

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, 2003, through September 30, 2004.

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 Offices and Regional 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, and Sharp FO-4400 FAX units are covered under BPA.

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 contacts for assistance
- provides TelTrak FAX inventory database access instructions
- provides information about ordering FAX machine supplies.

| Disposal Date | Distribution |
|----------------------|--|
| October 1, 2004 | FSA State Offices; State Offices relay to County Offices; FAS, except Overseas; RMA except Compliance Offices and Regional Offices |

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1 Overview (Continued)

C Contact

If there are questions about:

- this notice, contact Lynn Oliphant, ITSD, Telecommunications and Security Center (TSC), Network Analysis Office (NAO) 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, 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, 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.

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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 | <p>Validate the service performed by signing the work order.</p> |
| 4 | <p>Report any service problem with the vendor to MSD, Property Operations Branch, at 202-720-6833.</p> |
| 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> |

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3 Requesting Maintenance (Continued)

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

Kansas City, St. Louis, State Offices, and APFO 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, 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 Offices should acquire FAX supplies from the Troost Warehouse. Note: See Exhibit 1. |

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3 Requesting Maintenance (Continued)

C 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 style="margin-left: 40px;">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 style="margin-left: 40px;">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. |

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4 Returning Defective FAX Machines

A Transferred Equipment

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

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

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 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 TSC, NAO. If the shipping cost exceeds \$50 per unit, call NHD for instructions. The sender information should be site name and address, **not** the payor name and address (USDA Kansas City). No site shall use this account to ship anything other than a FAX machine to the recipient below, 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.

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 | <p>Within 3 calendar days after receiving the replacement FAX machine, State and County Offices shall:</p> <ul style="list-style-type: none"><li data-bbox="253 579 911 615">• install, set up, and test FAX machine operations <p>Note: For assistance:</p> <ul style="list-style-type: none"><li data-bbox="396 726 1382 800">• State Offices shall contact NHD at 816-926-1552 (FTS) or 800-255-2434 (non-FTS) and select option 2<li data-bbox="396 835 1019 871">• County Offices shall contact the State Office. <ul style="list-style-type: none"><li data-bbox="253 909 1466 982">• 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 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

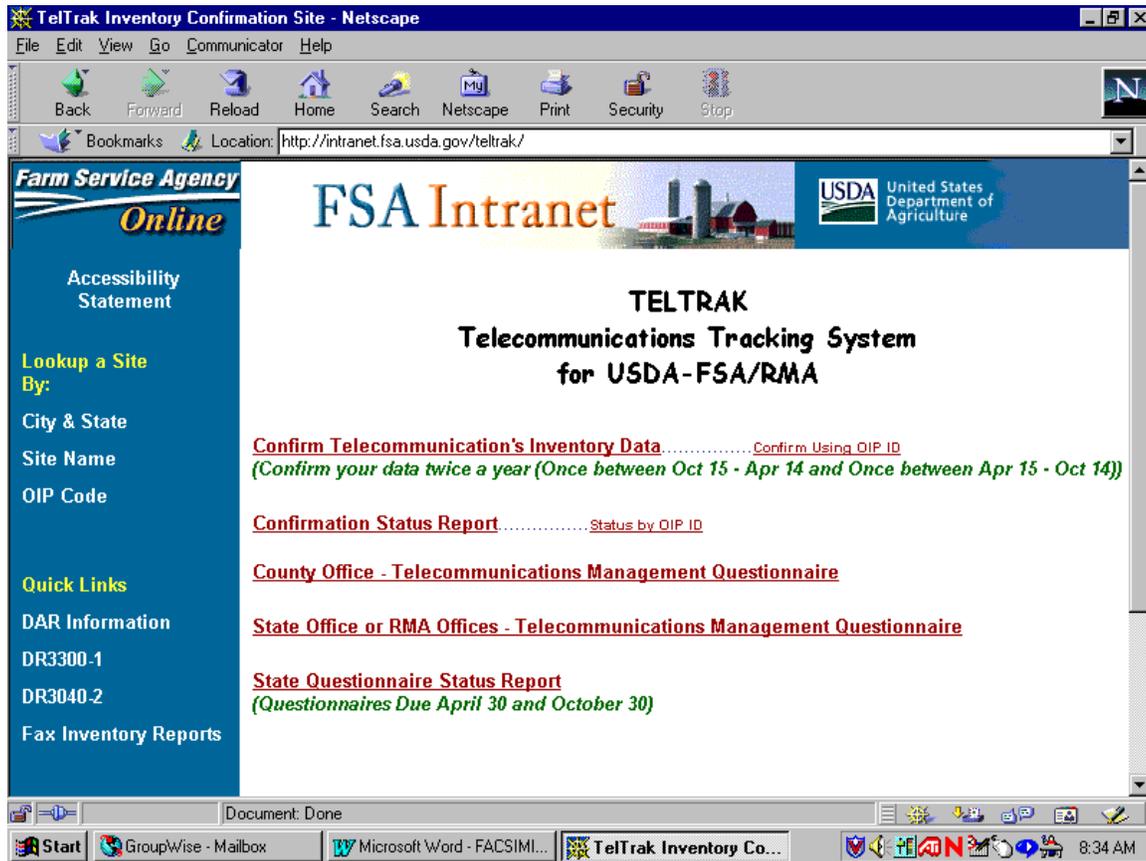
Kansas City Offices and State Offices shall use this table to acquire FAX supplies from the Troost Warehouse.

