

**EQUIPMENT SUPPORT
PROCEDURES FOR CA1 TECHNICAL COORDINATORS**
(Preliminary document for TY 2015)

PURPOSE: This document explains the procedures required by the CA1 Technology Specialist (TCS) and Technology Coordinators (TCs) for maintaining, supporting and disposing of their AARP-owned, AARP-donated, and IRS-loaned equipment. The document also addresses the procedures to get replacement printer cartridges and to recycle used cartridges.

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RELATED DOCUMENTS: Note: Some of the below referenced documents may not be available to non-TCSs on the OneSupport Help Center. If that is the case, and you would like to have a document, notify the TCS and he will provide it to you. Use the search function in the OneSupport Help Center site to search for terms in all OneSupport Help Center documents.

- *OneSupport Help Center, Technology, Equipment* – multiple documents
- *OneSupport Help Center, Technology, Images and Tune-up* – multiple documents
- *OneSupport Help Center, General Program Management, General* – 2014-2015 Policy Manual Version 9.1

NOTES:

1. IRS, personal and site provided equipment cannot be supported with Tax-Aide funds.
2. Appendix 1 contains a flow chart of the computer repair and disposition procedures
3. Appendix 2 contains an abbreviated “*MATRIX FOR REPAIRING AND DISPOSING OF TAX-AIDE EQUIPMENT,*” that may be helpful in understanding these procedures.
4. Equipment repair over that which can be authorized by the SC or TCS must be approved by HQs.

PROCEDURES:

Printer cartridge replacement: The consumables vendor, GraceWorkz, has a contract to replace printer cartridges for AARP owned and donated printers that are on the current Equipment Inventory Report with status of “OK.” **Requests for cartridges should be made to the primary point-of-contact with a CC to the secondary.** That way, if the primary contact is unavailable, the secondary will know to submit the order. **Printer cartridges for IRS owned printers must be obtained from the IRS SPEC.** You will not be reimbursed for consumables bought for IRS equipment.

Cartridges can be ordered from early September through April. After that, ordering is closed. Tax-Aide HQs will notify us when GraceWorkz is open for ordering.

Primary and secondary consumables contacts for CA1 are:

- a. PRIMARY: CA1 TCS: Larry Metz, CA1_TCS@mycci.net
- b. SECONDARY: Grace Talbot, gtalbot@FedRetireSoftware.com

CA1 IRS SPEC contact for IRS equipment consumables is:

- a. Lupe Hernandez, lupe.hernandez@irs.gov, (916) 974-5436

Cartridges are ordered on the GraceWorkz website by the Primary or Secondary contacts. Once someone has ordered a cartridge, their information is stored on the website and subsequent

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orders can be placed without the address information. Also, **the only information needed to order the cartridge is the make and model of the printer** – the cartridge number is not necessary and not useful. Furthermore, orders submitted that contain only the cartridge number will be returned, because it requires a Google search to identify the model that it fits and that may be ambiguous information if the cartridge fits more than one model. Thus, **provide the following information with the order, based on whether it is the first order of the person requesting the cartridge or a subsequent order for that person.**

If this is the person's first order :	If this is the person's subsequent order :
<ul style="list-style-type: none"> • Printer make and model 	<ul style="list-style-type: none"> • Printer make and model
<ul style="list-style-type: none"> • Quantity needed 	<ul style="list-style-type: none"> • Quantity needed
<ul style="list-style-type: none"> • Shipping address 	
<ul style="list-style-type: none"> • Phone number 	
<ul style="list-style-type: none"> • Email address 	

Don't order just one or two cartridges unless it is late in the season and that quantity is needed to get you through. It is more economical to ship many cartridges at once, so order what you think you will need for the season. If you need more later, submit another order.

Local purchase of printer cartridges that are on the GraceWorkz list is not authorized and will not be reimbursed. Cartridges for virtually all printers on the AARP Equipment Inventory Report sent to Tax-Aide HQs are available from GraceWorkz. Cartridges for IRS-owned printers are available from the IRS SPEC.

Expenditures for Inkjet cartridges are not reimbursable since the program no longer provides support for Inkjet printers and they do not appear on the inventory sent to National.

Local purchase of print cartridges that are NOT on the GraceWorkz Consumables List require no special authorization. Be sure that the cartridge you purchase is not available from GraceWorkz. If unsure, check with the TCS.

