

UNITED STATES DEPARTMENT OF AGRICULTURE

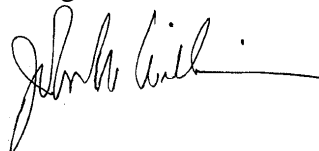
Farm Service Agency
Washington, DC 20250

Notice IRM-359

For: FSA; FAS, except Overseas Offices; and RMA, except Compliance Offices and Regional Offices

Maintenance Agreement for FAX Machines

Approved by: Deputy Administrator, Management



1 Overview

A Background

A maintenance agreement has been signed with Integration Technologies Group, Inc. (ITG), to provide maintenance for FSA, RMA, and FAS plain paper FAX machines. The agreement is effective October 1, 2004, through September 30, 2005.

FAX machines in:

- the National Office, Kansas City (including RMA), St. Louis, State Offices, County Offices, and APFO are **included** in the maintenance agreement
- RMA Compliance Offices and Regional Offices and FAS Overseas Offices are **excluded** from this agreement.

In addition, Kansas City has issued a blanket purchase authorization (BPA) to provide shipping of defective FAX machines to the vendor. OMNIFAX L621, XEROX WORKCENTRE PRO 580, Olivetti, and Sharp FO-4400 FAX units are covered under this BPA.

B Purpose

This notice provides:

- instructions for using the maintenance agreement
- instructions for using the FedEx BPA
- shipping instructions for returning defective FAX machines
- contacts for assistance
- TelTrak FAX inventory database access instructions
- information about ordering FAX machine supplies
- instructions for returning DANKA/OMNIFAX L621/L620 drums and toner cartridges.

Disposal Date	Distribution
December 1, 2005	FSA State Offices; State Offices relay to County Offices; FAS, except Overseas; RMA except Compliance Offices and Regional Offices

1 Overview (Continued)

C Contact

If there are questions about:

- this notice, contact Lynn Oliphant, Office of the Chief Information Officer (OCIO), Information Technology Services (ITS), Infrastructure Operations Division (IOD), Telecom Operations Branch (TOB) at 816-926-1395
- FSA FAX policies, contact Johnny Grace, ITSD at 202-720-4928.

2 Maintenance Agreement

A Onsite Maintenance

ITG shall provide onsite maintenance with a next-business-day response time for laser FAX machines in the National Office, Kansas City (including RMA), St. Louis, State Offices, APFO, and other selected locations.

Excluded from onsite maintenance at these sites are the OMNIFAX L621, XEROX WORKCENTRE PRO 580, Olivetti, and Sharp FO-4400 FAX machines, unless special arrangements have been previously issued.

B Depot Maintenance

ITG has established a depot maintenance operation for the OMNIFAX L621, XEROX WORKCENTRE PRO 580, Olivetti, and Sharp FO-4400 machines. There will be a maintenance pool located at the depot facility containing these types of FAX machines. When a depot maintenance site machine becomes inoperable; the office will receive an operational machine of the same type, without delay.

3 Requesting Maintenance

A National Office FAX Machines

National Office shall follow the instructions in this table for FAX machine maintenance and supplies.

Step	Action
1	<p>For service, call the ITG Customer Service Hotline at 800-835-7823 between 9 a.m. and 5 p.m. e.s.t. weekdays. Provide the following information:</p> <ul style="list-style-type: none"> • contact person • contact person's telephone number • FAX machine make and model • FAX machine problem • FAX machine serial number • FAX machine location. <p>Note: The telephone number to obtain service is on all National Office FAX machines.</p>
2	<p>ITG will confirm if the FAX machine is on the maintenance contract. If the FAX machine is not on the contract, submit AD-700 to MSD with the information in step 1 and the division accounting information.</p> <p>Note: ITG has up to 24 hours to respond to each service call. If AD-700 is submitted, it will take up to 48 hours to process.</p>
3	Validate the service performed by signing the work order.
4	Report any service problem with the vendor to MSD, Property Operations Branch, at 202-720-6833.
5	<p>Acquire new toner cartridge from the FSA Supply Room, Room 0077-S.</p> <p>Note: Return the old toner cartridge at the time the new cartridge is received.</p>

3 Requesting Maintenance (Continued)

B On-Site FAX Machines in Kansas City (including RMA), St. Louis, State Offices, APFO, and selected County Offices

Kansas City (including RMA), St. Louis, State Offices, APFO, and selected County Offices shall follow the instructions in this table for FAX machine maintenance.

