

**Instructions to Agencies on the Removal of SWC #400 Leased Copiers**

It is recommended to place order of new Canon Multifunction Devices (SWC #400) prior to submitting notification of copier removal to copier vendor(s). NOTE: If a machine has not yet reached its expiration date and insufficient information does not support its early removal (as instructed by the CPO), it will be required to stay in its location until the expiration date.

First, you must confirm that your current leased copiers are expired and no longer bound to the 36-month lease agreement. For details, contact:

Jessica Starling  
Category Specialist  
(615) 532-0352  
[Jessica.Starling@tn.gov](mailto:Jessica.Starling@tn.gov)

Second, be prepared to provide the serial number(s) of expired machine(s) along with the most current meter reading, machine(s) physical location, agency contact person, phone number, and email address. A different contact person may be necessary for each location; if problems arise with a scheduled pick-up, this person may need to be present to assist with such problems.

It is suggested to provide a spreadsheet in the below format:

Count	Make/Model	Serial #	Meter Read	Physical Location	Agency Contact	Phone #	Email Address	Requested Pick-up Date

Third, agencies will need to pay careful attention to the final invoice as each vendor will handle their lease end date a little differently.

Hard Drive Removal is not standard on SWC #404, all copiers have a Data Erase Kit installed and have been running throughout the life of your machine which erases documents as they run through the copiers. However, if you choose to have the Hard Drive removed for additional security, you will need to go through your local purchase authority with the pricing provided below:

Vendor	Cost to Remove Hard Drive
Canon	\$330.60
Ricoh	\$350.00
Xerox	\$325; \$250
Toshiba	\$345

Please refer to each vendor’s instructions for scheduling pick-up of copiers.

Canon

As Canon is the awarded vendor on SWC #400, they will be able to coordinate their own pick-ups at the time of delivery of new devices. Be sure to inform Canon of the devices currently installed.

### Xerox

1. Allow 30 days notice to Xerox of copier removal notification.
2. State Agencies contact:  
Eric Canty  
Services & Solutions Executive  
Office (615) 764-6717  
Cell (615) 429-6599  
[Eric.canty@xerox.com](mailto:Eric.canty@xerox.com)
3. Local Agencies contact their local Xerox representatives. If you are unsure, please contact Michael Shotwell and he will re-direct.
4. An authorized carrier for Xerox will schedule pick-up with agency. Normal pick-up days are Monday, Tuesday, and Friday (exceptions can be made, if needed).
5. Agencies will be expected to sign a Bill of Lading (to include date and final meter reading) confirming pick-up.
6. The final end date on the invoice will be reflected as the service end/pick-up date.

### Ricoh

1. Allow 2 weeks notice to Ricoh of copier removal notification.
2. State and Local Agencies contact:  
Mark Henningsen  
Major Accounts Executive  
Office (615) 807-7044  
Cell (615) 483-4444  
[Mark.Henningsen@ricoh-usa.com](mailto:Mark.Henningsen@ricoh-usa.com)
3. An authorized carrier for Ricoh or Ricoh directly will schedule pick-up with agency.
4. Agencies will be expected to sign a document confirming pick-up.
5. The final end date on the invoice will be reflected as the service end/pick-up date.

### Toshiba

1. Allow 30 days notice to Toshiba of copier removal notification.
2. State and Local Agencies contact:  
Joanne Paul  
Account Specialist  
Office 1-800-866-4361 x6235  
[Joanne.Paul@tabs.toshiba.com](mailto:Joanne.Paul@tabs.toshiba.com)
3. An authorized carrier for Toshiba or Toshiba directly will schedule pick-up with agency. Note: once the carrier is dispatched, it cannot be cancelled (if new machine device delivery is delayed, Toshiba will not be able to revise the pick-up schedule).
4. The final end date on the invoice will be triggered by the final meter read which must be provided to Joanne Paul at the time of pick-up.