Printer Cartridge Recycling

Option 1: Return empty toner to Staples or similar office supply store for credit

Option 2: You may use the new recycling service offered by GraceWorkz through FreeRecycling.com

- a. Each Location Supervisor will be able to request free toner recycling boxes from the following:
 - i. The AARP store site: <http://aarp.graceworkz.com>, click on the recycle icon located at the lower left.
 - ii. Or direct at <http://freerecycling.com/forms/recycling-account-application/>
- b. Upon completing the Customer Account Application;
 - i. The requested quantity of recycling boxes will be shipped
 - ii. A welcome email will be sent which will include an account number

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c. When returning to request additional free toner recycling boxes, please go to the <http://Freerecycling.Com/Forms/Re-Order-Free-Labels/> site and enter the account number assigned to you.

d. **Important:**

- i. **Do not** use any prior season RED FedEx return labels for empty toner returns
- ii. **There must be a minimum of 8 empty toner cartridges in each toner recycling box.**
- iii. There is no need to include original packaging.
- iv. Each toner recycling box has a pre-paid UPS shipping label.
- v. After each box has met the minimum quantity required or is full, it can be delivered to the nearest UPS drop-off facility. Most office supply stores will allow packages with a pre-paid UPS label to be dropped off to be picked up with the store's regular scheduled pickup.

Ordering projector consumables. Follow the same procedures as for consumable ordering for printers. Some, but not all, projector consumables are on the *GraceWorkz Consumables List TY14* document on the OneSupport Help Center. The consumable order points-of-contact can check the availability of projector parts.

Computer and printer repair: All AARP Foundation Tax-Aide purchased and donated computers must be coded as "OK" on the previous year's inventory in order to be repaired or replaced. *There is a one-time ONLY exception for this year – items coded as "NW" on the 2014 inventory will still be eligible for repair.* GraceWorkz is responsible for all computer and printer repair and replacement. Equipment should be identified for repair during the season as the GraceWorkz option is not available during most of the non-tax season. This also means **no local repair of computers is authorized and will not be reimbursed.**

Tax-Aide technical support operates on three levels for repair of equipment and help should be sought in that order.

- **Level I** – AARP equipment support help should be obtained from vendor help desks, websites, the TC, and the TCS. This includes TaxWise Customer Support via the help desk, email, or chat. A good Google, Bing, or similar search can often lead to a solution. IRS depot computer help can ONLY be obtained from the TC/TCS or as described in the documents that came with the computer.
- **Level II** – The TCS can authorize the custodian to seek help from the AARP Tax-Aide National Office by email (preferred) at TaxaideTech@aarp.org or by phone at 202-434-6099 or 1-800-424-2277 ext. 36099. Alternatively, the TCS can seek help from these contacts if the custodian or TC would prefer.
- **Level III** – The National Office can obtain higher level, in-depth technical support from the Vendor Tech Reps. If unable to provide a fix, they will authorize GraceWorkz to provide a replacement and provide instructions to the custodian for further action.

Volunteer users should always contact the TC/TCS with hardware and networking questions. The TCS can recommend users contact the AARP Tax-Aide National Office,

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TaxaideTech@aarp.org. The TaxaideTech National assistance number for laptop repair and networking issues is:

- 202-434-6099
- Toll Free: 800-424-2277 ext 6099

You should expect that it will take about one week from the time TaxaideTech is notified until a replacement computer is received.

IRS, Personal, and Site equipment: IRS-owned, personally-owned, and site-sponsor-owned equipment should not be repaired with AARP Foundation Tax-Aide funds.

IRS-owned computers: Request help from the IRS depot in accordance with the instructions that came with the computer. If required, send IRS laptops in need of repair back to the depot in accordance with the instructions that came with the computer or as directed by contact with IRS depot customer support.

AARP Owned computers: This includes all computers on the annual inventory. Follow the steps identified in the three levels of support described above. GraceWorkz computer repair is open from October 15, 2014 through April 30, 2015. Once the TCS authorizes contact with the National office, contact the National office for further repair instructions. Repair is subject to complying with the following:

- Computers **must be on the latest inventory** with status of “OK”
- Computers **must have an AARP inventory tag affixed**. Local substitute tags ARE NOT acceptable
- **Cosmetic repairs will not be fixed**, e.g., broken screen frame, scratched cases, etc.
- **Computers lost or damaged by negligence will not be repaired**
- **Stolen computers will be replaced** subject to the following conditions
 - National Office is provided with a police report if more than one computer is stolen
 - Further
 - If computer is replaced then found, inform National so it can be provided to another State/District
 - Or, if put back on State inventory, the next reported computer will not be replaced when broken
- **Computers must not be under warranty**. In this case, contact the manufacturer for repair

If the equipment does not have an AARP inventory tag, contact the TCS who will order a tag for you.