Step	Action
1	Call the National Help Desk (NHD) at 800-255-2434 (non-FTS) or 816-926-1552 (FTS) to report the problem. Note: State Offices with a XEROX WORKCENTRE PRO 580, Olivetti, Sharp FO-4400, or OMNIFAX L621 FAX machine shall follow the procedures for County Office FAX machines. See subparagraph C.
2	Provide NHD with requested information.
3	Wait for next business day service.
4	Validate the service performed by signing the work order. Note: Work order should be signed by the designated Property Officer or alternate.
5	Notify NHD when service has been completed.
6	Report any service problem to NHD.
7	Kansas City and State and County Offices should acquire FAX supplies from the Troost Warehouse. Note: See Exhibit 1.

3 Requesting Maintenance (Continued)

C Depot FAX Machines in County Offices

County Offices shall follow the instructions in this table when FAX machine maintenance is required.

Step	Action
1	Call NHD at 800-255-2434 (non-FTS) or 816-926-1552 (FTS) to report the problem.
2	Provide NHD with requested information.
3	Remove and keep the following from the inoperable machine: <ul style="list-style-type: none"> • toner cartridge (laser unit) • drum unit (laser unit) • plastic keyboard cover • phone handle and cradle • all detachable cords • all removable paper trays and guides.
4	Wait for the replacement machine to arrive.
5	Notify NHD of the new serial number and receipt date when the replacement machine is received.
6	Ship the inoperable FAX machine, using the same packing material that the vendor provided, to: <p>Integration Technologies Group, Inc. 2744-B Gallows Rd. Vienna, VA 22180-7133.</p> <p>Notes: Use BPA issued by Kansas City to cover the shipping cost to the vendor. The BPA Account number is FedEx, 1904-9868-9. Insure all FAX units for \$700 and ship using second- or third-day delivery service.</p> <p>Non-FedEx users shall use normal shipping procedures or USPS.</p>
7	Notify NHD of shipping date.
8	FSA County Offices should request FAX supplies from the Kansas City Troost Warehouse. See Exhibit 1.

4 Returning Defective FAX Machines

A Transferred Equipment

To request a transfer for FAX machines, all Offices must send a written request to the National Office, ITSD.

FSA should not accept FAX machines as a transfer from any agency.

B Network FAX Equipment

No desktop FAX machine can be connected to any personal computer (PC) that is connected to the LAN/WAN network.

C BPA Account Number

Use BPA account number FedEx, 1904-9868-9 for FAX machine return shipping.

D Shipping Instructions

State and County Offices shall call their local shipping company and provide:

- County Office name and mailing address
- the appropriate account number
- third-party billing for payment
- insurance equal to the cost of \$700

Note: Shipping should be second- or third-day air, unless otherwise directed by ITS, TOB. If the shipping cost exceeds \$50 per unit, call NHD for instructions. The sender information should be site name and address, **not** the account holders name and address (USDA Kansas City). No site shall use this account to ship anything other than a FAX machine to ITG, unless directed by the contacts in subparagraph 1 C.

- the recipient's name and address as follows:

Integration Technologies Group, Inc.
2744-B Gallows Rd.
Vienna, VA 22180-7133
Phone 703-698-8282.

Offices that do not have access to FedEx shall continue to use normal shipping procedures.

4 Returning Defective FAX Machines (Continued)

E State and County Office Action

State and County Offices shall follow procedures and request assistance according to this table.

