



## Memo

Date: 6/15/10

To: Tammy, Service, Accounting, B Drawbaugh, A Bolduc, S Harnois

Re: Vermont Returns

Vermont will be returning 20 DMTs for upgrade in groups of 3 each over the next 3 months.

1. They will phone for an RMA each time and a single separate RMA is to be issued for each group. (They should provide the serial numbers at the time the RMA is requested, but if they do not, the serial numbers can be noted on the RMA on receipt of the DMTs.) The Customer Purchase Order Number to be used on all RMAs for this project is 03420-0000027880
2. A pick up order is to be issued for each DMT being returned. (Freight both directions is included in the agreed price so, either no freight entry is made or if an entry is made for freight, the price is \$0.00 with the notation that the freight is paid by NPAS. If there is shipping damage, this must be resolved with the carrier prior to proceeding.
3. The DMTs are to have the the RLC Processor replaced with the SI Processor and the Controller replaced with the current version of 41602 along with the associated cables.

The following are the part that will be listed on the RMA Order Entry Form:

1	(Per DMT) 41602 Controller PCB	\$300.00 Each, Service Included
1	(Per DMT) 43601 SI Processor Adapter Kit (includes 43602)	\$990.00 Each, Service Included

4. Perform all service to return DMTs to operational status as necessary however, should any major assemblies be needed, notify JF. Vermont expects a 2 week turnaround, so one week in service should be the norm.
5. Upon shipping, invoice all three on the single RMA listing and Shipping all items noted above (for inventory control) at the prices shown. The RMA will be closed upon shipping and invoicing and a new RMA issued for the next batch of returns.

Any questions, ask.

John Fusco