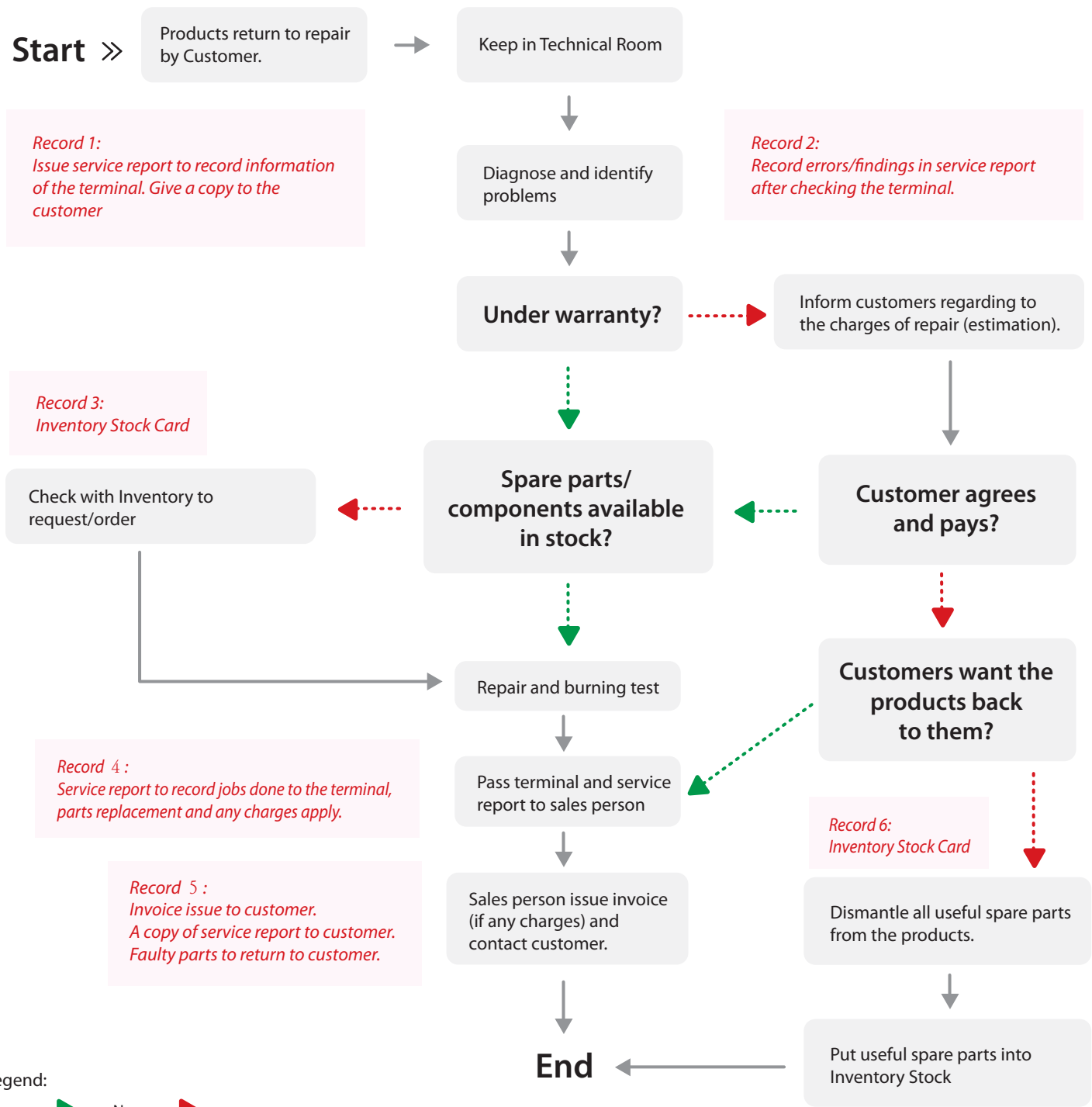


Appendix C: Technical Department – Repairing Flow Chart (Customers)



Documentations:

In the hardware repairing flow, there are total 6 records which involve:

Service report

- As a first record to customer to indicate the hardware is received by company
- To record any complains/findings/errors reported by customers or founded on the hardware itself.
- Technician shall responsible to fill and update the service report right after receiving the hardware from customer.
- Technician shall finalize the service report with repairing history (root of errors, repairing done, part replacement, checking etc) and charges apply before hand over to the sales person. The same time, any faulty parts shall return to customer together with the hardware.

Inventory stock card

to record the stock of spare parts and components. Check point to know the stock level to ease stock management. Beside new stock, reseller can remove those useful parts from the disposed hardware.

Invoice

to issue to customer after repairing done.

Important Information/knowledge:

The repairing of FingerTec terminal is simple and straight forward, which can apply in most FingerTec resellers. However resellers shall keep ready stock of spare parts or components to speed up the repairing works, thus to reduce the system down time at customer site.

Resellers are advisable to access to <http://warranty.fingertec.com> to know the version of hardware apply in different FingerTec models, to know what is the item running out of inventory.

For first level repairing, parts replacement is recommended. The replacement is simple and reseller can refer to <http://tips.fingertec.com> > Hardware > Repairing Video for details. For advance reseller, components replacement is recommended, and reseller can join the Advance Repair program to know how to change the tiny components on board.