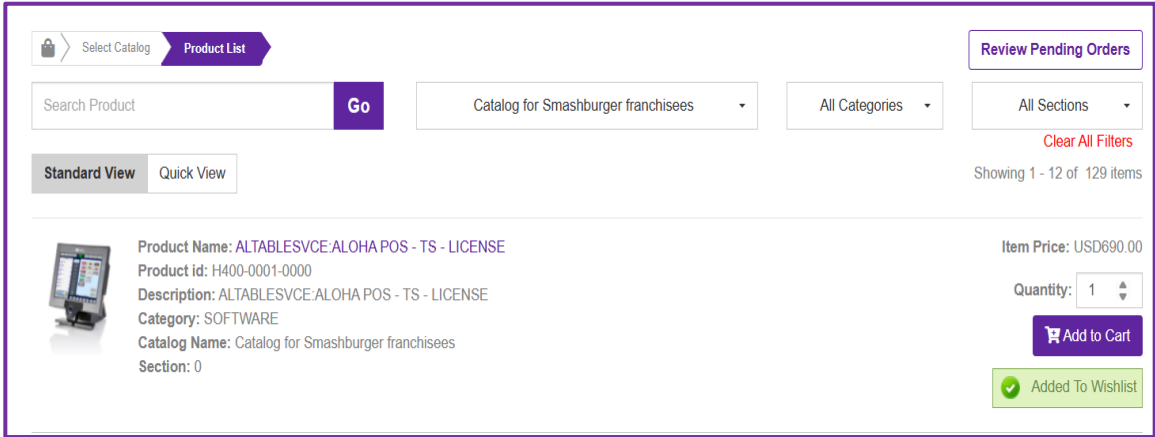
Change Order

Select Your Catalog

Aloha Marketing Collateral	ATOD Label Printer	Brinkers - No charge Video
CLA-Blank Key	CPO_NOL	Demo Hardware
IOSALOHA	Johnny Rockets Aloha Connect	Local Office – Equinox Payment Terminals
MOBMKTGKIT	NCR Local Hardware	NCR Local Software

The ‘**Review 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.

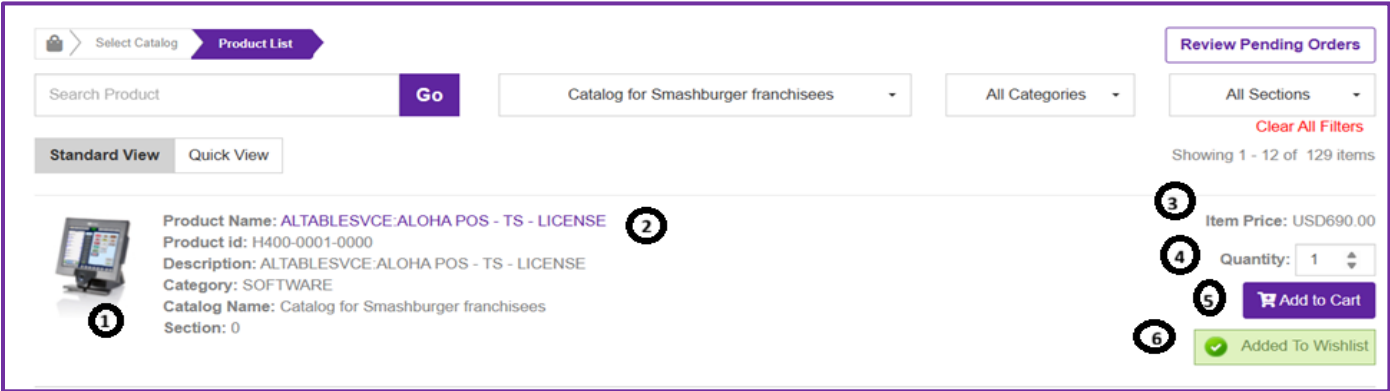


Contents of the Catalog Product Listing

This section will provide details 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

Review Pending Orders

Add Items to Cart

Search Product

Go

Test_CP_foremost

All Categories

All Sections

Clear All Filters

1 item

Standard View

Quick View

Product Name	Product Id	Category	Section	Price	Quantity
AB-9K10A-SW=, Power Cord, 250VAC 10A MP232 Plug, SWITZ	1261-C009-0002	CABLE	1520 Minimum - One Application	USD25.00	0

