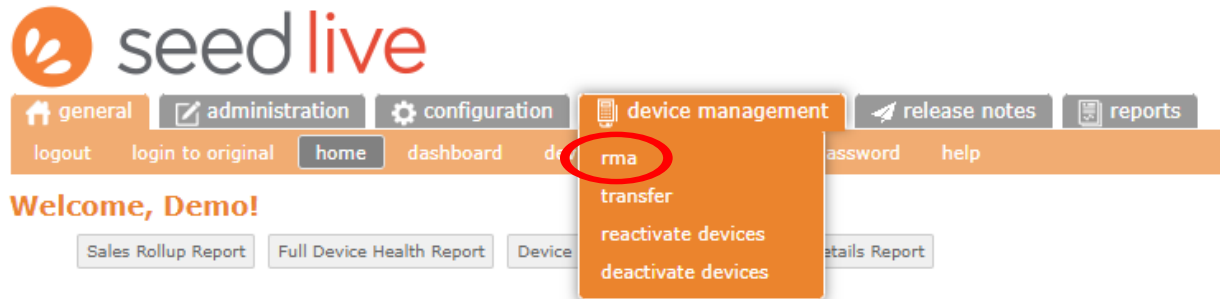


RMA Processing for Devices

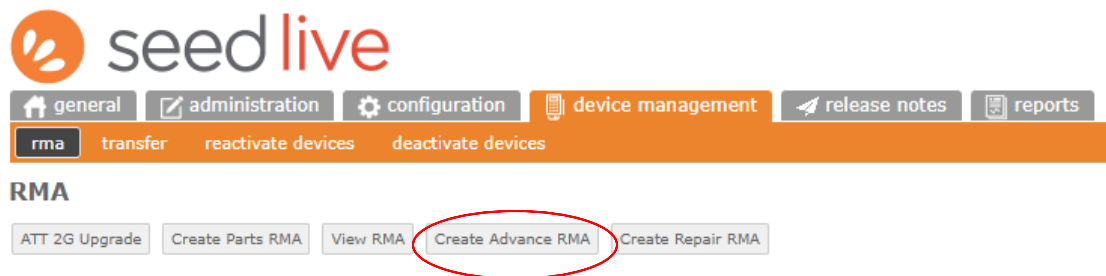
How to Create and Submit an RMA in Seed Live

1. Login to Seed Live.

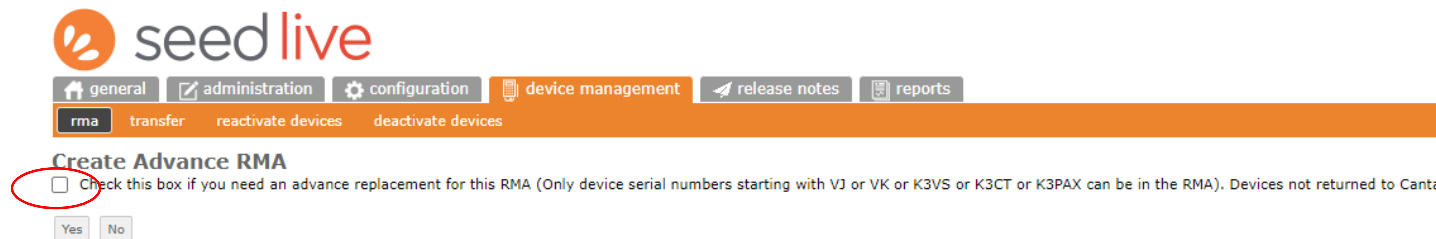
Find the **Device Management** tab and click **RMA** in the menu.



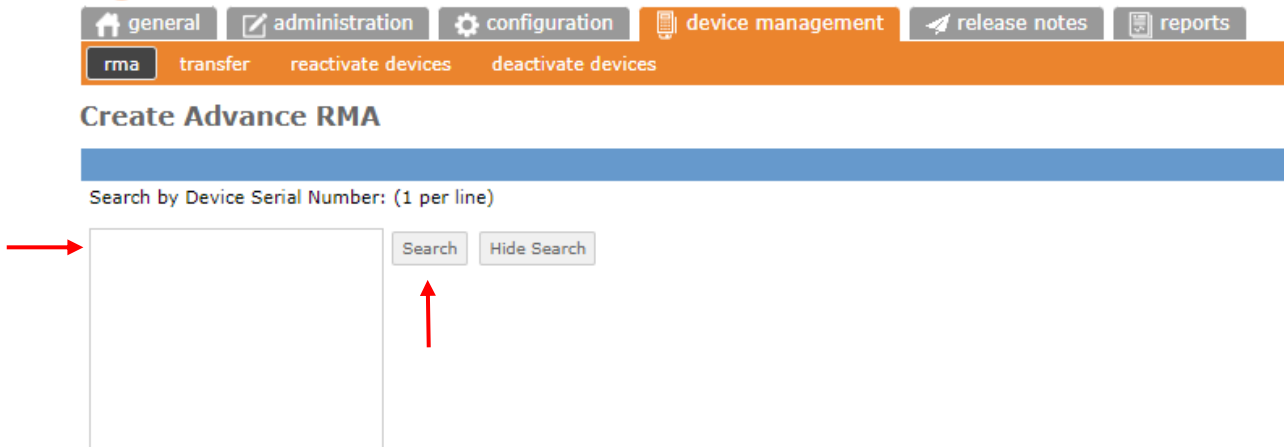
2. Click the **Create Advanced RMA** button.