Requesting computer repair or replacement. Submit an email request to TaxaideTech@aarp.org with the following information (after authorization by TCS, only):

CUSTODIAN NAME:

Address:

Phone Number:

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statement with the following code (remember to get prior authorization of the expense from the SC or TCS):

- **“R” Code expenses:**
 - Equipment maintenance services
 - Equipment repairs and upgrades

Non-working computer and printer disposition: This section describes computer and printer disposition when they are not economically feasible to repair or don't meet the requirements to upgrade to Windows 7. The TC should notify the TCS as soon as any equipment becomes unusable.

IRS-owned equipment: Unusable IRS Depot laptops should be returned to the IRS Depot. Any other equipment with a "Property of the IRS" bar code label should be returned to the IRS Territory Office to be surveyed, unless IRS instructions are to the contrary.

AARP Purchased: The following AARP Foundation-purchased computers that have been replaced by GraceWorkz should be returned to GraceWorkz: HP 6715b, 6735s, 6910p, Dell Vostro 1520, Dell Vostro 3500, Dell Vostro 3550, and Lenovo B560 and B590. They should **NOT** be kept locally for spare parts. Include the computer, mouse, and power cord/supply. GraceWorkz will provide instructions and mailing labels for computer return. AARP Foundation purchased equipment includes equipment purchased by the National office with local donated funds.

In general, the computers will be replaced immediately during the tax season due to the requirement for immediate use at the site

AARP printers and donated computers: Disposition of non-repairable AARP purchased computers not identified in the previous paragraph and other non-working AARP Foundation equipment should occur at low or no cost to the program. If the equipment is useable, donation to another organization may be appropriate. Recycling is highly recommended when possible. Remove the equipment from the inventory list. **Note: It is essential that hard drives be 'wiped' clean of all programs and data before they are disposed of.** Contact the TCS for more information on "wiping" the drives.

District Equipment Inventory Notation for Disposed Equipment: When equipment has been replaced, the local inventory and CA1 Equipment Inventory Report should be given a "Status" of "RP" (replaced). The item should be removed from subsequent inventories. If the equipment was just disposed of with no replacement, the item should be removed from the inventory.

Equipment Storage and Excess Equipment: Districts are responsible for the adequate storage of their equipment. Equipment is typically stored by the volunteer who uses that equipment during tax season. The equipment must be properly stored while it is not being used during the non-tax season.

Equipment Storage. The guidelines for storage of e-file equipment are:

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- Computers: Temperature 0 to 120 degrees / Humidity 10% - 80%
- Printers: Temperature 32 to 89 degrees / Humidity 40% - 70%
- Toner cartridges: Temperature 32 to 95 degrees / Humidity 35% - 85%

Equipment should not be placed on the floor or stacked near the ceiling of uncontrolled temperature facilities (e.g., garage, shed, rented storage facility).

After storing, computers and printers must reach room temperature before being turned on. This usually requires the equipment sit overnight at room temperature.

Do not store laser printers with toner cartridges installed. Partially-used cartridges should be removed and sealed in a dark, airtight bag. A tightly wrapped green/brown/black plastic trash or lawn bag works well for this.

Excess Equipment. Excess AARP-purchased equipment (no longer needed, but still functional) should be reported to the TCS. The TCS will attempt to see if someone else in CA1 can use the equipment. If not, the TCS will see if someone in the Pacific Region would like to receive it. If no one else desires the equipment, then the AARP-purchased laptops should be sent to Tax-Aide HQs and the non-AARP purchased computers and all printers should be disposed of locally, via donation to an organization or recycled. An email should be sent to TaxaideTech@aarp.org advising them of the disposition. The item should be deleted from the inventory.

Computer Tune-up procedures. Computers that have been imaged do not have to have the tune-up procedures described in this section accomplished on them. Other AARP-purchased, donated, personal, IRS depot, and, insofar as possible, site computers should have the tune-up procedures accomplished prior to the start of the tax season. The motivation for doing this is security, both for detecting and removing any virus, malware, or worm that may be on the computer and prevention of getting infected by these items. The tune-up procedures can be found on the OneSupport Help Center – see the “Related Documents” section of this document for the location.