Number Description

- 1

Switch views between 'Quick View' and 'Standard View'.
- 2

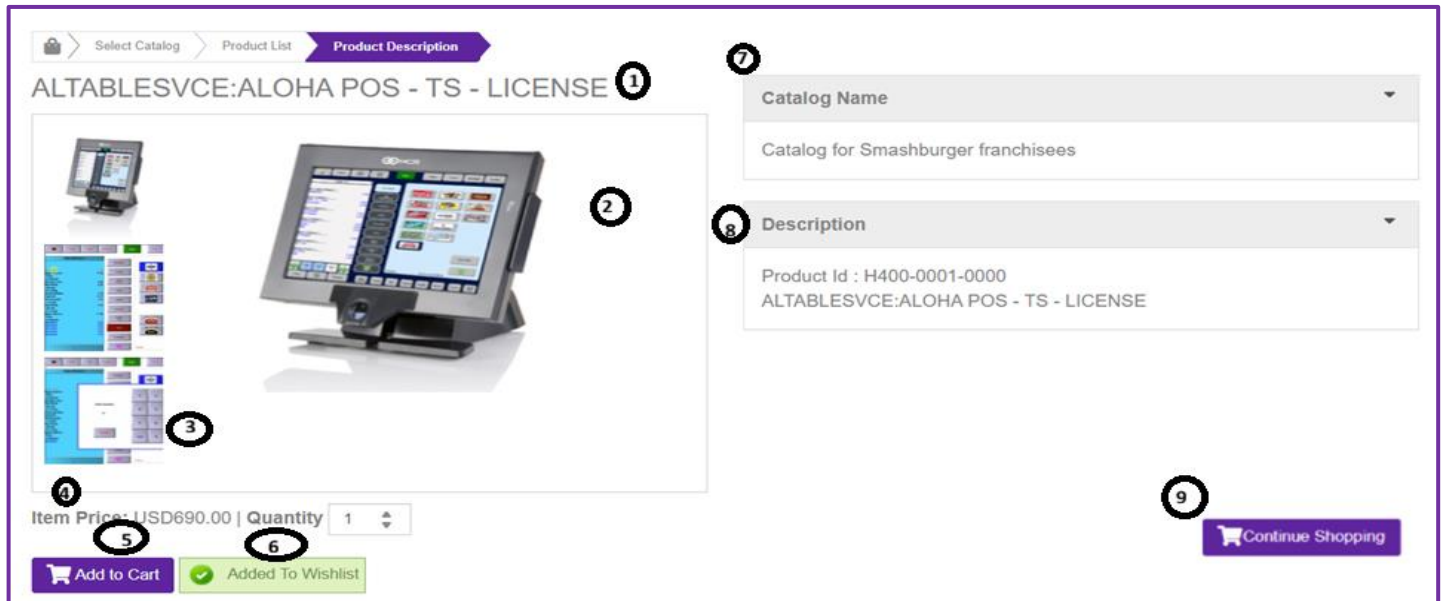
Product details – each row displays Product Name, Product ID, Category, Section, and Price.
- 3

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 might 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

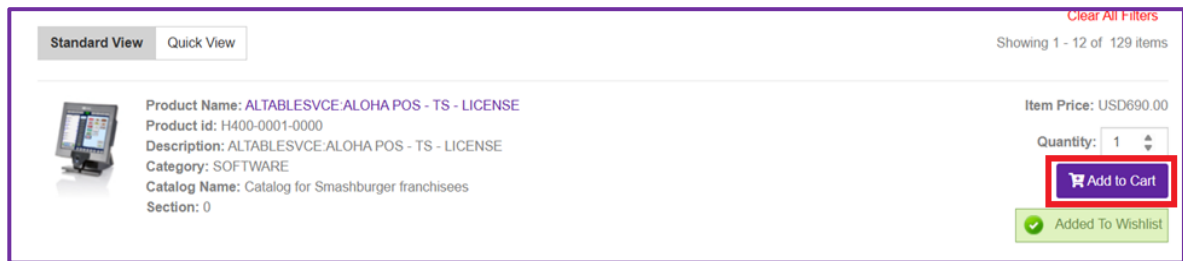
- 1 Product name.
- 2 Product image.
- 3 Product thumbnail image(s) - click to see in full size.
- 4 Product price / quantity selector. Price is shown per item and will not change as quantity is increased. Use the up / down arrows to increase or decrease the quantity you would like to order for the selected 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

