



PROVIDERS OF SERVICE EXCELLENCE
FOR 28 YEARS

Company Overview



We Provide Service Solutions

- In Warranty and Post Warranty Repair and Refurbishment
- Custom Logistics Services
- Inventory Management
- Product & spare parts distribution

- ▶ **AMCOR established in 1986**
- ▶ **PRINCIPLES: Rich Guglielmo & Tom St.John**
- ▶ **Repair Center in Juarez, MX**
- ▶ **Distribution Center in El Paso, TX**
- ▶ **ISO 9001 Certified since 1998**
- ▶ **Lean Six Sigma Program**
- ▶ **PCB & Electro–Mechanical repair**
- ▶ **POS repair focus in Retail, Cinema, Gaming & Transportation vertical markets**
- ▶ **Kiosk & Self–Checkout specialists**

Repair & Refurbishment



We Provide Service Solutions

➤ West Caldwell, NJ –Headquarters

- Customer Service
- Administration
- Corporate Services

We Provide Service Solutions

- El Paso, TX Distribution
- Juarez, MX – Repair/Refurbish



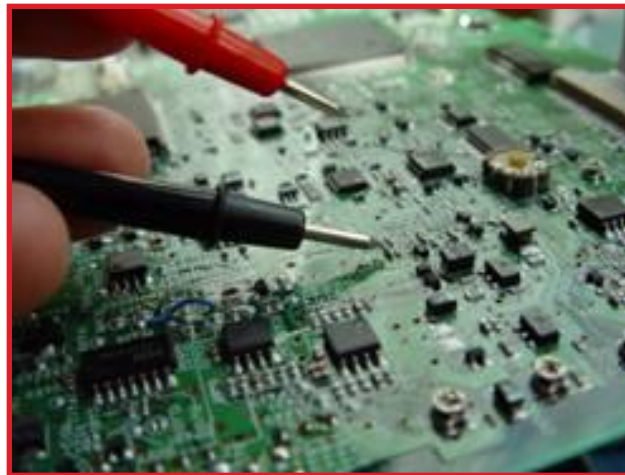
We Provide Service Solutions

- Juarez, Mexico Repair Center
 - High volume
 - Strategic Location



Depot Repair

- ISO9001:2008 Certified
- Diverse product support
- Sophisticated warranty tracking



Depot Repair

- Electro Mechanical Repair
 - Printer Types: Thermal/Laser Ticket/Receipt/Dot & Line Mtx
 - Scanners
 - POS Systems
 - Touchscreens
 - IT – Workstation/Servers /PC
 - Cash Handling Equipment
 - Kiosk Components
 - Self Service Components
 - ***And Consumer Electronics***

Depot Repair



- Component Level Repair
 - As part of unit repair
 - Stand alone board repair

Warranty Tracking

- Web based feedback system
- Quality issues flagged

QUALITY FEEDBACK

If this product does not perform correctly out of the box, please let us know.

Your feedback is greatly appreciated

Go to: www.amcorss.com/feedback

Refer to this Tracking # : J4006170

Thank you

Form 040 8a02

Amcor Customer Feedback

Enter Tracking #: J4006470

Amcor Customer Feedback

Enter Tracking #: J4006470

Track #: J4006470
Customer Part #: 9983000570
OEM Part #: 12T0100N
Repair completed on: 11/06/2008
Please describe problem:

paper jam

Enter your email address if you wish to be contacted: tech1234@comp.com

OEM Feedback

- Failure data (reported/actual)
- Parts used
- Root cause analysis

TRACKING #: 01080465		TECH: 1047	DATE RECEIVED: 08/20/01	HELP
PN: DLUX	DATE COMPLETED: 09/05/01			
CPN: DLUX	SERIAL #: 66-138001			
MFG: DTL	PREV AWTS: NA NA			
MODEL:	TIME-Trk/Day/Wk: 1 5.6 0			
QTY: 1	PL: F			
OENUM: 21304	CUSTNO: 6853			
Repair Log		ECODE	MTTR: 1.2	
			PROCEDURE 347	TESTBED
Replaced part 289-1040-ND-LCD BACKLIGHT				
Replaced part 301-302-2 PIN HEADER				
Replaced part 44-112-BD, SENSOR				
Replaced part 7312202-CABLE, SENSOR				
Replaced part 8448-02-TOUCH SENSOR				
Replaced part 8731-02-CABLE, INTERFACE				
Problem Codes				
<input type="checkbox"/> DOA <input type="checkbox"/> NTF <input type="checkbox"/> Warr Void <input type="checkbox"/> Unrep <input type="checkbox"/> Noncnfm				

