



Thermal Printers

*Custom ALPs Forms
Design and Integration*

*Custom Front Office
Forms Design and
Integration*

*Flexible Maintenance
Plans that handle
Compliance updates,
Conversion support,
Disaster Recovery,
Signature Capture,
OnBase Programming,
Bar Code integration,
and unlimited support.*

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THERMAL PRINTER INFORMATION AND AGREEMENT

Thanks for your interest in Thermal printers. You'll be getting brand new Epson TM88IV thermal printers that will be pre-configured to work with your ULTRADATA system. We're able to bring these printers to our current clients at a reduced cost as a dividend for their patronage. Below is an outline of what you can expect, the prices, and how the entire process works.

The Printer

The Epson TM88IV is the leading thermal printer in the industry today. You'll enjoy its compact design, quiet operation and ease of use. To see the data sheet on these printers, please head out to our website and click on the Thermal Printer tab. You will enjoy a full 2-year warranty on these printers. Epson Certified service centers will be doing the work. If you need warranty work done within the warranty period, Epson will cover everything except for freight, each way. After the 2-year period, you may still get your printer serviced by the repair facility at the going rates. If you are currently under our forms maintenance contract, then the price for serial printers is \$645 each; Ethernet versions are \$755. If you are not a current client, then the price is \$100 more for each version. Call for details on how to enjoy the client benefits that only Forms Design, Inc. can provide ULTRADATA credit unions.

Thermal Paper

Paper supplies must come from an authorized Epson Paper distributor. If a printer is returned for repair and it's determined that the paper caused the problem, and you're not using Epson certified paper, then you'll be charged for the repair. We just happen to be a distributor of Epson thermal paper. A case of paper (50 – 273' rolls) costs \$73.00 + shipping. Free shipping on 15 or more cases that **go to one address**. See our website for volume discounts. Color and pre-printed paper is also available. Please call for pricing. For reference, you can get about 400 one-copy receipts per 273' roll. We also carry Thermal Receipt Envelopes. Please call for pricing.

Installation

These printers are very easy to install and get running. We will provide you with the support you'll need to get up and going. There are some setup issues that need to be addressed that are covered in the following pages. We have enlisted an outside company to help us configure, install and support these printers. Between our company and theirs, we'll be able to get you up and going in no time.

To install the printers, you'll want to setup the printers just like you would for any new printer on the FSP system. You can use Serial ports to connect the printers via Jet Direct print servers, or Ethernet for direct connectivity to your network. **We highly recommend the Ethernet version** since they are much easier for you to install and maintain. Once the printers are set up and running, the tellers will quickly learn how easy it is to change the paper and handle the minor troubleshooting issues. It is important to note that these printers are designed to ONLY print receipts, not envelopes, histories or screen shots. You should never send anything to the printer except for the voucher transaction.

Configuration of the Receipt

These receipts have a lot of flexibility in the layout and design. You have 2 choices on the layout, either Portrait or Landscape. Examples of each are on our website and further on in this document. You have several choices on what to put in your custom area of the receipt. The custom area is roughly the first 3 inches of the receipt. It will contain items such as your logo, address, website, signature line for the member, custom cash boxes for cash in and out. Examples are provided further on in this document.

There is a one-time setup fee that covers the initial programming of all the printers. That fee is \$100. It is important to note that we will be faxing or emailing you proofs of your receipts. You are allowed **one** modification to the receipt after you have received the proofs, so double check the logo, the layout and all the font sizes and spelling on the receipts the first time. Each subsequent revision is charged at \$75 each. If, for some reason, you wish to return the printer to us, we charge a 15% cost recovery fee, (you pay for return shipping), as long as the unit is unused. You must request and receive an authorization from us to return any units. (See below warranties).

We'll need you to send us your logo if we don't already have it. We require the logo to be at least 300 dpi, in .eps format and only in black and white. Usually, your marketing department can provide these for us. Just have them email us a copy. Please note that grey areas do not print well. Thermal printers, by design, only pick up black objects and does not interpret grey very well. If you have shades of grey in you logo, you may want to rework them so that there are only black and white areas being shown.

SIGNATURES ON RECEIPTS: Some credit unions have a signature pad that they currently use with their teller receipts. These thermal printers **WILL NOT** be able to capture that signature. If you need a signature on these receipts, the member will have to physically sign the receipt.

