



TRITON AUTHORIZED SERVICE CONTRACTOR (TASC) PROGRAM
TRITON'S MOST COST EFFECTIVE APPROACH TO SERVICE SUCCESS

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THE TRITON TASC PROGRAM

Triton Systems of Delaware, Inc. is a world leader in the manufacture of Automated Teller Machines (ATMs) and related products. To support and service Triton customers, Triton has created the Triton Authorized Service Contractor (TASC) Program. The Program consists of a TASC Service Network, the Triton WATCH System, Triton Technical Services, and the TASC Concept. Currently, within the United States and Canada, the TASC Network spans over 165 Distributors and 130 TASC Service Providers.

The goal of the TASC Program is to provide 100 percent customer satisfaction with Triton services through the combined and collaborative effort of its resources, communications, policies, procedures and support. The key elements of the Program are:

- **The TASC Service Network:** A composite of member service organizations, disciplined service policies, cost effective procedures and real time communication that delivers consistently high quality of service to Triton customers. Triton shares in providing resources and management visibility over the TASC service operations, and through its policies and procedures, assigns operating responsibility and accountability within the Network.
- **The Triton WATCH System:** An Internet communication system used to submit invoice labor warranty claims for credit reimbursement. Only Triton trained and certified technicians listed as TASC are eligible for labor warranty credit reimbursement.
- **Triton Technical Services:** A team of specialists organized to provide technical expertise and field service support of the TASC Service Network. Triton Technical Services encompasses Technical Training to develop and sharpen their TASC capabilities, Triton Repair to provide spare parts economies and efficiencies, Triton Technical Help Desk to support field service expertise, and Warranty Administration to underpin Distributor and TASC operations.
- **The TASC Concept:** Triton's commitment to continuously improve the quality of service and thereby increase customer satisfaction with its equipment is embodied in the TASC concept. Through the TASC Program, Triton is able to help provide workforce (service technician) resource management and set forth the technical training, service parts stock, and standards of performance for each and every service call.

I. TASC CONCEPT

The Triton TASC Program has been established to operate primarily within Triton's Warranty. To qualify for warranty consideration of payment, a Triton Authorized Service Contractor (TASC) must perform the work.

All TASC's must comply with three Triton specifications:

1. Service personnel (technicians) who perform warranty field service maintenance are required to have successfully completed the Triton Technical Training Program with the Triton Training Department and be certified by Triton on all current Triton products. Current Triton Models include all models in production and subject to warranty coverage.
2. Certified Technicians who perform warranty services must be equipped with the pre-specified number of Triton service parts, listed below under **XI. Service Parts**, for the model under service.
3. Requirements for repair times, travel and mileage rates, and replacement parts standards have been established and are measured and analyzed as part of the consideration for warranty payment.

Implementation of the TASC Program requires the collaboration of the Triton Distributor and sub-distributor and/or service provider companies, service provider subcontractors, and the individual men and women who perform the repair work.

While currently applicable to warranty services only, Triton encourages the utilization of the TASC concept for maintenance and repair beyond the warranty period.

II. TASC AS A MANAGEMENT TOOL

Triton Distributors and/or TASC service providers are responsible for managing their own field services. Since Triton is once removed and sometimes twice removed from this process, it is not in a position to provide direct supervision or management of field service. Therefore, Triton has developed the TASC Program to be used as a management tool by Triton Distributors and their subcontractors.

Triton Distributors using the TASC Program are able to record, dispatch, and continuously track service work assigned to TASC companies that have agreed to participate in the Program. As part of the Watch System, each Distributor is suggested to negotiate with TASC companies to fulfill their individual service requirements. TASC's should be held accountable for customer satisfaction and be directly responsible for service quality under the supervision and direction of the Triton Distributor using the TASC Program as its' management tool.

TASC Program policy establishes preset service resource requirements, delineates procedures for priorities and rules of engagement, and provides for the accumulation and accounting of service charges as set forth in performance standards and measurements.

