

PIN PAD EXPEDITED REPLACEMENT SERVICE

PIN-pad replacement is essential in today's fast-paced plastic world. That's why UNFI has partnered with POSDATA and Verifone to offer Expedited Replacement Service (ERS) for the M400 device.* This maintenance program provides an expedited overnight replacement PIN pad and return label to ship a broken PIN pad back for maintenance.

KEY INJECTION MANAGEMENT

POSDATA and Verifone provide certified, secure encryption key management and PIN pad key injection services for UNFI electronic payment systems. These security measures are necessary whenever support is required for PIN based entry systems and validate P2PE environments.

Both providers work with UNFI and your electronic payments processor (Fiserv Merchant Services) to establish and maintain your encryption key in a physically secure location by complying to strict (ISS) industry security standards.

TERMINALS COVERED BY ERS

- Verifone: M400v5 (sourced through UNFI)
- Ingenico: Lane 7000 (sourced through UNFI, soon to come)

WHICH REPAIRS ARE COVERED?

Unit failures due to normal wear and tear of hardware components Repair coverage is Monday - Friday (no major holidays).

Not covered:

- Repairs or damage caused by abuse or carelessness
 - Broken screens, dropped units, major cosmetic issues
- Accessory items
 - Replacement cables, stylus pens, stylus holders, I/O blocks

Accessories can be ordered through the UNFI Professional Services Helpdesk at 888-820-6288.

Note: We are close to finalizing a partnership with TRG for Lane 7000 Expedited Replacement Service (ERS)

RETAIL PAYMENTS



WHY CHOOSE UNFI?

Leverage UNFI's relationships with industry-leading vendors & buying power to receive quality products at cost-effective pricing.

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RETAIL
PAYMENTS

BENEFITS

- Improved customer service with minimal down time on electronic payments
- Lower repair fees without rush service
- Terminal life span increased
- Shipping fees included

REQUIREMENTS

- UNFI payments platform
- Terminals covered by the ERS program
- Maintenance agreement



SIGN UP FOR MORE INFORMATION

Subject to credit approval. Some services may not be available in international markets.

Contact Information: PSSales@UNFI.com

To discover our comprehensive portfolio of services, visit Services.UNFI.com or [view our brochure](#).