Custom Logistics Services



Custom Services

- Special Requests
 - Ability to customize support model for each customer
 - Special requests embedded into various processes



A screenshot of a software interface with a light beige background and a red border. It contains five radio button options arranged in two columns. The left column has 'Sales' (selected), 'Receiving', and 'Repair'. The right column has 'Shipping' and 'Billing'. A mouse cursor is pointing at the 'Receiving' option. Below the options is a button labeled 'List'.

Custom Reporting

- Custom reports generated per specific service model
 - Scheduled
 - On demand at custom website

App ID#	Device	Part	Qty	Unit Price
28	100-100-1000-01	100-100-1000-01	1	1.25
28	100-100-1000-01	100-100-1000-01	1	1.25
28	100-100-1000-01	100-100-1000-01	1	1.25
27	100-100-1000-01	100-100-1000-01	1	1.25
26	100-100-1000-01	100-100-1000-01	1	1.25
26	100-100-1000-01	100-100-1000-01	1	1.25
26	100-100-1000-01	100-100-1000-01	1	1.25
26	100-100-1000-01	100-100-1000-01	1	1.25
26	100-100-1000-01	100-100-1000-01	1	1.25
26	100-100-1000-01	100-100-1000-01	1	1.25
23	100-100-1000-01	100-100-1000-01	1	1.25
23	100-100-1000-01	100-100-1000-01	1	1.25
23	100-100-1000-01	100-100-1000-01	1	1.25
23	100-100-1000-01	100-100-1000-01	1	1.25
23	100-100-1000-01	100-100-1000-01	1	1.25
23	100-100-1000-01	100-100-1000-01	1	1.25
23	100-100-1000-01	100-100-1000-01	1	1.25
22	100-100-1000-01	100-100-1000-01	1	1.25
22	100-100-1000-01	100-100-1000-01	1	1.25
21	100-100-1000-01	100-100-1000-01	1	1.25
20	100-100-1000-01	100-100-1000-01	1	1.25
20	100-100-1000-01	100-100-1000-01	1	1.25

Custom Web Sites

- Developed and maintained by AMCOR
 - Per customer specification



- Custom Order Entry
- Custom reporting
- Inventory Position
 - Due in
 - WIP
 - Finished goods
- Failure analysis
- Custom file generation
- + + +

Custom Labeling

- Custom label development
- Custom advanced exchange instructions

Returned To	PEACHTREE CITY GA 30269	
	NCR RMA# VA07310079 (Place Return Tracking # here)	
FROM	PEACHTREE CITY GA 30269	
TO	AMCOR	Pieces 1
	373 Rt 46 West Fairfield NJ ATTN: NCR Defective Return	Zip Code 07004
++(Please place return carrier label below this area)++		


RETURN ITEM INSTRUCTIONS
*****This is an Advanced Exchange Order*****
Please return the defective equipment IMMEDIATELY using the enclosed return airbill.
Make sure you return the defective item in THIS shipments packaging.
Thank you
<small>Form 042U Rev 03 Feb 08</small>

Custom Packaging

- Post warranty packaging must often exceed initial new product package
- AMCOR designs packaging to assure product is returned without damage



Inventory Management



Order Receipt

98% Electronic

- EDI
- XML
- Text
- Custom Website

Receiving

- Match RMA + multiple search criteria to match shipment with correct order
- Check product against order
- Enter customer specific data
- Assign tracking number
- Enter previous warranty # (if previously at AMCOR)

The screenshot shows the SAS interface for the 'AMCOR CUSTOMER REPAIR RECEIVING' form. The menu bar includes 'Receive In', 'Enter-Order', 'Labels', 'WorkOrder', 'Track', 'Revise', 'Parts', 'Restock', and 'Quality'. The form fields are as follows:

Field	Value
RMA#:	
NAME:	
All Open:	*
PO:	
2nd Ref:	
Tag#:	
Location:	
Part#:	
Waybil#:	
Date Recd:	
TYPE:	

