

Doing Business with ScanSource Latin America

We welcome you to **ScanSource Latin America** a division of **ScanSource Inc.** the world largest Value Added Distributor of Point of Sale, Barcode, Auto ID and Security products.
 In order to service you better, following please find important information:

- A. How to become a customer**
- B. How to use our web site**
- C. What kind of payments are available**
- D. Who are my contacts**
- E. What are the RMA procedures**

A. How to become a customer?

Please complete the New Account Application:

1. Download it from our web site <http://www.scansource.com>
2. Choose Latin America/Caribbean - English
3. Click on "become a reseller"
4. Print the form, fill it and fax it back to us at 305-591-7619
5. Send the documents requested on the 2nd page of the application corresponding to your country.

B. How to use our web site?

1. Type: <http://www.scansource.com>
2. Choose Latin America/Caribbean - English
3. Click on "Catalog" or "Place an Order"

Things you can do online:

1. Check our inventory and: <ul style="list-style-type: none"> • Search Products by: <ul style="list-style-type: none"> - ScanSource Item # - Description - Vendor # - Category (Product Line) • Check Availability • Reseller price • Product Weight for Freight Calculation 	2. Place orders online 3. Check open orders 4. Order Parts	5. Check account status including: <ul style="list-style-type: none"> • Print your own invoice • Check your account balance • Verify Payment • Check pending invoices • Get serial numbers of purchasing products • Enter RMS Microsoft Orders
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C. What kind of payments are available?

Payment methods:

Cash Credit Card (requires authorization form) Cashier's Check Money Order	Traveler's Check (must be countersigned in our presence and requires the owner of the checks to provide a photo ID such as driver's license or passport) Company Check (requires pre-approval) Personal Check (only USA checks with pre-approval & valid picture ID)	Western Union Quickpay Wire Transfer please send wire transfers to: <div style="border: 1px solid black; padding: 5px;"> ScanSource Latin America Citibank, F.S.B. 8750 Doral Boulevard Miami, Fl. 33178-2402 Ask your sales rep for account details </div>
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D. Who are my contacts?

Phone Numbers:	POS Sales:	Security Sales:	
Teléfono: (305) 398-4000	English Ext 5707	English Ext 5717	
Fax: (305) 591-7619	Spanish Ext 5708	Spanish Ext 5718	
Toll Free Number: 1-(877) 280-0840 (Only in the USA)	Toll Free Numbers		
	From Bogota, Colombia (1) 635-1616	From Caracas, Venezuela (0212) 210-5639 (0212) 210-5615	From Santiago, Chile (562) 464-2185 (562) 464-2195
	Emails:		
	Communications Sales:	ssla.communications@scansource.com	
	POS Sales:	ssla.salespos@scansource.com	
	Security Sales:	ssla.security@scansource.com	
	Communications Tech Support:	ssla-support.communications@scansource.com	
POS Tech Support:	ssla.support@scansource.com		
Security Tech Support:	ssla-security.support@scansource.com		

Departments:

Departament	Extension	email address
VP Sales	Ext 5108	jose.rolon@scansource.com
Security	Ext 5175	ludi.bouwer@scansource.com
Marketing	Ext 5124	sslamarketing@scansource.com
Communications	Ext 5168	ssla.communications@scansource.com
Credit	Ext 5712	ivonne.angel@scansource.com
Tech Support AIDC – POS	Ext 5740	ssla.support@scansource.com
Tech Support Security	Ext 5740	ssla-security.support@scansource.com
Customer Service (Tráfico)	Ext 5713	lilian.fernandez@scansource.com
Customer Service (RMA)	Ext 5714	ssla.rmas@scansource.com

Product Managers:

Vendors	Extension	email address
Communications		
Alvarion - Audio Codes – Polycom	Ext 5168	jorge.rairan@scansource.com
POS/AIDC		
Bixelon - Intermec	Ext 5118	danilo.vargas@scansource.com
Datalogic Scanning – Star Micronics	Ext 5150	andres.otero@scansource.com
Datamax/O'Neil - Dynapos - Elo Touch - Epson	Ext 5134	jeronimo.urbina@scansource.com
Honeywell – Zebra Technologies	Ext 5135	jocelyn.ramos@scansource.com
Motorola	Ext 5105	eduardo.montserrat@scansource.com
Security		
Axis – Digipop – Pelco – Samsung/GVI – CCTV	Ext 5171	nicolas.hurtado@scansource.com

E. What are the RMA procedures?

1. Contact our RMA department and request an RMA form:

Tel: (305) 398-5146 E-mail: ssla.rmas@scansource.com
 Fax: (305) 398-5125 RMA department hours- 9.00 am to 5.00 pm

2. Complete the RMA form and fax it to us.

We will provide you with an RMA number

3. Send the product to ScanSource Latin America freight prepaid.

Please make sure to write the RMA # on the outside of the box.
 Products received without RMA # will be refused.

4. To get credit:

- No returns after 30 days of purchase.
- Products must be received in original conditions ("Like New") and must include all documentation, accessories, cables, etc.
- Products must be repacked to avoid damage to the original box.
- No returns for special order items.
- All returns are subject to a 15% restocking FEE.