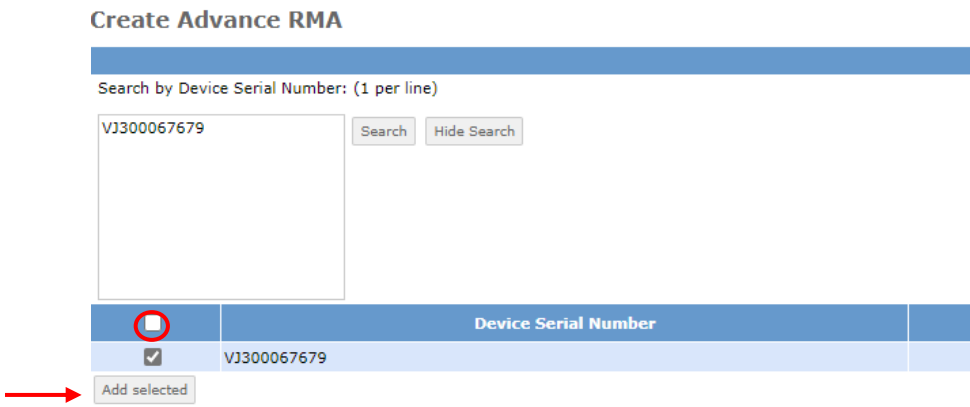
3. Check the box on the second line and click the **Yes** button.



4. Enter the device serial number(s) in the box and click **Search**.



5. Click the box next to the Serial number in the lower section, then click the **Add Selected** button.



6. Enter an issue description in the box to the right of the device number, then copy and paste the text into the **RMA Description** box below. We need a description of what the problem is to diagnose the issue with your device. If you have a case number, please include that as well.



7. Enter the contact name and shipping information in the appropriate boxes.

Device For Current RMA							
☐	Device Serial Number	Region Name	Location	Asset Nbr	Rental	Rental Fee	Telemetry Only
☒	VJ300067679		TBD	TBD	☐		☐

RMA Description: Device Won't Dex - Advanced Swap

Shipping Address:

Existing RMA Shipping Address:

Contact Name: *

Country:

USA ▼

Street Address: *

Postal Code: *

City: *

State: *

Email: *

Phone: (* Required for Canada or Non-continental US Address)

Save As New Address ☐ Name: (* Required for saving new address)

8. In the last section, select the shipping speed from the upper radio button options. If you have your own shipping carrier account, enter the account number in the large box and select the carrier from the choices underneath. If the carrier is DHL, enter the account number in the box provided.

9. When all information has been entered correctly, click the **Create RMA** button.

G9 ePort Kit Advance Replacement Request Process:

Once the replacement ePort Kit is received, please return the defective item(s) in the advance replacement kit received and use the emailed UPS Call Tag, based on the account referenced above. If USAT doesn't receive the advance replacement ePort kit including the item(s) replaced within 30 days, the cost of the kit will be debited from your USALive EFT funds.

For example, a complete G9 ePort kit is shipped and if the only item requiring replacement is the Card Reader then place the defective Card Reader in this kit and return everything else in this kit using the UPS Call Tag.

When the returned kit is received, any defective items not covered under our warranty will be chargeable repairs.

How many G9 ePort Kits are you requesting:

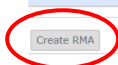
Please select the shipping method for each replacement kit requested or provide your own shipping account number below:

Shipping Carrier:

☒ UPS Ground \$8.00 per kit
☐ UPS 2nd Day Air \$18.00 per kit
☐ UPS Next Day Air \$30.00 per kit
☐ Please call Customer Service 888-561-4748 and select option 1 twice for the shipping cost

Customer Shipping Carrier:

☒ UPS ☐ FEDEX ☐ DHL Account #:





10. The screen that comes up after is the confirmation page. Please note the language on the bottom of this screen about turnaround time.



Cantaloupe (Credit Demo) (Demo USALive)

Report Requests: Pending (0) Ready (0)

generaladministrationconfigurationdevice managementrelease notesreports

rma transfer reactivate devices deactivate devices

Cantaloupe Return Material Authorization (RMA) Request Form:

RMA # Assigned: 202307110012

Date of Request: 2023-07-11 18:50:04

Seed Live User: credidemo

Seed Live Customer: Cantaloupe (Credit Demo)

RMA Type: Advance RMA

Replacement Kit Quantity: 1

RMA Description: Device Won't Dex - Advanced Swap

ePort Serial #	Rental	Fee	Telemetry Only	Item #	Description of Issue
1 VJ30067679	N	Terminal Service Fee \$9.95	N		Device Won't Dex - Advanced Swap

Shipping Info:

Replacement Shipping Carrier: UPS (UPS Ground \$8.00 per kit)

Contact Name: Jamie Ty Lannister

Address: 123 Woody Ave

City: Malvern

State: PA

Postal Code: 19355

Country: US

Email: jammers@cantaloupe.com

Phone: (610) 123-4567

Please allow 1-2 business days for the RMA request to be entered into the system

Please allow 3-5 business days for the RMA request to be processed

For advanced replacements, depending on your location - please allow 5-7 business days for devices to arrive

Shipping directions will be provided for you within 1-2 business days

Please direct all questions to our Customer Service Department at 1-888-561-4748 or email using rma@cantaloupe.com

Please use the following return shipping address and reference your RMA # for proper processing and shipping directions will be sent:

RMA # 202307110012

United Changers Inc.

108 Robinson Avenue

Cantaloupe Product Return

Medford NY 11763

If you have any questions or need assistance with submitting an RMA for repairs, please reach out to our Customer Service team at +1 888.561.4748 or rma@cantaloupe.com.