The screenshot shows a simplified version of the AMCOR receiving form with red arrows pointing to specific fields:

- OENUM: 14168
- CusPN: WM003069
- Loc/Pallet: *
- Old_Track: *
- InWar: *
- Problem: *
- ☐ Packaging
- ☐ Marked DOA/OBF
- New_Track: F1018907
- Process button

Inventory Management

- All product (WIP/Finished goods) barcoded
- Scanned –added/removed by specific tracking/serial #
- System check for accuracy to order



Inventory Accuracy

➤ WIP & Finished Goods Cycle Counts



Part Type

☒ Parts
☐ Defective
☐ Good

Type Audit

☒ All
☐ Specific Sections

Customer: _____

Whse: E

Task

☒ Run Report
☐ Correct Locations
☐ Close not found in Audit
☐ Update Not found in SAS
☐ Open Closed Tracks

File F030309

Process

Inventory Planning



➤ Planning

- Minimum Stocking Level
- Algorithm planning

Inventory Segregation



➤ Customer Inventory Management

- Separate Customer Files
- Separate storage locations
- Real Time Exposure

Inventory Management



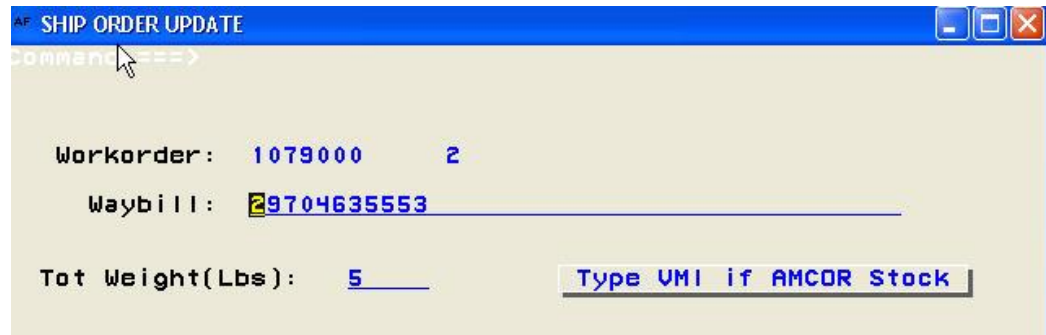
➤ Distribution Services

- Storage
- Receiving
- Picking/ Packing
- Shipping
- System integration

Shipping

Totally integrated system

- Real time data (waybill, etc) posted to...
- Custom websites
- EDI transmission, etc.....



A screenshot of a computer window titled "SHIP ORDER UPDATE". The window has a blue title bar with standard Windows controls (minimize, maximize, close). The main area is light beige. At the top, there is a label "COMMENT====>" with a mouse cursor pointing at it. Below this, the following information is displayed:

- Workorder: 1079000 2
- Waybill: 29704635553
- Tot Weight(Lbs): 5

At the bottom right, there is a text box containing the text "Type UMI if AMCOR Stock".

Customized Support



- Parts ID
- Product Upgrade
- Product Tear Down
- Light Assembly

AMCOR Quality Systems



AMCOR Quality



“AMCOR has one of the most comprehensive and effective quality programs that I have seen in my 20 years of ISO auditing”

Martin O’Connell – SGS Senior Auditor



Certificate US15/842141

The management system of

**American Computer Resources,
Inc.**

2000 Wyoming Ave,
El Paso, TX, 07004, United States

has been assessed and certified as meeting the requirements of

ISO 9001:2008

For the following activities

**Logistics services including inventory management, depot repair, and
parts distribution services (excluding clause 7.3)**

Further clarifications regarding the scope of this certificate and the applicability of
ISO 9001:2008 requirements may be obtained by consulting the organization

This certificate is valid from 4 May 2015 until 4 May 2018 and
remains valid subject to satisfactory surveillance audits.
Recertification audit due a minimum of 60 days before the expiration date.
Issue 1 : 4 May 2015. Certified since 4 May 2015
Previously certified since July 1998

This is a campus certification.
Additional site details are listed on subsequent pages.

