Repair and Accessory Request Instructions

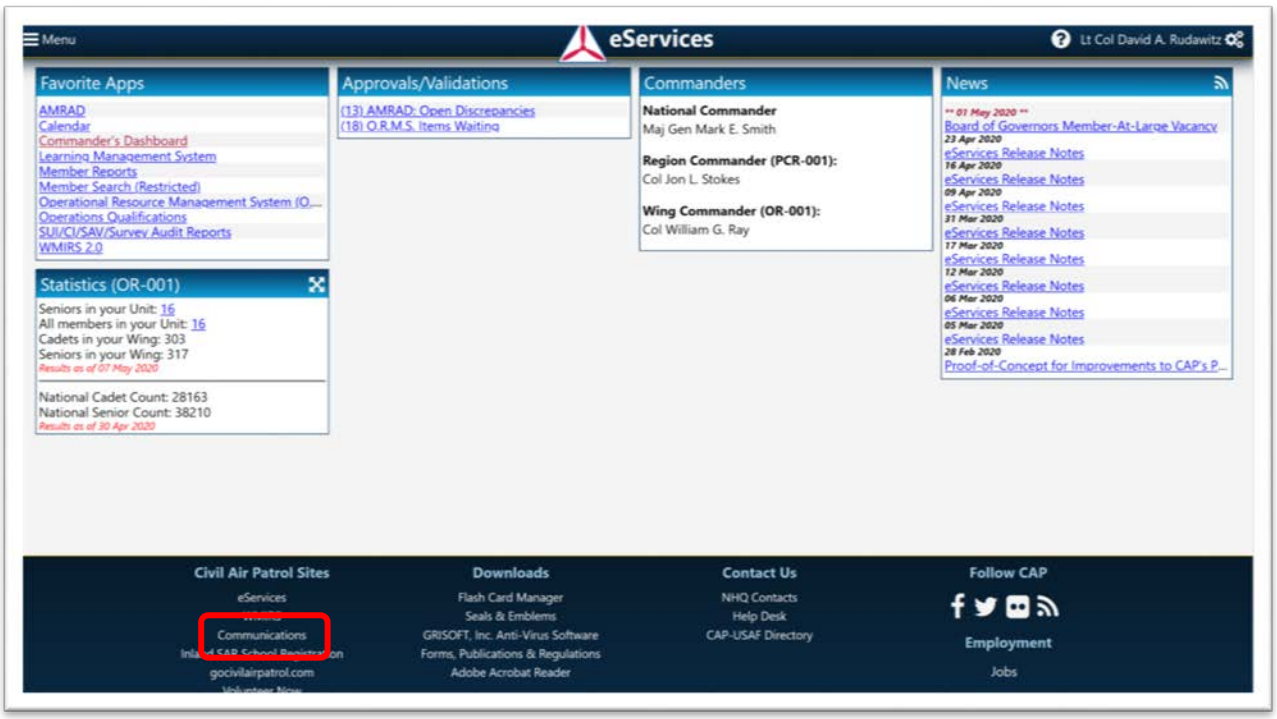
Overview

The CAP Repair and Accessory Request system is used to request servicing of NTC supported CAP radio equipment and to request accessories for those systems. The NTC pays for the shipment to the NTC of equipment needing servicing, however, the requestor is responsible to pack up the equipment and get it to FedEx for shipment. Accessories include coax cable, base station antennas (base mount and mobile antenna that is unity gain), replacement HT batteries, remote microphones for HTs, etc. Be advised that not all accessories may be available at any time. Users should check with the DC (communications@orwg.cap.gov) to ascertain current availability. In addition, not all CAP provided communications equipment are supported by the NTC. As CAP transitions from the EFJ LMR radios to the APX radios, many EFJ radios that we are allowed to retain in the Wing are being removed from support by the NTC. This status can be found in the item's master record in ORMS. Questions about a specific item can be directed to the DC (communications@orwg.cap.gov).