| 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 | WTL 62 | 722 | DR-200G | 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 L8500 | WTL 63 | 720 | WEL 63 | 721 |
| OlivettiRoyal 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 website 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.

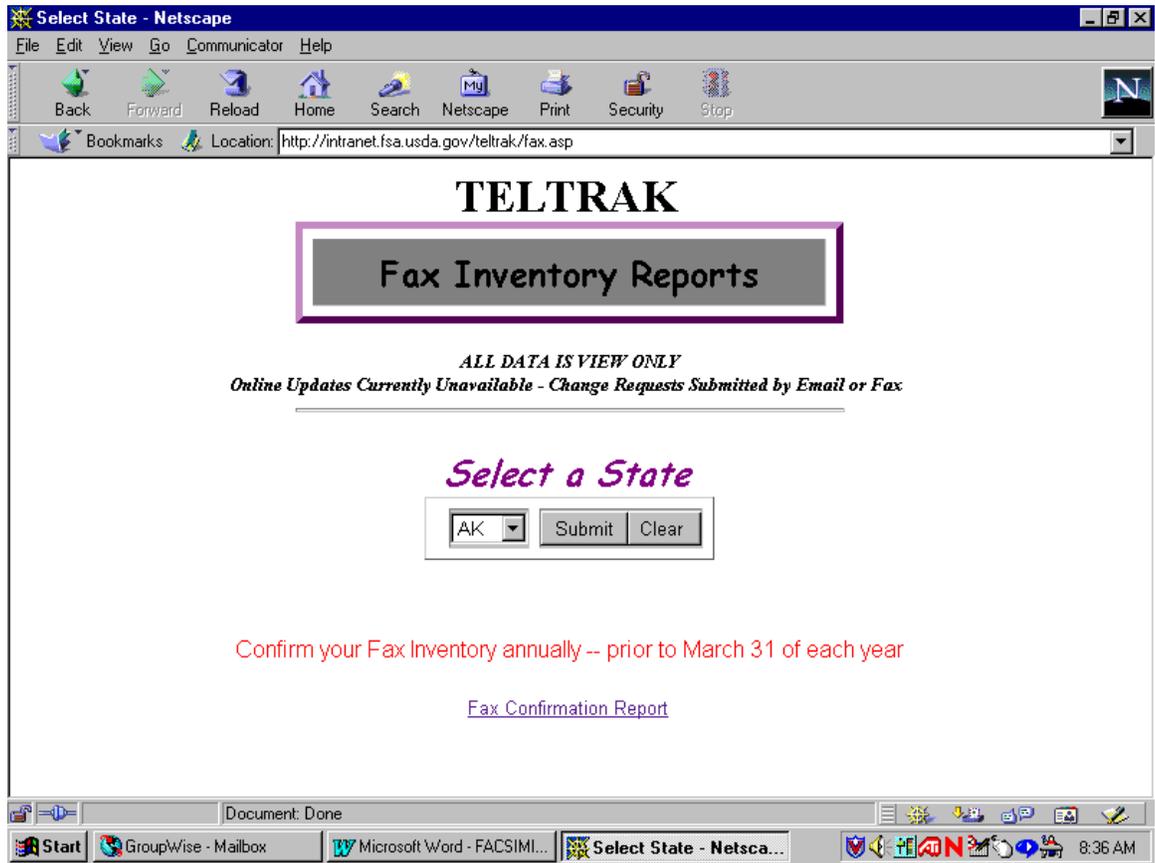
The TELTRAK home page will be displayed.



