

Thank you for working with Xerox regarding your office document needs. We are extremely pleased that the Census Bureau has selected Xerox for its current document solutions. You should anticipate delivery of your new Xerox equipment shortly. Our local carrier will be calling you directly to schedule a convenient time for delivery.

Below are a few items to note:

Xerox/Census Bureau Helpdesk:

Xerox has created a helpdesk specifically for the needs of Census Bureau personnel. The helpdesk is designed to assist end-users to place service requests and order supplies. The number is **1-866-307-6148**.

Service/Support:

When end-users place a service call, a certified Xerox associate will troubleshoot issues and, if a Xerox service technician visit is required, dispatch a technician for the service request. Please have your Xerox serial number available prior to calling for service.

Supplies:

When end-users call for supply orders, a certified Xerox associate will process the order to ensure that it is delivered on time. Please have your Xerox serial number and re-order numbers available for reference during your order.

Meter Readings:

Helpdesk associates will contact each Census Bureau location every month in order to obtain meter readings. It is the responsibility of Census Bureau personnel to provide accurate meter readings each month.

Training/questions:

Shortly after the equipment is installed, Xerox will conduct training for all available features on your device. You will receive a call to schedule a convenient training time for your users.

Xerox recycles:

Xerox is committed to responsible and environmental business practices. If one of our products does not have a return label; or if you would like to read more about Xerox Green World Alliance, please see our website.

http://www.xerox.com/go/xrx/portal/STServlet?projectID=ST_GWA&pageID=Landing&Xcntry=USA&Xlang=en_US

If you have any questions, please contact me at gaston.varela@xerox.com

Regards,

Gaston Varela