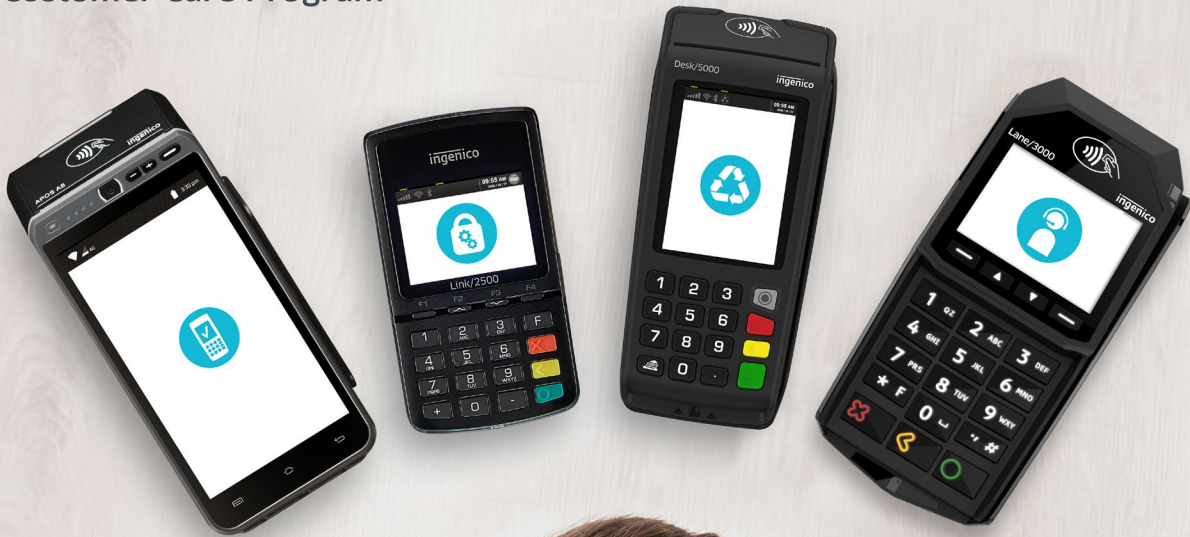




Customer Care Program



Customer Care Program

Peace of mind comes as standard

ingenico
a Worldline brand

Ingenico,
your **undisputed** partner



**Your single
source partner,
who understands
business challenges**
for all stakeholders



**Global expertise
with strong local
tailored solutions
through 170 countries**



**A unique and
comprehensive IT
platform** to manage services



**Dedicated,
efficient
& skilled teams**



**33 repair
centers**

spread out
across the world



**+3 million
terminals
repaired**
each year



**+300 support
partners**



**25 Customization
centers**

At Ingenico, we know that a key component in the relationship with our customers is the quality of the support and speed of service we provide. Not only do we engineer the most advanced and comprehensive payment solutions, we're also known for helping our customers maximize ROI with ongoing, best-in-class services.

Ingenico **Customer Care Program** includes the following services:

Our specialized deployment services will customize your order to your configuration and provide key injection, testing and 100% quality inspection.



Gain the expertise, collaboration and oversight to drive business success and customer satisfaction with an Ingenico Professional Services consultant leading your project.



Resolve issues related to your Ingenico solutions in no time with our Level 1 and Level 2 help desk support.



Ingenico makes estate management easy by providing a single central solution adapted to all types of fleets, whatever their size and terminal configurations.



Turnkey services you will need to keep your payment devices performing flawlessly and without interruption.



Our Project Management Services offer a seamless way to successfully manage your projects and achieve your project goals.



Your business has made a significant investment in its network of payment devices. Keeping them up and running efficiently not only boosts customer and employee confidence, it helps drive increased sales and earnings potential.



Repair and Warranty Services

Ingenico provides turnkey services you will need to keep your payment solutions performing flawlessly and without interruption. The Ingenico Standard Manufacturer Warranty is 1-year depot repair with a 21 business-day turnaround at our Ingenico Repair Center. Ingenico offers a range of extended warranty plans to help you minimize your risk while maximizing your comfort level. With these warranty packages, you will have online access to the U.S. Repair Portal to request a Return Material Authorization (RMA) number anytime, day or night.

- / **Extended Warranty** is the base service offer with 21 business-day turnaround and includes: parts and labor, equipment repair, key injection, hardware/software upgrades, RMA help desk support, outbound shipping via ground and complete equipment diagnostics.
- / **Standard Care** is the next level of service providing all the features of Extended Care with a reduced 10 business-day turnaround. Standard Care can extend your warranty for up to five years. The extended warranty also includes: parts and labor, equipment repair, key injection, hardware/software upgrades, RMA help desk support, outbound shipping via ground and complete equipment diagnostics.
- / **Total Care** is the premium service offering that provides overnight advance payment device replacement from customer owned spare devices in our repair center. Total Care includes inbound and outbound shipping for defective devices. Help Desk and Field Service options can be added to the this offer.

In addition to our warranty packages, Ingenico offers a bumper-to-bumper accidental damage protection solution called **Easy Care**. Paired with any of our warranties, this added protection covers all repairs with quantity limitations on No Fault and accidentally damaged devices.

