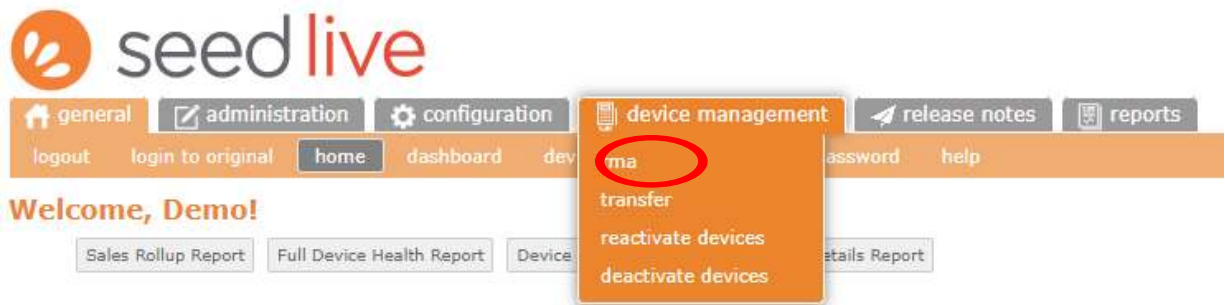


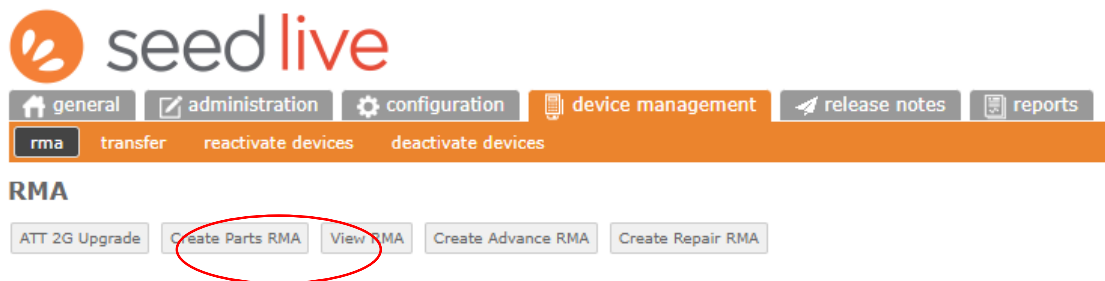
RMA Processing for Parts

How to Create and Submit an RMA in Seed Live

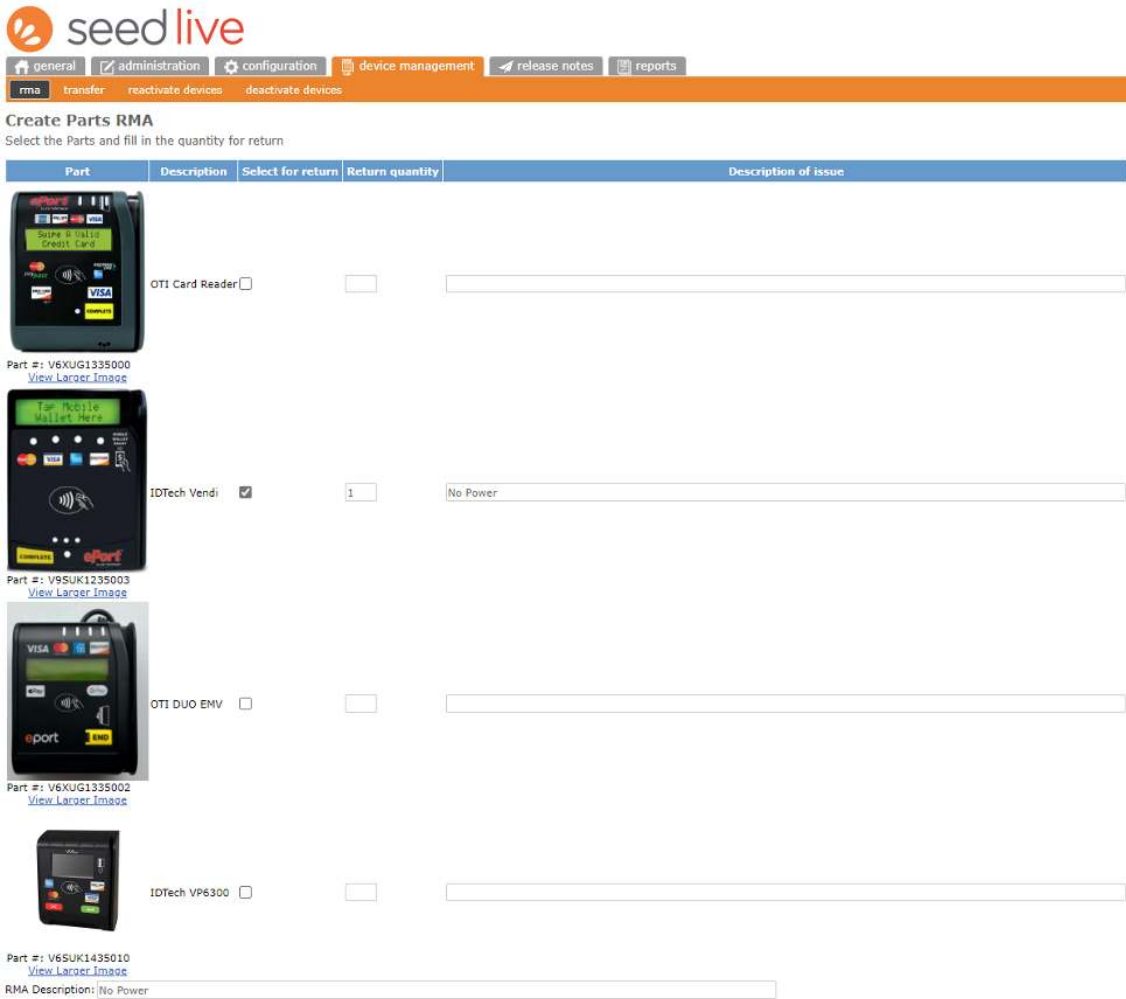
1. Login to Seed Live.
2. Find the **Device Management** tab and click **RMA** in the menu.



