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Subject: Urgent - Graphics on HCR and TCR Card Readers

Importance: High

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Attn: NEE Service Managers and DSS Subcontractors

Please note that when installing an HCR card reader that is replacing a TCR it is very important to peel and reuse the existing graphics, as there are no graphics available with the replacement HCR. Please be advised the graphics situation will be rectified when the OTC (One Touch Canada) project catches up with the sites, graphics are only available with the OTC project as its customer specific.

When technicians replace a TCR with an HCR please make sure all parts utilized are specified in your paperwork (WRMA as well as SR when closing)

- HCR card reader part #
- HCR shield part number (if there is contactless on the dispenser)
- GCM kits number

The above will ensure that all three replacements are shipped to them by Gilbarco going forward.

Please contact your local NEE service office if you have any questions.

Best Regards,
Nama Namasivayam