Authorized by

John Woodman
Senior Vice President SSC, North America
SGS Systems & Services Certification, a Division of SGS North America, Inc.
201 Route 17 North, Rutherford, NJ 07070, USA
t (201) 508-3000 f (201) 935-4555 www.us.sgs.com

This certificate remains the property of SGS and shall be returned upon request

Page 1 of 2



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SGS



AMCOR Quality Systems

- ISO9001:2008 Certified Since 1998
 - Integrated Quality System Metrics
 - Work Instructions
 - Procedures
 - Quality data drill down
 - Process Checks & Balances
 - Inventory Control
 - Warranty Tracking
 - Customer Feedback
 - Lean Sigma – Process Improvements
 - Corrective action system

AMCOR Quality System

➤ Totally Integrated into every discipline

Main	Menu Items
Accounting 2	AMCOR Policy Manual
Customer/Vendor Database 5	Cross Training
HR 9	Forms-Templates
Master Parts 3	ISO Documents
Order Processing 1	ISTA Pack Certifications
Planning 6	Internal Audits
Production 8	MRB Minutes
Purchasing 7	Month Key Customer Statistics
Quality 12	Performance Reports
Receiving 11	Procedure Change Reset
Reports 4	Procedures-ISO
Shipping 10	Procedures-Repair
(Search results)	Process Improvements
	QIR System 12.2

AMCOR Quality System

➤ End of Line “Spot” checks

Track#: J1020734 RepLog Cuspn: 9983000570
Wonum: PkgSpec CusID: 1860 Next QC 50
TechID:

	Item
<input type="checkbox"/> Pass	Proper Packaging
<input type="checkbox"/> Pass	ESD Protected
<input type="checkbox"/> Pass	Documentation
<input type="checkbox"/> Pass	Clean-Exterior
<input type="checkbox"/> Pass	Clean-Interior
<input type="checkbox"/> Pass	Physical Damage
<input type="checkbox"/> Pass	Missing/Loose Hardware
<input type="checkbox"/> Pass	Noise
<input type="checkbox"/> Pass	Off Line Test

Comment:

Process

QC ID: QNum:

Customer Feedback

www.amcorss.com/feedback

assistance
B. Fill out the following information and return in the mail.

Your feedback is greatly appreciated

What is the nature of the problem: _____

Was there any packaging damage? Yes No
Is the appearance acceptable? Yes No

How can we contact you? Name _____

Phone _____ Email _____

Tracking # Reference: **A04030887**

Online Quality Feedback Warranty Number provides...

- Completion Date
- Technician ID
- Repair Detail
- Parts Replaced
- Time to repair
- Serial Number
- Order Reference

AMCOR Quality System

➤ Failure Analysis

CDATE	TRACK	RECDATE	PO	QTYT	CUSTNO	CUSPN	LCDATE	QNTF	QNOWAR	ACTION
02/23/09	F2028665	02/17/09	1060-0435	1	6853	NCR-7402	12/16/08	0	1	REPORTED: CAUSE: missing front base cover Replace missing front base cover Secure customer display load image calibrate touch screen clean and tested card swipe reader check all ports burn in performed virus scan completed all necessary test p
02/23/09	F2028704	02/18/09	1060-2130	1	6853	ETGIII	12/02/08	1	0	REPORTED: LAMP WILL NOT STAY ON CAUSE: Light bulb was missing Replaced Qty 1-missing part FHS-BULB 300W 82V Tested for 7 hours **ERROR_CODES**
02/23/09	F2028729	02/18/09	1060-0007	1	6853	S-X203F90	12/02/08	0	0	REPORTED: CAUSE: Corrupted Windows OS Replaced Qty 1- part 13G1582-HARD DRIVE IDE 2.5 Loaded image Checked main logic board Configured OS and setup Calibrated/checked t.s. Checked network connection Ran hard drive test Ran virus scan Checked P