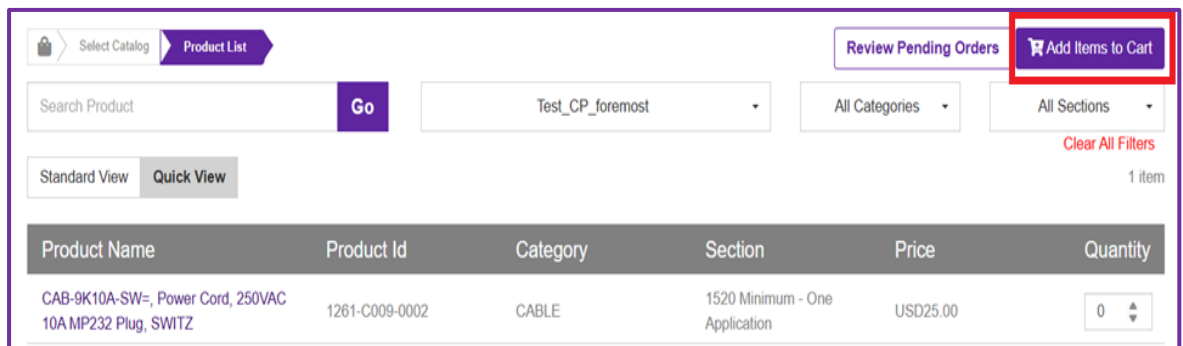
NCR Voyix Online Ordering provides a familiar shopping cart experience that will allow you to collect and submit multiple items in a single order.

Note: This section describes creating and submitting an online order in one session. NCR Voyix 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 are 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 Standard View or the **Product Name** to see the Product Detail page.

Product Name	Product Id	Category	Section	Price	Quantity
ALITERE:ALOHA CONNECT - EIT	H400-0119-0000	SOFTWARE	1220 Minimum - One Application	USD0.00	0
ALTAKEOUTP:ALOHA TAKEOUT - RADIANT HW	H400-0067-1000	SOFTWARE	1220 Minimum - One Application	USD0.00	0
ALACONNECTP:ALOHA CONNECT - SITE	H400-0017-1000	SOFTWARE	1220 Minimum - One Application	USD0.00	0