The CAP Repair and Accessory Request system is a website that is accessed from eServices.

Instructions for Submitting a Request

1. After logging into eServices, select the "Communications" link at the bottom left of the home screen. A new tab will open with the next screen.



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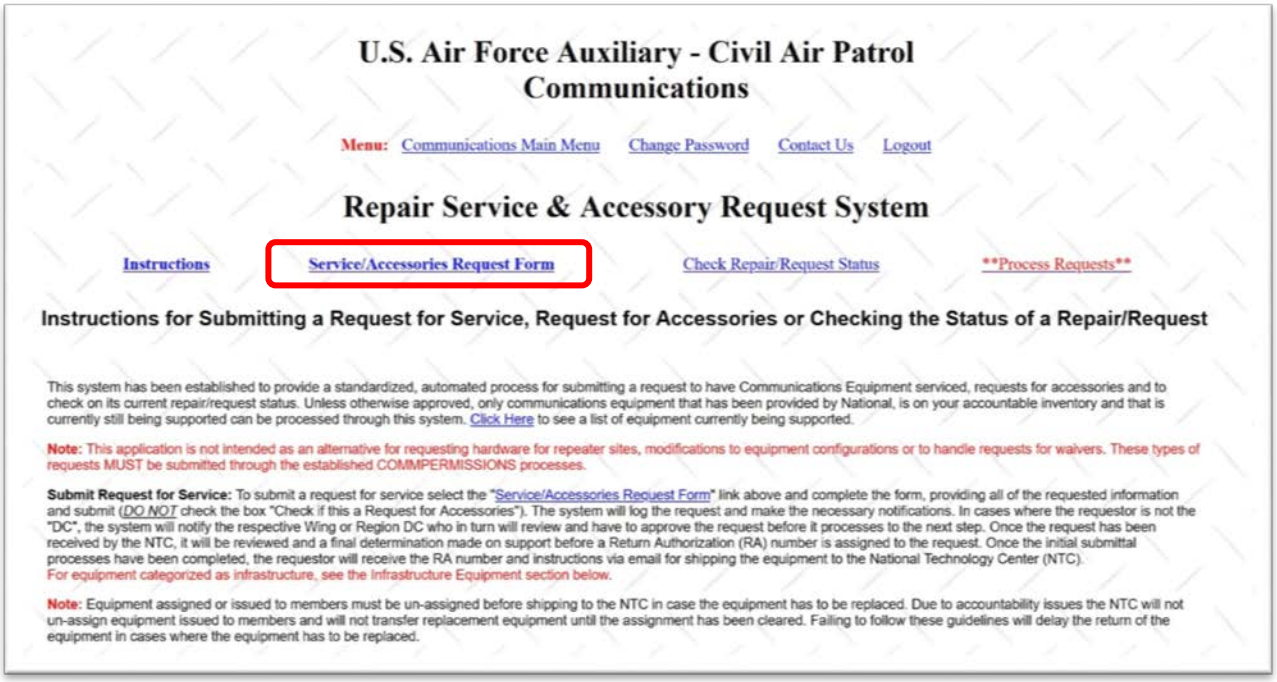
2. From the Communications Main Menu, select the “Repair Service & Accessories Request System” link.

3. From the Repair Service & Accessories Request main screen, select the “Service/Accessories Request Form” link



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4. From the next screen, select either the “Service/Repair Request” button for service/repair or the “Accessory Request” button if requesting accessories.

5. For Service/Repair Requests – Fill out the form entering the required information in the fields provided. Select the Equipment Lookup Utility to open the Equipment Lookup tool.

