VeriFone VASC Training Certification Policies

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<td>Updates to Recertification Process, Include admin accounts</td>
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Purpose:

This document serves as official VeriFone policy relating to certification of VeriFone Authorized Service Companies and Contractors (VASC). This document also outlines VeriFone policy relating to providing VASC level training to non VASC customers. This document is owned and maintained by VeriFone’s Technical Training Manager. All policies are effective as of the published date and may change without notice.

Certification:

VASC certification is defined as issuance of a user account within the VeriFone Premier Portal with access to VeriFone proprietary information and software; regardless of issuance of actual certification number or Service ID. Once an account is deactivated all authorization to access VeriFone proprietary information, software and tools is immediately revoked. VeriFone Partner access & support is managed separately; outside of Technical Training.

Certification Levels: An individual may be certified at 1 of 4 levels. These are:

1. **VASC**: Certification as a VASC indicates the individual works for a company designated as VASC and the company is available for dispatch by the VeriFone helpdesk. When certified as a VASC a Certification number and a Service ID is provided.

2. **Jobber VASC**: Certification as a Jobber VASC indicates the individual works for a chain of C-stores that are designated as VASC. This type of VASC is not setup to accept dispatches from the VeriFone helpdesk but is supported as a VASC by the VeriFone helpdesk. Jobber VASCs are only authorized to work on equipment owned by their C-store chain and are forbidden from servicing any other C-stores and equipment. Jobber VASCs are provided a Certification number and Service ID.

3. **QA Lab**: QA Lab and general testing accounts are setup for VeriFone partners who require access to VeriFone proprietary information, software and tools. QA Lab accounts are not supported through the VeriFone helpdesk as a VASC. QA Lab accounts are supported in the same manner as a site. This assumes helpdesk services and ASM (Annual Software Maintenance) are purchased. QA Lab accounts are provided a sign in name and password, but no Certification number or Service ID.

4. **Administrative Access**: Used for an individual who is employed by a VeriFone Authorized Service Company (VASC), who functions in an administrative role for the company. i.e. processing of debit key requests, repair orders, training registrations etc. Administrative access may or may not be linked to any of the above 3 account types. Administrative access on its own provides no access to technical information. Administrative accounts are limited to a maximum of 2 administrators per branch and a maximum of 5 administrators per company unless written permission is given by the Manager of Training or the Director of Field Services.
Support: VeriFone Client Services supports technicians on location only when the location has valid Helpdesk contracts. Site services may be reviewed prior to calling the helpdesk on the Premier Portal under “View” → “Lookup Site Services”.

Training Policies:

Individuals employed by companies designated as VASC are able to register and attend web based and classroom certification training. Major certifications including Ruby, Sapphire/Topaz & iOrder Kiosk require pre-course work. Minor certifications including EPS: V900/V920, Secure PumpPAY, EPS: V910 are fully web based. An individual whose company is not designated as VASC does not qualify to attend VASC training unless written approval is gained through the VeriFone Technical Training Manager.

Non VASC customers are forbidden from receiving VASC certifications, even from accredited training facilities, without the expressed written consent of the VeriFone Technical Training Manager.

VeriFone Employees: VeriFone employees may be issued all certification qualifiers upon personal written request or request through their manager or the VeriFone IT department. VeriFone employees are issued certifications based on necessity of job function. VeriFone employees may or may not be required to attend actual classroom or online training to earn certifications.

Registration: Registration may be completed online through VeriFone’s Premier Portal (www.Premier.Verifone.com) or via faxed forms. Registrations are processed within 3 business days of their receipt. Web based classes and pre-course may be registered for at any time. Classroom based training at VeriFone facilities must be registered for no later than 2 weeks prior to the actual class. Classroom based training registrations are confirmed only when the scheduled class has met the minimum required technician count; four (4).

Pre-Course: When pre-course is required for a classroom based certification, students must attend the classroom based training within ninety (90) days of completion of the pre-course. This time period may be waived by the Technical Training Manager or Field Services Director. Pre-course is setup for a period of ninety (90) days and expires at midnight on the day of expiration. Failure to complete pre-course within the ninety (90) day window will result in forfeiture of any fees previously paid for pre-course and the individual will need to be registered again and full tuition will be charged.

Web Based Training: Individuals registered for any web based training will be setup for a period of ninety (90) days. Access expires at midnight on the day of expiration. Failure to complete the course within the ninety (90) day window will result in forfeiture of any fees previously paid for the course and the individual will need to be registered again and full tuition
Classroom Based Training: Individuals registered for classroom training at VeriFone’s offices must comply with all VeriFone policies while on site. Should a student fail a classroom based training program at any VeriFone accredited training facility, one of the following scenarios must occur to obtain certification:

1. If the student failed between a 70 and 79 on the final exam, the student will need to complete the final exam at no additional charge during a scheduled exam day within ninety (90) days of the original class. Students must be registered for a make-up exam and the exam is administered at VeriFone’s Clearwater, FL facility.

