

# Key Service: RETURN / REPLACE / SERVICE CHANGE

STAFF USE ONLY:

Location: \_\_\_\_\_

Date processed in SupraNET: \_\_\_\_\_

Staff name: \_\_\_\_\_

**MUST BE COMPLETED BY STAFF PERSON**

Member Name: \_\_\_\_\_

Member# or License#: \_\_\_\_\_

FIRM Name: \_\_\_\_\_

Firm#: \_\_\_\_\_

## Check the appropriate Box Below:

**CANCEL Keycard Services:** Please Note: *DisplayKey Holder may be due a refund of deposit and/or prorated fees provided equipment has been returned in good condition and within terms of Key Lease agreement (within 5 days of becoming inactive). Refunds subject to verification by accounting. Allow 4-6 weeks for delivery. Member is responsible for replacement cost of any component not returned.*

**RECOVERED and RETURNED KEY EQUIPMENT:** Possible Refundable amount - Key: \$125.00; Cradle: \$70.00; USB Cable: \$10.00. *Refundable amount is conditioned upon verification that replacement cost was previously collected and no other fees are outstanding.*

Keycard or Cradle is **DEFECTIVE:** SUPRA Reference # \_\_\_\_\_

Keycard or Cradle is **LOST/STOLEN/DAMAGED:** Replacement Cost: Display Key: \$150.00; Cradle: \$99.00; USB: \$10.00

	Returned / Old	Serial #	New	<input checked="" type="checkbox"/> Check Box Below if <u>Returned</u>
Keycard				
Cradle				
USB cable				

## Change Service Level

Current Service

New Service

dKey Serial Number \_\_\_\_\_

dKey Serial Number \_\_\_\_\_

Cradle Number \_\_\_\_\_

Cradle Number \_\_\_\_\_

eKey Serial Number \_\_\_\_\_

eKey Serial Number \_\_\_\_\_

Purchased FOB (Y/N):

PIN:

\* **FOB's are not required for eKey Service but strongly suggested. Separate payment is required.\***

TOTAL AMOUNT DUE AT SIGNING: \$ \_\_\_\_\_

Note:

Member Signature : \_\_\_\_\_ Date: \_\_\_\_\_

Keyholder Address for refund (if applicable): \_\_\_\_\_

### Accounting Use Only:

Change Bill Type to: \_\_\_\_\_

Amount of Refund: \_\_\_\_\_

Processed by: \_\_\_\_\_

Date: \_\_\_\_\_

Refund Approved

Process by: \_\_\_\_\_

Amount of Refund: \_\_\_\_\_

Date: \_\_\_\_\_

GL Code: \_\_\_\_\_

Vendor Code: \_\_\_\_\_

\*All refunds are subject to verification by accounting.

Allow 4-6 weeks for delivery.