

XEROX

XEROX

AT YOUR SERVICE

New York

New York

Jan.

Vol. I

NEW YORK SERVICE

1970



it starts with you!



Banker of New York

1970 was ushered in with cold weather, low humidity and lots of snow. This certainly had an effect on our incoming call rate and our ability to respond as fast as normal. Combined with the telephone situation, Service had its problems. However, once again, your dedication and ability kept us from having any really serious problems.

Recently your Area Service Managers and I had the pleasure of attending the 1970 Kick-Off Meeting for the Northeast Region for two days at the Barbizon Plaza Hotel. The meeting began with Tor Arneberg's discussing our accomplishments during 1969. New York Service should be quite proud of its part in these accomplishments, especially as we were the lowest in the expense/revenue ratio area. Tor set forth what is expected of the Region in 1970. These targets and goals, to say the least, are ambitious but realistic and once accomplished, will again assure the Corporation of another fantastic growth year. The rest of the meeting was taken up with presentations made by Joe Flavin, Senior Vice President of Finance and Planning, Jim Lyons, Joe Mulfriedel, Pete Weiler, Homer Schoen, and etc. We spent many hours in discussion, mapping out strategies that will make us successful in 1970. Every one of us, whether Sales or Service Manager, left with renewed confidence and enthusiasm. Once again, the Northeast Region will lead the rest of the Regions in the country.

As always, in an effort to keep you informed, here are some of the plans and operations we are working to improve....

1. We are moving ahead as rapidly as possible to improve our Dispatching Operation. The Telephone Company has assured us they will be bringing more lines into the building, and we are keeping our fingers crossed that these commitments can be met. We have also ordered an Automatic Call Holder and Distributor. This device is similar to what the airlines use and, through the use of a recording, will answer the call to tell our customers that the lines are busy. Then it automatically places the call in a hold status, and distributes the calls as lines become available based on the time they came in.
2. We are working closely with our Distribution Center to arrange for all equipment coming into New York City to be accompanied by Initial Supply Kits. This will save a tremendous amount of hours for Salesmen and Technical Representatives when they no longer have to hunt around for initial supplies because, for some reason, they did not arrive at the account. Distribution, especially Joe Mulfriedel and Bill Marsh, have been exceptional in their efforts to meet our needs.
3. Again in 1970, we expect to have many more promotions. In order to make certain that we are picking our best people, we have added to our management potential candidate list and we will be conducting interviews very shortly. Along with this, the Region will be running a Pre-Management Development Course which will aid us in better identifying and improving the skill level of our candidates.
4. The increase in the Tech. Rep. Walking Allowance was a direct result of the efforts of the Regional Communications Committee. We are now in the process of studying and making recommendations in the areas of job classifications and more uniform and equitable standards for Par Club.

5. The key to success in 1970 will be maintaining and improving Sales/Service communications and cooperation. We have begun a program which was recently given to the Managers, and will now come forth with more programs to bring both functions closer together. The Hot Line that Sales has into Service has worked extremely well. As a matter of fact, we are now considering setting up a Hot Line from Service into Sales. As in 1969, our combined efforts can make New York, THE BEST!

In conclusion, I would like to leave you with a thought expressed by our Region General Manager, Tor Arneberg, at the 1970 Kick-Off Meeting. He said, "For once, Service has in its grasp the ability for the Northeast Region to make our budgets and accomplish their targets and goals. If we install the equipment as fast as possible, the additional revenue will accrue; and if we keep and maintain the equipment we have out in the field, we will protect and maintain our profit base."

Gentlemen:- The challenge to Service is upon us. Pick up this challenge and run Let's not only make our targets and goals for 1970, but let's exceed them!

BANKER OF NEW YORK

next
issue...



PERSONAL PROFILE

PROMOTIONS AND OTHER ASSIGNMENTS DURING 1969



<u>NAME</u>	<u>TRANSFERRED FROM</u>	<u>TRANSFERRED TO</u>
Joe Beckles	Tech. Rep.	Tech. Trainer
John Fick	Tech. Rep.	F. S. M.
Tom Sarsfield	F. S. M.	Mgr. Customer Reps.
Ed Taphouse	Tech. Trainer	F. S. M.
Don De Maria	Tech. Rep.	F. S. M.
Chuck Mc Garvey	Tech. Rep.	M. T. A.
Jon Dunkle	Tech. Rep.	Equip. Order Entry Supervisor
Sam Levine	Tech. Rep.	N.Y. Zone Tech. Training Coordinator
Dominick Racano	F. S. M.	A. S. M.
Ken Johnston	F. S. M.	Q.A. Field Liaison Eg.
Bob Trasaco	Tech. Rep.	F. S. M.
Tom Cornell	Tech. Rep.	F. S. M.
Mike Gonzalez	Tech. Rep.	F. S. M.
Robert Edwards	Tech. Rep.	Tech. Trainer
Byron Mooney	Tech. Rep.	Tech. Trainer
Joe Valentine	Tech. Rep.	Tech. Trainer
Rudy Jonak	Tech. Rep.	7000 Tech. Coordinator
Marty Gryski	A. S. M.	B. S. M. (Hartford)
Angelo Ferrara	Tech. Rep.	F. S. M.



* * * *


EDITOR'S
..... notebook



LINDSAY'S KORNER
by DONALD LINDSAY

WOULD YOU BELIEVE?????

that your Triplett meter can be seriously damaged by improper use?

Under normal circumstances very little current flows through the internal circuits of your meter. When the pointer is reading full scale, a current of 50 ua. is flowing through the meter movement. Hardly enough to damage anything. But, if the meter is set to read 3 VAC and the leads are connected to 220 VAC, I guess you know what happens? Good-bye meter! This is over 73 times the voltage that the meter is expecting.

About 95% of the meters I receive for repair have been overloaded. The remaining 5% have been turned in for other reasons.