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.

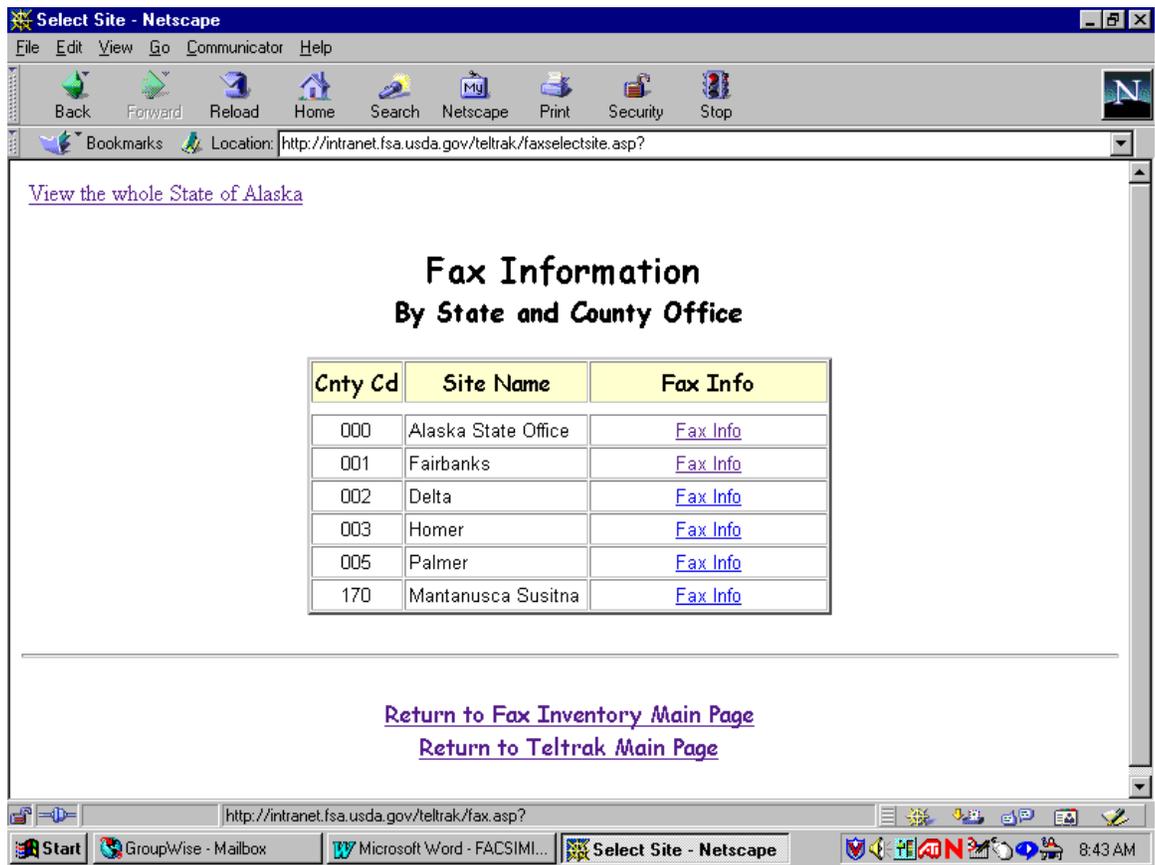


Note: All State and County Offices are required to confirm FAX inventory annually before March 31 of each year.