III. WHAT IS THE TASC EXPECTATION?

The Triton Authorized Service Contractor (TASC) can expect the following:

1. **Listing and Referrals:** TASC companies in good standing will be listed in the Triton TASC Directory on Triton's website and customers inquiring about service will be referred to this List.
2. **Contract Work:** Under independently established Service Agreements, Triton will from time to time, assign work to the TASC Service Network.
3. **Bulletins and Manuals:** TASC companies receive all technical bulletins concerning new equipment, changes, and repair and maintenance manuals.
4. **Access to Technical Expertise:** TASC companies have access to Triton Technical Services and its staff.
5. **The Triton WATCH System:** TASC's receive unlimited access for use to create invoices (WeWatch Tickets) for labor credit reimbursement and warranty administration.
6. **Direct Purchases and Discounts:** The TASC can buy parts directly from the Triton factory at a discounted price.
7. **Repaired and Expedited Parts Availability:** TASC companies can take advantage of Triton's low cost service parts programs, and if need be Triton's same day shipping service for an additional fee.

IV. THE IDEAL TASC

The ideal TASC shall:

- Immediately acknowledge requests for service with ETA.
- Provide next business day service or better.
- Have the capability to arrive at the customer location within two hours.
- Dispatch service technicians with prescribed spare parts.
- Provide adequate communication and service tools for each technician.
- Use only Technicians who have completed the required Triton technical training and receive Triton Certification..
- Keep technologically expertise.
- Promote continuous improvement as a way of business life.
- Welcome performance measurement in an effort to excel.
- Continue to train with and be certified by Triton on new products.

V. JOINING THE TASC NETWORK

The Triton Technical Service Manager (TSM) administers the TASC Network. It is the responsibility of the TSM to approve all service providers wishing to become Triton Authorized Service Contractors (TASC's). Service Providers must obtain a TASC Packet, which includes the TASC application from the Training Coordinator by calling 1-800-259-6672 Extension 3264 or email TASC@triton.com. The TSM will manage the approval process and provide TASC set-up and procedural training as approved.

VI. TASC REQUIREMENTS

The following requirements must be met and maintained for acceptance and continued status as a Triton Authorized Service Contractor.

1. Establish and Maintain an Active Account (Credit or Prepay)

To establish a credit account with Triton, a TASC must provide the following information to Triton's Credit Department:

1. Three credit references - one (1) must be a bank reference.
2. The TASC federal tax identification number or owner social security number.
3. A fully completed Triton Credit Application.

An active account and credit term must be maintained for continued status as a Triton Authorized Service Contractor. If the TASC business account becomes delinquent at anytime, upon Triton's discretion, the TASC status may be cancelled.

2. Employ Certified Technicians

Certified technicians must perform the warranty service requirements of Triton Systems of Delaware, Inc. If the TASC fails to continuously employ Triton trained and Triton certified Technician, **Technicians Listed As TASC**, then, at anytime upon Triton's discretion, the TASC status and discounts may be cancelled. Only certified technicians will be authorized for labor reimbursement as the Triton certification will remain with the Triton trained technician.

3. Provide a Service Parts Inventory

An initial stock of service parts inventory must be purchased before acceptance as a TASC. See the next section for Programs that apply for initial parts stocking purchases.

VII. TASC TRAINING PROGRAM

Each Triton Authorized Service Contractor (TASC) is required to be Triton trained and certified by Triton or by Triton Train the Trainer Program on Triton products and to stock a variety of service parts to support their Triton service base. Triton has implemented a part return program under the following criteria:

- Part and part number must be current
- Part must be in the original package from Triton unopened
- Part must be returned under a Triton RMA with the RMA number written on the outside of the returned part box

TASC CERTIFICATION COURSES

Triton Cash Dispenser - Installation & Service Courses include:

- **Model 9100 Installation and Service**
- **Model RL5000 and FT5000 Installation and Service**
- **NMD Multi Cassette Service Training**
- **RT2000 Installation and Service**

These courses are designed to offer comprehensive instruction in the installation, start-up, and maintenance of Triton Cash Dispenser Systems. The emphasis of each course includes detailed installation, service and troubleshooting techniques. Students will obtain a functional knowledge of the current application software. Technicians will be certified to administer the service requirements of the Cash Dispenser System upon successful completion.

VIII. SERVICE PARTS COUPON

Each Triton Authorized Service Contractor (TASC) is required to stock a variety of service parts to support the installation base as well as being trained and certified by Triton on Triton products.

We at Triton understand the substantial investment required to establish a new product line within your organization for sales and service. Training, certification and service parts go hand in hand. To assist in establishing your sales and service operations with Triton, Triton offers a **substantial parts discount** to all new TASC companies.