Step	Action
1	<p>Within 3 calendar days after receiving the replacement FAX machine, State and County Offices shall:</p> <ul style="list-style-type: none"> • install, set up, and test FAX machine operations <p>Note: For assistance:</p> <ul style="list-style-type: none"> • State Offices shall contact NHD at 816-926-1552 (FTS) or 800-255-2434 (non-FTS) and select option 2. • County Offices shall contact the State Office. <ul style="list-style-type: none"> • after the replacement FAX machine is successfully installed, prepare and ship the defective FAX machine according to subparagraph C.
2	For all other questions or problems, contact NHD, through established State Office procedures.

5 Returning Defective DANKA/OMNIFAX L621/L620 Drums and Cartridges

A Background

In prior years a large volume of Danka/Omnifax L621/L620 drum and cartridges units have been received defective. This not only cost time and money, it also reduces Service Center Agencies ability to continue government business.

The vendor agreed to replace all units that are defective at start-up or fail to last. In addition, the vendor established a UPS shipping account for return of the defective units.

B RMA Procedure

All field offices should continue to order toner and drum units from the KC warehouse, see Exhibit 1. If the new unit is defective, the site shall do the following:

- place the unit in the original box
- complete the attached Danka/Xerox L621/L620 RMA document (Exhibit 3)
- place 1 copy of the completed document in the original box with the defective unit
- FAX a copy of the document to the contacts listed on the RMA document under special instructions
- ship the unit to the address listed on the form, using the vendor UPS account when possible.

If a site has no UPS access, refer to section 4B BPA Account Number. Use the FSA provided FedEx account listed. All other sites with no FedEx or UPS access should ship using their standard procedures. All shipping should be at the cheapest rates available. There is no need to insure the unit.

Under no circumstances should a site contact the vendor.

6 FAX Machine Inventory Requirements

A State and County Office Actions

To properly assess site requirements while maintaining an accurate inventory database, State and County Offices shall follow the procedure in Exhibit 2 to complete the FAX Inventory Report.

Acquiring FAX Supplies

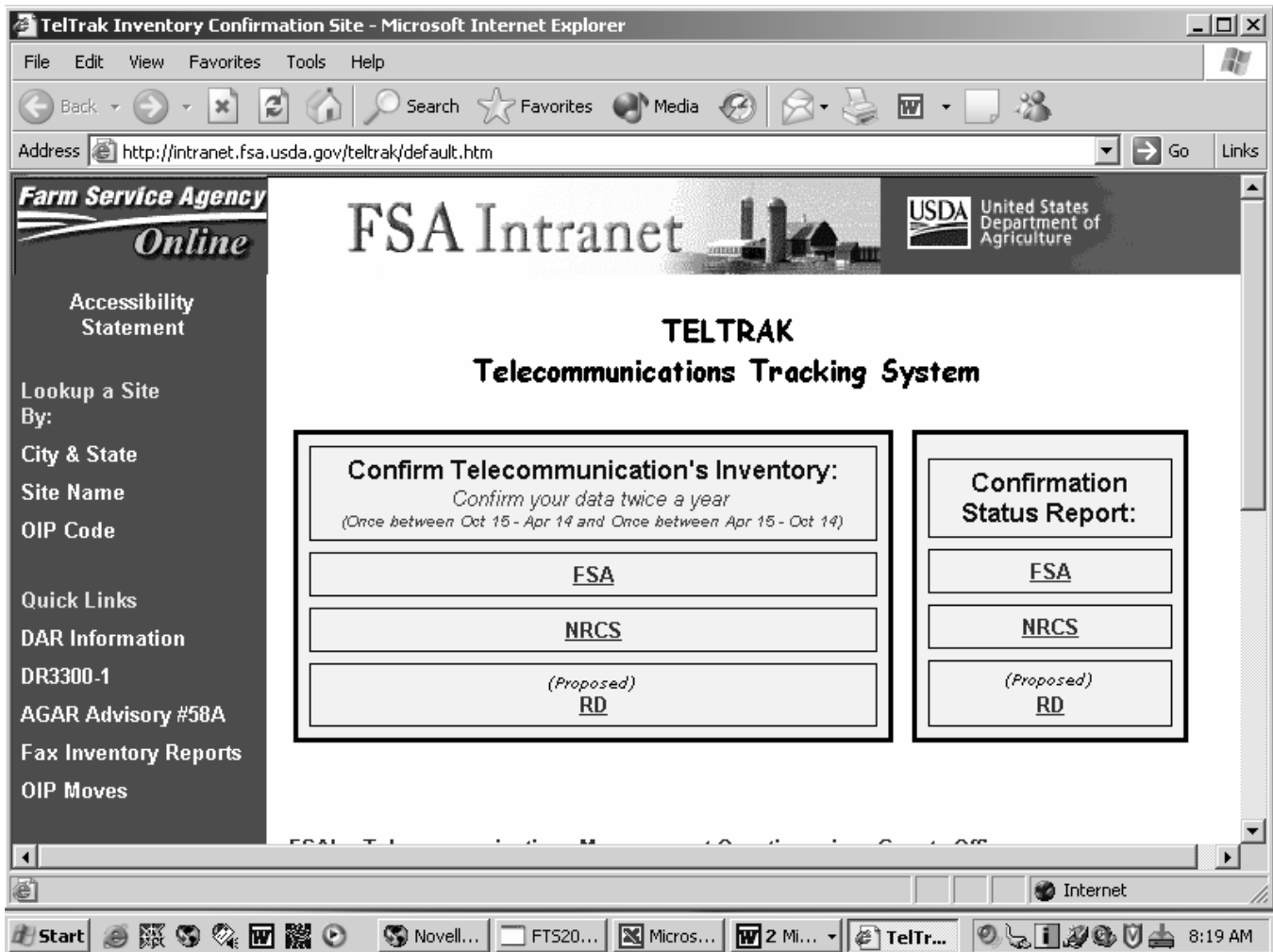
Kansas City Offices and State Offices shall use this table to acquire FAX supplies from the Troost Warehouse.

