



Scanner Services

Worry-free top quality customer service

On-Site Scanner Service

Benefits

- Fixed-cost service agreement means you can efficiently budget your funds. There are no unexpected charges. All parts and labor are covered by your service agreement.
- Prompt resolution of problems by toll-free access to the Pearson NCS product specialists.
- Nationwide on-site maintenance service from 98 locations.
- Web-based self-help support at support.PearsonNCS.com for valuable information and documents.

Here's How it Works

1. When a hardware problem arises, call PearsonNCS at 800-338-5544, or go to support.PearsonNCS.com.
2. After Pearson NCS has determined that there has been an equipment failure, we will dispatch a Customer Representative (CR) to your site to repair your equipment.
3. The CR will call you within one hour to provide you with an estimated time of arrival.
4. A CR will then visit your site and repair your equipment.
5. Your service agreement must cover every option on the system. For example, if your equipment has an optional bar code reader, this must also be covered on your agreement. Geographical restrictions may also apply.
6. Typical response times from Pearson NCS Service Center are: four hours within 50 miles, eight hours within 51-100 miles, and sixteen hours within 101-150 miles.

Central Exchange Scanner Service (Desktop Scanners Only)

Benefits

- Advanced scanner exchange offers fast response to any U.S. location.
- There are no unexpected charges. All parts and labor are covered.
- More uptime is achieved when problem resolution and operational assistance is provided over the phone by product specialists.
- Pearson NCS arranges for shipping and pays shipping both ways.
- Web-based support at support.PearsonNCS.com.

Here's How it Works

1. When a hardware problem arises, call Pearson NCS Customer Support toll-free at 800-338-5544.
2. A product specialist will determine the cause of the problem.
3. If the cause of the problem is a hardware failure, Pearson NCS will ship a replacement, usually within one working day.
4. When you receive the replacement, you pack the defective one into the same carton. Pearson NCS will arrange for pick up.
5. Your service agreement must cover every option on the system. For example, if your equipment has an optional bar code reader, this must also be covered on your agreement.

For information on service agreements, call Pearson NCS at 800-336-3426.

support.PearsonNCS.com

Software Support Services

Benefits

- Experience from product specialists who have the day-in, day-out experience of troubleshooting and resolving problems.
- Answers to your questions regarding software such as: configuration, problem determination, documentation, and operation.
- With an annual software support agreement you get eligible software releases.
- Web-based self-help support at support.PearsonNCS.com for valuable information, documentation and downloadable updates.

Here's How It Works

1. Telephone support is provided during the hours of 8:00 am - 5:00 pm customers' local time by calling toll-free at 800-338-5544.
2. A product specialist will answer your call or will return your call (usually within one hour).
3. The product specialist will assist you to determine what the problem is and help resolve it.

Software Subscription Service:

Pearson NCS offers a Software Subscription service on select products. With this service you will receive all new software releases including updates and upgrades at no extra charge. Additionally, you will receive telephone support and access to our Web-based support, which contains valuable software information. Continued renewal of your support agreement ensures that you stay up-to-date, and use the latest software features – while maintaining fixed budget costs.

In addition to software support, contact us at 800-338-5544 or support.PearsonNCS.com, and ask us how these services can benefit your organization.

Scanning Application Programming

Pearson NCS Application Programming Services provide these benefits:

- Quick implementation without having to train your programming staff
- Expertise from years of experience are applied to implement your customer applications

Here are some typical applications:

- Test Scoring
- Surveys
- Employee Skills Questionnaires
- Health Histories
- Student Needs Assessments Forms
- Employee Surveys
- Psychological Assessments
- Enrollments
- Asset Location/Transfer Reports
- Damage Information Reports

Pearson NCS Software Training Classes

Pearson NCS product training provides many benefits including:

- Increased employee satisfaction
- Increased productivity
- Enhanced application effectiveness
- Reduced errors

Classes are offered at Pearson NCS Regional Resource Centers, online, and selected courses are taught at your site. We invite you to visit our Training Center at training.pearsonnncs.com. You will be able to view the courses offered, the schedules and locations and register online. If you have questions, please contact the Training Coordinator at 800-336-3426 ext. 6123 for assistance.