This accidental overloading can be prevented by observing a few simple safety rules:-

1. Before using your meter, check to make sure that you are using the proper range of voltage or current. Not sure??? Use the highest range.
2. When you're finished with the meter, set the range selector on 300 VAC and put the meter away. This range will safely read either AC or DC should you forget to set the meter to the proper range the next time you use it. Therefore, the possibility of damage is minimized.
3. Always disconnect power to the machine when using the ohms scale. If you're testing a capacitor, disconnect one side and completely discharge the capacitor before proceeding.

That's all there is to it! Your meter is an important part of your tool inventory. It has no substitute. Treat it well and it will provide you with years of dependable service.

See you next issue.

VERY APPLICABLE

"The SIX most important words:
'I admit I made a mistake.'

The FIVE most important words:
'You did a good job.'

The FOUR most important words:
'What is your opinion.'

The THREE most important words:
'If you please.'

The TWO most important words:
'Thank you.'

The ONE most important word:
'We.'

The LEAST IMPORTANT word:
'I'.



I may be wrong but it is my opinion that the time has come to muster our forces to meet the challenge of 1970. This year, will more than any other, tax our talents and resources, as competition, dollar restraint, and other forces will be eating at our growth targets and potential.

What can we do to make 1970 a successful year? Examine your contribution to Xerox in 1969. Was it a good one, was it mediocre, or was it poor. Regardless of how you ranked yourself, it must be better in 1970 for us to make it.

Recently at a Kick-Off Meeting, Sandy Banker remarked, "1969 is over, it was a most successful year; but 1970 will call for better Communications and Expertise on the part of all departments." This year why not, when your salesman calls about a problem account, look at it as a challenge and not a drudgery. Look at your territory as your own individual business, where PM's are assets, EM's are liabilities. It stands to reason, if you have any business experience, that to be successful, your assets must outweigh your liabilities.

Other areas of concern in one's business is how one's time is managed. You've often heard that Time is Money. Time could be spent constructively to satisfy the demands of your territory, or could be spent unproductively, by allowing the business to run you. Some sure fire tools that all good business needs are customer rapport, communications, competants, cooperation, and courtesy..... popularly known as the 5-C's. Putting into practice the 5-C's would tend to guarantee success in your business. Neglect them and bankruptcy is your fate. The 5-C's, are little things you say; well so is sand. But when you work together with them, you can be as dynamic to behold as the vastness of Sabara.

This is how I look at what is needed to make the grade in 1970; but this is only one man's opinion.

Now that the new year is upon us, I wish again to thank all of you for your encouraging comments, as to our contents, and what we mean to you, our readers. As we print issue after issue, our readers, old and new, may tend to associate At Your Service, as a substitute for officially released information. I would like to state that the purpose of this newsletter is not to substitute any other means of information, official or unofficial, but an attempt to reiterate those items, which cross my desk and those personal items, that may be of interest to our readers. We hope that we have served this purpose.

AT YOUR SERVICE, January 1970 issue --- front cover depicts a new mass-head and new motto of the Northeast Region:-

"IT STARTS WITH YOU"

New York is approximately 1/3 the region, but let's be 1/2 the profit. Remember it starts with you. This can be stated by one word, 'synergy'.



THE VOICE OF XEROS

THE MOVE MUDDLE

It was a cold windy morning as I entered the lobby of 666 Fifth Avenue for my first visit to our new location. The exposure to this wintry weather had started that old familiar "call of nature", but I felt a certain calm for soon I would be able to respond to the "call" in our New Xerox Office. I pushed the elevator button for the third floor and tried to purge my mind of the urgency within me.

As the door opened I went immediately to the right looking for that familiar door with "Gentlemen" printed in bold clear letters. To my surprise I walked into what looked like a warehouse. The room was filled to the brim with file cabinets, desks, pictures, plants, chairs, lamps, etc. etc. Every piece of furniture from every branch was stocked in this one room. A noise startled me! I heard some rustling behind a pile of boxes. Someone was there, I just knew it. All of a sudden a man sprang up holding a framed picture. My God, it's one of our F.S.M.'s. He bolted to the exit towards his office at top speed. I tried to catch up to him, "George, George, where's the men's room?" It's no use, he's three-quarters of the way down the corridor in a flash. To the rear of me another noise catches my attention. Good Heavens, another guy, one of the sales managers, with a chair heading for the door. "Stop, I say, where's the ---" It's no use he's gone.

By this time my situation is getting grave. I just have to find some relief. The man approaching me is a stranger, but I'll ask him anyway. "Excuse me, can you direct me the the men's room?" "Sure pal, you go down this isle until you reach the fourth pillar, turn left and go to the first passageway past the freight elevators make a right and the third door is the men's room." Got that?? "Right, I think so." I followed the man's directions and the third door is right there, the end of my search is near. The loud screams of five women tell me that I have made a mistake. I run down the first passageway I see until I'm out of breath. When I regain my composure again, I seem to be in a strange area. The floor is rugged wall to wall and the desks are just elegant. Something tells me I'm in the wrong area. But just as I'm about to exit gracefully, I see it. There it is, bigger than life, a door with that beautiful word "Gentlemen". I start for the door when a stern voice behind me say, "Just a minute, you can't go in there, that's for executives only." But madam, you don't understand, I just can't -----". "Sorry, try the one across the hall to your right near the water cooler in the administration area." I can't argue any more; it's off to the administration area for me. The administration area looks like Berlin in 1945. Men are breakin-and paintin-and fixin-and movin-. The administration people don't seem to mind, they are all in beautiful offices overlooking 53rd Street, big picture windows and plenty of room to stretch out.

