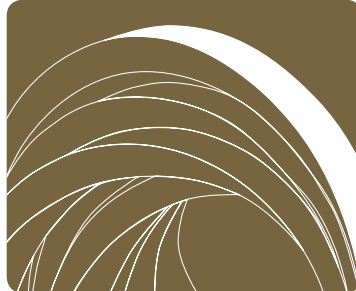


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# The Intermec Rental Program

## Guide for Partners



## Overview

The Intermecc Rental Program is designed to meet the mobile computing and printing needs of those companies that increase staffing levels during seasonal upticks in their business. By enabling temporary staff with current mobile computers and printers equipped with the appropriate application software, these customers can remain productive and responsive to their customers' demands.

The Intermecc Rental Program offers a short term solution for both in premise and field mobility users for periods of 6 months or less. It can also be customized to give enterprise level customers the service and technology flexibility they need.

As an Intermecc Partner, you are invited to resell the Intermecc Rental Program and seize the opportunity to grow your relationship with your current customers, as well as attract new customers without a significant investment in hardware. Contained in this guide is everything you need to know on how to become an authorized Intermecc Rental Program partner, successfully deliver the service to your customers and our experience commitment to you and our shared customers.

## Become an Authorized Rental Partner

Becoming an Intermecc rental partner is fast and easy. All you need to do is download the Rental Addendum from the partner portal to your PartnerNet Authorization, sign it and return it to [Intermecc.Rental@intermecc.com](mailto:Intermecc.Rental@intermecc.com) or to the Contract Sales Specialist for your region (see list below). We will countersign the agreement within three business days and send you a copy for your records. It's as simple as that.

## How to Rent Equipment

Once you have signed the Rental Addendum you can reserve equipment for your clients by contacting the Contract Sales Specialist for your region. There are four basic steps:

### 1. Starting the Process

Gather the following information on behalf of your customers:

**Rental Start Date** – The date that either you or your client needs to have the equipment on site. This is when the billing period begins.

**Duration** – How long will the customer need the rental equipment? Intermecc rents in 30 day increments.

**Rental Quantity** – How many units does the customer want to rent? Customers can rent up to 1,000 CN3's or CK3's.

**Shipping Information** – Addresses for all ship to locations; contact information including name, phone numbers and email; and the customer's or your carrier account number with which to initiate a pre-paid shipment. This information can be contained on your purchase order or can be sent to us via e-mail.

### Submit your Purchase Order –

Reservations are only made at the time we receive your purchase order. At this time we will verify that units are still available, and then reserve them for your customer.

### 2. Confirming the Reservation

Once the rental reservation has been accepted, you will receive a confirmation e-mail from Intermecc within five business days. Please review the confirmation carefully. If there is information that is incorrect please contact your Contract Sales Specialist immediately.

### 3. Rental Delivery

**Unit Shipment** – Units will be shipped to your customer approximately five business days before the rental start date. Tracking numbers can be obtained by contacting your Contract Sales Specialist.

**Rental Acknowledgement** – You will receive a Rental Acknowledgement document approximately 72 hours after the units are shipped. **You will be responsible for forwarding this document to your customer so they can sign it and return it.** This document is a confirmation that they received the correct number of devices and that the devices were in good working condition. Customers are expected to return the Rental Acknowledgement to Intermecc within 3 business days after receiving the rental equipment. The document is to be returned to [rentalservice@intermecc.com](mailto:rentalservice@intermecc.com). Failure to return the acknowledgement will confirm that all units arrived in good working condition. For more information please review the Rental Addendum.

### 4. At the End of the Rental Term

**Returning Rental Equipment** – A Return Authorization, as well as packing instructions, will be included in the initial rental equipment shipment to the customer. If the Authorization is lost please contact your Contract Sales Specialist. The customer has the option of returning the units directly to Intermecc, or to one of your locations. If the rental units are returned to you, you must return them to Intermecc within 10 business days after the rental term is complete to avoid any late fees.

**Upon Receiving the Return** – Intermecc will perform the following activities:

**Physical inspection of the equipment** – If any units are returned damaged, an inspection report, along with photographs documenting the damage, will be supplied to you within five business days after receipt of the returned rental equipment.

**Functionality Test** – The units will be tested to ensure that the users did not damage any of the internal components. If any units fail this inspection, details will be forwarded to you within 10 business days after receipt of equipment.

**Device Reset** – All devices will be reset to Intermecc's standard configuration.

**Damaged Units or accessories** – You are responsible for any unit that is returned damaged. We will provide you with our inspection report and photographs of the damaged units. For more information please review the terms and conditions outlined in the Rental Addendum.

**Lost Units or Accessories** – You are responsible for any units and/or accessories not returned. We will provide you with our inspection reports.



## Service and Support Options

All rental units come with a minimum of one battery, charging accessories with power supply and our best-in-class standard Medallion coverage. However, you can encourage customers to upgrade to the following packages for an additional fee:

### Tier 2

**Medallion Silver Complete coverage** – This coverage will repair or replace up to 5% of the units returned due to accidental damage with no additional charges to the customer. Furthermore, this coverage provides customers with the assurance that if a unit were to go down during the rental period, a replacement would be shipped within 48 hours of notification.

### Tier 3

*In addition to the Medallion Silver Complete coverage, Tier 3 also offers:*

- Accessory Forgiveness eliminates any additional charges for lost or unreturned accessories. Accessory Forgiveness is limited to 5% of the total number of accessories rented.
- 24/7 Technical Support allows you to get your questions answered in a timely manner by one of our Technical Support Experts regardless of the time of day or the day of the week.
- INcontrol device management service for device location and health monitoring. With INcontrol our customers can reduce or eliminate down time due to battery failure or other mechanical failures with remote diagnosis. The INcontrol software, along with our support team, can locate and disable units remotely, allowing customers the opportunity to find and return the devices without worrying about their data being compromised.
- Readicare Advance Service performs software loading onto the rented devices. You will need to download the instructions on how to provide us with the customer's image.



## Contact Information

Denise Hedrick	Contract Sales Specialist – East	(440) 286-8406	denise.hedrick@intermec.com
Karen Sardonía	Contract Sales Specialist – East	(770) 529-4868	karen.sardonía@intermec.com
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Toll ROW: +44 134 435 0296

### OEM Sales

Phone: (425) 348-2762

### Media Sales

Phone: (513) 874-5882

### Customer Service and Support

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