



## **Sales Bill Of Materials Form**

In order to complete the RMA process Ingenico will need the following information. Please fill out **each** field listed below to avoid any delay on Sales Bill of Material creation, which is required for all repairs.

**Sales Bill of Material creation may take anywhere from 5-7 business days.**

**If you do not know the answers to the required fields, please reach out to either your Credit Card Processing or POS System Company.**

**If you already have a SBOM number, please enter below.**

**Sales Bill of Material:**

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**Once this form is completed please email to [customerservice.us@ingenico.com](mailto:customerservice.us@ingenico.com)**

**1. Company Name**

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**2. Phone number**

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**3. Email address**

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**4. Company Address**

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**5. Name of Requestor**

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**6. Serial number(s)**


**7. Part number(s)**


**8. Application (ie: RBA,UPOS,UIA)**

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**9. Application Version (ie: 2.3, 12.02)**

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**10.Communication Setting (ie: Serial, USB, and Ethernet)**

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**11.Key Injection Customer Description – (ie: Wells NA Sponsor TD - Key 350, 3DES Live; Bank of America Live Key, 3DES PED LEVEL)**

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**12.Credit Card Processor – (ie: First Data, Chase Payment Tech, BAMS)**

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**13.Key Type (ie: Point to Point, Debit)**

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**14.KSI – Key Serial Identifier (ie: FFFF\*\*\*\*\*)**

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