

Appendix D to DIR Contract No. DIR-SDD-1666 – Customer Service Agreement
Exhibit A – Statement of Work

The following Statement of Work (“SOW”) is intended to be one of several Statements of Work to become effective under the Customer Service Agreement between Lexmark Global Services and _____ (“Customer”) dated _____. Each Statement of Work, in conjunction with the terms of the Customer Service Agreement shall constitute a separate Agreement, distinct from any other. The terms of the Statement of Work shall not apply to or become part of another Statement of Work, except that the terms of the Customer Service Agreement shall pertain to all.

1.0 DEFINITIONS

“Acceptance Date” means ten (10) Business Days after the date Output Devices are installed or the date upon which LGS receives a signed acceptance document from Customer, whichever comes first.

“Actual Volume” means the number of printed Pages actually produced, or estimated to have been produced in accordance with this Agreement, on an Output Device.

“Agreement” or “Service Agreement” means the Service Agreement dated _____ between LGS and Customer of which this Statement of Work is a part.

“Business Day” means the time between 8AM and 5PM, in the time zone where the work is being performed, on any day (other than a Saturday or Sunday) on which commercial banks are open for business in the United States, unless otherwise specifically defined herein.

“Consumables” means toner cartridges and maintenance kits for Output Devices, excluding Media.

“Customer” means (customer name inserted here) as set forth in the Service Agreement.

“Customer Locations” means the locations listed in Attachment A to this Statement of Work.

“Effective Date” means _____, 20XX.

“Existing Devices” means existing Customer printers or other imaging devices not covered under this Agreement.

“Initial Term” means as defined in the Service Agreement.

“Lexmark Data Collection Manager” (LDCM) means the hardware and software provided by LGS for use in providing the Services herein.

“LGS” means Lexmark Global Services as set forth in the Service Agreement.

“Maintenance Service” means the break/fix services provided by Lexmark on Output Devices, as described in Section X.x herein.

“Media” means paper, check stock, transparencies, labels, envelopes, and any other item not included in the definition of Consumables, as outlined above.

“Meter Read” means the “Life Time Page Count” information that is obtained from each Output Device.

“Minimum Monthly Charge” means the monthly charge billed by Lexmark and paid by Customer in accordance with the terms of this Agreement.

“Output Device” or “Output Devices” means Lexmark Printers and Lexmark multi-function devices with additional capabilities such as scanning, copying and faxing provided to Customer by LGS or LGS’ authorized agents under this Agreement.

“Page” means a simplex image on a single sheet of paper.

“Pilot” means 90 calendar day period of operations and service delivery identified in this Agreement.

“Price per Page” or “Price per Page Rate” means a price per Simplex image made on an Output Device.

“Printer” means a discrete electronic device whose sole function is to produce formatted documents on cut-sheet paper by means of processing data.

“Printer Drivers” means the required printer drivers to support the printers under management in this Agreement.

“Services” means those services as described in Section 2.1 of this SOW.

“Simplex” means print on one side of a Page.

“Yield” means the number of Pages that are capable of being printed from a single toner cartridge as determined by LGS specifications.

2.0 SERVICES OVERVIEW

2.1 LGS will assist Customer in their infrastructure upgrade project across Customer Locations. In support of this effort, LGS will provide Output Devices, Consumables, and other services as defined herein and in accordance with the Service Agreement and this Statement of Work to Customer. The Services to be provided by LGS for the Output Devices include the following:

- Services Overview (Section 2.0)
- Project Governance (Section 3.0)
- Driver Deployment (Section 5.0)
- Training Services (Section 6.0)
- Asset Tracking and Reporting (Section 7.0)
- Maintenance Service (Section 8.0)
- Site Management (Section 9.0)
- Consumable Management (Section 10.0)

- Assessment Services (Section 11.0)
- Fees and Pricing (Section 12.0)
- Additional Services (Section 13.0)

3.0 PROJECT GOVERNANCE

3.1 LGS may, in the normal course of business, use subcontractors or agents to provide any or all of the services outlined herein:

3.2 LGS shall appoint a project manager as the primary point-of-contact to Customer for coordination and delivery of these Services. Customer shall appoint a project manager as the primary point-of-contact to LGS for coordination and delivery of these Services.