Everybody seems to have a destination in the Service Area. People are moving through the aisles with papers in their hands, or talking fast as they pass me. I hear loud voices from the F.S.M.'s offices, probably giving an evaluation. Someone asks me to help move a 12'x8' cabinet into an 11'x7' office. It's tight but we do it. He's got plenty of room if he doesn't laugh. It looks like the guy from the warehouse. I ask him for the men's room. I know I'm just 50 seconds from a very embarrassing situation. "It's right down the isle xEROS, but it's not finished yet." "I'm desperate, help, for pity sake help." Well, I suggest you go to Ted Bates on the 6th floor."

The New York Zone has consolidated all its branches into one ultra-modern, convenient business office. The planning for a move of this magnitude has to be enormous. Many details had to be worked out, schedules had to be timed to the minute, business has to continue without interruption, such is progress. Yet as I find myself up on the 6th floor I just have to wonder, "Have we forgotten some essentials?"

xEROS HAS SPOKEN



NEW IDEAS

NEW IDEAS ACCEPTED
BY N.Y. NEW IDEA'S COMMITTEE

1. Ed Marchand - Midtown --- Telecopier Indicator Light
2. Ed Marchand - Midtown --- All Products Reading Serial Numbers by Applying Toner
3. Dave Jonatis - Midtown --- 7000 Identifying Correct Arm to open door
4. Joe Ardito - Uptown --- False Malfunction Shutdown 7000
5. Joe Ardito - Uptown --- Replacement of Scan Cam Switches
6. Joel Lasher - I/R Team -- Ease of Changing Platen Cooling Blower
7. Russ Langin - Midtown --- 720 Vert. Transport Jams and Fires
8. Stan Trukowski Downtown -- Motorized Film Drive - Microprinter
9. Jack Schramm - Midtown --- Eliminating Sharp Edge on ADF
10. Ed Marchand - Midtown --- Wire Change to 2400 family Console Cooling Motor
11. Bill Duffy - I/R Team -- Replacing Plastic Pulley for 2400 Paper Tray



DECIMAL EQUIVALENTS OF FRACTIONS	
1/2	.500000
1/3	.333333
1/4	.250000
1/5	.200000
1/6	.166667
1/7	.142857
1/8	.125000
1/9	.111111
1/10	.100000
1/11	.090909
1/12	.083333
1/13	.076923
1/14	.071429
1/15	.066667
1/16	.062500
1/17	.058824
1/18	.055556
1/19	.052632
1/20	.050000
1/21	.047619
1/22	.045455
1/23	.043478
1/24	.041667
1/25	.040000
1/26	.038462
1/27	.037037
1/28	.035714
1/29	.034483
1/30	.033333
1/31	.032258
1/32	.031250
1/33	.030303
1/34	.029412
1/35	.028571
1/36	.027778
1/37	.027027
1/38	.026316
1/39	.025641
1/40	.025000
1/41	.024390
1/42	.023810
1/43	.023256
1/44	.022727
1/45	.022222
1/46	.021739
1/47	.021277
1/48	.020833
1/49	.020408
1/50	.020000
1/51	.019608
1/52	.019231
1/53	.018868
1/54	.018519
1/55	.018182
1/56	.017857
1/57	.017544
1/58	.017241
1/59	.016944
1/60	.016667
1/61	.016393
1/62	.016129
1/63	.015873
1/64	.015625
1/65	.015385
1/66	.015152
1/67	.014923
1/68	.014706
1/69	.014493
1/70	.014286
1/71	.014084
1/72	.013889
1/73	.013699
1/74	.013514
1/75	.013333
1/76	.013158
1/77	.012988
1/78	.012824
1/79	.012665
1/80	.012512
1/81	.012363
1/82	.012219
1/83	.012080
1/84	.011946
1/85	.011817
1/86	.011693
1/87	.011573
1/88	.011458
1/89	.011347
1/90	.011240
1/91	.011137
1/92	.011038
1/93	.010943
1/94	.010852
1/95	.010764
1/96	.010679
1/97	.010597
1/98	.010518
1/99	.010442
1/100	.010368



WALT HANSEN



LET'S COMMUNICATE

PERSONAL USE CHARGE FOR LEASED COMPANY CARS

The following Telenet was received from J. P. O'Neill. This policy will be implemented immediately within the Northeast Region.

Since inception of the Company Car Program in 1964 we have held the personal use charge for leased cars at 3-1/2 cents per mile. However, rising costs for gas, oil, maintenance, and tires since 1964, and the expense of upgrading our fleet to full size automobiles have made it necessary that we increase this personal use charge.

Effective January 1, 1970 the personal use charge for leased company cars will be increased by 1 cent -- to 4-1/2 cents per mile.

Personnel in your branch should be advised of this increase immediately. The following administrative details will apply:-

1. Branches will continue using the current supply of the automobile expense report form #45720.
2. Calculate the personal miles at 4-1/2 cents in lieu of 3-1/2 cents until this revised forms are printed and shipped to the field.
3. This change will be incorporated in a revision of M.A.P. #904 (Company Car Program) to be issued in the near future.

Tor B. Arneberg
Northeast Region Manager

We are very pleased to announce that effective January 1, 1970, Walter Hansen has been promoted to Area Service Manager. In this new capacity, Walter will handle all CFP products for New York City, Long Island and White Plains. He will also be responsible for all Telecopier products in New York City, and LDX for the entire Region, with Rupert Hladik reporting to him directly. Walter will not only be directly responsible in these three different locations, but will also coordinate all CFP reporting, etc., for the Northeast Region. Walt will continue to report to the New York Zone.

Walter began his career with Xerox as a Technical Representative in June of 1963. He was promoted to the position of Marketing Team Technical Manager in February of 1966. Recently, Walter was a Field Service Manager in the Uptown Service Area handling CFP and 3600-IIIs.

In this new responsibility, Walter typifies the way Xerox Corporation utilizes its best resources to gain maximum benefits not only for BPG, but in other Corporate divisions.

