

## **UPS Trackpad® Technical Support Policy** **UPSPSIPS01-0618**

UPS Professional Services, Inc. (“**UPS-PSI**”) will provide customers of the UPS Trackpad® Solution (“**Trackpad Customers**”) with remote technical support services for Clients via telephone, e-mail, or other communication method set forth herein as described in this Technical Support Policy (“**Technical Support**”). Capitalized terms used but not defined in this support policy have the meaning ascribed to such terms in the UPS Trackpad® Terms and Conditions provided by UPS-PSI.

General contact information is provided to the right, but Trackpad Customers can access the most up-to-date technical support contact information by logging into the [Client Portal](#).

### **UPS Trackpad Technical Support**

+1 (866) 229-4310

8:00am – 10:00pm ET, Monday – Friday

[ups.trackpad.support@cardinaltracking.com](mailto:ups.trackpad.support@cardinaltracking.com)

Any purchase of UPS Trackpad® Solution hardware or license of UPS Trackpad® Solution software includes one (1) year of Technical Support. For an additional fee, UPS-PSI may offer Trackpad Customers the opportunity to extend the Technical Support for additional one (1) year periods prior to the expiration of the first year of Technical Support or the then-current extension period for the Technical Support.

UPS-PSI will manage the registration process for Trackpad Customers, including the administration of application IDs. UPS-PSI will provide a call center help desk equipped to use commercially reasonable efforts to provide first and second level technical support (Level 1 Support and Level 2 Support) to Trackpad Customers as described below.

### **Level 1 Support**

Level 1 Support is provided for the purposes of resolving fundamental problems and or isolating the incident to specific hardware or software problems (“**Problems**”) so that such problems can be escalated for further trouble shooting. Level 1 Support will include but not be limited to (i) a direct response to users with respect to inquiries concerning the performance, functionality or operation of the supported programs, (ii) a direct response to users with respect to Problems with the supported hardware/software, (iii) a diagnosis of Problems with the supported hardware/software, and (iv) a resolution for Problems with the supported hardware/software.

### **Level 2 Support**

If UPS-PSI determines a Problem requires escalation beyond Level 1, Level 2 Support will be engaged. Level 2 Support is provided by resources who have problem diagnosis and resolution skills in a more specific range of technologies and request types.

### **Help Desk Hours**

UPS-PSI will provide Level 1 Support and Level 2 Support via a Help Desk during the hours of 8:00am to 10:00pm ET, Monday through Friday, excluding holidays. Support will be provided only for the current version of the UPS Trackpad® Solution and the two previous releases.

### **Problem Resolution Procedures**

UPS-PSI will provide an e-mail address dedicated to Trackpad Customers to submit Problem tickets to the Help Desk via e-mail. During Help Desk hours, UPS-PSI will also respond to reported Problems via the toll-free telephone number or the e-mail provided above. UPS-PSI will log all Trackpad Customers’ calls and track all Trackpad Customers’ e-mails. UPS-PSI will update and manage all Problem tickets, and when required, timely escalate Problem tickets. Problem closure occurs when UPS-PSI has completed all tasks within its scope and the Problem is resolved or escalated.

### **Manufacturers’ Warranties**

UPS-PSI has no authority over the manufacturers’ warranty coverage, contract dates, pricing, or refusal to renew an expired unit. If the warranty on the unit has expired and needs service, all costs will be borne by the Trackpad Customer.