



Maintenance Management Order

SUBJECT: Mail Transport Equipment Labeler (MTEL)
Equipment Processing Changes Beginning in
Fiscal Year 2011

DATE: September 15, 2010

NO: MMO-095-10

TO: Mail Processing Infrastructure (MPI) P&DCs
Area Maintenance Operations Support Managers
SV Coordinators
Field IT Managers

FILE CODE: Y

jcra:mm10106ab

This Maintenance Management Order (MMO) provides information regarding changes to the process of replacing MTEL equipment beginning fiscal year 2011 (October 01, 2010).

Headquarters has mandated that beginning in fiscal year 2011, sites will be financially responsible for any MTEL equipment (printers, workstations, monitors, and cabinets) required, unless the requirement is to replace broken equipment covered by and replaced via warranty.

The only MTEL equipment currently covered under warranty are the HP4015 printers, which are still under warranty through 12/31/2012. To report a problem and submit a repair/replacement request for the HP4015 printer, call the USPS HelpDesk at 1-800-USPSHELP (1-800-877-7435).

Once the system prompts you for the name of the application, spell M-T-E-L and then follow the prompts for Hardware and the HP4015 printer. Your call will be routed to the ADEPT HelpDesk. Once connected, select option 1 (ADEPT2), option 3 (Service) option 2 (Desktop and Printers). Be sure to have the printer serial number and location available when you call. All HP4015 MTEL printer serial numbers begin with "CNDY" followed by six numbers. If it is determined that the failure is covered by the warranty, an HP technician will be dispatched to the site to repair or replace the printer.

If new MTEL equipment is required, or if existing MTEL equipment fails, but is not covered under warranty, the sites designated MTEL coordinator(s) should be notified to order new/replacement equipment. In this case, beginning in fiscal year 2011, the sites will be charged for the equipment.

The MDIMS system will be setup to order MTEL workstations, monitors, cabinets, and printers. The ordering process will be similar to the way toner cartridges are ordered today for the MTEL printers. Sites will be charged accordingly for the equipment ordered. Charges are as follows:

Workstations	\$664.00
Monitors	\$185.00
Printers	\$1,061.00
Cabinets	\$987.53

MTEL printers should be connected locally via a USB cable unless the printer needs to be used by the Surface Visibility application to print (e.g. a Contract Route Extra Trip Authorization (Form 5397)). If the printer is connected locally, the HelpDesk can assist with any printer issue.

If the printer is connected to the network and you have a printer issue, then a Remedy ticket must be created via NOMSHELP or by calling the USPS HelpDesk at 1-800-USPSHELP (1-800-877-7435). Once the system prompts you for the name of the application, spell M-T-E-L and follow the prompts for Hardware and Assistance Installing Hardware. Be sure to have the printer serial number and location available when you call. The ticket should be setup as follows:

Category HARDWARE
Type MTEL
Item PRINTER or WORKSTATION
Case Type REQUEST
Priority LOW
Purpose PARTS ORDER
Group+ Sites District IT

The ticket should be assigned to local IT.

The responsibility of ordering the equipment resides with the MTEL coordinator. Once the equipment is received at the site, the MTEL coordinator is responsible for creating a Remedy Ticket if local IT assistance is required for installation.

Use the 969 process to dispose of all broken MTEL equipment other than the HP4015 printer. If the HP technician replaces the HP4015 printer, the technician will remove the faulty HP4015 printer from the site. If the HP4015 printer is broken but not covered under warranty, ship the broken HP4015 printer to the following address, clearly marking the box as "Broken MTEL Printer":

USPS CPC
758 Columbia Drive
Suite 101
Plainfield, IN 46168

HelpDesk personnel will be notified and NOMSHELP will be modified for these procedural changes.

Direct any questions or comments concerning this bulletin to the HelpDesk, Maintenance Technical Support Center, P.O. Box 1600, Norman OK 73070-1600; telephone FTS 2000 (405) 573-2123 or toll free (800) 366-4123. .



Robert E. Albert
Manager
Maintenance Technical Support Center
Maintenance Policies and Programs

