



Technical Services Team (TST) FAQ's

Who is Technical Services Team?

Technical Services Team or TST is one of the largest independent multivendor third party service providers for laser and line matrix printers, barcode products, Auto ID, RFID, paper handling equipment and roll feed products offering complete coverage in the US and Canada.

TST delivers a variety of on-site repair services.

How can TST help my Business?

TST allows resellers, VARS, OEM's, manufacturers and service providers to expand their service support offerings and increase their revenue stream by offering their customers additional service options.

TST expands the resellers geographical coverage and supplements their local and direct service staff without the additional costs of creating a service infrastructure thus providing the ability to reduce the total service cost while delivering equivalent quality.

What is TST's Value Proposition?

TST enables resellers, OEM, manufacturers and service providers to maintain customer account control, increase customer satisfaction and loyalty by the demonstrated ability to meet service and support response commitments.

TST's total focus is on partnering with resellers, OEM, manufacturers and service providers to provide quality responsive service delivery options to their end user customers.

TST enables VARs, resellers, Manufacturers; OEM's and service providers to increase revenue and profits by allowing them to have new or extended offerings, while reducing their internal overhead. These companies can enhance their competitiveness, pursue larger opportunities, expanded geographical coverage, by leveraging TST's experience level, and receive presales support for larger deals.

Since these companies can reduce their operational complexity and cost they can provide a quality customer experience that improves customer retention. Benefits include:

- Expands offerings without increasing overhead
- Guaranteed service levels
- Single source for a broad range of services and manufacturers
- Ability to increase customer loyalty and satisfaction
- Automated service delivery process

TST service management accountability ensures superior delivery, which results in high end user satisfaction.

What kind of service coverage does TST Offer?

TST has service professionals who provide service coverage in the US, including Alaska and Canada. This extensive coverage enables TST to offer service and support to resellers, OEM, manufacturers and service providers that have medium and large nationwide end user customers with multiple sites enabling them to provide consistent service; allowing these end users to maximize equipment investments and reduce equipment downtime. TST provides coverage in the major metro areas and in most second tier cities.



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What kind of experience does the TST Customer Service Engineer Have?

The TST customer service engineers (CSE) have an average of 16 years of hands-on technical experience. They are factory trained and certified in the leading printing and bar-coding technologies. TST is committed to ongoing training programs and has a formal launch process when new equipment is released by the equipment manufacturers.

How are the Customer Engineers dispatched after TST gets the service call?

Once a call is placed with TST, The Customer service engineer is automatically dispatched and will contact the reseller's end-user to confirm the problem and provide arrival time they expect to be on site to fix the problem.

Does TST have a service escalations process?

Yes, if a service call is not responded to within the specified timeframe, the service call is escalated to several hierarchy levels of management at specified intervals.

Can I place a service request online?

Yes, you may email service@tstservice.com or go to www.tstservice.com and complete the service request form.

Please note this is NOT for 24 X 7 or emergency service. This would be for standard next day service. If you need support after standard business hours you must call 888-849-0341

What are the hours that telephone technical support is available?

The TST Customer Care Center (CCC) at 888-849-0341 is available 24 hours a day, 7 days a week.

Does TST provide after-hours service or weekend service if customer does not have this type of contract?

Yes, if a Customer Service Engineer is available and the customer is willing to pay the additional costs involved.

What is covered under a standard TST onsite service agreement?

TST will provide repair and maintenance service during the maintenance period at the locations where the Equipment is located as per the customers contract. The Customer can call the 888-849-0341 and place a request for service, by providing equipment serial number. The service entitlement and location is verified with the customer. The problem is recorded in a work order and the number is provided to the customer for reference.

Service calls will be provided within the time frame set forth in the service quote. (Next day response, 4 hour, 24 X 7) The standard period of maintenance is 8:00 am to 5:00 pm in the time zone where the Equipment is located and excludes TST recognized holidays.

Once on site the TST CSE will diagnose the problem and attempt to fix it at that time. If they need to order parts or get additional information, they will let the customer know the status. If they need to return another day to complete the repair, they will provide the customer with an estimated arrival time and problem resolution.



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Each CSE has access to TST's Technical support center which is staffed with experts who will assist the CSE via the phone and who also have access to the equipment manufacturers technical support staffs to solve any unusual issues. Every effort is made to resolve the equipment problem on the first attempt

How are replacement parts handled under a service contract?

Parts will be replaced on an exchange basis only and may use remanufactured or refurbished parts. Such parts will be equivalent to new when installed in the Equipment. All exchanged parts will become the property of TST.

What is NOT Covered in the Service Contract?

The following SERVICES ARE NOT INCLUDED in the Term Services Fee(s) and performance of such services (the "Additional Services") by TST, shall be performed, if at all, and billed separately, on a time and materials basis:

- Site preparation and maintenance of a proper environment, Set up and installation of the equipment (included in warranty), moving equipment, painting or refurbishing equipment
- Adding, changing or removing features or options or making other functional changes to Equipment
- Providing consumable supplies (such as paper and ribbons), even if consumed while providing maintenance services
- Systems engineering services, programming services and operational procedures of any sort
- Maintenance, repair or replacement of parts or Equipment, when such services are required because of ABUSE, MISUSE, ACCIDENT, NEGLIGENCE, USAGE IN AN IMPROPER ENVIRONMENT, not in accordance with manufacturer's specifications for the Equipment, or in excess of an item's duty cycle or other loss or damage to Equipment due to any insurable loss or any cause or causes external to the Equipment.

