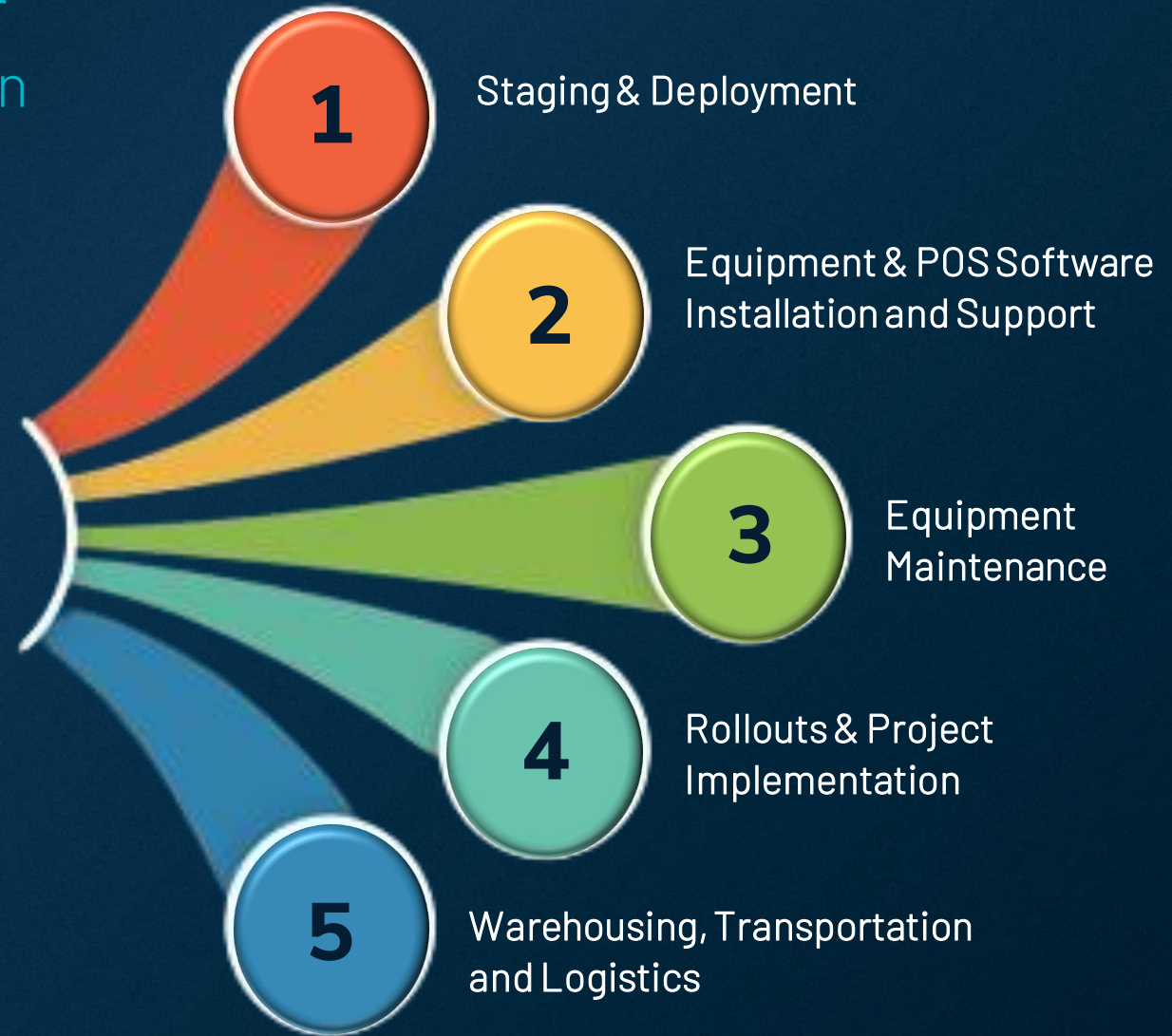




Moneris Field Services (MFS)

Our goal is to go above and beyond to offer our customers the services you need to run successful businesses.





Staging & Deployment

We are here to help you facilitate everything from planning in-store layouts to assembling full payment solutions.

Key Features:

Product Updates



- POS Systems
- Consignment of parts
- Parts assembly & configuration
- Accessory add-ons

Customization



- Hardware configuration
- based on merchant request



Benefits:



Quality Assurance

Initial setup activities are addressed prior to leaving the warehouse, so there's reduced need to troubleshoot at startup.



Live Walk-throughs

We perform live walk-throughs with our customers, so you feel confident using our products and services.



Technical Expertise

Our technicians apply industry best practices to implementations.

Equipment Installation & Support

As seasoned industry veterans, we provide installation and support for equipment and point of sale (POS) software.

Key Features:

Equipment Installation



- Assembling and testing of POS products
- Counter modifications
- Hardware installations

Additional Offerings



- Consultations or visits prior to purchase & install
- Merchant training on new systems
- Product installation based on customer specifications
- Project management



Benefits:



Flexible Scheduling

Our technicians visit when it works best for you and your schedule.



Turnkey

We install customizable sales solutions that suit your business needs.



Merchant Training

We make sure you understand how to use your POS system so you can start processing card transactions immediately with ease.

