

For: FSA, FAS, except Overseas Offices, and RMA, except Compliance Field Offices and RSO's

Maintenance of and Returning Defective 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, 1998, through September 30, 1999.

FAX machines in:

- the National Office, Kansas City (including RMA), St. Louis, State Offices, selected County Offices, and APFO are **included** in the maintenance agreement
- RMA Compliance Field Offices and RSO's are **excluded** from this agreement.

In addition, KCMO has issued a blanket purchase authorization (BPA) to provide shipping of defective FAX machines to the vendor. Olivetti and OMNIFAX FAX units are covered under the BPA.

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<p>Disposal Date</p> <p>October 1, 1999</p>	<p>Distribution</p> <p>FSA, FAS, except Overseas Offices, RMA except Compliance Field Offices and RSO's; State Offices relay to County Offices</p>
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1 Overview (Continued)

B

Purpose

This notice:

- provides instructions for using the maintenance agreement
 - identifies the BPA account number
 - provides shipping instructions for returning defective FAX machines
 - provides references for assistance
 - **corrects address in subparagraph 3 C.**
-

C

Contact

Direct questions about this notice to 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, selected County Offices, and APFO.

B

Depot Maintenance

ITG has established a depot maintenance operation for the Olivetti and OMNIFAX models 330c and L621 FAX machines. There will be a maintenance pool, located at the depot facility, containing these types of FAX machines. When a County Office machine becomes inoperable, the office will receive an operational machine of the same type, without delay.

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3 Requesting Maintenance

A FAX Machines in the National Office

When FAX machine maintenance and supplies are required in the National Office, follow these instructions.

Step	Action
1	<p>For service call ITG Customer Service Hotline at 1-800-835-7823 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 telephone number• FAX make and model• FAX problem• FAX 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>
3	<p>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>
4	<p>Validate the service performed by signing the work order.</p>
5	<p>Report any service problem with the vendor to MSD, Property Operations Branch, at 202-720-6866.</p>
6	<p>New toner cartridge can be acquired from the FSA Supply Room, 0077-S. The old toner cartridge should be returned at the time the new cartridge is received.</p>

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3 Requesting Maintenance (Continued)

B
FAX Machines
in Kansas City
(including
RMA), St. Louis,
State Offices,
and APFO

When FAX machine maintenance is required in Kansas City, St. Louis, State Offices, and APFO, follow these instructions.

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 an Olivetti or OMNIFAX 330c 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.

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3 Requesting Maintenance (Continued)

**C
FAX Machines
in County
Offices**

When FAX machine maintenance is required in County Offices, follow these instructions.

Step	Action
1	Call NHD at 800-255-2434 (non-FTS) or 816-926-1552 (FTS) to report the problem.
2	Provide the Help Desk with requested information.
3	Remove and retain the following from the inoperable machine: <ul style="list-style-type: none"> • toner cartridge (laser unit) • print cartridge • plastic keyboard cover (Olivetti only) • phone handle and cradle • all detachable cords • all removable paper trays and guides.
4	Wait for the replacement machine to arrive.
5	Notify the Help Desk 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 align="center">INTEGRATION TECHNOLOGIES GROUP, INC. 2744-B GALLOWS RD VIENNA, VA 22180-7133.</p> <p>Notes: Use the BPA issued by KCMO to cover the shipping cost to the vendor. The BPA account number is FEDEX, 1904-9868-9.</p> <p align="center">Non-FEDEX users shall use normal shipping procedures or general mail.</p>
7	Notify NHD of shipping date.

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4 Returning Defective FAX Machines

A

**Transferred
Equipment**

FLP FAX machines that were transferred from the former FmHA **are not covered under the FEDEX shipping BPA.**

The transferred FAX units **are covered** under the RD maintenance contract.

FSA should not accept non-Y2K compliant equipment as a transfer from any agency. All service calls on RD transferred equipment should be entered into the OTIS database.

B

**BPA Account
Number**

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

C

**Shipping
Instructions**

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

- County Office name
- the appropriate account number
- third-party billing for payment
- insurance equal to the cost of \$750

Note: Shipping should be second or third day-air, unless otherwise directed by Telecommunications Division, Network Analysis Branch. If the shipping cost exceeds \$50 per unit, call NHD for instructions.

- the recipient's name and address as follows:

INTEGRATION TECHNOLOGIES GROUP, INC.
2744-B GALLOWS RD
VIENNA, VA 22180-7133.

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

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4 Returning Defective FAX Machines (Continued)

**D
State and
County Office
Action**

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

Step	Action
1	Within 3 calendar days after receiving the replacement FAX machine, State and County Offices shall: <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 1 and then option 2 for FAX• County Offices shall contact the State Office.• after the replacement FAX machine is successfully installed, prepare and ship the defective FAX machine according to subparagraph C.
2	Prepare FSA-951 to report the change in inventory records. Send completed forms to KCMO, Administrative Services Division, Property Section.
3	For all other questions or problems, contact NHD, through AC or the Information Resource Manager.

**E
Obsolete Notice**

Notice IRM-288 is obsolete.