What Manufacturers Does TST provide Service on

TST supports over 40 different manufacturers including:

Brother	Epson	Okidata	TEC
CAB	HP	Printek	TSC
CTM	Honeywell/ Intermec	Printronix	Xerox
Datamax	IBM	RR Donnelley/ Moore	Zebra
Duplo	Kyocera Mita	Sato	Samsung
Godex	Lexmark	Talley Genicom	Sourcetech

What are your Service Delivery Options?

TST offers a variety of flexible, responsive, and customer focused fixed cost maintenance agreement offerings. With several different response options and on-site choices, our customers are able to select the maintenance plan that will support their business objectives by insuring the highest equipment availability possible.



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TST's Offerings include:

- Service Contract Options
- Fixed Cost Maintenance Agreements
- Time & Material Repairs
- Customer Specific Solutions
- Telephone Support
- Warranty Upgrades
- Installations/ De installations

On-Site Response Time Options

- 2 hour
- 4 hour
- Next Business Day
- 24 X 7

How are the service calls dispatched?

Customers call our service line at 888-849-0341

TST's Customer Care Center (CCC) offers telephone troubleshooting of equipment and systems problems. Our expert technicians work directly with customers to diagnose the symptoms, identify the problem and find the solution. If a resolution cannot be promptly reached over the phone, our TST technician is dispatched with replacement parts in-hand, to resolve the situation on-site. TST's technical support staff have direct access to the equipment manufacturers technical and engineering support to resolve any complex technical issues quickly.

How does TST handle service parts?

Each service engineer carries a trunk stock of service parts for the service contracts in his area. If he does not have the part in stock, he can order it and the part is shipped for next day delivery and sent to the technicians Fed Ex drop site. Our comprehensive spares inventory and partnerships with industry-leading manufacturers allow quick turnaround. The TST Logistics Support Team verifies availability, inventory, shipping and delivery to ensure customer satisfaction.

What kinds of Printers do you support?

Laser - low to mid/high range

Impact

Direct thermal

Thermal transfer

Continuous form

Portable

Cut sheet

RFID

Do you offer Time and Materials?

Yes, TST offers time and material.

Additionally, TST also performs Installations, De-Installations, Moves, and other Special Services.



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What printer vendors do you support?

. TST is an Authorized Service Provider for the leading manufacturers.

Manufacturers supported include

• Brother	• Hewlett Packard	• New Castle	• Samsung
• CAB	• IBM	• Printek	• Sourcetech
• Epson	• Honeywell/ Intermec	• Printronix	• TallyGenicom
• Datamax	• Kyocera Mita	• Okidata	• Xerox
• Godex	• Lexmark	• Sato	• Zebra

Does TST support Printer Applicators?

Yes, TST specializes in support of an array of label application methods and labeling system solutions. The product range includes label printer applicators, label printers, label applicators, high-resolution inkjet printers, and small-character inkjet coders.

Manufacturers supported include

- CMT Integration

What Forms Handling Equipment vendors does TST Support?

Moore Wallace / RR Donelley

Duplo

What types of Moore Wallace/ RR Donnelley forms handling equipment do you support?

- Roll-Feed Systems
- Transfer Carts and Docking Stations
- Pressure Seal Systems
- Bursterns and Decollators
- Folders
- Cutters
- Imprinters
- Shredders



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We don't want a 3rd Party to support our customers -

TST has the capability of branding ourselves as you service representative. TST has been providing 3rd party service successfully since 1997.

How is TST related to Peak-Ryzex?

In 1997, Peak-Ryzex created a division to provide Independent Third Party Services on behalf of resellers, OEM's, other service providers and product manufacturers known as TST (Technical Services Team) to deliver a variety of on-site repair and support services throughout the US and Canada

While TST is a division of Peak-Ryzex, our internal "firewall" between the Peak-Ryzex distribution business and TST service customers means we market our "best of breed" service organization without any channel conflict. Today, three major printer manufacturers and many AIDC resellers are already using TST to deliver quality service to their customers while adding significant value to their product offerings.

How do I know if your CE's are going to position Peak-Ryzex into the account ?

Contractually there is strong language in TST's service agreement that prohibits solicitation of our account's business; TST is not going to sacrifice our reputation and position in the market.

Will TST consider starting a service area for us and than turning it back to us at a future date ?

TST's agreement can incorporate language to that effect with turnover at a future date as an option.

How will TST bill for its services ?

You are our customer, all billings goes through you; the only time we would bill your customer would be upon your request and as part of our agreement.

What happens if an end user calls TST directly?

If an end user customer contacts TST directly for a service call, our dispatch team will instruct the enduser to contact the reseller based on instructions in the service contract record.

How do I Place a service call:

To place a service call – dial 888-849-0341.
Service is available 24 X 7, 365 days a year.

For More Information

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