State and County Offices				
Mfg/Model	Toner	Supply Line Item No.	Drum	Supply Line Item No.
Sharp FO-6700	FO-47ND	766	FO-47D	767
Danka Omnifax L621 L620E	TM 250	722	DR-200	723
Xerox FaxCentre F12	106R584	784	113R506	785
Sharp FO-DC600	FO-50ND	783	FO-47DR	767
Sharp FO-4400	FO-50ND	783	FO-47DR	767
Danka Omnifax L630	WTL 63	720	WEL 63	721
Olivetti/Royal OFX 3100 RFX 3100		725 (3 ink cartridges & 1 printhead)		
Kansas City				
Mfg/Model	Toner	Supply Line Item No.	Drum	Supply Line Item No.
Sharp FO-6600	FO45ND	363	FO-45DR	367
Xerox FaxCentre F12	106R584	784	113R506	785
Sharp FO-DC600	FO-50ND	783	FO-47DR	767
Danka Omnifax DL6450	WT6450	473	WO6450	473.5
Sharp FO-6700	FO-47ND	475	FO-47DR	475.5
Danka Omnifax L621 L620E	WTL 62	722	DR-200G	723
Ricoh 4700L	Type 150	471	Type 100	471.5
Danka Omnifax L630	WTL 63	472	WEL 63	472.5
Sharp FO-5400 FO-5400T	FO-48ND		FO-48DR	
Olivetti/Royal OFX 3100 RFX 3100		725 (3 ink cartridges & 1 printhead)		

Facsimile Machine Confirmation Website Link

To properly assess FAX site requirements while maintaining an accurate inventory database, ITSD, TSC, NAO created a link on the TELTRAK Web site for FAX Inventory Reports to facilitate tracking FSA FAX equipment. To access the link, log on to the TELTRAK website at <http://intranet.fsa.usda.gov/teltrak/> and follow these procedures.

The TELTRAK home page will be displayed.



From the "Quick Links" options, select "Fax Inventory Reports" to access the FAX Inventory Reports Screen.