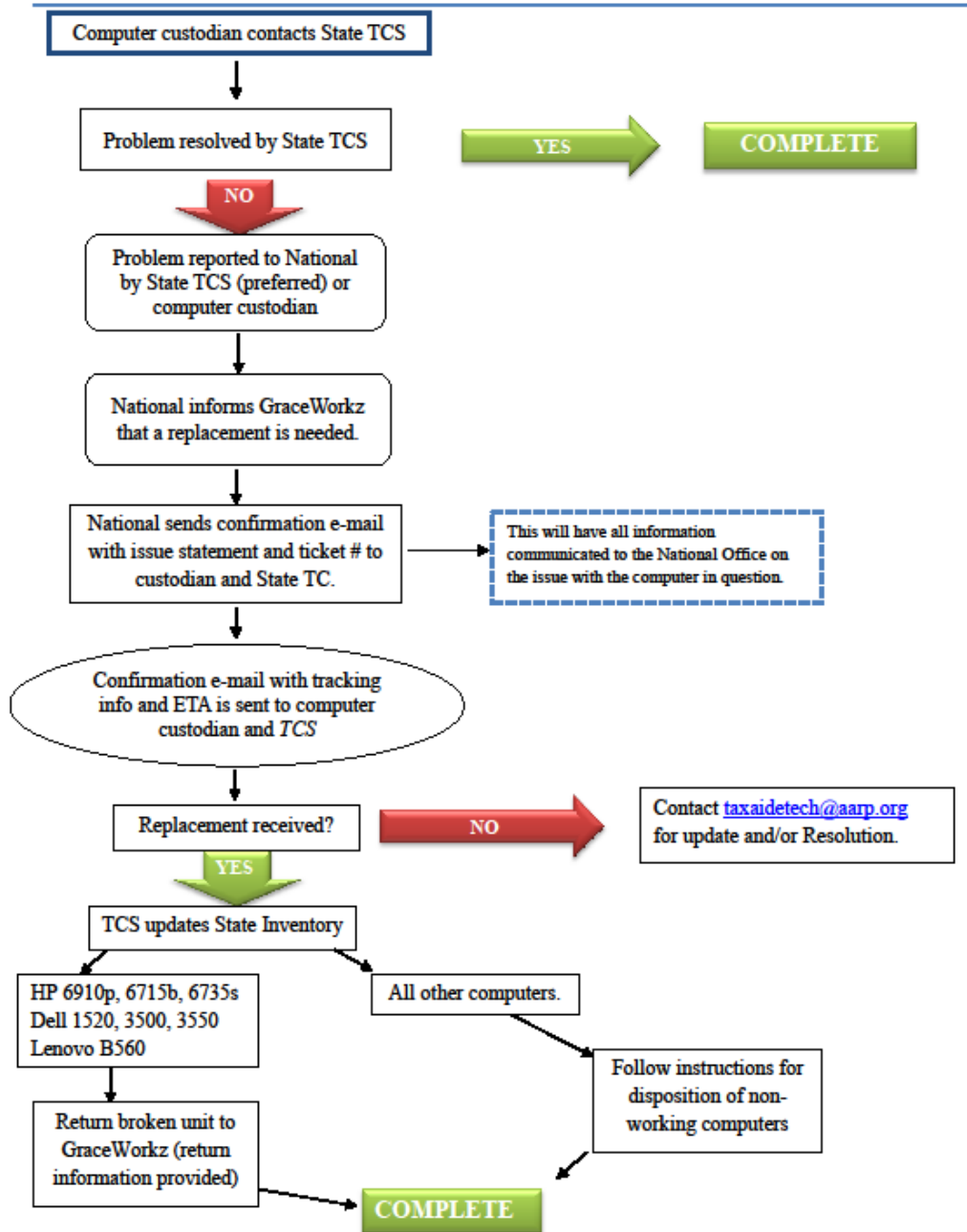
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APPENDIX 1 - COMPUTER REPAIR FLOW CHART

The following flow chart depicts the computer repair process starting with the computer custodian having the problem making contact with the TCS.

