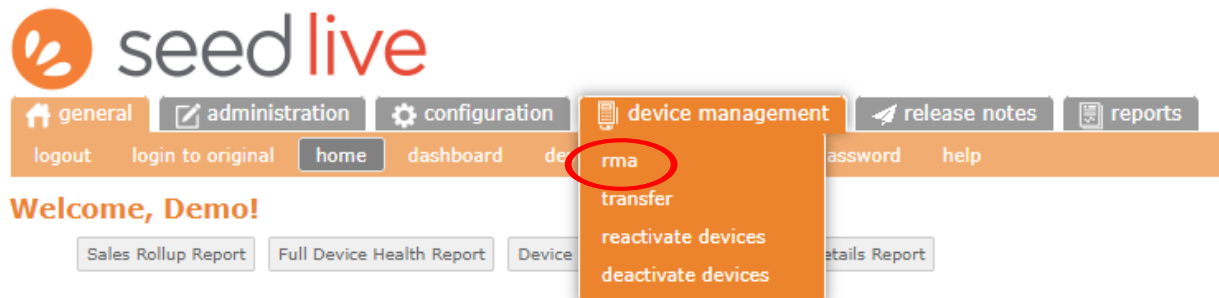


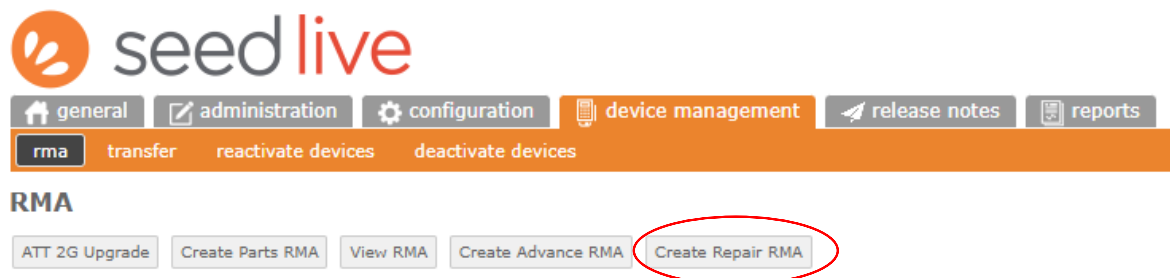
RMA Processing for Repairs

How to Create and Submit a Repair 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 Repair RMA** button. For accessories, click the **Create Parts RMA** button.



4. Enter the Serial Number(s) in the box and click **Search**.



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

Create Repair RMA Successfully added for a RMA

Search And Select Devices For Return

Search by Device Serial Number: (1 per line)

VK200000046

| Device Serial Number | Region Name | Location | Asset Nbr | Rental | Rental Fee |
|---|-------------|----------|-----------|--------------------------|------------|
| <input checked="" type="checkbox"/> VK200000046 | | TBD | TBD | <input type="checkbox"/> | |

Add selected

| Device Serial Number | Region Name | Location | Asset Nbr | Rental | Rental Fee | Telemetry Only | Description of issue |
|---|-------------|----------|-----------|--------------------------|------------|--------------------------|----------------------|
| <input checked="" type="checkbox"/> VK200000046 | | TBD | TBD | <input type="checkbox"/> | | <input type="checkbox"/> | Device Won't Dex |

RMA Description:

- 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 Repair RMA Successfully added for a RMA

Search And Select Devices For Return

Search by Device Serial Number: (1 per line)

VK200000046

| Device Serial Number | Region Name | Location | Asset Nbr | Rental | Rental Fee |
|---|-------------|----------|-----------|--------------------------|------------|
| <input checked="" type="checkbox"/> VK200000046 | | TBD | TBD | <input type="checkbox"/> | |

Add selected

| Device Serial Number | Region Name | Location | Asset Nbr | Rental | Rental Fee | Telemetry Only | Description of issue |
|---|-------------|----------|-----------|--------------------------|------------|--------------------------|----------------------|
| <input checked="" type="checkbox"/> VK200000046 | | TBD | TBD | <input type="checkbox"/> | | <input type="checkbox"/> | Device Won't Dex |

RMA Description:

Enter a description here.

Copy and paste the description here.

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

Existing RMA Shipping Address:
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)

Jamie Ty Lannister

USA

123 Woody Ave

19355


Malvern

PA

jzimmers@cantaloupe.com

(610) 123-4567

- 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)

[general](#) | [administration](#) | [configuration](#) | [device management](#) | [release notes](#) | [reports](#)

[rma](#) | [transfer](#) | [reactivate devices](#) | [deactivate devices](#)

Cantaloupe Return Material Authorization (RMA) Request Form:

| | |
|-------------------------------------|--------------------------|
| RMA # Assigned: 202307130002 | |
| Date of Request: | 2023-07-13 12:11:11 |
| Seed Live User: | credidemo |
| Seed Live Customer: | Cantaloupe (Credit Demo) |
| RMA Type: | Repair RMA |
| Replacement Kit Quantity: | 0 |
| RMA Description: | Device Won't Dex |

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

Shipping Info:

| | |
|-------------------------------|-------------------------|
| Replacement Shipping Carrier: | |
| Contact Name: | Jamie Ty Lannister |
| Address: | 123 Woody Ave |
| City: | Malvern |
| State: | PA |
| Postal Code: | 19355 |
| Country: | US |
| Email: | jzimmers@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 # 202307130002
 United Changers Inc.
 108 Robinson Avenue
 Cantaloupe Product Return
 Needford NV 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.