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)

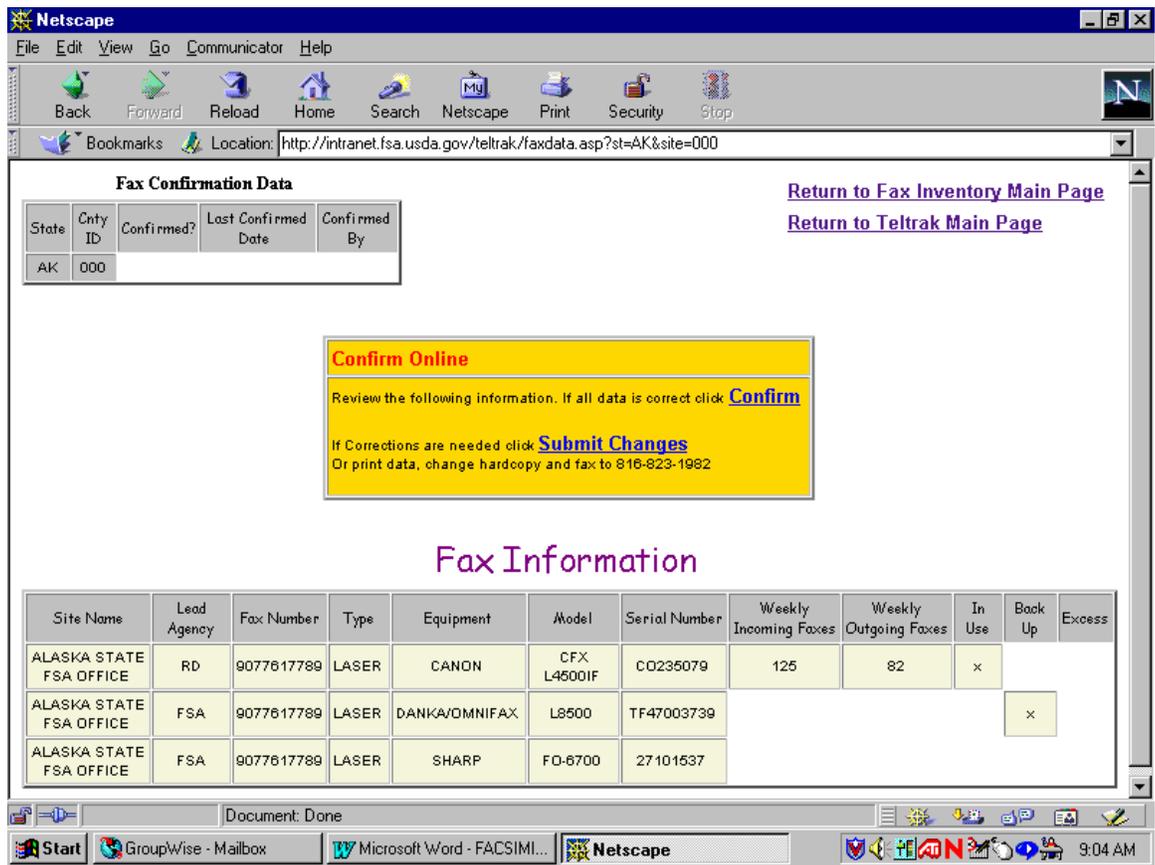
Following is an example of the Fax Information By State and County Office Screen.



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.