I know you will all join us in wishing Walter lots of success in his new position.



CUSTOMER RELATIONS TRAINING PACKAGE DEVELOPED BY NEW YORK BRANCH

To: W. T. Koeng
Regional School Training Manager



Walt, I have reviewed the Customer Relations package prepared by the New York Branch.

The role play technique they suggest is a good way to teach customer relations training. As you know, this is the technique we employ at the training center. I would suggest that we adopt and incorporate some of the roles from the branch package into our formal training program. We are planning to have a customer relations training seminar in Rochester during the last week of January. We will consider these roles at that time and perhaps include some of them in the revised customer relations training package.

Please extend my thanks to those who participated in developing this package. I am happy to see the interest in customer relations training that is displayed in this package.

From: M. G. Wood
National Service Manager Technical Training
Programs



comment!!



WALKER TRAVEL ALLOWANCE

Effective January 1, 1970, the Walker Travel Allowance as currently described in M.A.B. #800-8 is revised as follows:-

1. The \$15.00 per week allowance will be increased to \$20.00 per week, and is payable for 52 weeks a year.
2. In addition to the new \$20.00 a week allowance, the company will also reimburse the Walking Technical Representative his actual out-of-pocket expenses for business transportation costs.
3. The \$20.00 per week allowance and actual local transportation costs must be shown on the Employee Expense Report, Form #50108 as follows:-
 - A. Enter the \$20.00 allowance on line number 8, "Sundries" with the explanation reading, Weekly Travel Allowance.
 - B. Enter daily, actual local transportation costs on line number 1, "Local Taxi, Bus, etc. Fares."

Because the \$20.00 per week allowance is payable 52 weeks a year, the following procedure should be followed when the employee is going on vacation. An Employee Expense Report, Form #50108 should be submitted before the employee leaves for vacation and the \$20.00 allowance shown on line #8.

J. D. Trompeter
National Service Manager



Rudy Jonak
Xerox 7000
Coordinator

7000 TIPS

Have you tried this??

X-7000 PS-14 POWER SUPPLY

There are currently two different models of the PS-14 for the 7000. The older unit is manufactured by Con-Avionics (their model #80002), our part number 105P189.

The second unit is manufactured by Acme Mfg. Electric (their model #PS-59134), our part number 105P207. Take note that the 105P207 unit has a fuse. It is a standard Buss MTH-4. It can be obtained at any fair sized electrical or electronic supply store. Recently I received a call to replace one of these and found only the fuse was blown. This cheap item can save days (as the unit is in short supply), and money to both Xerox and the customer. The first unit 105P189 does not have a fuse that I could readily find. I did not remove the metal covers, but it is possible that there is some internal fusing device in that unit also.

Thanks to David Bulkin

7000 TIP

It has been my experience that the false malfunction shutdown problem not "inherent in the logic of the 7000" may be field corrected by a trial and error method of replacing the following components in the order as follows:-

1. Replace the pre-clean corotron.
(check for shorting arc of corotron).
2. Replace P.C.B. #3. If possible use Revision "C"
(at present, revision "C" appears to be functioning best).
3. Replace misdetecter assembly.

Thanks to Joe Ardito

REPLACEMENT OF P.C.B. #6 - 7000

When a new P.C.B. #6, part number 140S811 is replaced in a 7000, be sure to check lens and mirror scribe marks in all modes. You may find it necessary to adjust one or several of the resistors in order to get good copy quality and proper focusing for each mode.

P.C.B. #6 As Viewed from Rear

⊗	R85	LENS MODE 5
⊗	R84	LENS MODE 4
⊗	R83	LENS MODE 3
⊗	R82	LENS MODE 2
⊗	R81	LENS MODE 1
⊗	R69	MIRROR MODE 5
⊗	R68	MIRROR MODE 4
⊗	R67	MIRROR MODE 3
⊗	R66	MIRROR MODE 2
⊗	R65	MIRROR MODE 1

Note: Clockwise Lowers
Counterclockwise Raises

Thanks to Joe Ardito



BREAKTHROUGH

COMMUNICATE



813/660, 914/720 SEMINAR

On December 11th, I attended a Seminar at the Zone School to discuss and try to solve some problems that you've all been encountering on the above machines.

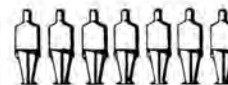
The first item on the agenda was how a machine improvement takes place. The problem area has to be located and enough problems in that area have to be encountered before a change can be warranted. If a part needs to be improved, it not only has to save service time, but should be economically rewarding to the company.

The majority of changes which take place on a machine are through the Tech. Rep. Direct Report (T.R.D.R.). We were informed that 72% of the Tech. Reps. who fill out the TRDR are filling them out with inadequate information (no parts listed, serial number, serial plate color and correlated areas affected). It takes approximately 23 days from the time a TRDR is filled out to reach the committee. With insufficient information the committee cannot act on the problem. Therefore, it is essential that the TRDR be filled out completely and correctly.

We then discussed the 914/720 Current Program Status. A new hydrant horizontal belt is now being field tested in Washington. The first reports indicate that the new belt is lasting three times longer (42K) than the belts now being used. Second, is a new metal drag pad for full ream paper trays now being tested in Baltimore. Third, is a new idler drive assembly which is being looked into for the vertical drive system, which is known to clog at about 50,000 copies. A major coin op-program will be initiated early next year. This program will provide \$15,000,000 in new revenue to the company.

Finally we discussed 813/660 current program status. Through field studies it was found that drum scratching was still being caused by flicker brush not being set properly. The brush should be set to clear the selenum drum by 5 to 10 thousandths. Drums are losing their charge and quality property mainly through the heat factor. We all agree that the 660-I is eliminating most of the problems in that area. Changing developer or exposure lamps does not improve the copy for much more than 2,000 copies. Copy paper floating in the fuser area was believed to be caused by either a high transfer or high or no preclean at all. Transfer can be set at 10 ma or move the preclean bracket as high as possible.