Facsimile Machine Confirmation Website Link (Continued)

Following is an example of the FAX Inventory Reports Screen.

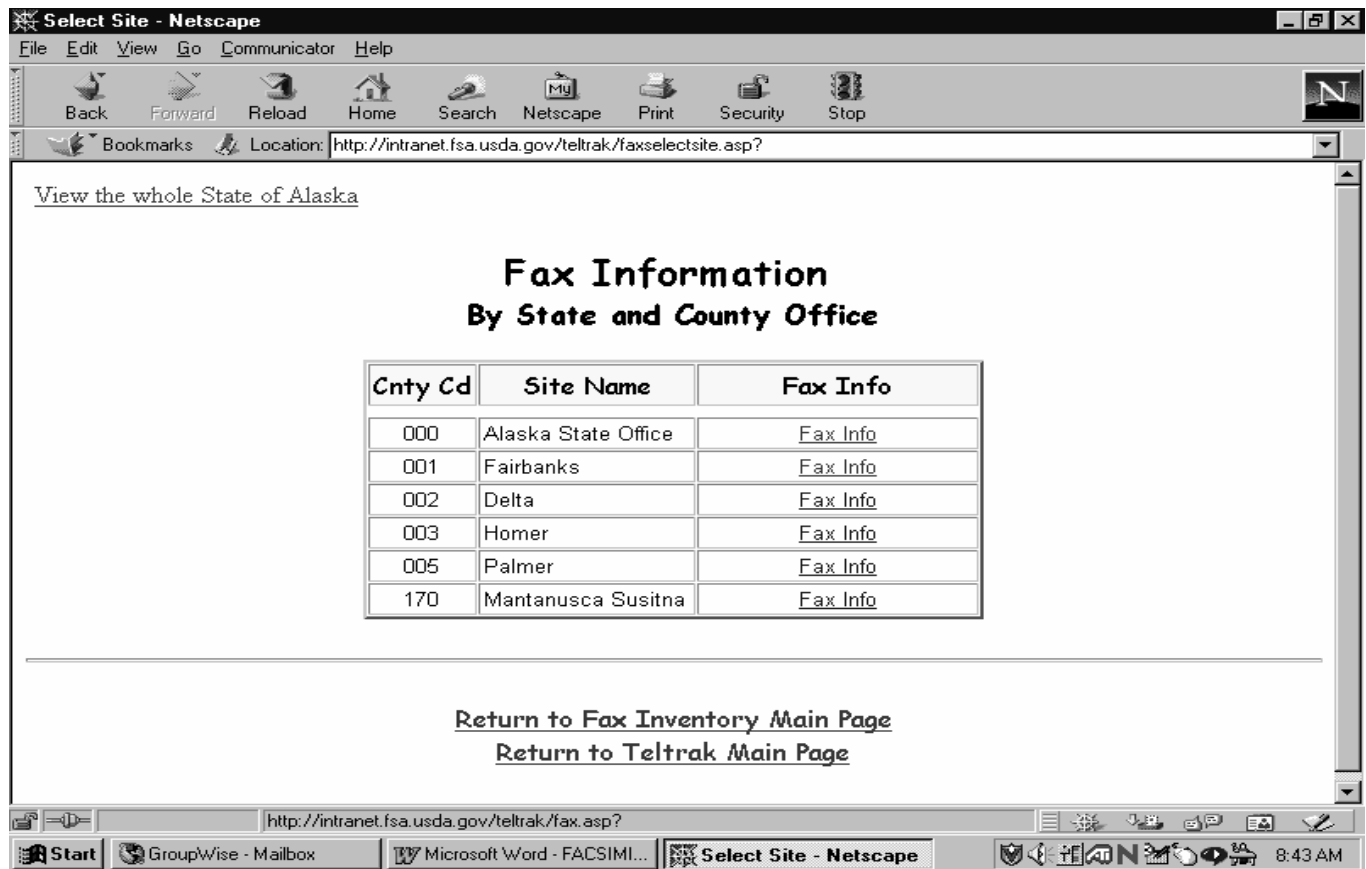


Note: All State and County Offices are required to confirm FAX inventory annually before March 31 of each year.