SIGNATURE LINES ON RECEIPTS: Some credit unions desire to have a member signature line below their logo, with the authorization of the transaction below the line. Harland sends a signature line in the data stream for the member to sign. **Please see the example on our website for reference.** You may want to consider not adding a signature line below your logo.

SHIPPING CHARGES: Shipping charges are calculated at the time orders are processed for all orders inside the US. These printers are not to be used outside of the US. Fees may vary depending on location and the number of destinations we ship to. We always try to ship UPS ground to save on costs. If you require the printers to be shipped sooner, then the Credit Union will pay the higher fee for expedited shipment. The free shipping on 15+ cases of thermal paper applies to all orders **going to one location (one shipment).**

PAPER WARRANTY: All thermal paper comes with a 30-day money back and 1-year manufacturer warranty. The credit union pays for return shipping. There will be no returns on ANY merchandise after 30 days.

PRINTER WARRANTY: Epson has a full 2-year warranty for parts and labor on each printer. The Credit Union pays for shipping each way. After the printer is out of warranty, the repairs will be done on an estimate basis. Paper supplies must come from an authorized Epson paper distributor. If a printer is returned for repair and it is determined that the paper caused the damage and was not supplied by an authorized Epson paper distributor, the Credit Union is liable for the repair expense. There will be no returns on ANY merchandise after 30 days. If the credit union desires to return a printer to us within 30 days, we charge a 15% cost recovery fee for each printer. There is a considerable amount of time and resources spent on printers to program them. The credit union must call us before sending any printers back to get an authorization number. The printers must be unopened and unused to be eligible for return.

RETURN POLICY: To qualify for return, the following conditions must be met:

1. For all returns for credit, Forms Design, Inc. or its appoint must receive all merchandise within 30 days of purchase. Merchandise returned after 30 days from the date of original invoice will be treated as a return for repair and no credit will be issued.
2. All packages must be sent to Forms Design, Inc., unless otherwise specified, double boxed via prepaid freight with a copy of the invoice.
3. All merchandise must be received in its original **unopened** packaging and include all parts, accessories and/or manuals.
4. Merchandise returned without defect will be subject to a cost recovery fee of 15% of the product price.
5. Shipping costs will not be reimbursed.

INVOICING: To help keep our costs as low as possible, so we can pass those savings on to you, we are having the supplier invoice you directly for the printers. These invoices will be sent out within 10 days after shipment of the printers. We will invoice you for any thermal paper you order. All invoices are due immediately. Past due accounts beyond 30 days will incur a late charge of 1½% per month on the original balance until paid in full.

Example Receipts

The **Yellow** area is the CUSTOM area; the area that we configure for you. In the following examples, you'll see the different choices you have in customizing this area. The **RED** area is the data we print from the Ultradata system – the actual voucher data.

<div style="border: 1px solid black; padding: 5px; text-align: center; margin-bottom: 10px;"> <p><i>Your Credit Union Logo Here</i></p> </div> <p>1234 Main Street • Anywhere, MI 49341 www.CUName.org</p> <p>X _____ I HAVE REVIEWED THIS RECEIPT FOR ACCURACY AND ACKNOWLEDGE THE TRANSACTION IS CORRECT.</p>	<p>****CASH DEPOSIT</p> <table border="0" style="width: 100%;"> <tr> <td style="width: 40%;">Account Detail</td> <td style="width: 15%;">Account #</td> <td style="width: 15%;">Amount</td> <td style="width: 10%;">Balance</td> <td style="width: 10%;">Available</td> </tr> <tr> <td>TO REGULAR SHARES</td> <td>15289S1</td> <td>275.00</td> <td>893.19</td> <td>888.19</td> </tr> </table> <p style="text-align: center; margin-top: 20px;">Tal Novak 9011 Jewell Ave NE Rockford, MI 49341</p> <p style="margin-top: 20px;">Vch1(3) 8 Aug 04 08:14 Br 13 Op 202 SECURE 3 Net Amt 275.00 Cash 275.00</p>	Account Detail	Account #	Amount	Balance	Available	TO REGULAR SHARES	15289S1	275.00	893.19	888.19
Account Detail	Account #	Amount	Balance	Available							
TO REGULAR SHARES	15289S1	275.00	893.19	888.19							