Bob Sabatino



The following parts are no longer or have never been considered reconditionable and should be scrapped:-

22S997	Roller
39S20	Upper Wick (2400)
140S910	UV-M6
39S18	Lower Wick
140S866	3600-III Ct. Bd.
20S1153	Wheel Assembly
126S144	Upper Fuser
101S910	Control Assembly
140S831	3600-III Ct. Bd.
39S32	Lubricator Assembly
94S96	Toner Dispenser
111S31	Meter
110S263	Platen Reed Switch
39S31	Upper Wick (3600-I)
126S34	Assembly
39S33	Assembly

THE R.D.C. CORNER

PM LABELS

PM Labels which are returned to the RDC due to incorrect addresses, customer moved, etc., will be reshipped to the branch, attention of the Tech. Rep. serving the machine.

When filling out PM requests, it would be appreciated if Tech. Reps. would write their Tech. Rep. Number and Branch Number on the label portion of the order as well as where indicated. The RDC requires this information as a means of determining where kits should be sent if they are returned.

PM Labels with requests for parts are being returned to the branches. PM Labels should be used only for ordering kits.

PM KITS

PRODUCT LINE	TYPE OF KIT	PART NO.
813	813 Basic	600S1097
660	660 Basic	600S521
720	720 Basic	600S1219
	720 150K	600S1220
914	914 Basic	600S1219
	914 150K	600S1221
2400	2400 100K/200K	600S1419
2400-IV (CFP)	2400-IV 100K OC3 CFP	600S1171
3600-I	3600-I 150K	600S1314
	3600-I 300K	600S1315
3600-III	3600-III Maint. Kit	600S1216
	3600-III 100K	600S1274
	3600-III 500K	600S1058
1824/1860	1824/1860 Basic	600S569
	1824/1860 30K	600S570
	1824/1860 90K	600S571
	1824/1860 90K (240V)	600S572
1860	1860 45K X140	600S573
	1860 90K 208V	600S574
	1860 90K 240V	600S575
Microprinter	Negative Microprinter 15K	600S1337
	Negative Microprinter 150K	600S1338
	Negative Microprinter 45K	600S1343

NOTE: The above is a listing of PM Kits available at the RDC. The part numbers reflect the latest configuration of each kit, and are provided to you for use as a guideline in ordering your PM Kit requirements.

Listed below are the only authorized items that may be ordered on PM Labels:-

All 1R numbers (Drums) (Except 1R19)	
All 4R numbers (Brushes and Cleaning Webs)	
All 5R numbers (Developer)	
1P2775	720 Filter Frames
8R79	Fuser Oil
52S202	Copyflo 24" Brush
53S43	2400 Filter
53P166	720 Filter
53S173	3600-I Filter
73S96	CO ₂ Bottle (Old No. 93S87)
600S121	LDX PM Kit
600S436	914 15K PM Kit
600S512	Computer Forms Printer 100K PM Kit
600S564	Copyflo 24" Basic PM Kit
600S569	1824/1860 Basic PM Kit
600S570	1824/1860 30K PM Kit
600S571	1824/1860 90K PM Kit
600S572	1824/1860 90K (240V) PM Kit
600S573	1860 45K (X140) PM Kit
600S574	1860 90K (208V) PM Kit
600S575	1860 90K (240V) PM Kit
600S1117	Semi Micro 3-2-1 180K PM Kit

600S1171	100K OC3 Computer Form Printer
600S1185	3600-II 300K PM Kit
600S1216	3600-III Maint. Kit
600S1219	914/720 Basic PM Kit (Old Numbers were 600S19, 600S144 and 600S517)
600S1220	720 150K PM Kit
600S1221	914 150K PM Kit
600S1314	3600-I 100K PM Kit
600S1315	3600-I 300K PM Kit
600S1337	OM9 15K Negative Microprinter
600S1338	Product Line OM9 150K Negative Microprinter
600S1343	45K Negative Microprinter
600S1370	3600-III PM Kit (Old Numbers were 600S1188 and 600S1274)
600S1419	2400 100/200K PM Kit (Old Numbers were 600S1079 and 600S1280)

CRITICAL ITEMS IN THE REGION

The following items are considered critical in this region since each item has at least 40 back orders outstanding. This list has been forwarded to Inventory Planning, Rochester, for action:-

Part Number	Description	Product Line
3P1649	Hinge	2400
5R11	Developer	1824 Printer & 1860 Copier
7P80053	Miter Gear	Telecopier II & Accessories
27H34	Nut Push On	2400
30S3710	Panel Brt Assy	2400
35S1029	Seal Assy	3600
50S358	Tray Assy	2400
55S1288	Baffle Assy	3600
63H31	Adhesive	2400
73S36	Finger Strip	2400
96S18	Spray Paint	2400
96S19	Spray Paint	2400
103S241	Thermistor	3600
105W25702	Screw	2400
107P20	Thyrector	2400
108P55	Fuse	2400
110S577	Switch Assy	Computer Forms Printer
111S159	Counter	813/330/660
116H204	Connector	720 Copier
116P1579	Splice	Automatic Document Feeder
120P204	Cable Tie	2400
125S99	Pre-clean Corotron	813/330/660
126S143	Fuser	813/330/660
126S178	Fuser Assy	813/330/660
251W11602	Nut	
251W21602	Hardware	
600S418	Switch Kit	2400
600S533	Conversion Kit	2400
600S554	Corotron Wire Shield Kit	914/720 Copiers
600S1398	Label Kit	
600S1409	Retrofit Kit	

813/330/660 SERVICE MANUAL

An error has been discovered in the 813/330/660 Service Manual (BPG-QAD-17-69) Page 33, Item 19 appears as 140S36 Ballast (L5). It should read 104S36

BPG-QAD-17-69 Rev. 3/69 and 6/69 incorrectly listed 813 Developer as reorder number 5R20. The correct reorder number for 813 Developer is 5R21.

