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Mustang's ONE-STOP Payment Terminal Management Services

Mustang MicroSystems provides complete services for retailers' payment systems and terminals. Considering the following factors, this becomes an attractive service.

- Payment terminals are a valuable asset owned by the retailer and operated by the consumer.
- Payment terminals are usually easy to replace by store personnel. Shipping a replacement is by far the most cost effective method for service.
- Security requirements dictate special handling. Payment terminals contain cryptographic information that must be secure.
- All costs are covered with one monthly payment.

Mustang offers a plan for quick service and repair, debit re-keying, and asset management that complies with PCI (*Payment Card Industry*) standards. Mustang can develop custom plans to fit the retailer's specific needs. Mustang is registered with Visa® and the STAR® Network as an ESO (*Encryption Service Organization*), meeting all requirements for debit key management and injection.

The One-Stop Program Includes:

Secure Storage of Spare Terminal Inventory

The client's spare terminals will be securely stored at Mustang. The customer can request shipments from this inventory for new store openings or for seasonal needs.

Requests for Replacements

Mustang can receive requests for replacements by email. Requests received by 3:00 PM (EST) will be shipped the same day, and terminals will be available at the store the next day.

Freight Costs

All freight costs are included. Typically, freight service for quick replacement of failed equipment is specified as overnight. Mustang includes prepaid call tags with outbound shipments to simplify the recovery of equipment. The process provides excellent control of shipments, minimizes the effort by store personnel, and minimizes misplaced equipment.

Terminal Repair Services

When units are returned to Mustang, they are fully inspected, repaired and tested. Mustang maintains trained technicians and parts inventories for payment terminals.

Debit Key Injection

Key injection is included for all terminals on One-Stop. The retailer needs this service for any device that can accept a PIN for a debit transaction. One-Stop saves time and eliminates duplication of shipping when keying is done at our service location.

Asset Tracking and Inventory Management

Mustang has developed internal systems for managing and protecting customer inventory. Every serialized unit that moves in or out of Mustang's service depot is tracked, and the database shows a history of each unit by customer, model, and serial number, activity date, and movement to and from the field and between our service departments, with tracking numbers. We provide our customers periodic reports of their owned inventory.

A Typical One-Stop Statement of Work

Environment

The CUSTOMER uses terminals in retail stores to acquire and process payment transactions and signatures. MUSTANG will provide custom support services required to keep the terminals in good operating condition through a service known as "One Stop Terminal Management", which generally includes the following:

The CUSTOMER owns an inventory of spare terminals which are stored at MUSTANG.

When CUSTOMER determines that a Terminal needs replacement, CUSTOMER notifies MUSTANG. MUSTANG then ships a spare terminal to the retail location, ready to install, and with a return shipment label. The CUSTOMER exchanges the new spare terminal with the unit needing replacement, repackages the replaced unit, and re-ships to MUSTANG.

Upon receipt of the terminal at MUSTANG, the Terminal is inspected, repaired, reloaded with software and secret debit encryption key, and made ready for shipment as needed.

MUSTANG will provide the following services:

- We will invest in training, tools, and documentation in order to provide complete repair of the Terminals.
- We will provide a "ready to install" Terminal, appropriate for installation in your stores.
- We will purchase and stock spare parts as required and make timely repairs.
- We will maintain the Terminals in a secure location at MUSTANG.
- We will establish and maintain activity records of all Terminals by serial number.
- We will receive, repair, and reload returned units, and return them to available inventory.
- We will provide management reports of our service activity. The report will include details of all shipments and other data by serial number, as contracted with the CUSTOMER.
- We will include costs of all freight in our prices.

CUSTOMER Responsibilities

- CUSTOMER will provide MUSTANG a report of the quantities and models of units to be supported. Mustang will base operations on the CUSTOMER'S inventory information, and CUSTOMER will make best efforts to accurately report quantities being supported.
- At or before the Effective Date, CUSTOMER will deliver to MUSTANG a quantity of spare terminals as service stock needed to support the installed terminal base.
- Requests for shipment of spare Terminals will be emailed to the MUSTANG Service Depot.
- CUSTOMER will make an effort to determine that a Terminal failure actually exists and then in their request, describe that failure, before requesting a replacement shipment.
- CUSTOMER will make every effort to enforce internal operating and installation procedures that affect the reliability of the Equipment, including the use of screen protectors and installation according to manufacturers' recommendations.