



# RMA Policies and Procedures

Version 1.0 | October 2021

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## Contact Information

For information and support prior to the deployment process, contact your Client Manager.

For post-deployment support, contact Transact Client Support at 1-888-381-8054 or log in to [Transact Connect](#).

## Document Version History

REVISION NUMBER	RELEASE DATE	CHANGES MADE
1.0	October 2021	Converted to the new Transact template. Updated RMA pricing.

# About This Document

This document explains the policies and procedures for requesting, creating, processing, and closing a hardware repair for equipment associated with the Transaction System Enterprise (TSE).

This includes processing for items covered under warranty, maintenance agreements, and time/materials coverage.

## Audience

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Person or persons requesting, creating, and processing hardware repair for equipment associated with the Transaction System Enterprise (TSE).

## Glossary

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The table below defines terms relevant to this document's content.

**Table 1: Document Glossary**

TERM	DEFINITION
RMA	Return Merchandise Authorization
TSE	Transaction System Enterprise
T&M	Time and Materials
SRA	Sales Return Authorization
Loaner	Transact equipment lent as a replacement for a device being repaired
Bench Fee	Fee charged to diagnose hardware equipment

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# RMA Policies and Procedures

## Hardware Coverage

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The TSE Agreement includes repair and telephone consultation (application and troubleshooting) of fully covered Transaction System - hardware, unless otherwise specified. Additionally, any on-site remedial maintenance for the host file server, NCR registers, and depot service for other system hardware is provided.

Transact offers three levels of maintenance service on Transact manufactured readers beyond the initial one-year warranty that ships with each reader:

- [Basic Hardware Maintenance](#)
- [Silver Hardware Maintenance](#)
- [Time & Materials Hardware Maintenance](#)

### Basic Hardware Maintenance

Basic Hardware Maintenance Includes the following:

BASIC HARDWARE MAINTENANCE	
Depot Repair Services for Transact Manufactured Products Devices covered under depot service provided by Transact include all products manufactured by Transact.	√
Depot Repair Service Reader and peripheral equipment manufactured by third-party vendors is supported as described in Repair Services.	√
Product shipped to client via FedEx®.	√
Confirmation tracking e-mail sent to Client.	√

## Silver Hardware Maintenance

Silver Hardware Maintenance Includes the Following:

<b>SILVER HARDWARE MAINTENANCE</b>	
<p>Depot Repair Services for Transact Manufactured Products</p> <p>Devices covered under depot service provided by Transact include all products manufactured by Transact.</p>	√
<p>Depot Repair Service for Third-Party Products</p> <p>Reader and peripheral equipment manufactured by third-party vendors are supported as described in Repair Services.</p>	√
Product shipped to client via FedEx®.	√
Confirmation tracking e-mail sent to Client.	√
<p>Replacement of worn components as necessary</p> <p>Transact will replace components if at our discretion the component is showing wear and tear. This includes, but is not limited to reader face plates, read heads, and card slots.</p>	√
<p>Expedited Shipping</p> <p>If requested, expedited shipping (Ship Overnight) at no cost to the client, is used by Transact to return repaired or replacement equipment to the client using overnight shipping practices.</p>	√
<p>Temporary Replacement and Availability</p> <p>If requested, loaner/replacement device expedited shipping within 24 hours. When requested by the client, and the components are available, Transact will provide the client with a temporary replacement. Transact uses commercially reasonable efforts to ensure that such temporary replacement component ships within 24 hours of receipt of notice from the client and/or Transact's acknowledgment of defective component. The client will send the defective component to Transact within five (5) business days after receipt of the temporary replacement unit. Temporary replacement equipment not received by Transact within 20 days of the client's receipt of the repaired component, is billed to the client at the then-current retail prices.</p>	√
<p>Reader On-site Technical Training</p> <p>Transact will travel to the Customer's site to conduct reader installation training and/or Reader communication training. Trips may not be scheduled June through September and must be scheduled 24 days in advance. Not to exceed 24 hours or three (3) business days. Travel and living expenses shall be at the Customer's expense.</p>	√

## Time & Materials Hardware Maintenance

Time & Materials Hardware Maintenance includes the following:

TIME & MATERIALS (T&M) HARDWARE MAINTENANCE	
<b>Depot Repair Services for Transact Manufactured Products</b> Devices covered under depot service provided by Transact include all products manufactured by Transact. T&M will be on a billable basis.	<b>Depot Repair Services for Transact Manufactured Products</b> Devices covered under depot service provided by Transact include all products manufactured by Transact. T&M will be on a billable basis.
<b>Depot Repair Service</b> Reader and peripheral equipment manufactured by third-party vendors are supported as described in Repair Services. T&M will be on a billable basis.	<b>Depot Repair Service</b> Reader and peripheral equipment manufactured by third-party vendors are supported as described in Repair Services. T&M will be on a billable basis.
Product shipped to client via FedEx®.	Product shipped to client via FedEx®.
Confirmation tracking e-mail sent to Client.	Confirmation tracking e-mail sent to Client.