813/330/660 BPG-QAD-17-69 Service Manual has an error in list of Machine and Service Expendable Materials List on inside back cover.

Under Lubricants, 10-17 Oil is listed as 73S23 which is a non-field replaceable item. Correct part number is 70H23.



STRICTLY FOR THE GALS

HI GALS,

Sorry I missed the last issue, but the holiday spirit coupled with all those marvelous parties got the best of me, and I missed the deadline for my article. Well anyway I hope you all had a very happy holiday.

Okay Gals, hear this, if you did not find that fur that you've dreamed so much about, under your tree, on Christmas morning, don't despair. After you read this, you will be very happy that you did not receive it.



Man of Service

BARETE SANTOURDJIAN

We would like to commend Mr. Barete Santourdjian for his courteousness and cooperation. He repaired our machine effeciently and well.

If we should require any further adjustments to our machine please have Mr. Santourdjian call on us again.

Evelyn Cooper
Board of Education of the
City of New York



BARETE SANTOURDJIAN

This letter of compliment is being sent to you in recognition of services rendered by your employee Mr. Barete Santourdjian.

His work is of the highest quality; in that he is efficient, neat, fast, and extremely thorough.

It is a pleasure to have him in our office making any and all repairs necessary on the Xerox machine.

J. E. Roth
Fort Tryon Nursing Home



BARETE SANTOURDJIAN

This is a letter of accomendation for Barete Santoudjian. Barete has taken care of my territory in an outstanding fashion. He has demonstrated to my customers that he is an able and very efficient Tech. Rep. In fact, my customers have commented to me that the service is excellent. This fact can be attributed to the arduous work of Barete. He has also worked with me very closely on problem accounts. Because of the efficient performance of Barete, I am writing this letter of recommendation for an excellent Tech. Rep. You should be very proud of Barete Santourdjian.

Bob Smedira
Sales Department



MADAME "X"

1970 HOLIDAY SCHEDULE

Our Service Operation will observe the following holidays

- 1. January 1st (Thursday) New Year's Day
- 2. May 29th (Friday) Memorial Day
- 3. July 3rd (Friday) Day before Independence Day
- 4. Sept. 7th (Monday) Labor Day
- 5. Nov. 26th (Thursday) Thanksgiving Day
- 6. Dec. 25th (Friday) Christmas Day
- 7. Your Birthday As Applicable

SPLIT-SERVICE HOLIDAYS

- January 2nd (Friday) Day after New Years' or
- February 23rd (Monday) Day after Washington's Birthday
- March 27th (Friday) Good Friday or
- November 27th (Friday) Day after Thanksgiving
- December 24th (Thursday) Day before Christmas or
- December 31st (Thursday) Day before New Year's



• 1970 •

JANUARY							FEBRUARY							MARCH							
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	
	1	2	3				1	2	3	4	5	6	7	1	2	3	4	5	6	7	
4	5	6	7	8	9	10	8	9	10	11	12	13	14	8	9	10	11	12	13	14	
11	12	13	14	15	16	17	15	16	17	18	19	20	21	15	16	17	18	19	20	21	
18	19	20	21	22	23	24	22	23	24	25	26	27	28	22	23	24	25	26	27	28	
25	26	27	28	29	30	31								29	30	31					
APRIL							MAY							JUNE							
	1	2	3	4			1	2	3	4	5	6	7	1	2	3	4	5	6	7	
5	6	7	8	9	10	11	8	9	10	11	12	13	14	8	9	10	11	12	13	14	
12	13	14	15	16	17	18	15	16	17	18	19	20	21	15	16	17	18	19	20	21	
19	20	21	22	23	24	25	22	23	24	25	26	27	28	22	23	24	25	26	27	28	
26	27	28	29	30			29	30	31					29	30	31					
JULY							AUGUST							SEPTEMBER							
	1	2	3	4			1	2	3	4	5	6	7	1	2	3	4	5	6	7	
5	6	7	8	9	10	11	8	9	10	11	12	13	14	8	9	10	11	12	13	14	
12	13	14	15	16	17	18	15	16	17	18	19	20	21	15	16	17	18	19	20	21	
19	20	21	22	23	24	25	22	23	24	25	26	27	28	22	23	24	25	26	27	28	
26	27	28	29	30	31		29	30	31					29	30	31					
OCTOBER							NOVEMBER							DECEMBER							
	1	2	3	4	5	6	7	1	2	3	4	5	6	7	1	2	3	4	5	6	7
8	9	10	11	12	13	14	8	9	10	11	12	13	14	8	9	10	11	12	13	14	
15	16	17	18	19	20	21	15	16	17	18	19	20	21	15	16	17	18	19	20	21	
22	23	24	25	26	27	28	22	23	24	25	26	27	28	22	23	24	25	26	27	28	
29	30	31					29	30						29	30	31					

Jan. 1	New Year's Day	Jun. 14	Flag Day
Feb. 11	Ash Wednesday	Jun. 21	Father's Day
Feb. 12	Lincoln's Birthday	Jul. 4	Independence Day
Feb. 14	St. Valentine's Day	Sept. 7	Labor Day
Feb. 22	Washington's Birthday	Oct. 1	Rosh Hashana
Mar. 17	St. Patrick's Day	Oct. 10	Yom Kippur
Mar. 22	Palm Sunday	Oct. 12	Columbus Day
Mar. 27	Good Friday	Nov. 3	Election Day
Mar. 29	Easter Sunday	Nov. 11	Veterans Day
Apr. 21	Passover	Nov. 26	Thanksgiving
May 10	Mother's Day	Dec. 23	Hanukkah
May 30	Memorial Day	Dec. 25	Christmas Day





HOT NEWS!!