Standard View
Quick View

Clear All Filters

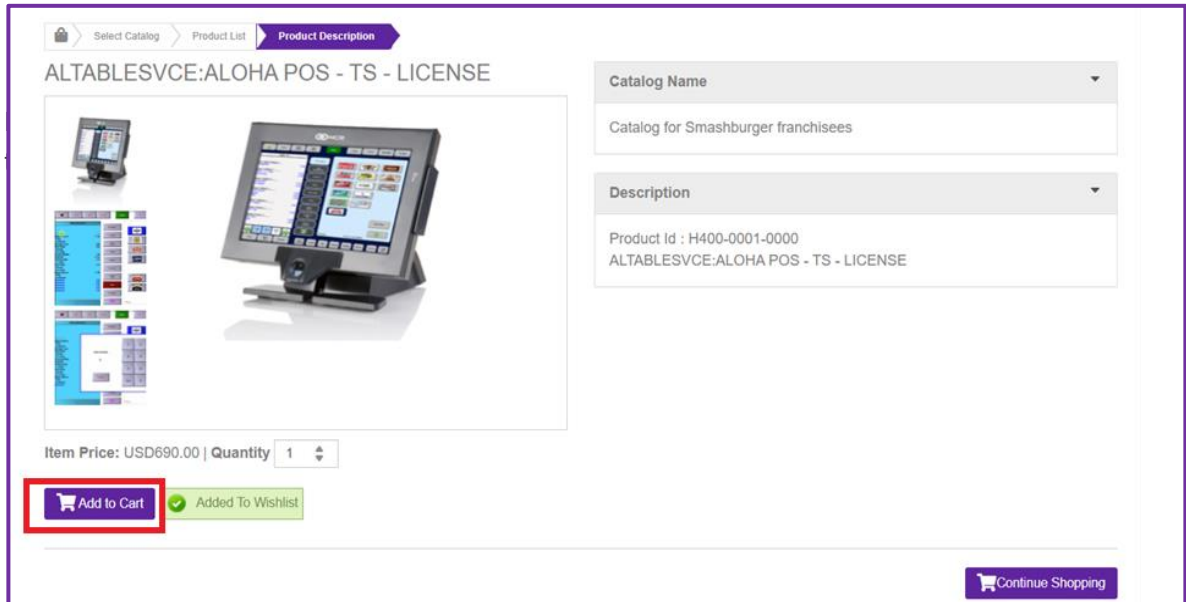
Showing 1 - 12 of 129 items



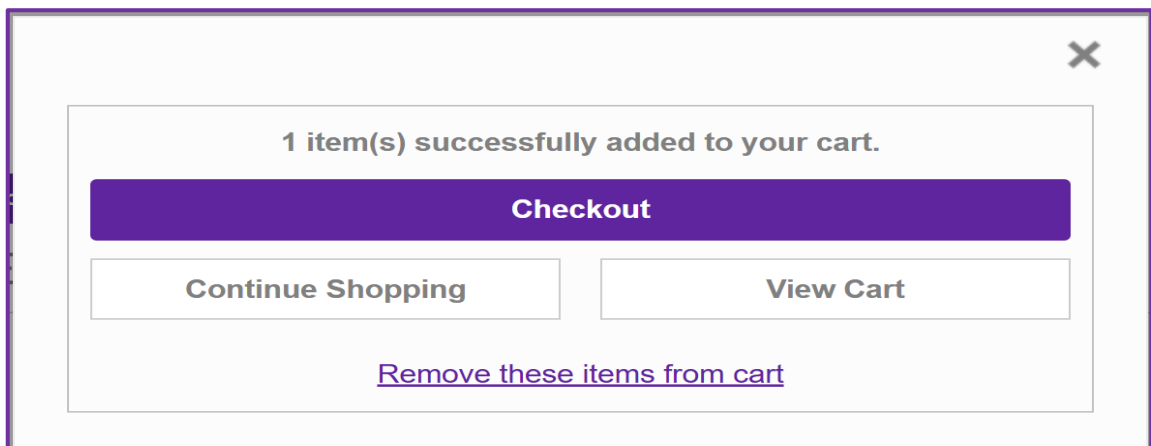
Product Name: ALTABLESVCE:ALOHA POS - TS - LICENSE
Product id: H400-0001-0000
Description: ALTABLESVCE:ALOHA POS - TS - LICENSE
Category: SOFTWARE
Catalog Name: Catalog for Smashburger franchisees
Section: 0

Item Price: USD690.00
Quantity: 1
Add to Cart
Added To Wishlist

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



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 Voyix 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:

Standard View

Quick View

Clear All Filters

Showing 1 - 12 of 129 items

Product Name: **ALTABLESVCE:ALOHA POS - TS - LICENSE**

Product id: H400-0001-0000

Description: ALTABLESVCE:ALOHA POS - TS - LICENSE

Category: SOFTWARE

Catalog Name: Catalog for Smashburger franchisees

Section: 0

Item Price: USD690.00

Quantity: 1

Add to Cart

Added To Wishlist

Product Name: **CX5, 15.6" PCAP, Cel, 8GB, 120GB SSD, MSR, Biometrics, Integ Serial I/O, WIN10-19, US**

Product id: 7773-1216-0215

Description: CX5, 15.6" PCAP, Cel, 8GB, 120GB SSD, MSR, Biometrics, Integ Serial I/O, WIN10-19, US

Category: UNIT

Catalog Name: Catalog for Smashburger franchisees

Section: 0

Item Price: USD1,756.15

Quantity: 1

Add to Cart

Add to Wishlist

NCR VOYIX

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Use and Disclose Solely Pursuant to Company Instructions

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

The screenshot displays the 'Product Description' tab for the item 'ALTABLESVCE:ALOHA POS - TS - LICENSE'. The product image shows a tablet POS system. The item price is USD690.00 and the quantity is 1. The 'Add to Cart' button is highlighted in red, and the 'Added To Wishlist' button is highlighted in green.