3.3 These Services will be implemented in a mutually agreed upon timeframe utilizing an agreed upon project plan. The project managers for each party shall mutually agree upon the project plan within thirty (30) Business Days of the Customer agreement launch meeting. It is LGS responsibility to schedule the Customer agreement launch meeting for a mutually agreed upon time, date and location. All changes to the project plan or the Services will be governed by the Change Control Process as defined in section 3.5.

3.4 It is contemplated that the parties may desire to modify the scope of effort herein during the Initial Term of the Agreement. The party desiring to modify this SOW shall fill out and submit to the other party, a Change Request Form substantially as outlined in Attachment C hereto. The Change Request Form shall describe the required change, the reason for the change and the effect the change is expected to have on the project.

3.5 Completed Change Request Forms should be submitted from the requesting project manager to the project manager of the other party for review and consideration. Customer and LGS agree to review the proposed modification and either accept, modify or reject the requested change. Customer and LGS shall mutually agree in writing on any adjustment in price resulting from the requested change in scope, prior to implementing the change.

3.6 Both parties shall discuss the ongoing business relationship at regularly held meetings on a schedule to be mutually agreed upon by the parties. Topics shall include, but may not be limited to, the following:

3.7 *INSERT PROPOSED REVIEW AGENDA ITEMS*

4.0 ASSESSMENT SERVICE

4.1 Asset collection is as follows:

- Visit each location identified in Attachment “A” within this scope of this SOW, to perform collection of asset information on existing printer, copier and fax devices plus other Customer specified data points as mutually agreed to.
- Assimilate all data collected,
- Provide collected data in a excel format

4.2 Additional Assessment Services

Should Customer require additional Assessment Services, in excess of those identified in section 4.1 herein, LGS will implement the Change Request Process and evaluate the impact to the project.

4.3 LGS Assessment Services Responsibilities

- On a schedule to be determined and agreed to in writing by and between LGS, and Customer, LGS will conduct a site visit at the selected Customer Locations. As in all cases, LGS will provide to Customer the Deliverables as outlined in section 4.2. LGS, working with Customer, will determine the specific workgroups, floors and building locations requiring a site visit.
- LGS will make all reasonable efforts to conduct site visits in a timely manner and in accordance with the published schedules. Site visits will be performed with Customer's personnel participation (if required by Customer) during Customer's normal Business Day hours unless prior arrangements are made with Customer and LGS. Customer personnel will not be expected to describe anything other than the Customer output environment and their daily activities as those activities relate to printing, copying, scanning and faxing. LGS will be mindful of the need to collect information as unobtrusively as possible.

4.4 LGS will comply with Customer requirements to obtain authorization to access Customer locations in advance of any scheduled on-site services to be performed by LGS.

5.0 DRIVER DEPLOYMENT

5.1 With respect to Printer Drivers:

- LGS will provide the print driver(s) and recommended printer driver('s) configuration for Customer,
- Customer will be responsible for distributing the print driver(s) to the appropriate workstations,
- Customer will be responsible for all workstation software including the loading of printer driver(s) for Output Devices and Existing Output Devices

6.0 TRAINING SERVICES

6.1 Help Desk Training

Lexmark Systems Engineers will provide training for Output Devices to Customer's corporate help desk staff in XXXX (x),XXXXX (X) hour sessions at a date and time to be mutually agreed upon by LGS, and Customer. LGS Systems Engineers will deliver all help desk training in the United States, in English to Customers' help desk team. The help desk training will consist of the basic functionality and troubleshooting of the Output Devices covered under this SOW and introduce the availability of MarkVision Professional software. Customer shall provide the necessary facilities needed to conduct the help desk training. Facilities necessary to conduct the training include, but are not limited to projection system, LAN connection with internet access, webinar software access, conference room capable of accommodating the help desk staff and

access to one of each of the Output Devices covered under this SOW. Access shall be defined as physical access or access via the Printer web page. LGS shall produce hard copy leave-behind materials such that the help desk staff has appropriate reference materials. LGS will charge Customer at actual costs, in addition to other charges, for reproduction of workbooks and other materials needed to complete the training. These materials shall include, but will not be limited to help desk scripts that enable the help desk staff to interface with end users such that problems with Output Devices can be addressed with end users, in an effort to minimize service technician calls. LGS requires ten (10) days preparation prior to conducting the services.