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Repair and Replace Flow Chart for Computer Custodians



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APPENDIX 2 - EQUIPMENT REPAIR AND DISPOSITION MATRIX

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	Condition - Not Working		Max \$s		Disposition -	
Equipment Type	During tax season	Outside tax season	For Repair	Inventory Code	Can't be fixed	Notes
AARP Purchased and in inventory (including Tax-Aide purchased equipment bought with donated funds)						
Computers	Contact TC who will contact TCS if unable to repair. TCS will work with National for repair or replacement by GraceWorkz.	N/A	N/A	1. Apply code "RP" if computer was returned to GraceWorkz 2. If authorized, dispose of locally and remove from inventory.	GraceWorkz will provide disposition instructions. May require local disposition.	Code RP is only used for one year. The following year the computer is removed from the inventory.
Printers	If in inventory, contact GraceWorkz for repair or immediate replacement	N/A	N/A	1. Apply code "RP" if printer was replaced. 2. If disposed of, delete from inventory.	GraceWorkz will provide disposition instructions. May require local disposition.	Code RP is only used for one year. The following year the printer is removed from the inventory.
Projectors (from any source and in inventory)	Repair locally	Repair locally	\$200 with authorization from SC or TC if over \$25	If disposed of, delete from inventory	Dispose of locally.	
Other and in inventory (including equipment bought locally with donated funds or donated equipment)						
Computers	Contact TC who will contact TCS if unable to repair. TCS will work with National for repair or replacement by GraceWorkz.	N/A	N/A	Code "RP" if replaced. If disposed of, delete from inventory.	Dispose of locally	Code RP is only used for one year. The following year the computer is removed from the inventory.
Printers	1. If in inventory, contact GraceWorkz for repair or immediate replacement 2. If not in inventory, repair locally subject to repair costs.	1. N/A 2. If not in inventory, repair locally subject to repair costs.	1. N/A 2. \$50 - need authorization for over \$25	Code "RP" if replaced. If disposed of, delete from inventory.	Dispose of locally	Code RP is only used for one year. The following year the printer is removed from the inventory.
	Condition - Excess				Disposition	

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All	Notify the TCS of any working excess equipment. He will attempt to give it to another Tax-Aide organization.	Notify the TCS of any working excess equipment. He will attempt to give it to another Tax-Aide organization.	N/A	None - remove from the inventory	Provide to another district, the region, a local organization, or recycle.	When excess equipment is disposed of, the TCS will contact TaxaideTech and advise them of the disposition. Then, remove it from the inventory.
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**APPENDIX 3 – GRACEWORKZ EQUIPMENT REPAIR AND RECYCLING
PROCEDURES**

Detailed Instructions For Requesting Service
2014 -2015 Instructions

Ordering Consumables Procedures

1. Only the TCS or alternate can order consumables. Request your order from one of them as described later.
2. To place your order for printer supplies (toner cartridges or drums), the preferred method is the online GraceWorkz store located at <http://aarp.graceworkz.com>. (Detailed instructions are below.)
3. Other ways to contact GraceWorkz for orders:
 - Phone in orders between 8:00AM and 5:00PM central standard time Monday – Friday by calling 866-448-0420 or direct at 608-467-4086: Choose option 2 (sales) or Option 4 (customer service)
 - Online email orders to orders@graceworkz.com.
4. Consumables covered under the GraceWorkz Plan include the printers, and projectors, in the document “*GraceWorkz Consumables List TY2014*” which can be found on the OneSupport Help Center.
5. Consumables can be ordered from mid-September to April 30th each year. National Office will advise when the season opens.

Eligible Printers For GraceWorkz Repair. GraceWorkz will also provide support for printers with a lifetime extended warranty on service parts and labor. The printers supported by GraceWorkz will be repaired and/or replaced by GraceWorkz. This will require all AARP Tax-Aide printers supported by GraceWorkz to be repaired **Only** by GraceWorkz and the consumables for those printers to be purchased **Only** from GraceWorkz. The GraceWorkz Plan includes repair/replacement for the following printers:

Brother Models:

- HL1240, HL1440, HL2040, HL2140, HL2270, HL5240, HL5250, HL5280, HL5340, HL5370, HL5450DN, HL5470DW

Dell Models:

- 1700, 1710

HP Models:

- 4, 4+, 4L, 5, 5L, 5M, 5P, 5Si, 6L, 1000, 1012, 1018, 1020, 1022, 1100, 1150, 1160, 1200, 1320, 2100, 3100 MFP, 3390, 4000, 4050, 4200, 8000, P1006, P1102W, P1505, P1606, P2015,

Lexmark Models:

