



Services Provided

720 Anthony Trail, Northbrook, IL 60062

Programming:

\$18/program (includes download, testing of the transaction, and a side label with the customer service number and account number affixed to the side of the terminal).

This can be sent over via email or ordered online at DCCSUPPLY.COM.

In the event a change needs to be made after a terminal programming is completed through no fault of DCCS, there will be an additional charge for the additional programming time.

\$25/wireless terminal programming

Rush Charge: After 4pm CT programming rush: \$10 rush charge (only applies if you are jumping ahead of other downloads)

Encryption:

\$10/terminal or pinpad

XPI or Baseline Load:

XPI load - \$5 (applies to Vx pinpads)

Baseline load - \$10 (applies to Ingenico devices)

UPP load - \$10 (applies to Ingenico devices)

NETePay/ DataCap - \$55

Telephone Install Support:

This is for supporting merchants that already have a terminal or need special assistance getting a terminal or pinpad working at their remote location. This service fee is not charged when dealing with tech support on a predownloaded terminal by DCCS.

\$60/hour – billed in 10-minute (\$10) increments. The DCCS tech support is available for numerous technical support needs.

Sampling of the tech support capabilities:

- Remote control of POS systems
- Walk-through of downloads
- Conference call with support to program a terminal
- PCAmerica remote install
- Pax Pinpad remote install
- Menu fixing on POS systems
- Terminal diagnostics

Deployment/Shipping:

Shipping is via UPS or USPS.

Additional products can be added to any shipment.

Listed below are some of the more common add-on products.

- Paper rolls, 10-pack, 50-roll case
- Card Swipe/Chip Card Cleaning Cards
- Pinpad shields
- 4 or 6 logo v/mc/d/amex logo sticker
- Terminal stands
- Terminal keypad overlays
- Terminal keypad spill covers

UPS basic shipping costs: Ground \$15.55, Ground Home \$18.50, 2nd Day \$26, Overnight \$48.

These are the basic estimates we give for shipping a 4 lb. box to most of the U.S. Remote locations and outer States are about 10% more (Examples: OR, AZ, WA, FL, MT).



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Equipment Purchase

Purchases can be made via DCCS through email, phone, or online. Payment for the equipment and the service will be settled at the time of shipment. This makes reconciliation easiest for all. Monthly billing is also an option. Invoices are sent out daily that include all serial numbers and tracking.

Current terminal pricing is available on the dcssupply.com website. However, for bulk purchases please email or call.

Storage:

Free storage of any equipment you send to us will be provided. This storage section is called 'The PIG'. It stands for the Personal Inventory Grouping.

Refurbishment

The refurbishing of terminals and PINpads are done mostly in-house at DCCS. In the event we have to send the product out for refurbishment, we provide this service at a 20% upcharge, plus the shipping cost. This is listed as such on any invoice. All refurbished equipment is cleaned, bagged, cleared, and boxed. Each box is labeled with the product name and serial number on the outside. There are no labels mentioning DCCS. In addition, any additional labeling requested will be affixed at no additional cost (inventory labels, warranty stickers, return phone #'s).

Power Supplies: Terminals received without power supplies will be refurbished and boxed with power supplies. The refurbishing and the addition of a power supply cost will be charged upon the refurbishing.

Basic refurbishing:	Terminal is relatively clean.	
	Terminal is tested, cleared, cleaned, bagged, label it, and boxed.	\$18

Add-ons to the \$10 basic refurbishing:

UNLOCK -Unlock terminal to be used on any processor - \$25

Hardware Components – Internal used parts will be used in most cases - \$10 service fee plus parts, detailed component hardware will be supplied on invoices.

External Hardware Components: Power Supplies – \$12 - \$48,
Paper covers - \$8-\$15, Keypads \$5-\$12.