7.0 ASSET MANAGEMENT SERVICES

ASSET TRACKING AND REPORTING

7.1 All Output Devices under management will be asset tagged by LGS for tracking and information purposes. Each Output Device will be assigned a unique asset tag identifier.

7.2 Customer will provide, any additional data not collected in the assessment services identified in section 4.0, in electronic format, to LGS the data which is necessary for LGS to build the asset management database for contracted Existing Output Devices under this Agreement. Customer will provide such data to LGS within ten (10) Business Days of the Effective Date.

7.3 LGS will provide Customer on or about the 20th Business Day of each month, with an LGS defined standard monthly asset reporting package in accordance with the details in Attachment D. This standard reporting package will contain information including, but not limited to Meter Reads, print volumes, device location and missing device information. LGS warrants that the required data provided by Customer will be captured in such reporting package, but does not warrant the accuracy of such Customer supplied information.

7.4 Customer requests for reports outside the LGS defined standard monthly asset reporting package shall be entertained per the change control process as described in Section 3.5 above. Customized reports are subject to additional charges and shall be mutually agreed to between the parties.

7.5 Customer will notify LGS in writing of all Output Device relocations, removals, and changes within five (5) Business Days of such device change. LGS will provide a form to Customer with required data to be captured. This information will be provided via fax or email to the LGS-designated personnel. If Customer does not notify LGS as described, the problem will be escalated to Customer for resolution of missing Output Devices within thirty (30) days. If resolution does not occur due to Customer's failure to notify LGS of a move, LGS will have the right to bill Customer for the missing Output Devices at an estimated amount.

DATA COLLECTION MANAGER

7.6 LGS will provide the Lexmark Data Collection Manager (LDCM) software and hardware used to monitor Output Devices. LGS does not license the LDCM to Customer and Customer agrees to not use, copy, decompile, distribute or otherwise disclose such LDCM.

7.7 Customer will provide appropriate network access via a LAN-to-LAN VPN (Hardware to Hardware Virtual Private Network) to the LDCM hardware needed to remotely configure, manage, and maintain the LDCM solution to include local pc administrator, reboot rights and privileges. Customer will provide LGS outbound access to the internet from this hardware via

port 443 to transmit data to the LGS operations team via HTTPS. Customer will also provide LGS physical access to the hardware.

7.8 LGS will be responsible for providing network connected hardware required to operate the LDCM. The hardware devices will be retained by LGS at the end of the Term of this Agreement or if Agreement is terminated prior to the end of the Term by either party.

7.9 Firewalls, if any, within the Customer network may require the installation of additional LDCM hardware since a single hardware solution may not be able to query Output Devices across the firewall(s). LGS will be responsible for aggregation of data if the information has to be collected on multiple instances.

7.10 Each hardware solution is to be utilized exclusively for the LDCM.

7.11 Microsoft updates and antivirus software and updates can be configured to conform to customer enterprise system requirements.

DATA COLLECTION

7.12 When technically possible over Customer's network the LDCM will electronically capture Actual Volume, Meter Read information, network IP address, device alerts including toner low messages, and serial number for all Devices that can be viewed by the LDCM.

8.0 CONSUMABLES MANAGEMENT (Automated Order Generation Process)

8.1 LGS shall:

- Generate a notification requesting the shipment of Consumables as required for Output Devices under this Agreement,
- Validate the notice against a set of business rules ensuring Consumables are ordered only for Output Devices covered under this Agreement and avoiding duplicate orders,
- Ship the appropriate Consumables based upon the successful validation of the notification as described above for delivery within seven (7) Business Days from the time of the successful validation,
- Send an order ship confirmation via email to the Customer-designated contact person,
- Notify the Customer-designated contact person if any order cannot be fulfilled and follow through to resolution.