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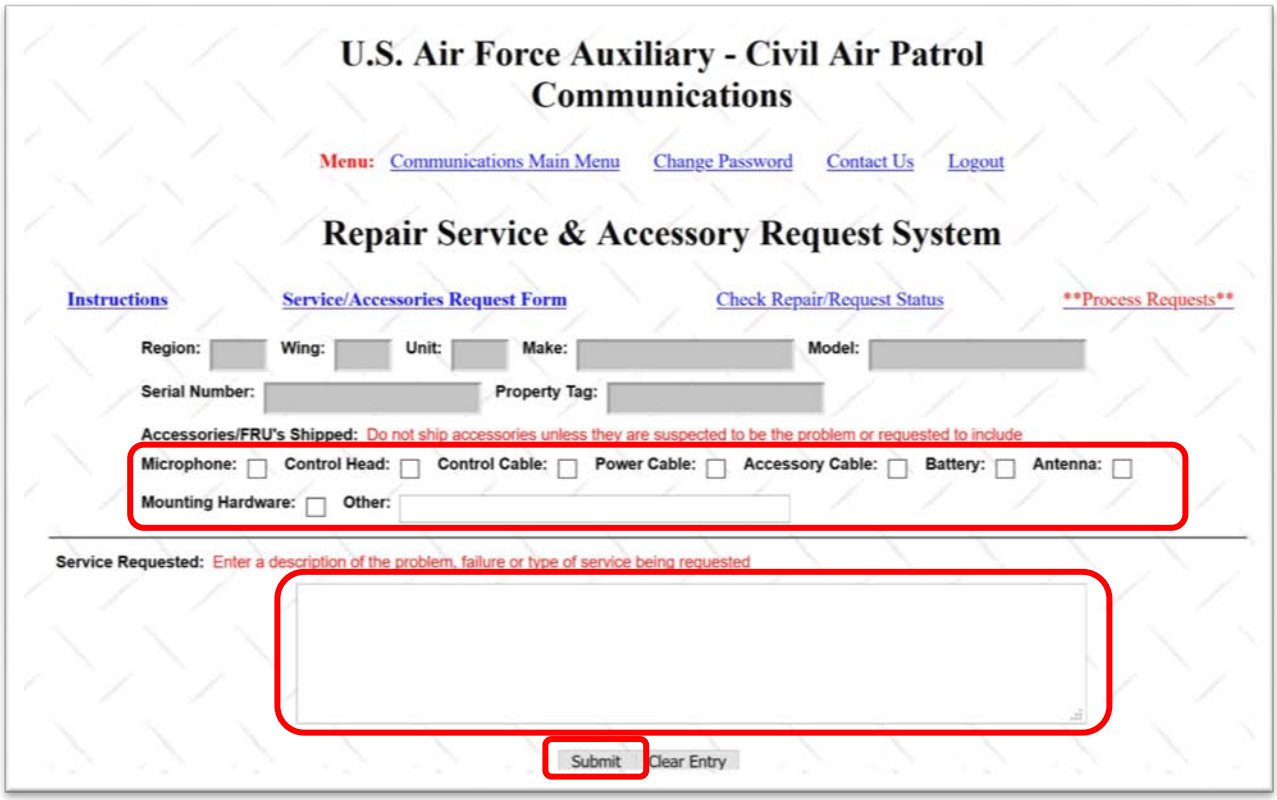
6. Enter the CAPID and then select the “Search” button. The tool will return one or more items and you then select the correct item’s button. The information about the item will be automatically entered into the repair form.

7. Enter the remaining data and put a detailed explanation of the problem/issue/service needed in the Service Requested block. When finished, select the “Submit” button to submit your request.



