



Postec Web Forms

Postec maintains a number of Web-enabled forms to help manage changes associated with our various services. Each of these forms has an associated workflow and is monitored by those responsible for managing these requests.

Here's a listing of current forms and their use:

Credit Card Change of Service – www.postec.com/cos

Customers wishing to change their credit card processor or associated banking relationship should be directed to this form. This form requires change of service information and payment in advance by Credit Card or PayPal.

Request for Credit Card Change of Service

Location Name*	<input type="text"/>	Legal/Corp Name*	<input type="text"/>
Address*	<input type="text"/>		
City*	<input type="text"/>	State*	<input type="text"/>
Your Name*	<input type="text"/>	A phone number to reach you*	<input type="text"/>
Your E-mail Address*	<input type="text"/>	Target Date for completion*	<input type="text"/>

Choose system type from dropdown*

Requested Changes - Mark all that apply

- Need to reinstate expired support contract
- Location has changed ownership
- Bank assigned new Merchant ID #s
- Changing Processor
- Changing Acquiring Bank
- Change Bank and Processor





Current Acquiring Bank / Processor*	<input type="text"/>	New Bank / Processor Contact Name*	<input type="text"/>
New Acquiring Bank / Processor*	<input type="text"/>	New Bank / Processor Contact E-mail*	<input type="text"/>
New Bank / Processor Contact Phone #*	<input type="text"/>		

Please note that your POS system must be on a PCI PA-DSS validated version. We will verify and if you are not on a currently validated version, you must upgrade to a compliant version before any change of service can be completed.

Change of Service Requests may require up to three weeks to complete dependent upon credit card processor and type of POS system. Please try to plan for as much lead time as possible.

By clicking on "SUBMIT" below you are agreeing to proceed with this change of service and you will be prompted to provide payment information for a secure transaction in the amount of \$425.00 to cover the associated costs. Once payment has been processed you will be contacted by a Postec associate to coordinate the change of service and answer any additional questions.

Should you have any questions prior to submitting this form, please call Postec LiveHelp at 888-767-8323



Firewall (SonicWALL) Change Requests – www.postec.com/fwchange

Customers desiring changes to their firewall security settings should be directed to this form. Changes to firewalls must be reviewed and approved by our Managed Services Administrator. Upon approval, changes are scheduled to be completed during normal business hours (8-5, M-F). Change requests must be submitted by the LiveSupport Agreement customer. Change requests submitted by 3rd parties are not honored.

Network Security Device (Firewall) Change Request

Your company's name*

Your location address*

Your name* Your E-mail address*

A phone number where we can reach you*

Describe the change needed (what you are trying to accomplish)*

When do you need this to be completed?*

Please provide as *much advance notice as possible* to allow for change request evaluation, scheduling and testing. Postec customers with an active LiveSupport Infrastructure Support Agreement are given first priority in the scheduling of resources for change requests.

Fulfillment of same day change requests is not guaranteed and may require additional emergency charges.

*****PLEASE NOTE*****

Change requests must be submitted by the Postec Infrastructure Support Agreement customer of record. Changes requested solely by 3rd parties will not be fulfilled.

More complex change requests - site to site VPN setup, for example, may be billable and require additional information from you. A Postec representative will contact you to review your request, gather additional information, discuss possible charges and seek your approval.

Once approved, your request will be assigned a case number and you can review the status of the case at any time with your login to our [customer portal](#).

Please contact LiveHelp at 888-767-8323 or e-mail us at support@postec.com with any questions or concerns.

*I accept responsibility to verify requested changes for accuracy and completeness and understand that Postec assumes no liability for any direct, indirect, special or consequential damages including business or economic loss resulting from or arising from the performance or non-performance of any requested changes.**

I accept and understand



Bit9 Maintenance Request – www.postec.com/bit9

Postec provides an advanced malware protection system using Bit9’s application whitelisting technology. This prevents “zero-day” or targeted attack malware from executing on the POS server. Occasionally customers may desire to have software approved for execution on their Bit9 protected system and should be directed to this form. These requests are reviewed and approved as described.



Bit9 Maintenance Window Request

Please provide the following details to schedule a service maintenance window for the named site.

Your e-mail address

Site Name

Protected Computer Name

Detailed reason for maintenance window

Date needed



Time of day

Amount of time needed

**Please submit this request with as much lead time as possible.
Please do not submit same day requests.**

The reason for your request will be reviewed. Upon approval, we will either send you an override code valid for the day and length of time requested or coordinate a maintenance window with you.

**** PLEASE NOTE ****

Bit9 maintenance window requests will only be fulfilled for Postec support personnel or the authorized representative of the Postec Infrastructure Support Agreement customer. Customer change requests require security review and approval as described above.

Requests submitted solely by 3rd parties will not be fulfilled under any circumstances.

Submit



Programming Request – www.postec.com/programrequest

Customers wishing to have Postec make application configuration changes or custom programming should be directed to this form. Requests are reviewed and scheduled as described.

Postec - Request for System Programming

Your company's name*

Your location address*

Your name*

Your E-mail address*

A phone number where we can reach you*

Describe the programming needed*

Please Attach Any Files Here

Select File

When do you need this to be completed?*

Please provide as much advance notice as possible to allow for request evaluation, scheduling and testing. Postec customers with an active LiveSupport Application Support Agreement are given first priority in the scheduling of resources for programming requests. *Fulfillment of same day requests is not guaranteed and may require additional emergency charges.*

More complex programming requests - new menus, for example, may be billable and require additional information from you. A Postec representative will contact you to review your request, gather additional information, discuss possible charges and seek your approval.

Once approved, your request will be assigned a case number and you can review the status of the case at any time with your login to our [customer portal](#).

Please contact LiveHelp at 888-767-8323 or e-mail us at support@postec.com with any questions or concerns.

*I accept responsibility to verify requested programming changes for accuracy and completeness and understand that Postec assumes no liability for any direct, indirect, special or consequential damages including business or economic loss resulting from or arising from the performance or non-performance of any requested programming.**

I accept and understand

Submit

Save



Current Application Support Terms and Conditions – www.postec.com/applicationsupport

Customers concerned with the details of their Application Support Agreement can follow this link to download, print or view a current copy of our Application Support Agreement

Schedule 2 – Software Application Support Agreement

This Software Application Support Agreement is subject to the terms of the Master Agreement between Postec and Customer.

This AGREEMENT is made on _____, by and between Postec, Inc. (Postec), a Georgia Corporation with a principal place of business at:

1125 Northmeadow Parkway
Suite 114
Roswell, GA 30076

And

With billing address of

(Herein after referred to as **Customer**)

Postec agrees to supply to CUSTOMER services described with this Schedule and associated Exhibits subject to the following terms and conditions:

1. **Services Covered.** Starting on the commencement date specified on Postec Software Application Support Service invoices, and provided Customer is not in default hereunder, any other Postec Agreement or Schedule, or under Postec sales orders, Postec will provide Customer with the necessary Support Services to support the software application(s) listed on such invoices.
2. **Definitions.**
 - a. "Support Services" are those services which are specific to a particular application as described by Exhibit A, *Support Areas* as amended from time to time and posted at: www.postec.com/applicationsupport.
 - b. "Supported Applications" are those specific software applications described by Exhibit A *Application Support Services Provided*.
3. **Excluded Services.** Postec is not obligated to provide services under this Schedule for support necessitated by vandalism, misuse, neglect, acts of third parties, security breach, malware, Trojans, computer viruses, acts of