Product Description

ALTABLESVCE:ALOHA POS - TS - LICENSE

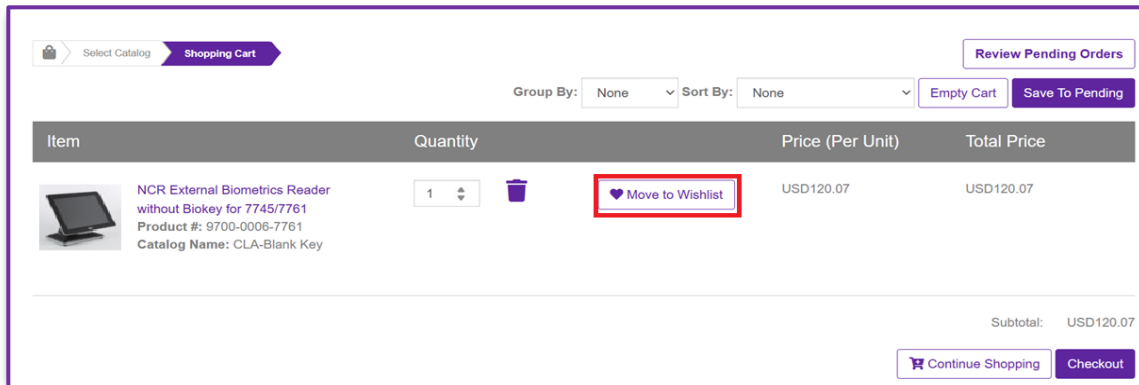
Item Price: USD690.00 | Quantity 1

Add to Cart Added To Wishlist

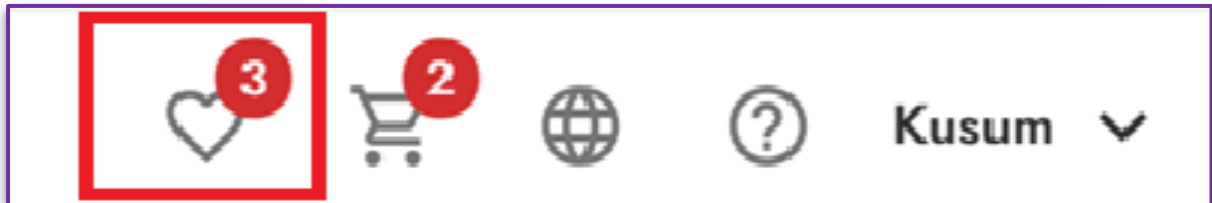
Catalog Name
Catalog for Smashburger franchisees

Description
Product Id : H400-0001-0000
ALTABLESVCE:ALOHA POS - TS - LICENSE

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

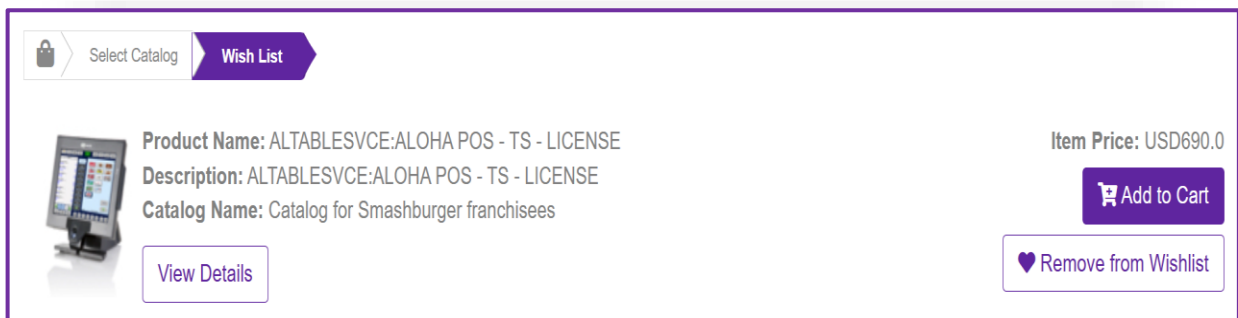


Step 2 To view the current contents of your Wishlist, click the Heart icon in the top right of the Online Ordering experience.



