NCR Atleos / NCR Voyix email domain delivery update

Background information

- NCR is moving enthusiastically forward in our separation into two industry-leading companies: NCR Voyix, focused on digital commerce (digital banking, hospitality, retail), and NCR Atleos, focused on ATMs.

- ncratelesos.com is the new company domain for NCR Atleos. It was registered and put into production on July 21, 2023. ncrvoyix.com is also registered and will be put into production in the coming months.

- The introduction of this new domain may result in emails being rejected or being placed in your junk email folder. Follow one of the actions below to resolve this issue.

Requested actions: Unblock ncratelesos.com from your junk folder

If you find mail from the ncratelesos.com domain in your junk folder, right click the message and from the menu options, select junk → Never Block Sender's Domain.

If you have a mail rule that rejects messages from new domains or otherwise treats them with suspicion, please exclude ncratelesos.com and ncrvoyix.com from that rule.

Requested actions: Instructions to share with your IT team

1. If you have a secure gateway (i.e., Proofpoint) that has a 90-day new domain blocking rule, you may consider excluding @ncratelesos.com and @ncrvoyix.com from the 90-day logic. Below is one example of a warning that may be generated when receiving an email from a new domain:

   Be Careful With This Message
   The sender’s email domain has been active for a short period of time and could be unsafe.

2. NCR Atleos/Voyix have implemented Domain-based Message Authentication Reporting and Compliance (DMARC), Sender Policy Framework (SPF). As the recipient of these emails, if you receive a message from NCR Atleos/Voyix that did not pass DMARC/SPF, we recommend that you reject it.

If you have any questions, please contact NCR Support.