Data Collection Terminal Support Procedure

The following procedure illustrates the steps a client should take if they are experiencing problems with their data collection devices. Initial data collection terminal support requests should be routed through the WorkForce Software support team using the contact information below. We request customers refrain from contacting members of the support team directly. This will ensure the issue will be addressed in a timely manner.

How to Contact Support

If a data collection terminal is malfunctioning, please call the WorkForce Software support hotline at 1-800-519-8945, or e-mail our support team at wfs-support@workforcesoftware.com. They will be able to log a ticket for the issue in the support database and perform terminal troubleshooting steps in order to determine whether or not the terminal has a hardware malfunction.

Where to Ship a Malfunctioning Terminal

If there is a hardware problem with the terminal, the support team will request the terminal be returned to the below address. Please write the support ticket issue number on the outside of the box in order for our repair technicians to identify it easily.

> WorkForce Software
> ATTN: Daniel Avis
> 38705 Seven Mile Road, Suite 300
> Livonia, MI 48152

PLEASE NOTE: If a terminal is shipped to WorkForce Software without first obtaining a ticket number from the WFS support team, it will not be repaired.

Repairing the Data Collection Terminal

The level of DCT support coverage determines how the repair is handled after the terminal is shipped. If a customer is unsure of their data collection terminal support coverage, their Account Executive can assist. Additionally, they can contact WorkForce Software support at the contact information provided above.

Premium Data Collection Terminal Support

- WorkForce Software ships a replacement data collection terminal (DCT) overnight at no cost to the client the same business day (or the next business day for calls after 3 pm eastern time) within the continental United States.
- WorkForce Software reserves the right to deliver new DCTs, repaired DCTs, or refurbished DCTs at its option for any covered repair.
- Client ships the faulty DCT to WorkForce Software concurrently via ground shipping. Customer is responsible for shipping costs to ship the malfunctioning terminal to WorkForce Software. If the faulty DCT is not received within 10 business days, Client will be invoiced for the replacement DCT shipped.

- Normal wear and tear and intentional damage to equipment is excluded and fees for such DCTs will be chargeable to Client at WorkForce Software's standard charges for parts and labor upon receipt of any such DCT.

Standard Data Collection Terminal Support

- A replacement terminal will not be provided and the client will be requested to wait for the repairs to be completed on the malfunctioning terminal.
- WorkForce Software repairs the data collection terminal (DCT), or if in its opinion such repair cannot be made, it will provide a replacement DCT.
- Some repairs may be completed in-house, otherwise WorkForce will ship the malfunctioning terminal to the manufacturer for repair. There is a 4 to 6 week standard lead time to receive a repaired terminal back from the manufacturer.
- Normal wear and tear and intentional damage to equipment is excluded and fees for such DCTs will be chargeable to Client at WorkForce Software's standard charges for parts and labor upon receipt of any such DCT.
- WorkForce Software will return units to the Client within the continental United States at no charge via ground shipping. Alternate shipping methods may be selected by the Client at an additional charge.

No Data Collection Terminal Support

- A replacement terminal will not be provided and the client will be requested to wait for the repairs to be completed on the malfunctioning terminal.
- The client will be invoiced for the cost of the replacement hardware, shipping, and services associated with the repair.
- WorkForce Software repairs the data collection terminal (DCT). Some repairs may be completed in-house, otherwise WorkForce will ship the malfunctioning terminal to the manufacturer for repair. There is a 4 to 6 week standard lead time to receive a repaired terminal back from the manufacturer.
- Once the repairs have been completed on the terminal, WFS will mail the repaired terminal back to the client's location.