At the "Select a State" drop down box, select the respective State and click the "Submit" button. The Fax Information by State and County Office Screen will be displayed.

Facsimile Machine Confirmation Website Link (Continued)

Following is an example of the Fax Information by State and County Office Screen.



Find the applicable County Code/Site Name and click the “Fax Info” button. The Fax Information Confirmation Screen will be displayed for the user to confirm the entered information.

Facsimile Machine Confirmation Website Link (Continued)

Following is an example of the Fax Information Confirmation Screen.

Fax Confirmation Data

State	Cnty ID	Confirmed?	Last Confirmed Date	Confirmed By
AK	000			

[Return to Fax Inventory Main Page](#)
[Return to Teltrak Main Page](#)

Confirm Online

Review the following information. If all data is correct click [Confirm](#)

If Corrections are needed click [Submit Changes](#)
 Or print data, change hardcopy and fax to 816-823-1982

Fax Information

Site Name	Lead Agency	Fax Number	Type	Equipment	Model	Serial Number	Weekly Incoming Faxes	Weekly Outgoing Faxes	In Use	Back Up	Excess
ALASKA STATE FSA OFFICE	RD	9077617789	LASER	CANON	CFX L4600IF	C0235079	125	82	x		
ALASKA STATE FSA OFFICE	FSA	9077617789	LASER	DANKA/OMNIFAX	L8500	TF47003739				x	
ALASKA STATE FSA OFFICE	FSA	9077617789	LASER	SHARP	FO-6700	27101537					

Fax inventory must be verified for all sites. The weekly incoming/outgoing columns are a reflection of the information from the prior fiscal year. Other agency FAX information will be required for Service Center analysis.

Review the FAX information in all columns. If the data is correct, submit a confirmation by clicking the "Confirm" link in the "Confirm Online" block. A page will be displayed for the user to enter initials.

Facsimile Machine Confirmation Website Link (Continued)

Following is an example of the screen for entering the user's initials.

Fax Confirmation Data

State	Cnty ID	Confirmed?	Last Confirmed Date	Confirmed By
AK	000			

Please Enter Your Initials

[Cancel Confirmation](#)

Enter initials and click the "Submit" button.

If the FAX information is incorrect, make any necessary corrections, additions, and deletions by selecting the "Submit Changes" button. A screen will be displayed for the user to provide the changes.

Facsimile Machine Confirmation Website Link (Continued)

Following is an example of the screen used to provide corrections, additions, or deletions.

Mail To: rarockel@kcc.usda.gov

File Edit View Actions Tools Window Help

From: Lynna Oliphant CC: cmhill@kcc.usda.gov; loliphant@kcc.usda.gov

To: rarockel@kcc.usda.gov BC:

Subject: Fax Inventory Changes

Message: Tahoma 8 **B** *I* U Please Include Your Site ID or Site Name and Reference your Model and Serial Number

Send

Cancel

Address

Attach

Start 2 No... FTS20... Micros... 2 Mi... 2 Int... 8:29 AM

Enter the requested information and all other applicable information and click the “Send” button.

DANKA/XEROX L621/L620 RMA DOCUMENT**Site Information**

State:	Contact Name:
County:	Contact Phone Number:

Shipping Information

Vendor Address: To: Automation Aids, Inc. Attn: Carole Haley 420 Babylon Road Ste B Horsham, PA 19044 Telephone Number: 781-643-6800	Vendor Account Number: 177600 Contact: Carole Haley
Product Defect Description:	

Date of Return: _____

Special Instructions:

If the vendor has supplied an RMA shipping label in the original box use that label to return defective units.

Fax a copy of this document to USDA/OCIO/ITS/TOB, attention Lynn Oliphant/Ron Rockel, at FAX number 816-823-1982.

Return the original document with the RMA return product.

Under no circumstances should a site contact the vendor.