Xerox Technical Representative

Man of Service



330 to 813 CONVERSION KIT 600S50086

The installation instructions 600P1474 for 330 to 813 Conversion Kit 600S50086 must be revised as follows to prevent incorrect meter counts:-

1. Change step 5 to read:-

Remove the mode II and mode III meters from the bracket Trace the leads from these two meters to the connector; then cut the leads as close to the connector as possible. Run a jumper wire around all three pins (2, 4, 6) on the connector so the pins are shorted together.

2. Delete steps 7, 8, 9, and 10 completely.

3. If retrofit has been completed incorrectly, it will be necessary to go back to these machines and perform the following steps:-

- A. Run a jumper wire between the female pins 2, 4, and 6 on the meter junction on the rear cover so all three pins are shorted.
- B. Run a wire on the stepper relay to replace wire 50B01 (refer to original instructions 600P1474 fig. 2 for the location of wire 50B01).
- C. Place an "X" in continuation call column and enter time under "retrofit".

4. Check the meter when running a single copy to make sure meter only counts once.

J. D. Trompeter
National Service



TIPS

When removing mispuffs from 2400-3600 family of machines, placing a piece of tape - cellophane or masking - around the fingers aids in removing the sheet of paper from the drum and prevents scratching of the drum with fingernails, as customers so often do. Naturally, this tape is placed so that the tacky side faces outwards, so that when the fingers are placed upon the paper, the tape will stick to the paper. This should help cut down on calls for scratched drums, and won't start calls because the Key-Op can't remove the paper.



AT YOUR SERVICE is printed for the sole purpose of keeping service personnel informed.

- Editor Dominick J. Racano
- Assistant Editor Sam Levine
- Reporters Wayne Gundlach
Jim Robbins
Joe Villanella
- Production Consultant Frank Parker
- Production Staff Dick Spadford
Ray Smith
Don De Maria
Angelo Ferrara
Ron Jason
- Cartoonist Roger Noury

I would like to take this opportunity to express my complete satisfaction with one of your technicians, Tony Mannino.

This man has provided outstanding service in all areas of his responsibilities and then some. To give you a more complete idea of how well this man performs his job, I would like to cite some particular examples of his dedication and willingness to assist the salesman and assume responsibilities beyond the scope of his duties.

I recently had an account, Willmark Service, 71 W. 23rd St., call to request immediate service. I solicited Tony's assistance to this request via the "hot line". Within 3 minutes Tony returned my call. This immediate response from Tony to this kind of communication is not an exception, rather it is the rule with Tony; he always returns my call promptly (Usually within 5 minutes). After informing me that he was calling from another account, I told him the problem and asked if he could help both myself and the customer in any way. His reply was affirmative. However, this is where the real story of Tony's total ability begins rather than ends.

Within 10 minutes Tony was at the account, and within 20 minutes the problem was resolved. Tony took the time to explain the nature and cause of the problem (faulty transport mechanism), suggested he consider a more productive piece of equipment (after reviewing the customer's bills and explaining the advantages of a 720), called me to inform me that he had resolved the problem, explained the nature and cause of the problem (which I didn't know) and requested my assistance in alleviating this problem by consulting with the customer on a 720. The result was an order for a 720. This action, which is characteristic of Tony, has also resulted in orders from Hobby Industries (660-I), S. P. Skinner, Inc. (813 to 720), M. Manheim (660-I), etc.

Tony has provided me with invaluable assistance particularly with regard to billing problems. Not only does he keep exceptional records of his calls, but informs me of my billing problems (i.e. meter malfunctions) long before they appear through normal procedure. I am sure you can realize how much time, money and wasted effort are saved as a result of his individual service effort, in all areas of the corporation.

I have five technicians in my sales territory. Tony is unquestionably the finest, most outstanding technician I have ever encountered. I know of no other salesman that receive such outstanding service from the technicians in his area as I do from Tony.

Since Tony assumes his responsibilities so well and so completely, I feel that it is my responsibility to inform you of his remarkable efforts. I hope that his efforts can be commensurately rewarded in some way. I feel that Tony can be of even more valuable in other areas of responsibility within the corporation (i.e. service management or sales). I would like you to know that should either you or Tony desire a recommendation from me, I would be most happy to give one. I will give an unqualified recommendation for Tony; he is an outstanding individual and in my opinion deserves nothing less.

Tom Linacre
Sales Department

IMPROVE YOUR

Sales / SERVICE

COMMUNICATION



Salesman, GENE ROBINSON covering Salesman's Responsibilities and Paperwork.



Tech. Rep. JIM ROBBINS covering Technical Representatives' Responsibilities, Paper-work and Training.

SALES/SERVICE COMMUNICATION

With the coming of total specialization of sales and service in the New York Zone, both organizations realize the importance of the communications gap that could come from specialization and the effect it has on the success of New York for 1970. In order to reach and surpass the targets for 1970, all personnel in the Zone must put every effort into the simple, but often overlooked task of communicating with each other.

There are two basic methods of communicating, physical and mental. Physical methods are such as, telephones, mail, memos, etc. It is very easy to provide these to the field personnel. However, the mental method is one that is up to the individual. The desire to communicate is very important; if strong enough it can overcome the physical means of communicating. This desire must inevitably come from within.

The managers of Sales and Service recently attended a program designed to close the gap of Sales and Service Communication. The program's theory was basically simple; to attack the problem directly, instead of hedging around it. Many may ask, just what is the problem. It is merely the fact that each group, Sales and Service, doesn't know what the other does and why.

