The University of Missouri System has executed an enterprise license with Perceptive Software, Inc. for its ImageNow document imaging product. The license permits document imaging solutions and related workflow processes to be implemented throughout the system. Scanners to be used with ImageNow are available for purchase from Perceptive Software, Inc, as well as other University of Missouri, VPA partners, such as Dell. In addition to a scanner, you will also need to purchase additional scanner software and/or hardware.

Other departments with interest in document imaging should contact the Imaging Team for additional information about the process, departmental costs, training, implementation time tables, hardware, recommended scanner solutions, etc.

If you choose to look into document imaging for your department, contact:

Linda Valentine, Alisa Buck, and Pooparat Plodpradista
UM – IT Imaging Team
University of Missouri
Enterprise Application Services
615 Locust Street
Columbia, MO 65211
573-884-2792/573-882-2574/573-884-4749
e-mail: imaginginfo@umsystem.edu
Awarded to:

**Perceptive Software, Inc.**  
22701 West 68th Terrace  
Shawnee, KS 66226 USA

**Contract #: RFP #Q031403**

Term of Contract: **One (1) year commencing on the date of installation of Software.**

**Kevin Tews**  
Account Executive – Higher Education  
Perceptive Software, Inc.

[www.imagenow.com](http://www.imagenow.com)  
+1 913 422 7525 corporate  
+1 913 667 3186 direct  
+1 913 667 3820 fax  
+1 800 941 7460 toll-free

**Mark Newland**  
Inside Sales Representative – Higher Education  
Perceptive Software, Inc.

[www.imagenow.com](http://www.imagenow.com)  
+1 913 422 7525 corporate  
+1 913 422 3820 fax  
+1 800 941 7460 toll free

Original Bid Specifications:  
[http://www.system.missouri.edu/busserv/ImagingRFPFinal021203.doc](http://www.system.missouri.edu/busserv/ImagingRFPFinal021203.doc)

Copy of contract documents in .pdf format

Scanners (and part numbers) available through the University's Perceptive Software, Inc's VPA contract can be found via the URL  
[http://www.umsystem.edu/busserv/secure/document%20imaging.htm](http://www.umsystem.edu/busserv/secure/document%20imaging.htm)

Fujitsu Information  
Fujitsu Service Information Available at:
Canon Information

All the locations of UM are within next day service areas. Meaning if the customer calls in the am, the tech will be there between that day or the next am. All on-site contracts come with one preventative maintenance call. This would be a physical call to clean and check the unit within the 12 months of the contract. These contracts include all parts except rollers. Rollers are considered like belts on your car. The 6080 & 9080 the end user can install by themselves. The other units a tech needs to replace.

Thanks

Randal Kendrix
Canon USA, Inc
972-409-7802 ext 6320 Voice
817-680-6429 Cell
rkendrix@cusa.canon.com

Access Services Information

Access Services is the authorized national field service provider for Canon DR-scanners in the USA. We offer a variety of programs to help you obtain service for your Canon DR scanner including on-site service programs, advanced exchange, depot repair, and time & material service calls.

ON-SITE SERVICES

On site service can be obtained in several ways. Extended Service programs can be purchased through the Canon distribution and reseller channels while Time & Material service can be obtained by contacting Access Services directly.

Extended Service Programs: The extended service programs can be purchased through your Canon Reseller or Distributor and include telephone technical support, on-site repair of your Canon scanner when required, and one preventive maintenance service call.

Extended Service Program (9 months) – is designed for owners of DR-scanners and covers the period from the expiration of the 90-day Canon Limited Warranty to the end of the first calendar year. This program is available for the DR-3060, DR-3080C, DR-5020, DR-6080, and DR-9080C scanners and must be purchased during the Canon 90-day Limited Warranty period.

Extended Service Program (12 months) – This program is for owners of DR-3060, DR-3080C, DR-4080U, DR-4580U, DR-5020, DR-5080C, DR-6080, and 9080C scanners and includes one year of telephone support, on-site repair service when required, and one preventive maintenance visit.

Time & Material Service: This service is available for owners of Canon DR-scanners who do not want to purchase an extended service plan but want on-site maintenance service when service is required. By contacting Access Services directly at 800-543-8681, Canon DR-scanner owners can schedule a service call by a trained field technician who will come to their site. They will be charged for the actual parts used to repair their scanner as well as the travel time and on-site labor time of the service technician.

ADVANCED EXCHANGE SERVICES

Owners of Canon DR-3060 and DR 3080C scanners can obtain a replacement Canon Dr-scanner if their scanner fails by purchasing an Advanced Exchange service agreement from their Canon Reseller or Distributor. If a DR-3060 or DR-3080C scanner covered by this agreement fails during the one-year period of coverage, the owner simply calls Access Services’ support line for technical assistance. If the technician is unable to help the owner fix their scanner themselves, Access Services will ship a
replacement Canon scanner of the same model for delivery the next morning. The owner installs the replacement, refurbished Canon scanner and ships the broken scanner back to Access Services in the special, reusable shipping container. The cost of shipping both ways is included in the price of the Advanced Exchange service agreement.

**DEPOT REPAIR SERVICES**

For the most economical way of getting your Canon DR-scanner repaired, you can ship it to Access Services. For a modest price, Access Services technicians will troubleshoot the scanner, clean it, repair it and return it to you, usually within one week. Call Access services for a price quote and estimated turn-around time.