Software Start-up Consulting

Consider on-site assistance from Pearson NCS product experts to help you begin using your Pearson NCS software. Using our product experience, we will help you become familiar with the use of the product for your application.

You benefit by effective data collection and informative data reporting with less time investment on your part.

Time & Materials Service

Benefits

- You have an alternative for those machines in non-critical, light-use situations.
- You have a way of handling one-time, non-recurring situations.

On-Site Procedures

1. When you require service, notify Customer Support toll-free at 800-338-5544.
2. Customer Support will need a credit card or purchase order for travel and repair costs.
3. A CR will return your call to arrange a repair appointment.
4. The CR will arrive on-site, make necessary repairs, and obtain your acknowledgment of work completed.
5. Labor, parts, and per incident costs associated with the repair will be invoiced at the applicable current rates.
6. Conversion from Time and Materials service (T&M) to a standard services agreement may incur a contract commencement fee.

Time and Material General Guidelines

Per-Incident Unscheduled Call-Outs

- Average response time is 72 hours.
- Customer may request expedited T&M service (next day) for a flat per-incident surcharge based on CR availability.
- Three hour minimum charge for travel and labor.
- Travel time is round-trip from Pearson NCS' Service Center to customer site.

Rates

Repairable parts: Current exchange price

Expendable parts: Current list price

Warranty: 30-day limited warranty on parts.

There is no expressed or implied warranty on labor performed on non-contract equipment.

Ship-In Repair

(This service is available for desktops only)

1. Notify Customer Support toll-free at 800-338-5544.
2. Customer Support will need a credit card or purchase order before any repairs are made.
3. Customer ships equipment to Pearson NCS for repair at customer expense.
4. Repairs are accomplished within thirty (30) days. Expedited services are available for an extra charge.
5. Scanner repair will be charged at the applicable current rates.
6. Customer will be notified if the scanner can not be economically repaired.
7. Conversion from Time and Materials services to a standard service agreement may incur a contract commencement fee.

Limitations of Time and Material Services

Time and Material service costs over the life of your equipment may exceed the costs of annual service agreements over the same period of time. With a service agreement you are also protected from "surprises" and are better able to budget the expense.





Scanner Installation

Benefits

- Your system will be up and running quickly.
- Your scanner operator will receive valuable instruction.

Here's What We'll Do

1. A Customer Representative (CR) will verify your site preparedness.
2. The CR will then set up and test the equipment including hardware and install most software, if you ordered the software with your equipment.
3. System operation will be demonstrated to your key operator and they will be instructed in the operation, care and routine operator-performed maintenance of the equipment.
4. The CR will explain the process for service requests.

Online Store

Ordering online just became easier!

Maximize your scanning investment by ordering online from Pearson NCS. Now order everything from ink cartridges to scan forms to manuals and more from the online store. By using our online store, you will be able to:

- View supply items and standard forms electronically.
- Browse and search our online store without logging on.
- Create shopping lists for repeat orders.
- Select your preferred shipping method.
- Receive automatic email confirmations.
- View your order history online.

Visit our new store today at store.pearsonnncs.com and experience the difference!



Pearson NCS' engineering and production processes for data collection systems and forms are ISO 9001 certified.



Pearson NCS
1313 Lone Oak Road
Eagan, MN 55121

800-338-5544
e-mail: services@pearson.com

PearsonNCS.com
info-ncs@pearson.com

Copyright © 2005 Pearson Education, Inc. and/or one or more of its direct or indirect affiliates. All rights reserved.

Pearson Education, Inc. is an equal opportunity employer.
Pearson Education, Inc. is committed to employing a diverse workforce.
Printed in U.S.A. 7/05 202-577-037