8.2 Customer shall:

- Provide Lexmark with a specified Customer key supplies contact for each Customer Location,
- Provide LGS updated contact information for the key supplies contacts for the duration of the Initial Term of this Agreement,
- Provide support for an emergency order process as mutually agreed upon by LGS and Customer (emergency orders are those orders requiring delivery in less than seven (7) Business Days),
- Provide the serial number of the device where the emergency Consumable item is needed along with a sufficient description of the Consumable item needed such that

LGS can identify the discrete part number of the item required, to fulfill emergency orders.

- All consumables will be installed in Output Devices at Customer Locations by Customer.

8.3 Customer agrees to purchase only Lexmark-branded Consumables during the term of this Agreement.

8.4 All toner cartridges are licensed for one use by Customer and Customer agrees to return to LGS all toner cartridges used by Customer.

8.5 Customer agrees not to grant, bargain, sell, or otherwise convey toner cartridges provided by LGS to any third party.

8.6 At LGS' option, LGS may provide toner cartridges produced with totally new parts or new and used parts. Lexmark may provide alternate consumables with varying yield levels depending on stock availability at no additional cost to Customer.

8.7 When applicable, Customer and LGS shall mutually agree to the levels of buffer stock to be maintained within the Customer's environment. Buffer stock of toner cartridges will be subtracted from any toner reconciliation calculations.

8.8 Order Processing Timeline

Activity	Maximum Duration
Detection of Consumable need	N/A
Request for order placed	Within LDCM polling interval
System Order Authorization	Within LDCM polling interval
Order Placed" notification sent to Customer	Within LDCM polling interval
Ship Confirmation sent to customer	Within twenty four (24) hours of ship confirmation
Total duration of order process	One (1) business day (if order received by 3pm cutoff time)
Shipping – UPS regular ground	Three to Five (3-5) Business Days

8.9 TONER RECONCILIATION.

Industry standard toner cartridge Yields are based on a 5% coverage calculation. Toner cartridge usage will be monitored and reconciled semi annually in XXXX and XXXXX during the Initial Term of the Agreement. Toner shipped will be reconciled to the toner used based on Actual Volume. If the expected Actual Volume based on toner cartridges shipped is more than the Actual Volume billed to Customer, then Customer will pay an additional fee equal to the amount of such excess Pages multiplied by the Price per Page for the applicable Output Device, as indicated for each Output Device in the table above. This reconciliation will also be performed at

the expiration or termination of this Agreement and any amounts due to LGS based on the reconciliation and agreed upon buffer stock levels will be paid by Customer to LGS. For the avoidance of doubt the following formula shall apply:

Amount due at reconciliation = [(a (x -y -z)) - k](\$ XXXX)

a = expected yield per toner cartridge (e.g. 32,000)

x = toner cartridges shipped during the reconciliation period

y = XXX unused toner cartridges held in stock by Customer at the time of reconciliation

z= defective toner cartridges reported by Customer to LGS at the time of reconciliation

k = Pages billed to Customer during the reconciliation period

Alternative Toner Reconciliation Language for Color/Mono environments.

8.10 COLOR PRINTERS WITH SEPARATE COLOR AND MONO PAGE COUNTS REPORTED:

Reconciliation will be performed independently for black toner and color toner (cyan, magenta, yellow). The reconciliation for Black Toner will be performed by comparing black toner shipped to Customer (represented in pages at expected yield) with the black toner used by Customer (represented by total pages invoiced using black toner (mono + color pages) for each family of Output Devices on an enterprise-wide basis. The reconciliation for color toner will be performed by comparing the color toner shipped (cyan, magenta, yellow) to customer (represented in equivalent pages at expected yield) with the color toner used by Customer (represented by pages invoiced using color toner (color pages), for each family of Output devices on an enterprise-wide basis. If the expected Pages used based on toner cartridges shipped and expected yield is more than the number of pages invoiced for each family of Output Devices on an enterprise-wide basis, the Customer will pay an additional fee equal to the amount of such excess mono and/or color Pages from each family of Output Device, multiplied by the Price per Page for the applicable Output Device, as indicated in table (x) for black and color pages (color price per page rate used is the color rate – black rate). This reconciliation will also be performed at the expiration or termination of this Agreement and any amounts due to LGS based on the reconciliation and agreed upon buffer stock levels will be paid by Customer to LGS.

