

Partner Support Guide for the KODAK Alaris INFuse Solution



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Introduction

This guide provides information about the responsibilities of partners who support the KODAK Alaris INFuse Solution. It also includes the service deliverables that Kodak Alaris provides to worldwide partners.

Support Strategy for Smart Connected Scanning Solution

Partners will be responsible for standing up the KODAK INFuse Management Software on their cloud computing service (e.g., MICROSOFT Azure) or MICROSOFT WINDOWS 2019 Server on-premise service. Partners will develop, test, and support their smart connected INFuse Scanning Solution with pilot and go-to-market customers.

Partners are responsible for all support activities related to the installation, education, operation, and on-going support of their smart connected INFuse Scanning Solution with their customers.

Call Handling

Partners will be responsible for managing a call management operation to support customer issues with their INFuse Management Solution for Smart Connected Scanning. The call management operation will include technical resources to resolve all incidents that may involve their solution: application, environment, or INFuse AX Scanner.

- Partners will take the first call from their customers for all issues related to the provided solution (hardware and software).
- Partners will diagnose, troubleshoot, and resolve customer issues stemming from the application and/or environment.
- Partners will diagnose and troubleshoot INFuse AX Scanner issues, such as document handling, document feeding, and network connectivity. For document transport issues, this includes performing scanner calibration and sourcing / replacement of consumables.
- In the event of a malfunction with the INFuse AX Scanner, partners will provide a replacement scanner to the customer.
 - To minimize disruptions to customers, each partner will maintain an adequately sized pool of licensed scanners. In this scenario, these scanners will be used as the partner's Advanced Unit Replacement (AUR) pool to enable them to comply with the Service Level Agreements for their customers.
 - Partners will retrieve any malfunctioning INFuse AX Scanner from their customer's location in order to participate in the Kodak Alaris AUR program.

Handling of Advanced Unit Replacements (AURs)

Partners are responsible for resolving non-warranty hardware issues with INFuse AX Scanners. Before creating an AUR service request, partners will validate scanner operation and perform low-level repair to resolve scanner issues, including:

- Replacing consumables (i.e., Feed Rollers, Urging Roller, Separation Pad, and Separation Rollers)
- Cleaning transport rollers and imaging areas
- Testing Wi-Fi or Ethernet connectivity

Note: Instructional videos that demonstrate maintenance (cleaning) procedures, replacement procedures for consumables, and the Advanced Unit Replacement process for INFuse AX Scanners are available on the Kodak Alaris support page. Go to the Support page for INFuse AX Scanners (www.alarisworld.com/en-us/solutions/infuse-ax-scanner/support#HowTo) to view the videos.

Kodak Alaris may apply a service charge for resolving non-warranty hardware issues.

Only one AUR INFuse AX Scanner per hardware service request is permitted. (Multiple AUR scanners per hardware service request is not permitted.)

To prevent damage, partners will return the AUR INFuse AX Scanner using the same packaging in which the AUR part was received. If the AUR box is not suitable for return shipping, a replacement box can be obtained by placing a service request.

A “Read Me First” document is included with each AUR scanner. This document provides replacement instructions and a Problem Report that partners must complete. Go to the Support page for INFuse AX Scanners (www.alarisworld.com/en-us/solutions/infuse-ax-scanner/support#Home) to view the “Read Me First” document.

Failure to return an AUR scanner to the designated Kodak Alaris depot in a timely matter may result in a service charge to the partner.

When an AUR service request is made, the call center agent must manage the license seats for the INFuse AX Solution by emailing the Kodak Alaris DI Media Team (DIMEDIA@KodakAlaris.com) to restore the available license seat for the scanner that was replaced.

Software Support from Kodak Alaris

Kodak Alaris will provide technical consulting for KODAK Alaris INFuse Destination APIs, INFuse Management Application, INFuse Management Software APIs, and EasySetup for INFuse Management Software. Partners will receive up to five hours of technical consulting per year with an annual subscription purchase for INFuse Management Software. Additional technical consultation support can be purchased at a rate of \$300/hour (USD).

NOTE:

- All charges are shown in U.S. Dollars (USD); USD will be converted to local currency and billed accordingly.
- Kodak Alaris reviews and adjusts pricing periodically per business requirements.

Hardware Support from Kodak Alaris

Kodak Alaris will provide a 3-year Advanced Unit Replacement (AUR) program for partners. A mail-in repair program is available in some countries where AUR service is not available. See the [Appendix](#) for more information.

Consult your local Kodak Alaris sales or service representative for hardware repair of the INFuse AX Scanner, for countries not listed in the Appendix.

Placing a Service Request

When you place a service request for software consulting, you will need to provide the country, postal code, and software serial number. You can find these three pieces of information in the email thanking you for the purchase of INFuse Management Software. This information has to match records at Kodak Alaris to validate your warranty and route the service case to the support group for INFuse.

When you place a service request for an Advanced Unit Replacement (AUR), use the same country and postal code, along with the serial number from the INFuse AX Scanner, to validate your warranty and route the service case to the correct geographic location to fulfill your AUR part order. Examples of software and scanner serial numbers are as follows:

- The serial number of the INFuse Management Software for software technical consultation;
example SN: IMSxxxxxx
or
- The serial number of the INFuse AX Scanner for hardware Advanced Unit Replacement (AUR);
example SN: 646xxxxx

Go to the [Kodak Alaris Support page \(support.alarisworld.com/#ServiceRequest\)](https://support.alarisworld.com/#ServiceRequest) to complete the Service Request form. This form is shown in the [Appendix](#). For information about completing the Service and Support form, review the “Service and Support Request” [FAQs \(www.alarisworld.com/en-us/solutions/infuse-ax-scanner/support#FAQ\)](https://www.alarisworld.com/en-us/solutions/infuse-ax-scanner/support#FAQ) on the Kodak Alaris support page.

