

HAVE A QUESTION? CALL MOTIVA1 SUPPORT



Contacting MOTIVA1 Support is always the first step to help you resolve issues with your site. This kit arms you with the information you need to easily get support with any of your questions or issues.

Below is a complete list of the kit contents. Please carefully check that all of your items are included in your kit.

- MOTIVA1 Support Menu
- Sheet of MOTIVA1 Decals

BELOW YOU WILL FIND EXAMPLES OF THE MOTIVA1 SUPPORT MENU AND DECAL PLACEMENT. YOU MAY BEGIN POSTING THESE UPON RECEIPT.

MOTIVA1 SUPPORT MENU



The MOTIVA1 Support Menu lists all of the Help Desk options available when calling into 1-877-MOTIVA1 (668-4821). It can be placed in your office, near the POS registers, or any place that is easily accessible for staff members.

MOTIVA1 DECAL SHEET

Your kit contains a sheet of MOTIVA1 Decals in various sizes. Use these decals to easily access the support Help Desks for your site's POS or Network (Cybera Overlay) system. Select the decal that best fits your POS keyboard, cash drawer or monitor. The decal can also be placed on a phone or a counter. Once you have selected your decal, use a permanent marker or ink pen, preferably a roller ball, to write down the site's Verifone Service ID # or Gilbarco/NCR Store Phone #, Support IP #, and Shell Site ID/Account # then apply the decals where needed.



Having these numbers on hand when you contact MOTIVA1 will allow you to get help faster. Follow these steps if you have any trouble finding this needed information:

- The **Verifone Service ID #** may be found by calling MOTIVA1 and pressing option 4, then option 2. Then wait on the line through the announcements and the Service ID prompts until you are transferred to an agent. You'll need to provide the agent with the site's phone number and address.
- The **Gilbarco/NCR Store Phone #** is simply the same as the site's primary 10-digit phone number.
- The **Support IP #** may be found by calling MOTIVA1 and pressing option 4, then option 4 and a Cybera agent will be able to assist you by providing the IP address. Please have the site's phone number and address available.
- The **Shell Site ID/Account #** may be found by contacting your Shell Wholesale Representative.

See reverse side for suggested decal Placement Guide.

MOTIVA1 DECAL SIZES

Your decal sheet will contain various sizes of the following decals:



2" x 4.25"



3" x 3.33"



5" x 1.5"



6.25" x 1.33"



3.33" x 2.5"

Please contact Pointsmith at 1-800-762-5213 for additional MOTIVA1 Support items.

For Decal Sheet, request SKU EQV9935.

For Support Menu, request SKU EQV9934.

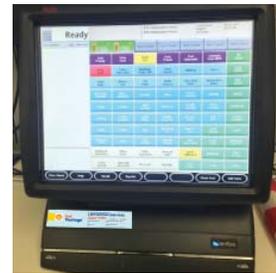
MOTIVA1 DECAL PLACEMENT EXAMPLES



NCR Radiant



Gilbarco PX52



Verifone Ruby2



Verifone Topaz



Verifone Ruby CI



Standard Telephone