

**Name:** Compliance Process

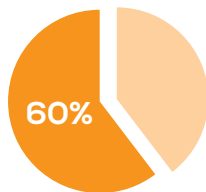
**Description:** Due to the high volume of requests for reactivation and deactivation of terminals, Skyzer implemented a standard process to have more control and ensure a better service to our resellers.

**Effective Date:** 1st of June 2017

## Policy

Over the last 6 months we have had an increase in the number of dealers utilising the TMS for deactivating terminals that are, lost, stolen and for non payment. This service has allowed dealers to recover terminals from Merchants and has been rapidly increasing in popularity as a Management Tool.

We have been tracking the results of the Management Tool and have found the following results based on overall data for the last 12 months.



Sixty percent of terminals are recovered or returned to normal service within a **60 day** Period.



A small number of terminals on Dialup are unable to contact TMS so **new strategies** need to be implemented.

1. To reduce the number of compliance financial adjustments associated with these actions by all parties we are introducing a **90 day wait period** before processing any compliance deductions and/or credits. If after 90 days the deactivated terminal is still not recovered a credit for the 90 days compliance will be issued and Compliance will cease from that date onwards.

**Customers with compliance paid up front will receive a credit for the outstanding amount plus the 90 days.**

2. Terminals that have not been recovered at this point will have their Paymark Keys revoked. The impact of this is the unit will need to be returned to the Skyzer service centre to have keys reloaded.

**A standard charge of \$75.00 +GST will be implemented for this service.**

3. Units returned due to (BER) where a unit is deemed beyond economical repair by the Skyzer Service Centre or the Dealer. The unit will need to be inspected by the Skyzer service centre and any software deactivated. As part of our normal service process, BER units are flagged to ensure no compliance is charged from that point on as part of the Job closing process.

**This process is a free Service for Dealers**

## The Process

The use of these processes should guarantee a higher level of control around fraudulent or unwanted activity by unknown users and merchants.

### Deactivation

1. An Email is required to instigate a deactivation, Required information is:

- General Dealers information
- Serial number
- Reason for Deactivation  
eg. Lost/Stolen

**\*You will receive a confirmation email**

2. When a Terminal is set to deactivate on TMS the terminal will make contact with TMS on its pre defined contact date. This date is set in the Eftpos terminal.

3. The terminal follows a constant calendar date Schedule for connection. The deactivation process could take up to 5 weeks to action depending on when the request is submitted to the support team and when the terminal contacts TMS.

**All Deactivations will be scheduled on the first working day of the following week**

**Note:** After **90** days from the deactivation of the terminal through TMS, the keys will be revoked with Paymark.

---

### Reactivation

1. A Email is required to instigate a reactivation, Required information is:

- General Dealers information
- Serial number
- That the issue has been resolved  
and or unit recovered

**\*You will receive a confirmation email**

2. Once the terminal has been reactivated the dealer will be notified and a function **2468** should be performed on the terminal.

3. If the terminal has been inactive for more than 90 days and has had keys revoked at Paymark, the terminal will need to be returned to the service centre to have keys reloaded.

**All Reactivations once validated will be processed with priority. You will receive an email confirmation from the Support team.**

---

All requirements must be submitted through the Terminal  
Reactivation/Deactivation form located in the dealer zone or via  
Email **compliance@skyzer.co.nz**.