As an optional service to our Warranty and Advance Replacement Programs, Ingenico Repair Center Asset Management Reporting allows you benefit from First in First Out (FIFO) inventory management and regular reporting. Additionally, you can ensure environmentally-friendly disposition of end-of-life devices.



Help Desk Services

Resolve issues related to your Ingenico payment devices in no time. Our tried-and-tested U.S.-based Level 1 agents provide basic troubleshooting with fast escalation to Level 2 experts who have firsthand knowledge of your equipment. Our agents can assist you in English or Spanish. Add this option to your Total Care package for more comprehensive coverage.

- / **Help Desk Level 1:** Level 1 Help Desk Specialists will work with you and gather information to help analyze the symptoms and figure out the underlying problem. They'll tap into our large knowledge base to help pinpoint solutions and resolve issues quickly. If issues are not resolved in a timely manner, they are automatically escalated via our real-time tracking system to Level 2 agents.
- / **Help Desk Level 2:** Seasoned Level 2 Help Desk Specialists have more in-depth knowledge and experience with your specific equipment. Thus, they can help resolve complex issues much more quickly. If issues cannot be resolved, you'll receive replacement equipment to minimize your downtime.



Distribution Deployment Installation

Whether you are deploying to a new location, upgrading an existing location or performing an exchange, our specialized deployment services will customize your configuration and provide key injection, testing and 100% quality inspection. Your Ingenico payment device will then be shipped directly to your customers, along with any specialized Ingenico or third-party accessories.



Estate Management

Estate Manager is a centralized remote terminal management service or application adapted to all types of fleets, whatever their size and terminal configurations. It ensures fast and efficient deployment for any terminal content including: OS, application, parameters, security keys and advertising promotional campaigns. Through the reporting interface, asset managers follow-up on their activities with customizable dashboards.



Professional Services

Working with a Professional Services consultant gives you ready access to our 30 years of experience, wealth of knowledge and lessons learned. Our consultants are seasoned professionals who have the real-world experience, technical know-how and industry savvy to help you realize your vision. That means you can focus on your core strengths while we focus on your solution.

Ingenico takes full responsibility for services required to implement and operate your solution. We coordinate all work streams for customizing, integrating, certifying and deploying your solution under a dedicated, executive-led program organization.

Our experienced professionals understand how to simplify complex projects and cut costs by applying proven components. Moreover, we apply principles of governance to deliver repeatable and predictable results that lead to faster time to business value.



Project Management

At Ingenico, we know how important it is to meet your requirements and timelines for any payment technology project, whether it's upgrading existing solutions with new features or rolling out new hardware and software across thousands of locations. Our Project Management Services offer a seamless way to successfully manage your projects and achieve your goals. With a certified professional serving as your single point of contact within Ingenico, you'll receive the ongoing communication, support and project management expertise you need to ensure all requirements, milestones and expectations are met.

Your bottom-line benefits

- / Shorten your time to release/pilot/rollout
- / Ensure an on-time successful project
- / Keep your project on track
- / Maintain full transparency into the status of your project
- / Ensure all requirements are met
- / Avoid delays and unexpected costs
- / Identify risks and potential issues



Turnkey services, whatever the geography, keeping your terminals performing flawlessly

With its unique geographic footprint, you can count on Ingenico to provide a comprehensive suite of services, backed by an unmatched expertise and network of qualified experts. Whether through an Ingenico Repair Center or through a partner, access our range of offers:	REPAIR AND RETURN SERVICE		ADVANCE REPLACEMENT SERVICES	
	Extended Warranty	Standard Care	Total Care	Total Care with Help Desk
	Extend your terminal warranty to secure your initial investment	Minimize your risk while maximizing your comfort level	Let us take care of everything and enjoy 100% coverage to ensure your business continuity	Ensure your business continuity & preserve your capital budget
Help desk contact for the customer	✓	✓	✓	✓
Ingenico RMA portal access 24/7	✓	✓	✓	✓
Creation of help desk ticket for replacement terminal	✓	✓	✓	✓
Detailed repair procedures applied to each defective terminal	✓	✓	✓	✓
Outbound shipping paid by Ingenico	GROUND	GROUND	OVERNIGHT	OVERNIGHT
Turnaround time	21 BUSINESS DAYS	10 BUSINESS DAYS	NEXT BUSINESS DAY	NEXT BUSINESS DAY
Inbound shipping paid by Ingenico (Ground)	✗	✗	✓	✓
Customer-owned/purchased spare pool management	✗	✗	✓	✓
Asset management and tracking	✗	✗	✓	✓
Logistics/freight optimization	✗	✗	✓	✓
Detailed inventory reporting	✗	✗	✓	✓
System integration via EDI feed over FTP/cloud services	✗	✗	OPTIONAL	OPTIONAL
Monthly repair and SLA dashboard	✗	✗	✓	✓
Help desk managed directly by Ingenico	✗	✗	✗	✓
Higher first call resolution rate	✗	✗	✗	✓
Decreased NFF (No Fault Found) rate	✗	✗	✗	✓
Help desk trained with latest troubleshooting techniques	✗	✗	✗	✓
Increased uptime for Ingenico POS terminals	✗	✗	✗	✓
Onsite troubleshooting and break-fix support	✗	✗	✗	OPTIONAL*
Onsite advance replacement service	✗	✗	✗	OPTIONAL*

*Available on FieldCare



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