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

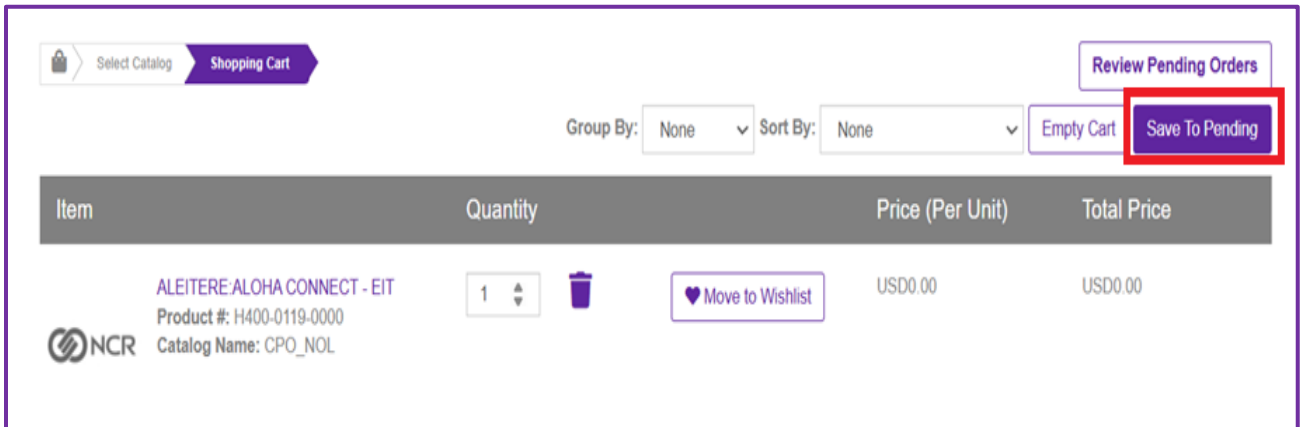
- Add the item to your cart to prepare for checkout!
- Remove the item from your Wishlist!



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:

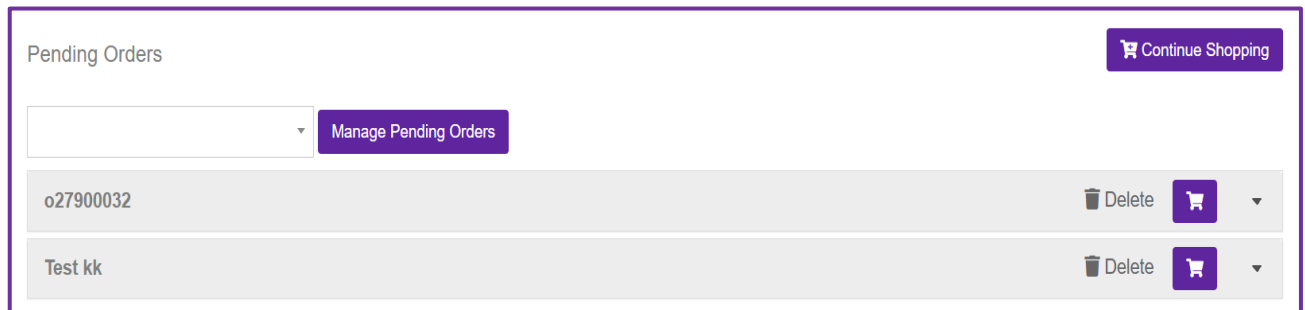


Step 2

The screenshot shows a 'Create Pending Order' dialog box. It has a close button (X) in the top right corner. Inside the dialog, there is a text field for 'Pending Order Name' with the value 'Test'. Below it is a dropdown menu for 'Opportunity Type:*' with the value '-- Select --'. Below that is a text field for 'Opportunity ID:'. At the bottom right, there are two buttons: 'Cancel' and 'Save'.

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

Step 3 If you click 'Save,' 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.