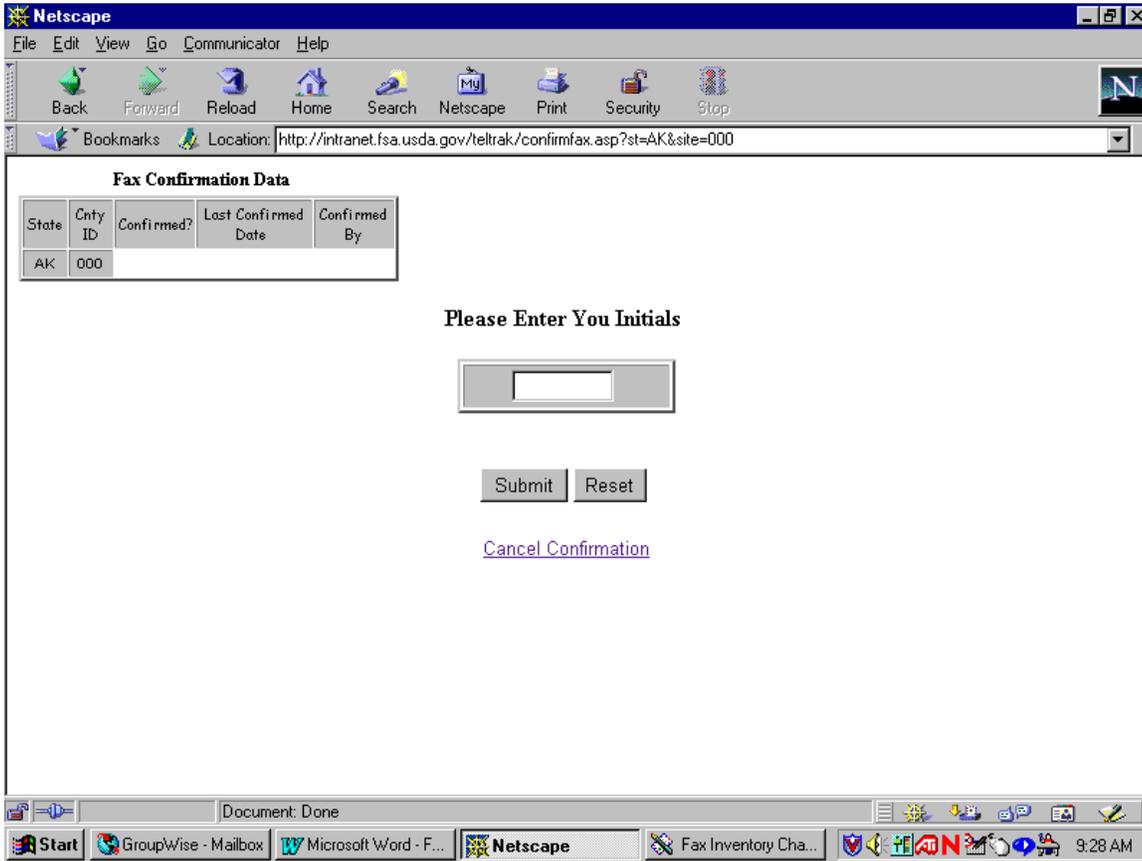


Fax inventory must be verified for all sites. The weekly incoming/outgoing columns are a reflection of the information from the prior fiscal year. Other agency FAX information will be required for Service Center analysis.

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.

