

RMA Processing for Parts

How to Create and Submit an RMA in Seed Live

- 1. Login to Seed Live.
- 2. Find the **Device Management** tab and click **RMA** in the menu.



3. Click the Create Parts RMA button.

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🔒 general 🛛 🗹 administration	Configuration	📳 device management	🐗 release notes	🗐 reports			
rma transfer reactivate devices deactivate devices							
RMA							
ATT 2G Upgrade Create Parts RMA	View MA Create Adva	ance RMA Create Repair RMA					



4. Enter the quantity of parts in the box and enter a description of the issue into the **RMA Description of Issue** and **RMA Issue** box. 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.

C SEE	dinistration 4	configuration deactivate devices	🎒 device manage	ement 🖌 release notes 🛛 📳 reports
Create Parts RM Select the Parts and fill	A in the quantity	for return		
Part	Description	Select for return	Return quantity	Description of issue
Signed Units Credit Card Prest Card Credit Card Credit Card Credit Card Credit Card Credit Card	OTI Card Reade	ar 🗌		
Part #: V\$XUG1335000 View Larger Image	IDTech Vendi	×.	1	No Power
Part #: V9SUK123503 View Larger Image	OTI DUO EMV			
Part #: V6XUG1335002 View Larger Image	IDTech VP6300			



5. Enter the contact name and shipping information in the appropriate boxes. When all information has been entered correctly, click the **Create RMA** button.

	Shipping Addres
Existing RMA Shipping Address: Jamie Lannister	
Contact Name: *	Jamie Ty Lan
Country:	USA 💙
Street Address: *	123 Woody A
Postal Code: *	19355
City: *	Malvern
State: *	PA
Email: *	jzimmers@ca
Phone: (* Required for Canada or Non-continental US Address)	(610) 123-4
Save As New Address Name: (* Required for saving new address)	
Advance Replacement Request:	

6. PLEASE NOTE: IF THIS IS AN ADVANCED SWAP, CLICK THE **ADVANCED REPLACEMENT REQUEST** BOX, CHOOSE A SHIPPING SPEED, THEN CLICK **CREATE RMA** BUTTON.

Existing RMA Shipping Address:	Shipping Address:	
Jamie Lannister		
Ψ		
Remove This Address		
Contact Name: *	Jamie Ty Lannister	
Country:	USA 💙	
Street Address: *	123 Woody Ave	
Postal Code: *	19355	
City: *	Malvern	
State: *	PA	
Email: *	jzimmers@cantaloupe.com	
Phone: (* Required for Canada or Non-continental US Address)	(610) 123-4567	
Save As New Address Name: (* Required for saving new address)		
Advance Replacement Request:		
Provide Advance Replacement Request Process:		
Once the replacement ePort Kit sevel, please return the defective item(s) in the advance replacement kit received and use the emailed UPS Cal be debited from your Seed Live EFT funds.	I Tag, based on the account referenced above. If Cantaloupe doesn't receive	the advance replacement ePort kit including the item(s) replaced within 90 days, the cost of the kit will
Once the replacement ePort Kit is received, please return the defective item(s) in the advance replacement kit received and use the emailed UPS Cal de debted from your Seed Live BFT kinds. For example, a complete C01 ePort kit is shoped and if the only item requiring replacement is the Card Reader then place the defective Card Reader	II Tag, based on the account referenced above. If Cantaloupe doesn't receive in this kit and return everything else in this kit using the UPS Call Tag.	the advance replacement ePort kit including the item(s) replaced within 90 days, the cost of the kit will
Once the replacement ePort Kit is received, please return the defective item(s) in the advance replacement kit received and use the emailed UPS Cal be debited from your Seed Live EPT funds. For example, a complete G10 ePort kit is shipped and if the only item requiring replacement is the Card Reader then place the defective Card Reader Whon the returned kit is increaved, and defective items not covered under our warranty till be chargeable regars.	II Tag, based on the account referenced above. If Cantaloupe doesn't receive in this kit and return everything else in this kit using the UPS Call Tag.	the advance replacement ePort lot including the item(s) replaced within 90 days, the cost of the kit will
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Does the explorament offer it if is received, areas et turn the defective item(s) in the advance replacement is the case is defined from your device a complete SID effort is is shoped and if the only item requiring replacement is the Case Reader then place the defective Card Reader then the returned it is received, any defective items not covered under our warranty will be chargeable repars. Rease takes the shopen methods for each replacement is it requested or provide your own shoping account number below: UPS Drown \$8.000 per lits UPS Next Day Air \$30.000 per lits Customer Shipeng Carrier:	II Tag, based on the account referenced above. If Cantaloge desn't receive in this kit and return everything else in this kit using the UFS Call Tag. Shlupping Carrier:	the advance replacement affort kit including the item(s) replaced within 90 days, the cost of the kit wil
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hore the supplement story of () is individually a store of the supplement is the Card Reader then place the defective Card Reader from the requiring replacement is the Card Reader then place the defective Card Reader then the returned kit is received, any defective terms not covered under our warranty will be charged repairs. Takes elect the shipping method for each replacement kit requested or provide your own shipping account number below: UPS Ground \$8.00 per kit UPS How Card your \$8.00 oper kit UPS How Card your \$8	II Tag, based on the account referenced above. If Cantaloge desn't receive rin this kit and return everything else in this kit using the UPS Call Tag. Shapping Carrier:	the advance replacement ePort kit including the item(s) replaced within 90 days, the cost of the kit v



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

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Cantaloupe Return Material /	Authorization (RMA) Request Form:					
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Please allow 1-5 business days for the PMA request to be entered into the system Please allow 2-5 business days for the PMA request to be entered into the system Please allow 2-5 business days for the PMA request to be entered into the system Please allow 2-5 business days for the PMA request to be entered Shpiping directions will be provided for you within 1-2 business days Please direct all questions to our Custome Service Department al 1-88-561-4746 or email using ImmaRundbaune.com Please use the following return shipping address and reference your PMA & for four percencipant of the prove processing and shipping directions will be sent: ImmaRundbaue.com Please use the following return shipping address and reference your PMA & for four percencipant of the sent: ImmaRundbaue.com Please direct for system and the processing and shipping directions will be sent: ImmaRundbaue.com Please direct for system and the processing and shipping directions will be sent: ImmaRundbaue.com Please direct for system and the processing and shipping directions will be sent: MAA # 202307130005 United Changers Inc. Cash and the processing and shipping directions will be sent: Medford WY 11763						

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