Handling of Software Service Requests – Kodak Alaris

After a partner submits a software service request from the Kodak Alaris web portal, the partner contact will receive an email with service case information. Record the case number and reference it in all correspondence about the same issue. The service technical representative will review the case details, research the concern, and provide a response by email. (Email responses will be in the English language.) If support hours exceed entitlement, the partner will be contacted to review additional scope of work required and recommended additional support hours to purchase.

Handling of Hardware Service Requests – Kodak Alaris

After a partner submits a hardware service request from the Kodak Alaris web portal, a Kodak Alaris support case will be created. The partner will receive an email confirmation with the case number and service request details. Using the information provided in the service request, an automated process will create a part order for an Advanced Unit Replacement to be shipped.

Kodak Alaris will ship the AUR part to the partner location. The approximate shipping time depends on the country. See the [Appendix](#) for more information.

NOTE: The AUR part will not be a complete INFuse AX Scanner product. The AUR part consists of only the scanner without the input tray, power cord, and AC Power receptacle plugs/pins.

A mail-in program is offered to partners in countries where an AUR program is not available. Kodak Alaris will provide the partner with the shipping address and Return Merchandise Authorization (RMA) number for the return and repair of the faulty INFuse AX Scanner. The Repair Depot will diagnose, repair, and test the faulty INFuse AX Scanner in the order in which it was received. After the INFuse AX Scanner has been repaired, it will be returned to the partner.

Seat License Credit for INFuse AX Solution

When an AUR service request is made, the partner must manage their license seats for INFuse AX Solution by emailing the Kodak Alaris DI Media Team (DIMEDIA@KodakAlaris.com) to restore the available license seat for the scanner that was replaced.

Appendix

Service Request Form (on Kodak Alaris Support page)

Enter a Serial Number and/or K-Number, all other fields are required. This information is provided for the sole purpose of delivering service against this request and is stored in line with Kodak Alaris' [privacy policy](#).

Serial number	Country	Select country	▼
k number	Postal code		
First Name	Email		
Last Name	Phone		

Problem Description

Type your problem description here. As needed, include your company call number.

I'm not a robot



Submit

Kodak Alaris Support Variables

The following sections provide information about support deliverables that vary by region or country.

Shipping Service for AUR and Mail-In Programs

Kodak Alaris will use various transportation carriers/shipping services to expedite an AUR to a partner location.

Countries that use Next Business Day delivery service include:

• Australia	• Great Britain	• Poland
• Austria	• Greece	• Portugal
• Belgium	• Hungary	• Romania
• Canada	• Ireland	• Slovakia
• Croatia	• Italy	• Slovenia
• Cyprus	• Japan (1–2 days)	• Spain
• Czech Republic	• Latvia	• Sweden
• Denmark	• Lithuania	• Switzerland
• Finland	• Malta	• UAE
• France	• Netherlands	• United States
• Germany	• Norway	

Countries that use 2-3 Business Day delivery service include:

• Hong Kong
• India – Metro cities (3 days)
• Russia
• Saudi Arabia
• Singapore (2 days)
• Turkey

Countries that use 5 Business Day delivery service include:

• China
• Other southeast Asian countries (where Kodak Alaris has a presence)

Countries that use 7 Business Day delivery service include:

• India – Non-metro cities

Countries that use the Mail-in Program include:

• Mexico*

*Response times from the courier service will vary.

Transportation Charges for AURs

Outbound and return shipment of AUR parts will be paid by Kodak Alaris for the following countries. A prepaid return shipping label will be included with the AUR.

- | | | |
|------------------|-----------------|-----------------|
| • Australia | • Great Britain | • Poland |
| • Austria | • Greece | • Portugal |
| • Belgium | • Hungary | • Romania |
| • Canada | • Ireland | • Slovakia |
| • Croatia | • Italy | • Slovenia |
| • Cyprus | • Latvia | • Spain |
| • Czech Republic | • Lithuania | • Sweden |
| • Denmark | • Malta | • Switzerland |
| • Finland | • Netherlands | • UAE |
| • France | • Norway | • United States |
| • Germany | | |

NOTE:

- All charges are shown in U.S. Dollars (USD); USD will be converted to local currency and billed accordingly.
- Kodak Alaris review and adjusts pricing and other charges periodically per business requirements.

Countries where outbound and/or inbound shipment charges will be paid by partners include:

- | |
|---|
| • Australia – Inbound |
| • China – Inbound |
| • Hong Kong – Inbound (\$13 USD) |
| • India – Outbound and inbound (\$25 USD plus taxes; pickup / drop-off to partner or customer location) |
| • Japan – Outbound and inbound (\$19 USD each way) |
| • Mexico – Inbound |
| • Singapore – Outbound and inbound (\$15 USD each way) |

When import duties, taxes, and other charges are imposed by some countries, Kodak Alaris will bill these charges back to the partner.

Other Charges

- Additional hours may be purchased if support hours exceeds entitlement.
- Kodak Alaris may apply a service charge for resolving non-warranty hardware issues.
- Failure to return an AUR scanner to the designated Kodak Alaris depot in a timely matter may result in a service charge. Cost varies depending on region or country.
- Replacement box for AUR return may be chargeable.

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