

# Remote Monitoring System (RMS)

The Payment Alliance International (PAI) Remote Monitoring System (RMS) is available when using the PAI Wireless solution. The RMS service is a game-changer for your business as it will save you time, money, and the hassle of physically handling various issues with your ATM. If you have ever had just one Reg E claim, an error on an ATM, or needed to reset your ATM to get it back into service, then the RMS solution is perfect for your business.

## FEATURES

When you sign up for the RMS service, many of your non-monetary and time-consuming ATM activities can be handled by PAI on your behalf without you even lifting a finger. This innovative service includes:

- **Pulling ATM journal(s) remotely for Reg E claims** – When PAI is notified a Reg E claim has been filed on your ATM that utilizes the RMS service, we will remotely pull a journal from the ATM and submit on your behalf.
- **Remote monitoring and notification of errors on participating ATMs** – When RMS identifies an error is present on your ATM, a PAI representative will call and notify you what error has occurred and to discuss how you would like us to handle the situation.
- **Reset ATM remotely** – PAI representatives have the ability to reset your ATM when certain error codes appear. Since the RMS system continuously monitors the status of your ATM, we are notified when errors occur and can call you to ask permission to reset the ATM on your behalf.



## BENEFITS

- **Save time, money, and wear/tear on your vehicle** by limiting visits to your ATM(s) only for loading cash and performing maintenance.
- **PAI proactively responds to Reg E claims on your behalf** – you will be notified with the outcome of submission once a decision has been made.
- **Never physically pull an ATM journal for a Reg E claim again.**
- **Never miss a Reg E deadline because you didn't have time to pull an ATM journal.**
- **Proactive notification of ATM errors keeps you informed of ATM's error status.**
- **Remote ATM resets will reduce downtime and increase the ability for your customers to get cash at anytime.**
- **PAI handles everything on your behalf.**

Take the headache out of handling ATM error resets, Reg E claims, and error codes. When your business utilizes the RMS service, it allows you to get back to what you do best – *superior ATM sales and service.*



**Call us today to find out more information.**

[www.GoPAI.com](http://www.GoPAI.com)



Payment Alliance International...Payment Innovations for a Changing World



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