

PART III – SECTION J, ATTACHMENT J.4
FAA Field Site Requests for Spare Parts Resupply and/or Technical/Engineering Support,
Standard Operating Procedure (SOP)

Below is a Standard Operating Procedure (SOP) between the FAA and UPS VENDOR Corporation. The SOP details how UPS VENDOR Customer Service (CS) Associates should react and provide responsive service to FAA site calls for assistance in the areas of Spare Parts Re-supply and requests for Technical/Engineering Assistance.

FAA—UPS VENDOR Corporation
Standard Operating Procedure (SOP)
for
FAA Field Site Requests for Spare Parts Resupply and/or
Technical/Engineering Support

I. FAA OPERATIONAL SITE ATTEMPTS TO ORDER PARTS FOR THEIR UPS UNIT DIRECTLY FROM UPS VENDOR’s SUPPORT CENTER.

A. UPS VENDOR’s Customer Service (CS) Associate will inform the FAA site caller/customer that both UPS VENDOR Corporation and the FAA desire to resolve their request for spare parts resupply in the fastest manner possible.

B. UPS VENDOR’s (CS) Associate will inform the FAA customer that FAA policy requires that **ALL** FAA site requests for UPS VENDOR spare parts **MUST be submitted through the FAA Logistics & Inventory System (LIS)**. Part numbers should be used in lieu of NSNs.

C. If, after informing the FAA caller of the FAA policy in B. above and if the FAA caller still requests to order spare parts directly from UPS VENDOR—UPS VENDOR’s CS Associate will inform the FAA caller that FAA sites who disregard the process above (to use the FAA LIS System exclusively) and directly place a spare part(s) order with UPS VENDOR, **will be billed directly by UPS VENDOR and will be responsible** for both the cost of the spare part(s) and the shipping costs. UPS VENDOR’s CS Associate will also inform the FAA site that they **may not receive** the requested spare part(s) as expeditiously as if they had ordered it through LIS (i.e. in accordance with the agreed upon FAA “Priority Shipping“ Schedule.

D. If the FAA site has any questions, please refer them to:

(TBD)

or

(TBD)

II. FAA SITE REQUESTS TECHNICAL SUPPORT DIRECTLY FROM THE UPS VENDOR SUPPORT CENTER.

A. UPS VENDOR’s Customer Service (CS) Associate will inform the FAA site caller/customer that both UPS VENDOR Corporation and the FAA desire to resolve their request for technical support in the fastest manner possible.

B. UPS VENDOR’s (CS) Associate will inform the FAA customer that FAA policy requires that **ALL** FAA site requests for UPS VENDOR technical support **MUST be submitted through the normal technical support process (i.e., FAA SMO, Region, and Power Services Office Operations Engineering Branch)**.

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C. If, after informing the FAA caller of the FAA policy in B. above and if the FAA caller still requests technical support directly from UPS VENDOR—UPS VENDOR's CS Associate will inform the FAA caller that FAA sites who disregard the normal process for technical support and directly request technical support from the UPS VENDOR, **will be billed directly by the UPS VENDOR.**

D. Upon completion of the above phone call, UPS VENDOR's CS Associate will telephone the National Air Space Power Services Office Operations Engineering Branch), using the telephone numbers provided BELOW, and report that an FAA site has requested assistance and the information contained in the 3 lines below:

1. FAA Site location, date and time the FAA site called UPS VENDOR

2. Name of FAA Caller/Point of Contact (POC)

3. FAA POC Telephone number

a) Call (405) 954- 4635 (Secretary) and ask to speak with an Engineer supporting CPDS Type 1, 2 and 3 UPS Vendor equipment or if unavailable, leave a message with the information contained in 1,2 and 3 of D.

E. If the FAA site has any questions, please refer them to: The Power Services Office Operations Engineering Support at 405-954-4635.

III. FAA POWER SERVICE OFFICE REQUESTS TECHNICAL SUPPORT DIRECTLY FROM THE UPS VENDOR SUPPORT CENTER.

A. Tech Support Phone Calls.

1. The UPS Vendor's technical experts (key personnel) shall be available to provide technical support on UPS Vendor equipment technical issues via telephone during normal business hours (8:00 AM to 5:00 PM Eastern Standard/Daylight time, Monday through Friday.

2. The UPS Vendor shall utilize voicemail, an answering machine to receive technical support phone calls when technical experts are not available to take calls.

3. The UPS Vendor's technical expert shall respond to a technical support call left with the answering machine within 8 normal business hours from the time that the call was received at the UPS Vendor's office.

B. Tech Support E-mail or Fax

1. The UPS Vendor's technical experts shall be available to provide technical support via electronic mail or fax during normal business hours (8:00 AM to 5:00 PM Eastern Standard/Daylight time, Monday through Friday including 1 hour for lunch).

2. The UPS Vendor shall respond to technical inquiries received via e-mail or fax within 8 normal business hours of receiving the e-mail or fax at the UPS Vendor's office.

C. Technical Support Log

1. The UPS Vendor shall keep a log of all technical support calls/inquiries and within 7 calendar days upon request, provide an electronic report to the COTR.

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- D. On-site Technical Support (i.e., support on location at a facility with SQ D Equipment)
1. Priority Technical Support
 - a) The UPS Vendor's technical expert shall be on site within 24 hours of receiving a priority support request.
 - b) The technical expert shall be capable of providing the appropriate expertise necessary to support restoration of equipment.
 - c) The technical expert shall work on site until equipment is restored to an acceptable service level.
 - d) The technical expert shall be available to support work at night as necessary to meet facility managements risk mitigation requirements.
 - e) A trip report shall be delivered, within seven calendar days after leaving the site or as directed by the COTR.
 2. Technical Support
 - a) The technical expert shall be on site at a mutually agreed upon date as necessary to provide technical support.
 - b) The technical expert shall be capable of providing the appropriate expertise necessary to support restoration of equipment.
 - c) The technical expert shall work on site until equipment is restored to an acceptable service level.
 - d) The technical expert shall be available to support work at night as necessary to meet facility managements risk mitigation requirements.
 - e) A trip report shall be delivered, within seven calendar days after leaving the site or as directed by the COTR.

END OF FAA – VENDOR SOP