Service Parts ordered under this program will be scheduled to ship upon approval of TASC membership.

IX. REGISTRATION REQUIREMENTS

Registration and payment for any Triton course must be received no later than three weeks prior to the scheduled training date. We cannot reserve a space for you until we have received payment in full for Training Classes.

Upon the receipt of tuition, the Triton Training Administrator will call and confirm the dates requested and discuss the details of your company attending the certification course.

X. TRAINING CLASS AND REGISTRATION

Reference all Triton certification course schedule, registration, and all training questions to Triton Training Department in Memphis, TN at 800-259-6672 or 901-248-6162 or by email to Training@triton.com.

XI. SERVICE PARTS

If your company is participating in the TASC Membership Program, the follows parts are recommended to have in stock, Triton labor warranty will credit labor for service calls on one trip only. No labor will be credited for multiple trips.

For questions concerning parts and to purchase Triton parts, contact Triton's Parts Department at 800-259-6672.

ALL TASC MEMBERS RECEIVE A 20% PART DISCOUNT

TRITON 9100 SERIES

19-FEB-07

Model 9100 Service Parts	
Part Description	Part Number
Power Supply w/ Harness	09110-00129
Display Mono	09110-00125
Shield Display	03012-00096
Keypad VISA EPP Upgrade Kit English	06200-00099
Main Board Mono w/cover w/o Speech w/o Modem	06200-00008
Modem 2400 baud US/CA	01170-00008
Card Reader Mag Stripe Track 1-2	01162-00005
Printer Thermal 60mm	09800-00100
Printer Cutter for 60mm Thermal Printer	09800-00101
Printer Controller with Configuration Dip Switches	06200-00114

Model 9100 TDM-100 Dispenser Mechanism Parts	
Part Description	Part Number
TDM-100 Dispenser Mechanism (w/cassette and Reject (Use without EJ))	09005-01055

Availability and pricing subject of parts to change without notice

XI. SERVICE PARTS - CONTINUED

ALL TASC MEMBERS RECEIVE A 20% PART DISCOUNT

Triton RL/FT SERIES

19-FEB-07

RL/FT Basic Field Service Parts	
Part Description	Part Number
Printer Assy	09200-00071
Cutter 80mm Printer with extension cable	06200-00058
Printer Controller with Configuration Dip Switches	06200-00114
PCB Assembly Headphone Board 91PC/97PC/Thru-the-Wall	09100-00224
Docking Board Assy	06200-00087
Mainboard with Housing	09200-00002
Keypad VEPP English	03016-00002
Receipt Presenter Field Service Kit with Software	06100-00098
Card Reader Mag-Stripe Track 1-2	01162-00008

Triton RL/FT SERIES

19-FEB-07

RL Field Service Parts (Cannot be purchased without the basic field parts)	
Part Description	Part Number
Power Supply SubAssy Dual	09200-00088

FT Field Service Parts (Cannot be purchased without the basic field parts)	
Part Description	Part Number
Dispenser NMD-100 Field Complete	09005-00216
Controller Shutter	09100-00125
Power Supply SubAssy Single	09200-00087

Availability and pricing subject of parts to change without notice

XI. SERVICE PARTS - CONTINUED

ALL TASC MEMBERS RECEIVE A 20% PART DISCOUNT

Triton RT2000 SERIES

19-FEB-07

RT2000 Basic Field Service Parts	
Part Description	Part Number
Printer 80 mm	01500-00003
Cutter Printer 80mm	01500-00005
Printer Controller with Configuration Dip Switches	01500-00008
Sensor Assy Low Paper	09100-00223
Docking Board	06200-00159
Mainboard 128mb RAM/64mb Flash with housing	09200-00023
Keypad VEPP English	03016-00002
Receipt Presenter Field Service Kit with Software	06100-00098
Housing RSP Assy	03015-00065
PCB Headphone Board RT2000	09100-00135
Display 6.5 inch Color Assy	09200-00018
Display 5.7inch Mono Assy	09200-00028
Card Reader Mag-Stripe Track 1-2	01162-00008
Power Supply SubAssy Single	09200-00087

Model RT2000 Dispenser Mechanism Parts	
Part Description	Part Number
Dispenser TDM-100 with Extension	09005-00108
Dispenser TDM-150 with Extension	09005-00107
Dispenser TDM-200 with Extension	09005-00106

Availability and pricing subject of parts to change without notice