



Service Request Submission Process for Devices via Customer Portal

Dear customer,

We are writing to inform you about an important change in the way you submit service requests for your devices. To enhance our service and streamline the request process, we have updated the procedure for submitting service requests. Please follow the new guidelines outlined below:

1. **Title:** Enter the title of your request, specifying the device in question: Z1T IB, Z1T KB, Z1W, Z1W DC, Z1S, and include a description of the issue encountered.
2. **Select the Type of Request:**
 - **RMA:** Return Merchandise Authorization – the device worked for a while and then stopped functioning.
 - **DOA:** Dead on Arrival – the device was defective upon delivery.
3. **Description:** In this field, explain the situation and describe the steps taken that led to the identification of the issue. Define the type of problem, e.g., "Z1T KB is not reading cards" or "Z1W is not communicating." If it is not a DOA case, please include any changes that occurred from the time the device was working correctly to when it started malfunctioning.
4. **Entitlement:** Click on the magnifying glass icon to search for your maintenance contract number. Enter the maintenance contract number if available and select it from the list. If you do not have a maintenance contract, leave this field blank.
5. **Identification Number:** Enter the system license number, e.g., 900321.
6. **Serial Number:** Enter the device's serial number, e.g., C4F464112123. The serial number can be found on the label located on the device's casing.
7. **Additional Files:** For each service request, you must complete the form QF-0002_RMA-Form and upload it to the service request portal. Requests submitted without the completed QF-0002_RMA-Form will be rejected.

We appreciate your cooperation in adapting to this new process. Should you have any questions or need further assistance, please do not hesitate to contact us.

Thank you for your understanding and continued partnership.

Best regards, Spica Team