3. Click the **Create Parts RMA** button.



- 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.







seed live

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Create Parts RMA

Select the Parts and fill in the quantity for return

Part	Description	Select for return	Return quantity	Description of issue
 Part #: V6XUG1335000 View Larger Image	OTI Card Reader <input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>
 Part #: V9SUK1235003 View Larger Image	IDTech Vendi <input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1	No Power
 Part #: V6XUG1335002 View Larger Image	OTI DUO ENV <input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>
 Part #: V6SUK1435010 View Larger Image	IDTech VP6300 <input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>

RMA Description:

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



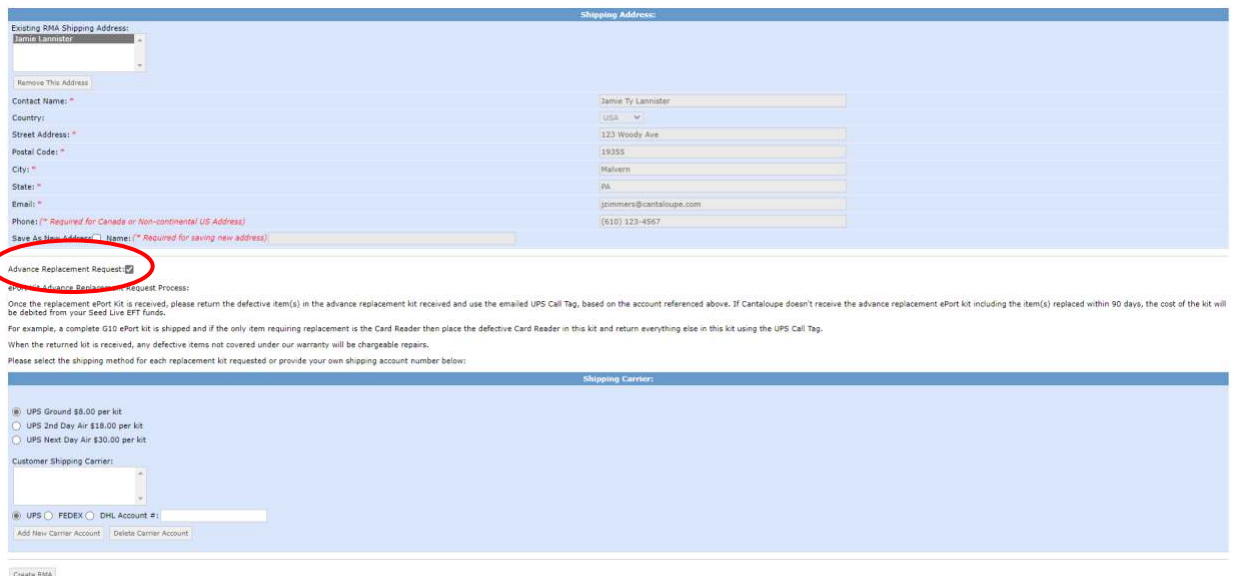
Shipping Address

Existing RMA Shipping Address:
 Jamie Lannister
 Remove This Address

Contact Name: * Jamie Ty Lan
 Country: USA
 Street Address: * 123 Woody A
 Postal Code: * 19355
 City: * Malvern
 State: * PA
 Email: * jjimmers@c
 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:
 Create RMA

