

**For:** State and County Offices

**IBM 4317 Laser Printer Supplies**

**Approved by:** Acting Deputy Administrator, Management

**1 Overview**

**A Background**

Various methods are currently being used to obtain and exchange toner cartridges and usage kits for the IBM 4317 laser printers. To ensure that field offices are receiving these items promptly and using the most cost effective method, new procedures have been established. Also, special arrangements have been made with the supplier to handle emergency requests if defective items are received.

**B Purpose**

This notice provides instructions to FSA State and County Offices about obtaining and exchanging used and/or defective toner cartridges and usage kits for the IBM 4317 laser printers.

**2 Action**

**A Procedure for Automation Aids, Inc. (AAI) Toner Cartridges**

Exchange **used, empty AAI cartridges** according to this table.

Step	Action
1	Place the empty cartridge in the original box and seal the box.
2	Affix the prepaid Authorized Return Service (ARS) label to the outside of the box. This label and an information sheet were inside the box with the cartridge when it arrived. If you do not have a label from AAI, call 816-926-1679 or email <a href="mailto:pnsmith@kcc.usda.gov">pnsmith@kcc.usda.gov</a> to request a label.  <b>Note:</b> Up to 4 cartridges may be returned using 1 label.
3	Give the package to any UPS driver or call 1-800-742-5877 for the nearest drop off location.
4	Submit FSA-159 to the KCAO warehouse to obtain new toner cartridges and prepaid ARS labels.

<b>Disposal Date</b> July 1, 2004	<b>Distribution</b> State Offices; State Offices relay to County Offices
--------------------------------------	---

**Notice IRM-341**

**2 Action (Continued)**

**A Procedure for Automation Aids, Inc. (AAI) Toner Cartridges (Continued)**

Exchange **defective AAI cartridges** according to this table.

<b>Step</b>	<b>Action</b>
1	Call Carole Haley of AAI at 1-800-817-4448 to request a return authorization (RA) number.
2	Place the defective cartridge in the original box and seal the box.
3	Write the RA number and “DEFECTIVE” on the box in large letters.
4	Affix the prepaid ARS label to the outside of the box.
5	Retain the UPS tracking number from the bottom of the prepaid label for your records.
6	AAI will send a new cartridge with a new prepaid ARS label.

**B Procedure for Other Brands (Non-AAI) of Toner Cartridges**

Exchange **used, empty non-AAI** toner cartridges according to this table.

<b>Step</b>	<b>Action</b>
1	Return non-AAI cartridges to AAI using the prepaid ARS label, as if it were an AAI cartridge.
2	Submit FSA-159 to the KCAO warehouse to obtain new toner cartridges and prepaid ARS labels.

Exchange **defective non-AAI** toner cartridges according to this table.

<b>Step</b>	<b>Action</b>
1	Notify the KCAO warehouse that the non-AAI cartridge is defective. The warehouse will ship out a new cartridge immediately.
2	Place the defective cartridge in the original box and seal the box.
3	Write “DEFECTIVE” on the box in large letters.
4	Mail the cartridge to the KCAO warehouse using the least expensive shipping method.

Notice IRM-341

2 Action (Continued)

C Procedure for CopyFax Usage Kits

Exchange **used CopyFax Services, Inc.** usage kits according to this table.

Step	Action
1	Place the used usage kit in the original box and seal the box.
2	Affix the prepaid USPS label to the outside of the box. This label and an information sheet were inside the box with the usage kit when it arrived. If you do not have a CopyFax Services, Inc. label, call the KCAO warehouse at 816-363-1103 or email the warehouse at <b>kcmowhse@kcc.usda.gov</b> to request a label.  <b>Note:</b> Up to 4 kits may be returned using 1 label.
3	Return the package to the warehouse using USPS mail.
4	Submit FSA-159 to the KCAO warehouse to obtain new usage kits and prepaid USPS labels.

Exchange **defective CopyFax Services, Inc.** usage kits according to this table.

Step	Action
1	Call the KCAO warehouse or submit FSA-159 to obtain a replacement usage kit.
2	Place the defective usage kit in the original box and seal the box.
3	Write "DEFECTIVE" on the box in large letters.
4	Affix the prepaid USPS label to the outside of the box.
5	Return the package to the warehouse using USPS mail.

D Procedure for Other Brands (Non-CopyFax) of Usage Kits

Exchange **non-CopyFax used, empty** usage kits according to this table.

Step	Action
1	Return non-CopyFax usage kits using the prepaid label, as if it were a CopyFax usage kit.
2	Submit FSA-159 to the KCAO warehouse to obtain new usage kits and new prepaid USPS labels.

**Notice IRM-341**

**2 Action (Continued)**

**D Procedure for Other Brands (Non-CopyFax) Usage Kits (Continued)**

Exchange **non-CopyFax defective** usage kits according to this table.

<b>Step</b>	<b>Action</b>
1	Call the KCAO warehouse at 816-363-1103 or submit FSA-159 to obtain a replacement usage kit.
2	Place the defective usage kit in the original box and seal the box.
3	Write "DEFECTIVE" on the box in large letters.
4	Affix the prepaid USPS label to the outside of the box.
5	Return the package to the warehouse using USPS mail.

**C Contact**

If there are any questions about these procedures, call the KCAO warehouse at 816-363-1103 or the FSA National Help Desk at 800-255-2434.

**Note:** To reduce the cost to FSA, used cartridges and usage kits must be returned to the identified vendors or KCAO warehouse. The cost of a new cartridge is \$199 and a new usage kit is \$309. To keep costs down, it is very important that **all used cartridges and usage kits be returned.**

All other toner cartridges that have been identified as recyclable shall be returned to the KCAO Warehouse using the most economical shipping method. The warehouse address is:

KCAO WAREHOUSE  
9240 TROOST  
KANSAS CITY, MO 64131.