The layout below is LANDSCAPE

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The layout below is PORTRAIT

<div style="border: 1px solid black; padding: 5px; text-align: center; margin-bottom: 10px;"> <p><i>Your Credit Union Logo Here</i></p> </div> <p style="font-size: small;">1234 Main Street • Anywhere, MI 49341 www.CUName.org</p> <p style="writing-mode: vertical-rl; transform: rotate(180deg); font-size: x-small;">X _____ I HAVE REVIEWED THIS RECEIPT FOR ACCURACY AND ACKNOWLEDGE THE TRANSACTION IS CORRECT.</p>	<p>****CASH DEPOSIT</p> <table border="0" style="width: 100%;"> <tr> <td style="width: 40%;">Account Detail</td> <td style="width: 15%;">Account #</td> <td style="width: 15%;">Amount</td> <td style="width: 10%;">Balance</td> <td style="width: 10%;">Available</td> </tr> <tr> <td>TO REGULAR SHARES</td> <td>15289S1</td> <td>275.00</td> <td>893.19</td> <td>888.19</td> </tr> </table> <p style="text-align: center; margin-top: 20px;">Tal Novak 9011 Jewell Ave NE Rockford, MI 49341</p> <p style="color: red; font-size: small; margin-top: 5px;"><i>If there is cash going back to the member, a signature line will also appear here. See example on our website.</i></p> <p style="margin-top: 20px;">Vch1(3) 8 Aug 04 08:14 Br 13 Op 202 SECURE 3 Net Amt 275.00 Cash 275.00</p>	Account Detail	Account #	Amount	Balance	Available	TO REGULAR SHARES	15289S1	275.00	893.19	888.19
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THESE RECEIPTS ARE NOT TO SCALE – THIS IS JUST TO GIVE YOU AN IDEA OF HOW THEY WILL LOOK.

Cash Boxes

You can elect to have cash boxes included on your receipts. Here are the 3 types you can choose from:

Cash Box Version #1

CASH IN	
COINS	

CHECKS	

Cash Box Version #2

CASH	
IN	OUT

CHECKS	
COINS	

Cash Box Version #3

IN	CASH	OUT
	1	
	5	
	10	
	20	
	50	
	100	

Forms Design, Inc.
Thermal Printer Order Form

Credit Union Name: _____ Date: _____
CU Address: _____ PO #: _____
CU Contact: _____ Printer Cost:
Email Address: _____ Ethernet: \$755/ea.
Phone #: _____ Fax #: _____ Serial: \$645/ea.
of Printers: _____ # Thermal Paper (\$73/case): _____ Setup fee: \$100
Module Upgrade to Ethernet (\$299/module) #: _____ (You must send back the old modules)
Other: _____

Number of Copies of Receipt to Print

1 Copy 2 Copies

IBM or HP core system

IBM HP

Configuration

Serial Ethernet

In-House or Service Bureau

Service Bureau In-House

If SB, which one? _____

Receipt Layout

Portrait Landscape

Custom Area Format

Logo Only Logo and Signature Line Logo and Cash Count Box
Logo, Cash Count Box, and Signature Line Cash Count Box version # _____

Items to print under Logo:

Address: _____
City, State, Zip _____
Telephone Number: _____
Website Address: _____
Other: _____

Ship To: (You can have these delivered to multiple branches if needed) ***Shipping costs will be added for both printers and paper.***

#1)

Attention: _____ # Printers to ship to this address _____

Address: _____

City, State, ZIP: _____

#2)

Attention: _____ # Printers to ship to this address _____

Address: _____

City, State, ZIP: _____

I authorize the above order and agree to the terms on all 5 pages of this purchase order & Agreement. I understand that I will be charged a setup charge of \$100 in addition to the purchase price of the printers. I am allowed one revision of the original setup. I understand subsequent revisions will be charged at \$75 each. I understand that shipping charges will be added after the order has been placed. I understand that all printers will be programmed with the LARGE font, unless otherwise noted. ***CDP will be invoicing you directly for these printers.***

X _____ **Date** _____
Signed on Behalf of Credit Union

Fill out, and fax back to Forms Design, Inc. at (240) 206-3225.