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



Shipping Address:

Existing RMA Shipping Address:
 Jamie Lannister
 Remove This Address

Contact Name: * Jamie Ty Lannister
 Country: USA
 Street Address: * 123 Woody Ave
 Postal Code: * 19355
 City: * Malvern
 State: * PA
 Email: * jjimmers@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:

Advanced 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 Cantaloupe doesn't receive the advance replacement ePort kit including the item(s) replaced within 90 days, the cost of the kit will be debited from your Seed Live EFT 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 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.
 Please select the shipping method for each replacement kit requested or provide your own shipping account number below:

Shipping Carrier:

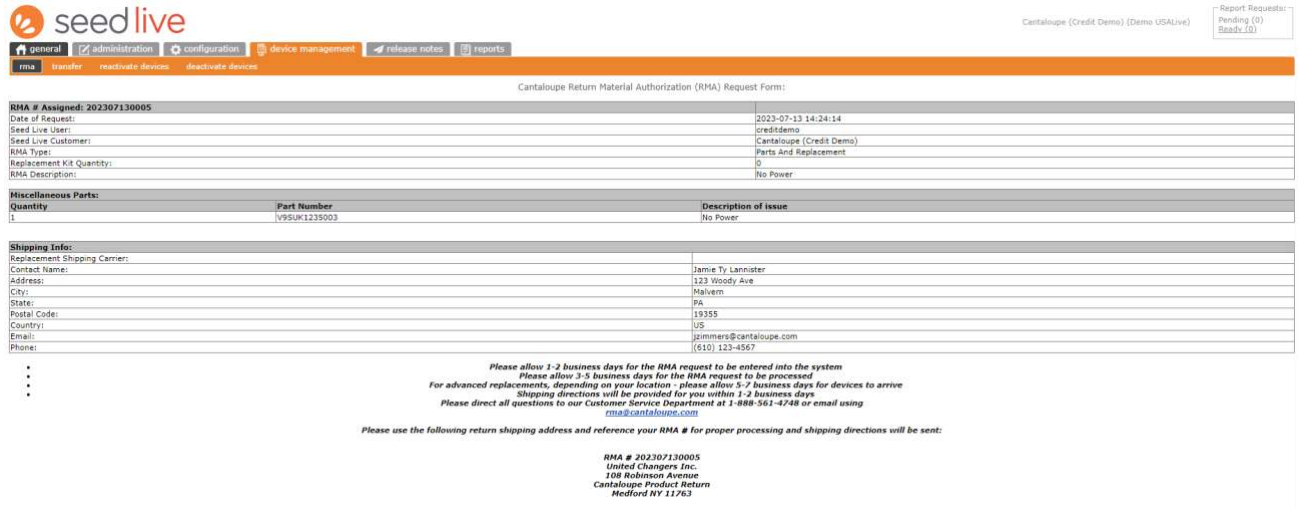
UPS Ground \$8.00 per kit
 UPS 2nd Day Air \$18.00 per kit
 UPS Next Day Air \$30.00 per kit

Customer Shipping Carrier:

UPS FEDEX DHL Account #:
 Add New Carrier Account Delete Carrier Account

Create RMA

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



seedlive Cantaloupe (Credit Demo) (Demo USALive) Report Requests:
Pending (0)
Ready (0)

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Cantaloupe Return Material Authorization (RMA) Request Form:

RMA # Assigned: 202307130005	
Date of Request:	2023-07-13 14:24:14
Seed Live User:	icreditdemo
Seed Live Customer:	Cantaloupe (Credit Demo)
RMA Type:	Parts And Replacement
Replacement Kit Quantity:	0
RMA Description:	No Power

Miscellaneous Parts:		
Quantity	Part Number	Description of Issue
1	V99UK1235003	No Power

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 # 202307130005
 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 your parts, please reach out to our Customer Service team at +1 888.561.4748 or rma@cantaloupe.com.