



Panini's market leading My Vision X™ check scanner is only part of the solution we provide to our customers. We ensure optimal solution results by providing best-in-class Customer Support Services. Customers know they can count on Panini for successful implementation and support of their My Vision X check scanners.

Benefits

Panini's Customer Support Services deliver on the company's commitment to customers by providing a full range of services to ensure customer success with the Panini My Vision X product suite. These services range from Technical Support with direct access to our expert technical support staff, technical documentation, depot repair, fulfillment, training, and more. Panini is dedicated to

helping our customers leverage our services to improve return on investment (ROI), reduce administration complexity, and ensure the reliability of the My Vision X.

For any type of solution environment or distributed capture application, Panini has the right support services to ensure your success.

- Technical Support
- Depot Repair
- Training
- Technical Documentation
- Fulfillment
- and More...

Panini provides the level of service that U.S. Bank needs from a partner.

*Stephanie Schmitt
Vice President of Commercial
Product Management,
U.S. Bank.*

Panini North America provides a comprehensive Customer Support Services offering to ensure successful implementation and client return on investment (ROI).

Customer support services offered by Panini include:

Standard Warranty	A standard 6 month warranty for all My Vision X™ systems.
Extended Warranty	An extended warranty of up to 3 years is available for all My Vision X systems.
Advanced Unit Exchange (AUE)	Upon notification, Panini will ship a replacement scanner(s) while your My Vision X is shipped to the Panini Depot Repair Center for service and repair.
Depot Repair	The My Vision X is shipped to the Panini Depot Repair Center for service and repair. Service work is completed within 1-5 business days after receipt of the scanner(s).
Parts & Supplies	A complete catalog of parts and supplies is available including replacement parts, consumables, and maintenance supplies.
Fulfillment	Panini provides fulfillment services to our customers eliminating the need for increased staff, cost, and time. Our warehouse, automated systems, and professional staff will handle all activities required to ensure timely delivery of your orders.
Procurement	Our online procurement system can be used by your staff or a Panini representative to efficiently process orders.
Training	Panini offers training programs that enable our customers to use, support, and maintain the My Vision X family of check scanners. Available training includes an online service center, on-site training, and an in-house training program at Panini North America's headquarters in Dayton, Ohio.
Documentation	A full range of documentation is available for the Panini My Vision X product suite. Documentation can be found by visiting the Panini North America web site at www.panini.com or by contacting a Panini representative at 937.291.2195.
Technical Support	Panini's technical support center is available during normal business hours from 8:00AM-5:00PM EST, to answer questions regarding Panini products and services. Panini North America's Technical Support Center can be reached at pna.support@panini.com or 937.291.2195.

About Panini

Panini offers check capture solutions that help customers fully realize the advantages and efficiencies available with the digital transformation of the paper check. Panini's scalable check capture solutions address the complete range of distributed check processing opportunities.