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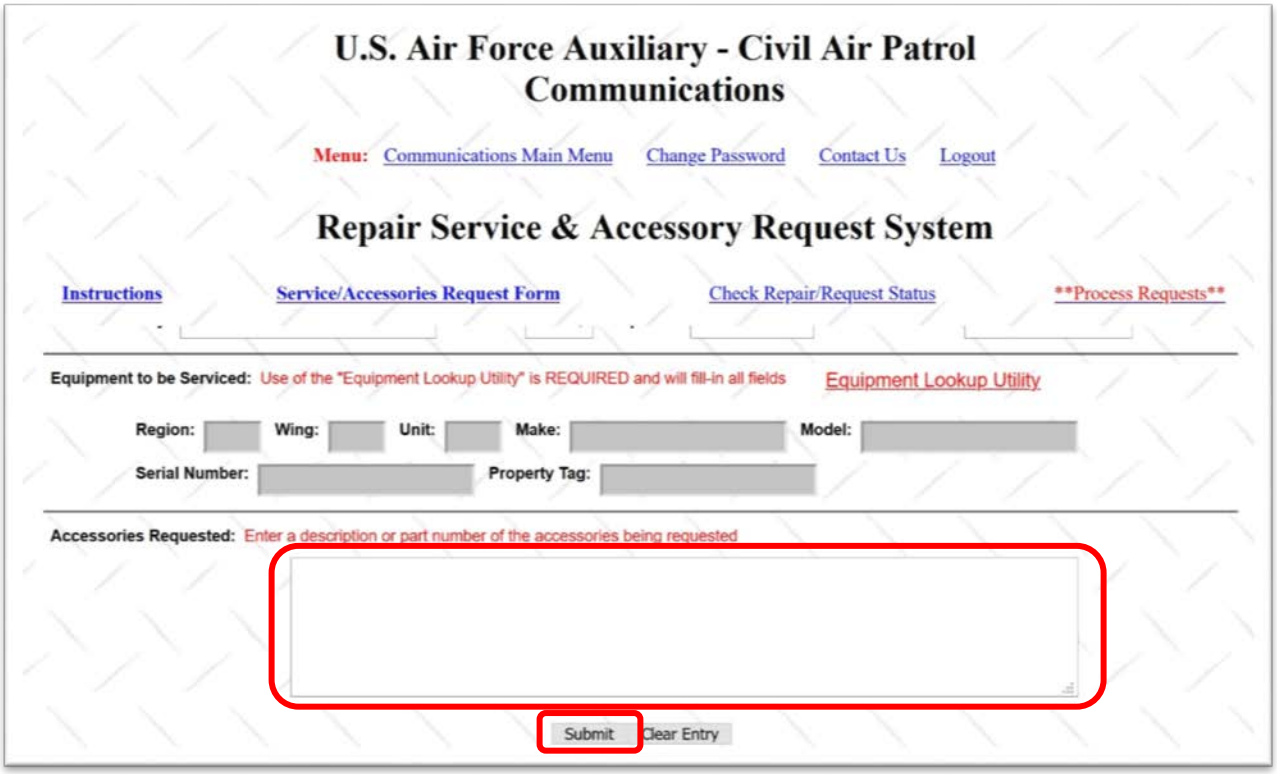
8. For Accessory Requests, select the "Accessory Request" button shown in step 4 and follow the steps 5 and 6. Enter a description of the accessories requested in the block provided. When finished, select the "Submit" button to submit your request.



Request Processing

Once your request has been submitted, the DC will receive an email and will be directed to review the request. The DC must either approve the request or deny it. Once approved, the requestor will receive an email notification. The NTC will then review the request and either approve it or deny/cancel the request. If denied/cancelled, the requester should receive an email.

For approved repairs requiring the return of the equipment to the NTC, the requester will receive an email with a shipping detail form. Complete that form and return it by email as a reply to the NTC email. You will need to enter the weight of the packaged equipment being returned. FedEx will send the requester an email with a link to print the shipping label. Print the label, attach it to the package and take the package to a FedEx shipping location or drop box for shipment back to the NTC.

At some point in the future, the repaired equipment, a replacement unit, or the accessories requested will be shipped by the NTC to the shipping address provided in the request. The requester will receive email notification(s) from FedEx with the details.

Contact the DC (communications@orwg.cap.gov) with any questions or assistance.