- E210, E232, E234, E240, E250, E260, E350, E352, E360, E450, E460, Optra E310, Optra E320, Optra E322, Optra S1620, Optra S1650, X264

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Samsung Models:

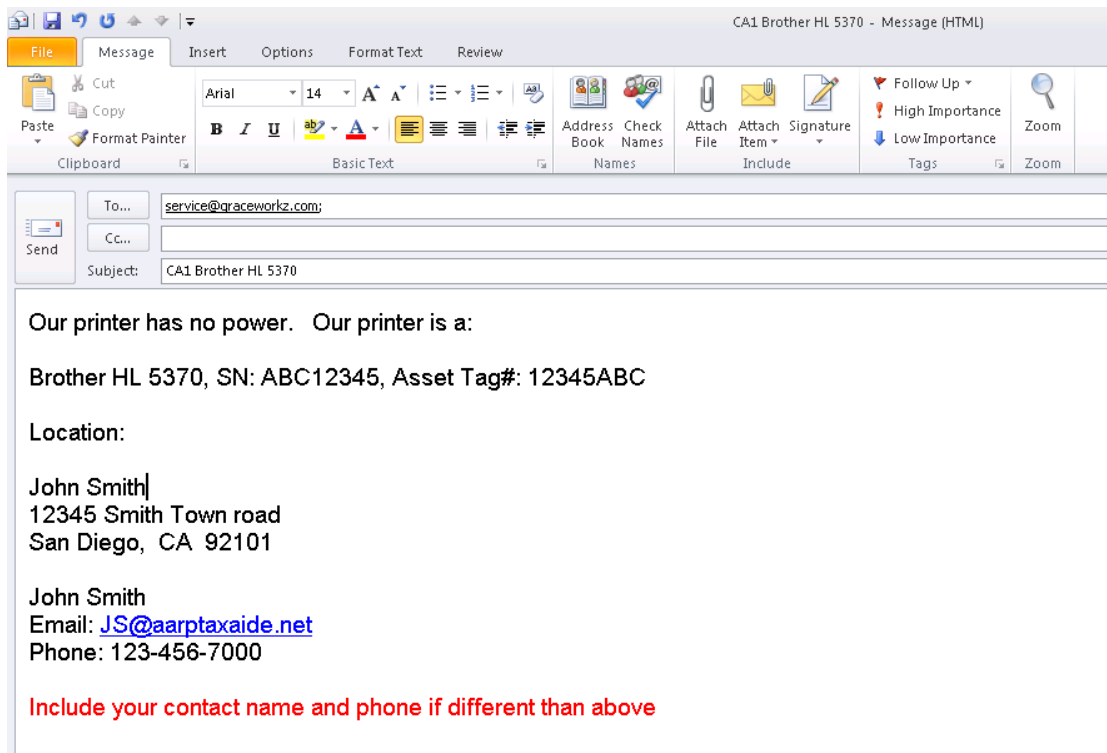
- ML1210, ML1430, ML1710, ML1740, ML1865W, ML2010, ML2510, ML2525

NOTE: For your printer to be eligible for repair, it must have had status “OK” on the **May 2014 equipment** inventory. Items on the 2014 inventory listed as “NW” can be repaired this year, only. A list of all working printers was submitted to GraceWorkz prior to the season for reference.

Printer Repair Procedures. If you have a printer failure, the preferred method for contacting GraceWorkz is to send an email request to service@graceworkz.com. This will create an electronic work ticket which streamlines the follow up process and the service can be tracked from cradle to grave. Printer repair by GraceWorkz commences once consumable ordering is open and ends on April 30, 2105.

1. If you can't determine the problem from the user manual, please contact the TC or the TCS. If they can't determine the problem, then the custodian should contact GraceWorkz, directly, using these procedures.
2. When requesting service, please use the following format:
 - a. Type in your email subject line:
 - i. Your state/split-state, brand and model
 1. **Example:** CA4, Brother HL 5370
 - b. Type in your message:
 - i. Printer brand, model, serial number and asset tag number,
 - ii. **Example:** Brother HL 5370, SN: ABC12345, ATN: 12345ABC
 - iii. Brief problem description
 - iv. Printer location address
 - v. Contact name, e-mail and phone
 - vi. *If the printer is located at another location, specify if you would like the FedEx label emailed directly to the user of the printer*
 - c. You will receive service follow up from GraceWorkz
3. You may also call at 866-448-0420 or 608-467-4086 (Select option 1 for tech service)
4. Email service request example:

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New Repair requests made pre-tax season (September through December), excluding observed holidays, will be serviced using the **GraceWorkz Depot Repair Service**. Requests made during the tax season (January through April) will be serviced using the **GraceWorkz Replacement Service**.