2. If the student failed between a 70 and 79 on the final exam AND does not wish to participate in a re-test at the VeriFone Clearwater, FL facility, the student will need to complete the pre-course exam and attend the classroom based training at any accredited VeriFone training facility. All tuition charges will be assessed again.

3. If the student fails and the final exam score is lower than 70, the student does not qualify for a make-up exam and will need to complete the pre course and attend class again after waiting for at least ninety (90) days. All tuition charges will be assessed again.

Should a student fail a classroom based training final exam, the full cost of tuition is billed to the student’s company. Cost of tuition is for training services rendered, not certification. Certification may be earned as a part of the training class.

Students may attend one (1) classroom based certification every 90 days. This “cool down” time may be waived by the RSM for the VASC. The RSM will need to provide written approval to VeriFone’s Technical Training department.

Cancellation: Should a VASC cancel a registration for a student set to attend classroom based training, the VASC (company) will be charged all tuitions if notification of cancellation is not provided to VeriFone at least 10 days prior to the actual classroom training.

Certification Transfers: Each technician’s certification is owned by the company they represent. Should a technician transfer to another company, the certifications earned may not transfer with the technician. It is at the sole discretion of the Regional Service Manager and the Technical Training Manager whether a certification will be transferrable. Transfer of
certification is not guaranteed and transfer of certification is decided on an individual certification level based on technician work history with VeriFone products and observances of quality of work. Technicians may be required to recertify on a product via an online exam or re-attend classroom training.

**Recertification:** All major certifications (Ruby, Sapphire, Topaz) require recertification every 2 years. Recertification may be obtained by attending and obtaining a passing grade in a full classroom session or passing the online recertification exam. Technicians are required to recertify to their highest level; i.e. Topaz technicians will renew their certification for Topaz, Sapphire and Ruby with a single Topaz recertification exam. Students with a Ruby certification may have their expiration extended up to 30 days if they will be attending a Sapphire/Topaz certification within 30 days of the expiration of their Ruby certification. This is a manual process and is requested in writing, directed at VeriFone’s Technical Training Manager. Technicians will be emailed a recertification reminder based on the primary and alternate emails listed on their Premier Portal profile 90 days prior to expiration. Technicians may register for all recertification exams online on VeriFone’s Premier Portal. Recertification’s are listed with all other available courses under LEARN® Register for Training. Manual submission of forms may be completed by downloading the packet from the Premier Portal. Forms are listed under LEARN®Petro Training Information.

**VeriFone Premier Portal Account Access Policies**

*(VASC & Training)*

This is to serve as official VeriFone policy relating to creating, modifying, maintaining and deactivating Premier Portal user accounts. This document is owned by the Technical Training Manager and may be updated at any time. Authority to create and modify accounts within the VeriFone VASC database exists with the following personnel:

- Technical Training Manager
- Technical Trainer
- Training Administrative Assistant

No other personnel are authorized to manipulate a VASC account without written approval of the Technical Training Manager, Field Services Director or VP of Petroleum Sales.

**Creating User Accounts:**

Accounts are created only when one of the following occurs:

1. A qualified company, defined as a QA LAB for a VeriFone partner product or major network or major oil company, requests an account or has an account requested through their VeriFone account or sales representative.
2. An individual who is employed by a VeriFone Authorized Service Company (VASC), who meets all pre-requisites and is scheduled to attend a classroom certification training session at an authorized VeriFone training facility.

3. An individual who is employed by a VeriFone Authorized Service Company (VASC), who functions in an administrative role for the company. i.e. processing of debit key requests, repair orders etc.

4. VeriFone hires a new employee. An account may be requested by an individual or their manager.

User accounts are to be setup for actual users not for a ‘generic’ login. User accounts are linked to the company account in VeriFone’s Oracle database. Rights granted are specific to documented necessity only.

Modifying User Accounts:

User accounts are manually modified when:

- A student completes a certification course
- The user requests through the Technical Training Department
- Known management or ownership of the VASC (company) requests changes
- The user changes their contact information

Account Maintenance:

Accounts are maintained by the VASC or Major Oil/Network company. When a user is no longer employed by or in a position requiring access VeriFone is notified in writing by company management. The account is immediately deactivated and written confirmation is provided to the requestor.

Accounts are reviewed monthly by VeriFone Regional Service Managers. Any discrepancies in actual employees and those with accounts are noted, researched and removed as appropriate.

Accounts on the Premier Portal are set to expire in 2 year increments automatically, and require manual reactivation through VeriFone Training personnel. Requests for different expiration time periods are granted based on written request and are only granted to those accounts that require access for software quality assurance testing.

VeriFone personnel accounts are maintained by management within each department. Upon arrival or departure management will provide notification to the VeriFone Technical Training department advising of the change.
Account Deactivation:

Accounts are automatically deactivated after a period of 2 years or based on auto-expiration of the account. Accounts may be deactivated at the request of the VeriFone Regional Service Manager, Manager or Owner of the company the user was created under or Director of Field Services.

Deactivated accounts have all account qualifiers and functionality stripped and the user account is physically disabled. Once an account is deactivated all authorization to access VeriFone proprietary information, software and tools is immediately revoked.