## Hardware Maintenance Quick Comparison

HARDWARE MAINTENANCE	BASIC	SILVER	T&M
Depot Repair Services for Transact Manufactured Products. (T&M is billable)	√	√	√
Depot Repair Service for Third-Party Products. (T&M is billable)	√	√	√
Product shipped to client via FedEx®.	√	√	√
Confirmation tracking e-mail sent to Client.	√	√	√
Replacement of worn components as necessary.		√	
Expedited Shipping.		√	
Temporary Replacement and Availability.		√	
On-Site Technical Reader Training. (one trip; limit 24 hours)		√	

## Submitting a Repair Request to Transact

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### Requesting a repair through Transact support:

- Go to: <https://connect.transactcampus.com>
- or call our support line: 1-888-381-8054

After your request is accepted, you are issued an RMA Ticket Number. Transact Technical Support sets up a case for your repair, and then notifies you via email when the case is in process. The email includes the RMA ticket number assigned to your repair. This is an important reference number that you should keep handy at all times. The number must be referenced in all verbal and written communications regarding your repair:

- Ensure that all packing slips that are enclosed with the product include the assigned RMA number.
- Keep the RMA number on hand for conversations, emails or other communications with Transact Support concerning the repair, as you will need the number for reference.

### Shipping your unit:

**Note:** Be sure to ship your product for repair as soon as possible after opening an RMA ticket. For a quicker turnaround time, Transact recommends shipping the product the same day or within 48 hours of opening the ticket. RMA tickets are only active for 30 days. If your product is not received by Transact within 30 days of opening the ticket, the RMA is canceled. It will then be necessary for you to re-open the RMA to proceed.

Transact pays for outbound return shipping on warranty repairs only. Call tags and return labels are reserved for sales returns (SRAs), exchanges, and loaner returns. Any shipping courier of your choice can be used for the inbound shipping.

\*Please Remove all external accessories (cables, power supplies, and mounting brackets) DO NOT include with shipment.

### Ship Transact manufactured readers to:

Transact RMA  
c/o Pride Industries  
10030 Foothills Blvd.  
Roseville, CA 95747

All third-party repairs (Verifone, Sequoia hardware, etc.) include separate instructions on where to ship the hardware for depot repairs.

**Proper Packaging** – To help ensure that the package is not damaged when it arrives, use original unit packaging for shipping the unit for repair. If the original packaging is not available, please package the device securely or, alternatively, use a professional service to pack the device for shipment.



## Billable Repairs

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Items not covered under warranty or hardware maintenance may be eligible for repair under time and materials charges. If no problem is found, only a bench fee is applied.

### **Current RMA labor rates are:**

\$205.00 per hour (1 hour minimum)

\$85.00 Bench fee on no problem found repairs. Cost of parts and shipping are also charged.

Repairs costing \$400.00 or less per unit are performed automatically without the issuance of a quote or estimate and are charged against the P.O. or credit card provided at the time of RMA creation. No quote or estimate are provided unless specifically requested at the time of RMA creation.

For repairs exceeding \$400.00 per unit, a quote is issued, and the applicable repair work is suspended until the estimate is approved by an authorized representative of your institution.

Please note that, by providing such P.O. or credit card number, you are deemed to have authorized Transact to proceed with any repair.

If a reader is not repairable, due to either excessive damage or parts being life-cycled, a notification is then emailed providing options on replacement.

### **Repair Tracking and return shipping:**

RMA tracking info and notes can be viewed in the Transact Connect Portal: <https://connect.transactcampus.com>

Unless your repair requires additional approval pursuant to Transact's repair policy (e.g. the cost is over \$400.00 per unit), Transact will proceed with the repair following receipt of the device.

All repaired devices will be shipped back to you upon completion via FedEx®.

Warranty repairs ship back via FedEx 2Day®. If expedited, overnight shipping is required. Please email [rma@transact.com](mailto:rma@transact.com) or make a request at the time of case creation.

Billable repairs are shipped back FedEx Ground® unless expedited shipping is requested.

## Transact Repair Policies

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- Return items are restored to factory specifications. Any customer modifications are reset to factory defaults unless requested otherwise.
- Any missing components are replaced (overlays, mounting screws, foam, etc.). Time & Material coverage pays for missing hardware.
- Please note that Transact manufactured readers returned for repair without the original packaging foams or cardboard will be returned with packing foams. Time & Material coverage pays for new packing material.
- Packages received for repair are reviewed for damage prior to unpacking. When excessive damage is found, a picture of the unit is taken, and the shipping vendor is asked to hold the unit. If your package is damaged in shipping, we will contact you and ask for approval to accept the unit on a time and materials repair basis time. A response is necessary within 24 hours of our contact or the unit will be declined and returned.

## Processing Loaner Requests

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The RMA team reviews all new repair requests to identify loaner requests for processing. When a loaner is available, a notification is added to the RMA case. If no unit is available, a notification is sent to discuss options.

Each loaner reader has a designated RMA order linked to it. Once the original RMA is complete, the loaner needs to be returned within 30 days. Follow up emails are sent if the return time is missed. If the loaner is not returned, an invoice is processed to cover the cost of the loaner.