This October, UAN will replace all Dell printers with a new single function or multi-function HP laser jet printer based on your selection made a few weeks ago. UAN has joined with Xtek Partners for coordinating the shipping of the printers. If a situation arises during the process, you may be contacted by an Xtek representative or from an xtekpartners.com e-mail address. Your printer will be delivered to you by FedEx.

You will be able to select the delivery date (arrival date) of your shipment. Deliveries will be made between October 1st and October 30th, Monday through Saturday, deliveries cannot be scheduled for Sundays.

To select the delivery date of your printer, please access the UAN Printer Refresh 2019 website: https://www.jotform.com/form/91967916267171. This web site will be available beginning September 17th through October 16th. If you do not select a delivery date during this period, your entity will be responsible for picking up the printer from UAN's office in downtown Columbus.

Step 1: Enter your UANLink Profile Login credentials and click the 'Submit' button.
  ➢ UAN ID: This is your UAN four digit Id number.
  ➢ UAN Profile Login Password: This is your Auditor of State Customer Number (two numbers, one letter, and two numbers) and can be found on your Auditor of State invoice.

Step 2: Verify / Change the shipping information. Defaulted in the grayed-out fields will be your entity's name, county, shipping address, and email address that is on file with UAN. This information will be used for only shipping of the printer only, it may not necessarily be the same address used for software/application updates. If you would like to change the shipping address and email address for **THIS SHIPMENT ONLY**, complete the fields located under the Shipping Information Change area.

Step 3: Select a Delivery Date. To choose a shipment date, select the calendar icon under 'Requested Delivery Date'. You will receive a popup calendar for the month of October. You may select any date ranging from October 1, 2019 to October 30, 2019 excluding Sundays.

Step 4: Select the Submit button at the bottom of the page. If successful, you will receive a 'Thank You! Your submission has been received.' message.

Step 5: You will also receive a return email verifying your shipment date and any updated address changes. The email will be from noreply@jotform.com. If you do not receive this email, check your spam or junk folder. This email will confirm your shipping address and delivery date.

Delivery:
About one to two days before your delivery date you will receive an e-mail from FedEx that will contain the FedEx tracking number.

The printer and printer tray will arrive together in one box. An individual 18+ years old will need to sign for the shipment from Fed Ex. If an individual 18+ years old is available to sign for the delivery, Fed Ex will apply a missed shipment form to the door and the shipment will be re attempted. Please read this form carefully to understand your reshipment options including the option of picking up the printer from a nearby Fed Ex location.

UAN Support for Dell Printers:
Beginning on November 4, 2019, UAN will no longer support the Dell printer. If a Dell printer error arises after this time, UAN Tech Support will provide guidance on installing the new HP printer and then you will be referred to Dell tech support. The warranty on the Dell printers will last until the spring of 2020. To verify this ending date, visit their website at:
https://www.dell.com/support/home/us/en/04/Products/?app=warranty

Next Steps:
Shortly before the printers begin shipping, you will receive an email from UAN containing the installation instructions for the HP Printers. These instructions will be available online as well.