9.0 MAINTENANCE SERVICE

9.1 LGS will manage the Maintenance Service of Output Devices and will:

- Provide an initial 4 hour phone response,
- Provide a next Business Day service response level,
- Resolve technical issues through either on-site repair or,
- Output Device replacement at LGS discretion,

9.2 LGS will provide a toll free and designated call routing number to Customer for Maintenance Services. As part of the designated call routing number, LGS will also provide a dedicated service account representative to Customer who shall possess specific knowledge of this Agreement and the Output Devices herein.

9.3 Customer will:

- Utilize Customer help desk to determine if the problem is an Output Device problem. If such problem is an Output Device problem, Customer calls the LGS technical support center (or Onsite Resource),
- Participate in the diagnosis process with the LGS technical support center,
- Conduct Output Device exchange utilizing Customer's hot spare Output Device inventory in the event the service requirement occurs if;
 - a) During the weekend or holiday
 - b) Other than Normal Business Hours
 - c) Next Business Day service level will not meet Customers service requirement.
- For Output Device exchanges, Customer will provide LGS with trouble ticket identifying Output Device serial numbers of both the removed and installed Output Device.
- Reinstall options and supply items in the exchanged Output Device.
- Have the option of calling the Lexmark Technical Service Center for assistance with options and supply items

9.4 LGS will:

- Determine whether error is an Output Device problem; if so, LGS technician first tries to resolve the problem by phone,
- If LGS is unable to resolve via phone, and the problem is an Output Device hardware problem, either dispatch a service technician to Customer site for next Business Day arrival to repair or replace the relevant Output Device or conduct an exchange utilizing Customers hot spare Output Device on the same Business Day,
- If the call is received by LGS after 5 PM local Customer time, with the exception of Alaska and Hawaii, either dispatch a service technician the next Business Day to repair or replace the relevant Output Device or ship the next Business Day an exchange Output Device. All shipments will be for delivery the following Business Day from the date shipped; LGS will arrange for courier-service pick up of the original Output Device and ship it to LGS,
- Be responsible for the shipping charges related to the exchange and the return of the original Output Device replaced.
- LGS will comply with Customer requirements to obtain authorization to access Customer Locations in advance of any scheduled on-site services to be performed by LGS
- Conduct the de-installation of the hot spare Output Device installed by Customer and re-install the repaired Output Device
- Provide reporting related to number of service calls placed, the nature of those calls and how many were completed within the service level agreement.
- Provide reporting, where applicable, related to service exchange devices including the serial number of the defective Output Device and the serial number of the replacement Output Device.

9.5 LGS reserves the right to service exchange Output Devices with new or like-new refurbished Output Devices.

9.6 If Output Device includes features, the Maintenance Service covers the features only when installed on the Output Device for which they were designed.

9.7 Maintenance Service is not a guarantee of uninterrupted or error-free functioning of Output Devices. Maintenance Service does not include repair of failures caused by: misuse, neglect, accident, modifications unauthorized by LGS, operation outside the specified operating environment, improper maintenance by the Customer, failure caused by service of the Output Device by non-authorized parties, or failure caused by a product, including supply products, for which LGS is not responsible.

