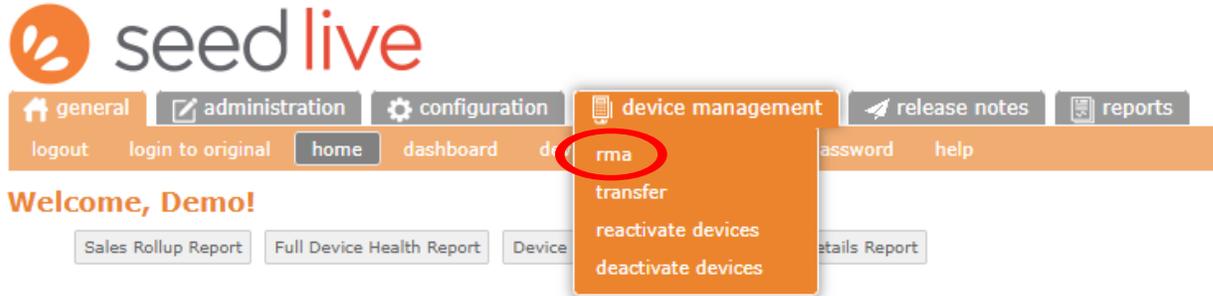


RMA Processing for Devices

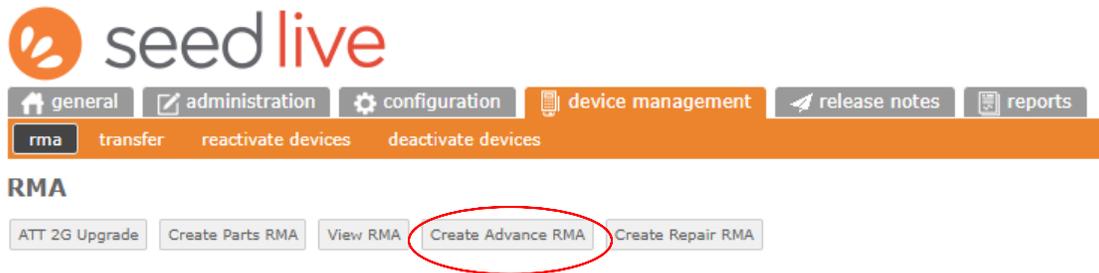
How to Create and Submit an RMA in Seed Live

1. Login to Seed Live.

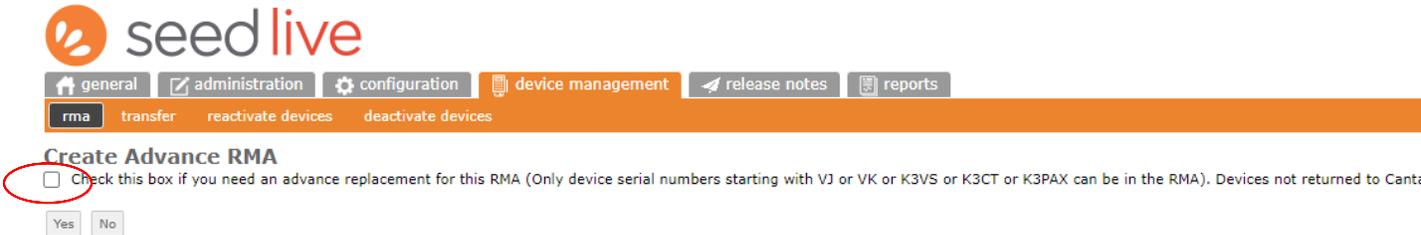
Find the **Device Management** tab and click **RMA** in the menu.



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



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

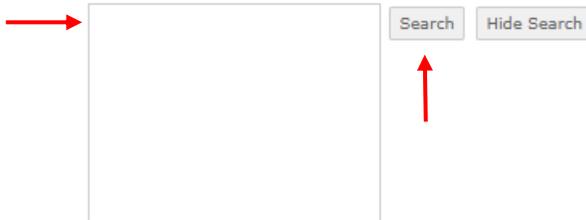


4. Enter the device serial number(s) in the box and click **Search**.



Create Advance RMA

Search by Device Serial Number: (1 per line)



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

Create Advance RMA

Search by Device Serial Number: (1 per line)



<input type="checkbox"/>	Device Serial Number
<input checked="" type="checkbox"/>	VJ300067679

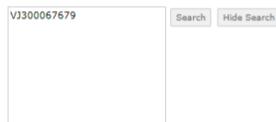
Add selected

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.

Create Advance RMA

Successfully added for a RMA

Search by Device Serial Number: (1 per line)



<input type="checkbox"/>	Device Serial Number	Region Name	Location	Asset Nbr	Rental	Rental Fee	Telemetry Only	Description of issue
<input checked="" type="checkbox"/>	VJ300067679	TBD	TBD	TBD	<input type="checkbox"/>	<input type="checkbox"/>		

RMA Description:

Enter a description here.

Copy and paste the description here.

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

Device For Current RMA							
<input type="checkbox"/>	Device Serial Number	Region Name	Location	Asset Nbr	Rental	Rental Fee	Telemetry Only
<input checked="" type="checkbox"/>	VJ300067679		TBD	TBD	<input type="checkbox"/>		<input type="checkbox"/>

RMA Description:

Shipping Address:

Existing RMA Shipping Address:

Contact Name: *

Country:

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 (1)

general | administration | configuration | device management | release notes | reports

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 Qty/qty:	1
RMA Description:	Device Won't Dex - Advanced Swap

Item #	Serial #	Rental	Fee	Telemetry Only	Item #	Description of Issue
1	1V1300067679	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:	Janie 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.