Depot Repair: Available mid-September, 2014 thru December 31, 2014.

Your defective printer will be shipped to GraceWorkz with the FedEx shipping label provided by GraceWorkz Service Department. Your same printer model and serial number will be serviced and returned unless the extent of the failure requires the printer to be replaced. GraceWorkz service department will maintain communication thru email concerning questions, answers, and tracking information.

Replacement Service: Available January 2nd 2015 thru April 30, 2015

A replacement printer will ship the same day of the service request, FedEx ground, for service requests made by 2:00 PM CST. You return the failing equipment in exchange. To return the failing equipment, use the prepaid return label and follow shipping return instructions found in the shipping box you received with the replacement printer. The returned equipment becomes property of GraceWorkz, LLC.

Ordering Listed Consumables Online - Detailed Instructions

1. Access the website <https://aarp.graceworkz.com>.
2. Sign in as a returning customer with your email address. The password to access GraceWorkz is the password used on IRS Depot computers THIS YEAR. If you are unable to get the password to work, please send an email to TaxAideTech@aarp.org.

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3. Upon sign-in, the ordering continues through use of the navigation on the left of the screen. Either use the search function or choose the printer manufacturer under “GraceWorkz Supplies”.
4. Locate the consumable needed and press “Add to cart”. Please note that orders should be separated by “ship to” address. If you are ordering for several individuals with different final shipping addresses, the order for each individual will need to be placed separately; however, multiple different cartridges can be ordered for the same individual shipping address.
5. Once in the “Your Cart” section, you can change the quantity of the shipment or return to the menus on the left if other consumables are needed. **NOTE:** You will need to click “recalculate” after changing the quantity of an order.
6. When you have all of the consumables for an individual in your cart, click “Proceed to checkout.”
7. On the “1Page Checkout” page, you will need to use the drop down menu to select “601 E St. NW” for your “1. Billing information”.
8. For “2. Shipping information”, you will need to fill in the recipient’s information. **Prior season information does not exist.**
9. In “3. choose your shipping method” no entry is necessary.
10. In “4. payment information”, the text should indicate that no payment is necessary and all consumables and shipping charges should indicate \$0.00. If you require overnight shipping, your order must be placed by 2:00 PM CST, and “Next Day Delivery” must be indicated in the “Order comments” box.
11. Click “Place Order” after verifying the order at the bottom of your screen in the grey box. If you are not ready to place the order yet, choose “Edit items in your cart”.
12. You will receive an order number which will also be sent to your email address. Tracking information for the shipment will be sent to your email address later as well.
13. For order history review and track packages go to the log into your store account by following the steps above. Go to the tab “My Account” located in the upper left. In the “My Orders” sub-section outlined in dark blue, left click on the 1st option “Review orders / track packages”. You can also print receipts here.

2014-2015 Recycling Options:

1. Return empty toner to Staples or similar office supply store for credit
2. You may use new recycling service offered by GraceWorkz through FreeRecycling.com.
 - a. Each Location Supervisor will be able to request free toner recycling boxes from the following:
 - i. The AARP store site: <http://aarp.graceworkz.com> click on the recycle icon located at the lower left.
 - ii. Or direct <http://www.freerecycling.com/id/GraceWorkz.htm>
 - b. Upon completing the Customer Account Application;
 - i. The requested quantity of recycling boxes will be shipped
 - ii. A welcome email will be sent which will include an account number
 - c. When returning to request additional free toner recycling boxes, please go to the following site and enter the account number assigned to you:
[http://www.freerecycling.com/id/GraceWorkz Re Order.htm](http://www.freerecycling.com/id/GraceWorkz_Re_Order.htm)
 - d. **Important:**
 - i. **Do not** use any prior season RED FedEx return labels for empty toner returns

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- ii. There must be a minimum of 8 empty toner cartridges in each toner recycling box.
- iii. There is no need to include original packaging.
- iv. Each toner recycling box has a pre-paid UPS shipping label
- v. After each box has met the minimum quantity required or is full, it can be delivered to the nearest UPS drop-off facility. Most office supply stores will allow packages with a pre-paid UPS label to be dropped off to be picked up with the store's regular scheduled pickup.