10.0 SITE MANAGEMENT

10.1 LGS will provide a dedicated Operations Specialist (“OS”), which shall be located at XXXXX facility or as otherwise mutually agreed by the Parties. The OS individuals will be available during each Business Day during the Initial Term or any subsequent Renewal Term of this Statement of Work. The OS responsibilities are defined below:

10.2 The OS will be responsible for:

- Comply with Customer requirements to obtain authorization to access Customer Locations in advance of any scheduled on-site services to be performed by LGS.
- Management of LGS internal support processes as required.
- Day to day problem solving and Customer interface.
- Providing single point of contact for LGS break-fix program.
- Driving proactive service delivery.
- Performing end user training as required and mutually agreed upon by the Customer and LGS.
- Ordering Consumables for Customer ,
- Assisting in asset tracking and reporting per Section 7.0
- Management of recycling of toner cartridges.
- Performing maintenance as specified in Section 9.0

10.3 In addition to the responsibilities outlined in Section 10.2, the OS will also be responsible for:

- Assisting the LGS project manager upon completion of the Project Plan.
- Escalations related to this Agreement.
- Delivering all reports to Customer as defined herein.
- Coordinating all quarterly reviews with Customer.

10.4 The OS may be utilized by LGS in support of other Customer related LGS objectives upon satisfaction of Customer requirements defined herein.

10.5 Customer will provide each OS with the following infrastructure support in order to enable proper fulfillment of the services described herein:

- One (1) desktop PC with the Customer’s standard software load, including access to the internet.
- Proper security access to Customer’s facility in accordance with the terms of the Agreement.

- Telephone with multiple lines, voice mail service and conference call capabilities
- Access to Customers Remedy trouble ticket system
- Authorization level to open, edit and close Customer trouble ticket
- Access to LGS' tracking software & Output Devices through Customer's network in accordance with Customer's information technology control policies made known to or known by LGS.
- Secure storage area for parts storage, should LGS deem necessary.

10.6 In the event an LGS onsite individual is no longer dedicated to Customer, or in the event alternative personnel is deemed necessary by both parties, LGS shall have up to one (1) calendar month to provide permanent replacement personnel.

11.0 ADDITIONAL SERVICES

11.1 The following Additional Services are not included in the fees and pricing stated in the table in Section X.X above. When incurred, these charges will be invoiced to Customer by LGS in the month following completion of the Additional Services.

Additional Service Description	Fees and Pricing
Installation of Output Devices not included in fleet scope as of Effective Date	Per Change Request
Device Move Services	T&M at time of request
Deinstallation of Device or Output Device prior to expiration of Initial Term	\$INSERT DOLLAR AMOUNT / Device or Output Device
Additional Training upon Notice	\$INSERT DOLLAR AMOUNT per hour

12.0 FEES AND PRICING

Ordering will be conducted via Purchase Order issued by Customer to Lexmark. The PO must include the information listed below:

- PO number
- PO date of issuance
- Vendor name and address
- Ship-to address, including contact name and phone number
- Bill-to address, including contact name and phone number
- If product, then product part number and specific product description
- Specific quantity of each item
- Unit price per part number or per service
- Extended unit price by part number/service (quantity x unit price)
- Shipping - in accordance with MSA and SOW
- Payment - in accordance with MSA and SOW
- Authorized signature on the PO

13.0 INDIVIDUAL ASSET NO MINIMUM

FEES/PROCESSING

13.1 LGS will bill Customer beginning on the Effective Date and monthly thereafter for the Initial Term of this Agreement for the fees and charges outlined in the Service Agreement and this Statement of work. Each month, LGS will bill Customer a fixed monthly charge for Asset Management Services defined herein. The monthly charge is outlined below and is specific to the type of Output Device. In addition to the monthly charge per Output Device, Customer will be billed for Actual Volume produced on each Output Device during the month at the Price per Page Rate indicated. The charge begins with the first Page produced on the Output Device. Actual Volume will be billed to the Customer monthly based on Meter Read information, or if the Meter Read information is not available, based on volumes estimated by LGS.

13.2 The fees and pricing are outlined below:

Output Device	Minimum Monthly Charge per Output Device	Price Per Page In Addition to Minimum Monthly Charge	Minimum Term
Model	\$XXX.XX	\$X.XXX	XX months

13.3 The fees and pricing are outlined in Table (a) below:

Output Device	Minimum Monthly Charge per Output Device	Price Per Page In Addition to Minimum Monthly Charge	Minimum Term
Model	\$XXX.XX	\$X.XXX	XX months
Model	\$XXX.XX	\$X.XXX	XX months
Model	\$XXX.XX	\$X.XXX	XX months
Model	\$XXX.XX	\$X.XXX	XX months
Model	\$XXX.XX	\$X.XXX	XX months
Model	\$XXX.XX	\$X.XXX	XX months
Model	\$XXX.XX	\$X.XXX	XX months

CUSTOMER NAME

Lexmark International, Inc.