Product	Catalog	Description	Price	Quantity	Extended Price
H400-0119-0000	CPO_NOL	ALEITERE:ALOHA CONNECT - EIT	USD0.00	1	USD0.00
H400-0067-1000	CPO_NOL	ALTAKEOUTP:ALOHA TAKEOUT - RADIANT HW	USD0.00	1	USD0.00
Reassign Delete Pending Order Add All to Cart					

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

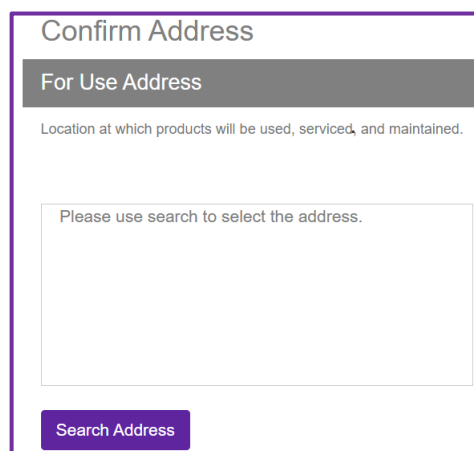
Confirm Address

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 Voyix. This may be the same as the For Use Address or may be in 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 input field with the placeholder text "Please use search to select the address." and a purple button labeled "Search Address".

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.

Store Number

Country

Clear Search

+ Add New Address

Search

Site Name

Street Address

Street 2

City

State/Province

Zip

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

Sites From Your Account (100 out of 617 results)

Note: Search results are limited to 100 results. Please add additional search criteria to further narrow results.

Store Number	Site Name	Address	City	State / Province	Country	Zip	Site Number	Customer Name
-Reseller	JOHNNYS - WEST DES MOINES	6075 MILLS CIVIC PARKWAY	WEST DES MOINES	IA	US	50266	7473310	INTEGRATED POS
-Reseller	RIVER CITY BEEFSTRO	5826 UNIVERSITY AVE	CEDAR FALLS	IA	US	50613	7475196	INTEGRATED POS

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
-Reseller	JOHNNYS - WEST DES MOINES	6075 MILLS CIVIC PARKWAY	WEST DES MOINES	IA	US	50266	7473310	INTEGRATED POS

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.

Shipping Address

Location to which products will be sent. Taxes and Shipping are calculated from this address.

Please use search to select the address.

Search Address

The Billing Address cannot be changed. The address displayed is the billing address NCR Voyix 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.

Select Catalog
 Shopping Cart
 Address and Other Information
 Order Review

Use Address Details:

JOHNNYS - WEST DES MOINES
6075 MILLS CIVIC PARKWAY
WEST DES MOINES, IA 50266
US
NCR Voyix Site # 7473310

Shipping Details:

JOHNNYS - WEST DES MOINES
6075 MILLS CIVIC PARKWAY
WEST DES MOINES, IA 50266
US
NCR Voyix Site # 7473310

Billing Details:

INTEGRATED POS
251 S 14TH AVE
ELDRIDGE, IA 52748-9737
US
NCR Voyix Site # 6805554

Additional Order Confirmation Recipient(s)

Item	Quantity	Price (Per Unit)	Extended Price
NCR External Biometrics Reader without Biokey for 7745/7761 Product #: 9700-0006-7761 Catalog Name: CLA-Blank Key	1	USD120.07	USD120.07
ALTAKEOUTP:ALOHA TAKEOUT - RADIANT HW Product #: H400-0067-1000 Catalog Name: CPO_NOL	1	USD0.00	USD0.00

Shipping: USD6.69

Subtotal: USD126.76

Estimated Total: USD126.76

Have Promo Code?

*Actual total will be calculated at time of invoicing based upon Shipping and tax charges.

☐ I agree that this Order is subject to the [Terms and Conditions](#)

Save To Pending

Edit Order

Submit Order

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.

☐ I agree that this Order is subject to the [Terms and Conditions](#)

Save To Pending

Edit Order

Submit Order

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.

Thank you for your purchase!

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

Your reference number is **#o29190019**

You will receive an email shortly with detailed order information.

We'd love your feedback(Optional)

How would you rate your experience using Customer Portal?


Frustrated


Unsatisfied


Neutral


Satisfied


Delighted

What can we do to make the experience better?

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

Submit and Continue

[Continue without submitting feedback >](#)

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