AMCOR Quality System

➤ Error Code Analysis

CUSPN	MFG	DESC	TOTTRA CKS	Hard drive	Power dead	Blown Compon ents	Maintena nce intensive	Commun ication	Connecti ons	Mechani cal adjustme nts	Optical read	Paper jam	Print quality	Logic board	Sensor	Damage
484009023	NCR	PRINTER	56				86%	5%	9%	80%	2%	4%	54%			
484009470	NCR	PCB, ENDO	26		46%	58%	19%	15%					50%	12%	4%	15%
497040665	NCR	PCB PROC	5				100%									
497040862	NCR	PRINTER R	2				50%			50%			50%			
497041870	NCR	RECEIPT P	18				67%			50%			56%			
497041914	NCR	THERMAL	65			2%	74%	9%	9%	55%		28%	45%			
497042907	TLQ	COIN DISP	1			100%	100%	100%		100%			100%			
497043025	NCR	PCB ASM C	8					13%								13%
497043594	TLQ	COIN DISP	20				80%			60%						
497043697	CASHC	BILL ACCE	123			3%	89%			54%	3%		1%		8%	5%

Process Improvements

- ▶ Do things better, cheaper, faster!
- ▶ Integrated with the Quality Program to maximize efficiencies
- ▶ Measure & monitor performance
- ▶ Revisit & improve



AMCOR Partnership Program



APPS Support

- ▶ The **AMCOR Partnership Program Support** service is unparalleled in the industry. Services available to **APPS** customers include...**Customized Client Websites** developed and maintained by **AMCOR** to customer specification. Sample menu options might include...
- ▶ Customized order entry
- ▶ Customized order status & information
- ▶ Customer Inventory position
- ▶ Custom Warranty tracking
- ▶ Setting Inventory Minimum Stocking Levels
- ▶ Custom reporting
- ▶ Custom file generation from queries
- ▶ Quality statistics & reporting

APPS Support

- ▶ **Custom Order Processing**

Orders accepted via custom website and/or customer system interface.

- ▶ **Custom Asset Management**

AMCOR can track the location and history of activity of any asset by asset number or serial number.

- ▶ **Custom Inventory Management**

Customer inventory is segregated both physically and electronically. Customers have real-time exposure to their inventory via custom website. AMCOR can plan the appropriate stocking levels using the customers stocking algorithm.

APPS Support

► Custom Labeling

The customers internal shipping label is duplicated and incorporated into the AMCOR order processing system so that the customer identification and tracking systems can be utilized.

Custom Warranty Tracking

Repair/Refurbishment: AMCOR labels each repaired part and refurbished whole unit with a unique AMCOR or customer specific tracking number. This is used for AMCOR self-maintained warranty tracking.

When provided with a file containing serial numbers, AMCOR can upload the information and track OEM warranties.

AMCOR can manage the warranty return program on behalf of the customer.

APPS Support

- ▶ **Custom Requests**

- ▶ Customer requests are integrated into the AMCOR system to provide consistent adherence. For instance, examples of custom requests might be:

- ▶ **Order Processing**

Use carrier XYZ if shipment over 100 lbs

Send shipping notification to Buyer XYZ

- ▶ **Receiving**

Scan in customer's shipping reference number

Notify XYZ of non-conforming product

- ▶ **Shipping**

Include package XYZ with each shipment

Pack part 22345 in triple wall box

APPS Support

- ▶ **Custom Reporting**
- ▶ **Quality**
AMCOR maintains statistics on warranty, delivery, quality incident reporting, etc as part of it's ISO certification. APPS customers can receive quality reports in customized formats.
- ▶ **Repair**
AMCOR makes available to APPS customers via custom website the repair detail (all parts used, functions performed and tests completed) for all parts repaired and refurbished at AMCOR.
- ▶ **Period Reports**
AMCOR can customize reporting to extract data for customer period reports on performance, sales history, etc.

We Repair POS Products





APPS PROGRAM ADVANTAGES

- ▶ Strategically Located
- ▶ Direct Field Return & Shipping
- ▶ Advanced Exchange Programs
- ▶ Lower Transportation Costs
- ▶ Failure Analysis & Feedback
- ▶ Asset Management Programs
- ▶ .3% OBF rate (3 out of 1000)
- ▶ Proactive solutions

Warranty Service Centers

BIXOLON®

DESKO®

JCM 日本金銭機械株式会社

mei.

 **CashCode®**

OKI®

PARTNER

CITIZEN
Micro HumanTech

sonoro

 **Telequip®**

NRI
A Crane Co. Company

Engineering the Future of Payment Solutions



AMCOR
25 YEARS OF EXCELLENCE



The AMCOR Advantage

- Cost savings infrastructure
- Diverse product support
- Custom services
- Failure data feedback
- **Quality Obsession**