

**From:** Adams, Marcia S.  
**To:** Hamilton, Beverly G <Hamilton\_BeverlyG@scdps.state.sc.us>  
**Date:** 8/9/2002 11:28:19 AM  
**Subject:** FW: SC DMV Service Call Procedures

---

Beverly,  
Jimmy sent me this. I think it was supposed to be sent to you.

-----Original Message-----

**From:** Earley, Jr., James E.  
**Sent:** Wednesday, August 07, 2002 9:30 PM  
**To:** Adams, Marcia S.  
**Subject:** FW: SC DMV Service Call Procedures

FYI

We need to discuss with District Managers

-----Original Message-----

**From:** Chontofalsky, Hope  
**Sent:** Wednesday, August 07, 2002 9:30 AM  
**To:** 'gray.hauser@standardregister.com'  
**Cc:** Cockrell, Philip C.; Earley, Jr., James E.; Cakora, Mike; Amy Hoover; Brown, Jannise H.; Cason, Sandra G.; Eddie Ellisor; Janet Sheely; Kimberly Sox; Martin, DuBose R.; Rosalind Bateman; Tammy Miller  
**Subject:** SC DMV Service Call Procedures

Below are the procedures SC DMV has instituted regarding service calls for Kyocera 1750s. Service calls for Kyocera 1800s have yet to be determined. If you have any questions please let me know.

1. End User at a field office or headquarter identifies a problem with the Kyocera 1750 printer and calls the Help Desk at 803 896-0566
2. Help Desk agent takes pertinent information and logs call into ticket tracking database.
  - Agent attempts to troubleshoot/resolve issue remotely, if successful ticket is closed
3. If agent is unsuccessful, a service call placed with Standard Register (800 333 7782)
  - Agent provides Standard Register with serial number of printer and confirms local of printer with Standard Register
  - If Standard Register does not have serial number in their database, agent is to provide them with a universal serial number of SCSTATEDMV and then contacts Help Desk Manager to have s/n location updated
  - Standard Register provide Help Desk Agent with reference number and dispatches a technician to the site.
4. SR Technician contacts the Help Desk Agent directly (not the end user) with estimated time of arrival
  - Help Desk agent updates trouble ticket with ETA and notifies end user of such
5. SR Technician arrives at site and repairs printer, then faxes a completed work order to the Help Desk Manager at 1 443 432 1254
6. Help Desk Manager updates trouble ticket with information from completed work order

#### Key Offices

- Some key offices are being given a spare Kyocera printer. Once these are delivered I will forward an updated Serial Number/Location list to Standard Register as well as update the state's Asset Management database.
- If an end user at a Key Office calls the Help Desk and we can not resolve the problem, the Help Desk will instruct the user to swap the non-working printer with the spare. The Help Desk will obtain the serial numbers of both printers as well as the position numbers. The Help Desk will contact the Help Desk Manager to update Asset Management with change in serial numbers. The Help Desk will then contact Standard Register to dispatch a technician and procedures will continue from # 3 above.

#### District Offices

- District Managers will receive spare Kyocera printers to use as replacements. The number of printers given to each District Manager is yet to be determined.
- If the Standard Register technician must remove the printer from a field office for outside service, this must be indicated on the work order faxed to the Help Desk. The Help Desk will then contact the District Manager to have a replacement printer installed at the site. The District Manager will notify the Help Desk Manager of the serial number of the replacement printer and the position number at the field office where it is being installed.
- Standard Register will remove the printer and repair it at an outside facility. The same printer MUST be returned to the

District Manager's office for use as spare. If the printer can not be repaired, the blue South Carolina Department of Public Safety asset tag must be removed from the broken printer and reaffixed to the replacement printer.

Hope Chontofalsky  
Help Desk Manager  
(803) 896 5436  
[hchontofalsky@caci.com](mailto:hchontofalsky@caci.com)  
[chontofalsky\\_hope@scdps.state.sc.us](mailto:chontofalsky_hope@scdps.state.sc.us)