Print Name

Print Name

Customer Signature

Lexmark International Signature

Title

Title

Date

Date

ATTACHMENT A: Customer Locations

INSERT CUSTOMER LOCATIONS

ATTACHMENT B: Hardware Configurations

Config #	Description	Part #
1	Model	Part Number
	Options	Part Number
2	Model	Part Number
	Option	Part Number
	Option	Part Number
3	Model	Part Number
	Option	Part Number
	Option	Part Number
4	Model	Part Number
	Option	Part Number
	Option	Part Number
	Option	Part Number

ATTACHMENT C: Change Request Process Form

Change Request Form

Change Request Number:	
Requester Name:	
Requester Company Name:	
Date Requested:	
Response Requested By:	
Change Requested: (describe the change requested, the area of the project plan/schedule being modified, and the benefits of making the change)	
Resources Required:	
Estimated Schedule Impact:	
Estimated Cost Impact:	
Date Change Request Received:	
Change Request Received by:	
Company:	
Request Accepted: (State next steps)	
Request Rejected: (State reason for rejection)	

ATTACHMENT D: Reporting

Name of Report	Description of report	Date and frequency of delivery
Impression Report – Device Utilization Report	This report shows device location, make, model, serial number, asset tag number, IP address, installation date, start date and starting page count, and volume for the specified time periods.	TBD
Change Management Report	This report keys on the device serial number. If other fields tied to the asset record, such as IP address, location or org level, change, the device is listed on the report as a New Install, Move, IP change, Hot Swap or Removed	TBD
Acquisition Report	This report contains the same fields as the Retirement/End of Term Register. It is used to show all devices active in the asset database during the specified time period under the Agreement.	TBD
Asset Register	This report contains the same fields as the Retirement/End of Term Register. It is used to show all devices actively registered in the asset database under the Agreement.	TBD
Retirement/End of Term Register	This report provides detail on devices at the end of their deployment or contractual life during a specified time period. It shows the organizational hierarchy, location of the device, manufacturer, model, serial number, asset tag number, date and volume at last lifetime page count, IP address, installation date, start date, contract length, end date and physical address.	TBD
Missing Meter Read Report	This report lists all Output Devices under contract where meter reads have not been reported. Separate reports are generated for Output Devices whose meter reads are collected electronically as opposed to those Output Devices whose meter reads are collected manually.	TBD
Billing Detail Report	This report shows the number of pages printed per Output Device under contract for the billing period as stated herein. This report also shows the variable amount Customer owes LGS for the pages printed on each Output Device.	TBD

*****SAMPLE PURCHASE ORDER*****

ACME ENGINE REPAIR COMPANY

Bill to : State Agency
Texas

PO Number xxxxx
Date 4/22/2005
Shipping Terms FOB Destination
Ship Via Fred's truck
Partial Shipments Accepted? Y/N

Purchase Order

Vendor: Lexmark Services
740 West New Circle Road
Lexington, Ky. 40550
Attn:
Phone:
Fax:

Ship To : State Agency
Texas

Line Item	Quantity	Part Number	Description	Unit Cost	Extended Cost
1	4	08A0150	LEXMARK T-320 PERSONAL LINEAR PRINTER	\$266.21	\$1,064.84
3	1	20T4450	LEXMARK T622N NETWORK LASER PRINTER W/32MB RAM	\$2,559.00	\$2,559.00
4	1	11K0722	LEXMARK OPTRA T DUPLEXER 300 SHEET	\$399.00	\$399.00
5	1	5K00100	81 MM FOR IPDS AND 8CB (OPRA T)	\$649.00	\$649.00
			Sub Total		\$4,671.84
			Tax		\$280.31
			Total		\$4,952.15

Payment Due Net 30 days from invoice date

Customer Signature : _____