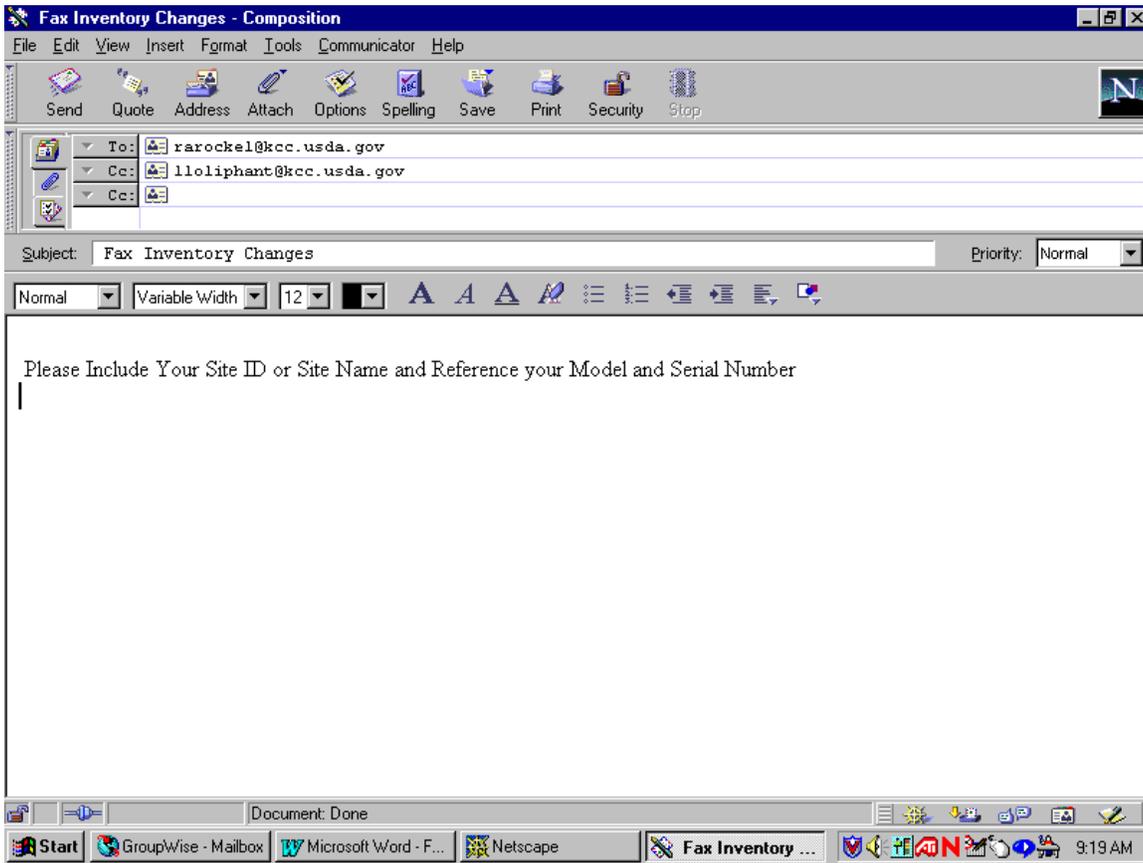


Enter initials and click the “Submit” button.

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)

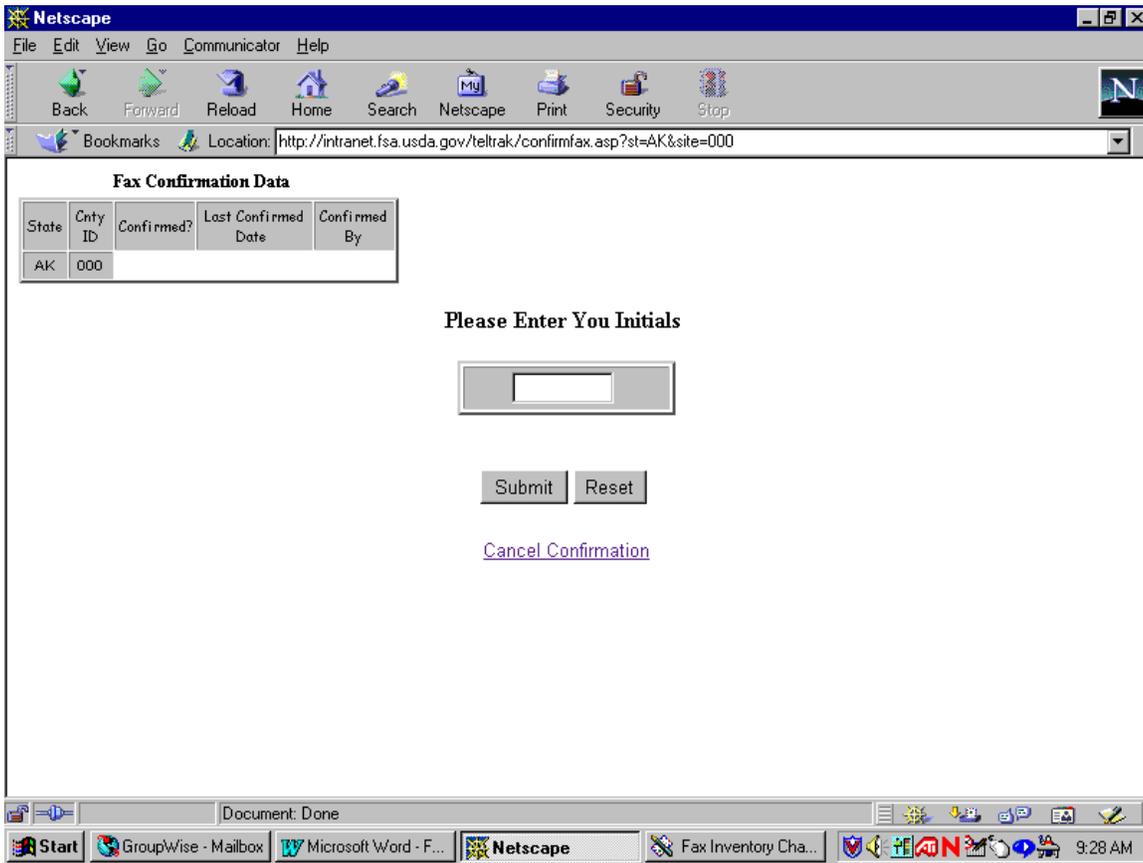
Following is an example of the screen used to provide corrections, additions, or deletions.



Enter the requested information and all other applicable information and click the "Send" button. The screen requesting the user's initials will be redisplayed.

Facsimile Machine Confirmation Website Link (Continued)

Following is an example of the screen for the user to enter initials.



Enter initials and click the “Submit” button.