POS Software Installation & Support, and On-site Upgrades

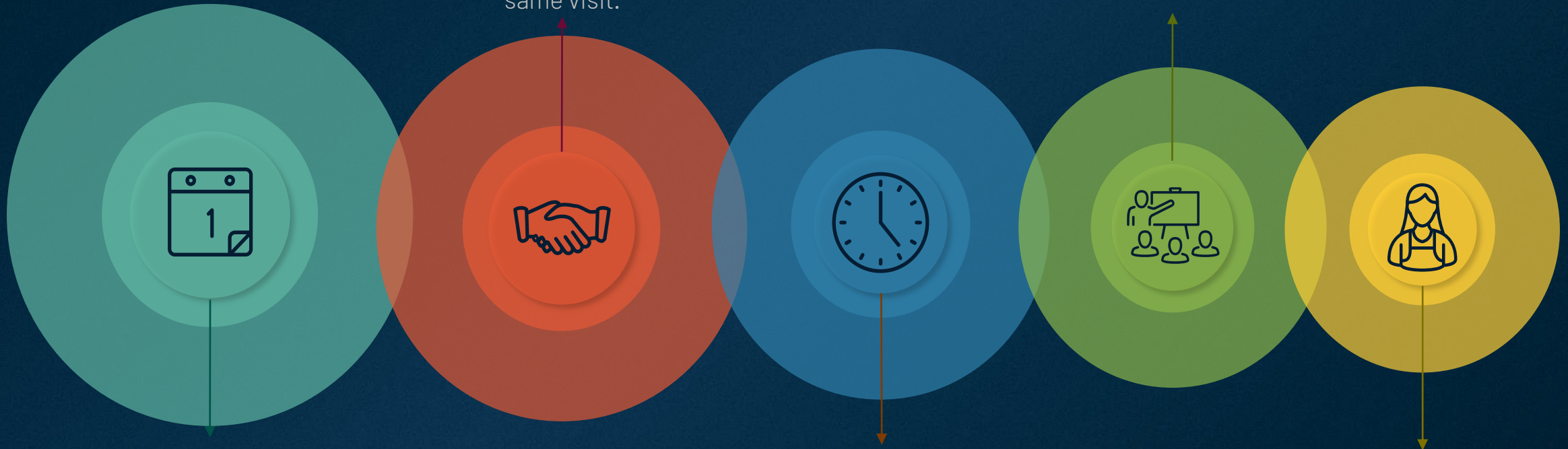


Consistency

We offer a single point of service to our customers. All hardware or software upgrades can be done at once during the same visit.

Merchant Training

We make sure you understand how to use your POS system so you can start processing card transactions with ease.



Flexible Scheduling

Our technicians visit when it works best for you and your schedule.

Save Time

Our technicians perform upgrades while your staff continue with their day-to-day activities.

Peace of Mind

No need to assemble or install devices. Our technician does this for you!



Rollouts & Project Implementation

When it comes to rollouts and implementations, we're a well-oiled machine. Our standardized approach ensures quality, efficiency, and accuracy—even across multiple locations.

Key Features:



- Single Moneris contact for all project related activities



- End-to-end project management



Benefits:



Standardization

We standardize the process, equipment, and appearance across all stores for consistency.



Improved Quality Assurance

As a result of a standardized approach, and the same team doing the work, we ensure quality, efficiency and accuracy.



Warehousing, Transportation & Logistics

Focus on your business front and let us take care of the back-end logistics. We manage your POS related inventory, warehousing, shipping and reverse logistics.

Key Features:

Basic



- Storage
- Inventory control
- Serial number capture
- Transportation management

Advanced



- All basic tasks
- Kitting
- Reverse logistics (with or without serial numbers)
- Vendor warranty management



Benefits:



Accurate Inventory

We track serialized and non-serialized items, as well as consigned or Moneris-owned inventory, so your inventory is always up to date.



Inventory Replenishment Recommendations

Recommendations are based on forecasting and predictive modeling of serialized and non-serialized inventory, regular stock reviews and annual inventory counts.



Quality Assurance

Any issues are addressed in our warehouses and quickly troubleshooted.



Secured, Regulated Facilities

We value your privacy. Our facilities follow strict security protocols and surveillance.



Equipment Maintenance

Whether your equipment is at the end of its life cycle or needs repairs, we will help you plan and support you every step of the way through reporting, warranty coordination, repair and disposal.



**Warranty
Coordination &
Repairs**



Reporting



**Disposal of
Equipment**



Reporting

We offer general or customized reporting to help manage your business better and prepare for the future of your technology.

Key Features:

Detailed Types of Reporting:



- Service level
- On-site visit
- Resolution update
- Proactive problem identification
- Part consumption and inventory management



Benefits:



Make Informed Decisions

We provide you with reports on the operations we manage for you to keep you informed.



Anticipate Needs

Data gleaned from the reports help you understand the life expectancy of your products.





Warranty Coordination & Repairs

To support you, we facilitate the repair of devices both within and outside of warranty—while also offering physical flow tracking and fast cycle times.

Key Features:

Our services include:



- Return material authorization
- Warranty validation
- Device diagnostics
- Repairs outside of warranty

Benefits:



Quick Turnaround Times

Tracking and cycle times are quick and efficient. Your business will not be disrupted while waiting for parts.



Ease for Merchant

We handle all of the logistics and coordination with the manufacturer or our internal repair team..



Disposal of Equipment

We dispose of your POS equipment and electronic devices in a secure and environmentally-friendly manner. Reusable materials are salvaged for future use.

Key Features:

Our services include:



- Return material authorization
- Warranty validation
- Device diagnostics
- Repairs outside of warranty

We safely destroy:



- POS equipment
- Computers
- Payment terminals
- Motherboards
- Cables
- And more



Benefits:



Trust

Our formalized disposal process ensures that your equipment is destroyed without risk of compromising sensitive information.



Environmental Responsibility

We salvage and recycle electronic devices when feasible, so as much as possible stays out of landfills.



Thank You!