The question that comes to mind next is how do you solve this problem. By presenting to the entire sales force a presentation designed to inform them of the various aspects and job requirements of the Tech. Rep. and presenting the same type of information to the Tech. Reps. regarding Sales would close the gap of doubt and build a mutual respect between both groups.

This is the portion of the program, created by Gene Robinson (Sales) and Him Robbins (Service), that was given to the managers. As we are all aware communications must begin with management and be given proper direction throughout the ranks.

The second portion of the program is a personal profile which would contain a brief history of every Tech. Rep. and Salesman plus a photo. This would be given to the respective groups so as to provide a more personal understanding of the individual.

The third portion, and perhaps the most important, is the liaison system to enable each Sales Team and each Service Team to have one representative attend each others meetings. This system would provide the continual follow-up necessary to keep all field personnel informed of changes pertinent to their operation.

All of the managers were given a questionnaire in order to properly evaluate the program and add any innovations which would help solve the growing problem of Sales/Service Communications.

The summation of the questionnaire and the progress of the program will be in the next issue of "At Your Service"



JIM and GENE demonstrate to the management the tools of the trade of the Servicemen and Salesmen for better understanding of each others assignment.

N.Y. ZONE SERVICE
LET'S COMMUNICATE



All New York Sales and Service Managers participate in this vital program to promote Sales/Service Communications. Where better to start, than at the top.

PICTURE #1



Remember the good old days when one dispatcher handled an entire service team? Everyone knew each other.

If you had a problem getting to a machine; standard, 914 or 813, you could always count on her knowing who was able to help and who was servicing an account in Connecticut, Lone Island, etc. Good old days they were, but fortunately progress has expanded the New York Zone's Service to a total of 357 Technical Representatives. In keeping with the rest of the Service Department, the Dispatching System, has become highly sophisticated and specialized in order to maintain the customer satisfaction that our customers have learned to expect.

Unfortunately every Tech. Rep. cannot spend the proper amount of time in Dispatching to fully understand the system. This article hopefully will give you some insight as to what really goes on every time a customer calls.

Picture #1:- Here the customer is requesting service. The code number is given and the card located from the master file, containing 18,000 customer cards. The dispatcher then transcribes the pertinent information on a palet (blank card). The information needed is the code number of the machine, territory number, radio number, problem code, and the date and time the call was placed.

PICTURE #2



CENTRALIZED DISPATCHING

UPDATING



Picture #2:- The palet is then placed into a conveyor which carries it into the radio room.

Picture #3:- Once in the radio room, the call is recorded by territory number, on a master list of all Tech. Reps. The other function of these girls is to maintain the "Hot Line".

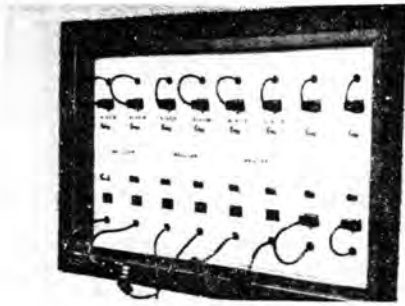
Picture #4:- The customer's call is then handed to the radio operators who transmit the call to the Tech. Reps. in the field. The total transmissions for the New York Zone's average day is 1800 of which 400 to 500 are messages. The total time elapsed at this point is one minute from the time the customer requests service until the Tech. Rep. in the field has received the call.

Picture #5:- The palet once again is sent down the conveyor to the Tech. Rep. files. Here it is placed into its respective territory. At this time if the Tech. Rep. is out for any reason, the girls who handle the Tech. Rep. lines will assign the call to the Tech. Rep. who is covering this area according to the information supplied by the Field Service Managers.

Picture #6:- Once the account has been serviced and the meter finish called into the nymatic, the palet is then removed from the Tech. Rep. file and set aside. The

PICTURE #3





completed call palets are used for various records. The main function is to see if, for any reason, certain Tech. Reps. are not using the nymatic. In order to keep the flow of calls even and provide the best possible response to you when calling live, it is a must that every Tech. Rep. use the nymatic for meter finishes.

The reason for using the nymatic is a new system, which has just been put into effect. Every Tech. Rep. who is doing out of territory calls, must call live. This will place a heavy burden of incoming calls on the Tech. Rep. lines if the nymatic is not used properly. This area of dispatching was not seen by following the customer's call. However, it is the area best known to the Tech. Rep. as "Dispatching". This of course is the Tech. Rep. lines. These girls are ones who know what happened to your "lost call", who on your team needs assistance, who handles new installations, who is trained on what product, and also keeps the F.S.M.s informed as to the progress of his team.

In order to have this new dispatching system work as efficiently as possible, it is going to require the collective efforts of all field personnel of Service and Sales.

One of the main areas that is under a constant strain is the "Hot Line". There are entirely too many personal

messages being placed that are not of an emergency nature. The sole purpose of the "Hot Line" is to assist Tech. Reps. and salesman in communicating problem areas for quick response, aid a Tech. Rep. in receiving assistance quickly, and providing a constant line of communication between field personnel and management. Whenever this function is abused for personal reasons, call your wife, (bring home milk, etc.) or call Joe (for lunch etc.), the people who are in a true emergency situation suffer. This is why you find the "Hot Line" always busy.

Some other areas that should be worked on are:-

1. When calling the nymatic always give your name, radio number, machine code number, meter finish of completed call and code numbers of calls remaining.
2. Every Tech. Rep. and Salesman know the code numbers of his machines.
3. Under no circumstances is a service call to be placed on the Tech. Rep. lines.



PICTURE #4



BREAKTHROUGH



HOT NEWS

NEW DRIVE AND IDLER SHAFTS

Bulletin 21011 announced new intermediate transport rolls, but the wording could have been interpreted as stating that all three rolls are necessary to eliminate the belt breakage problem. Only the drive roll, 22S1464, is necessary to eliminate this problem and all combinations of old and new shafts are compatible.

The drive shafts are now available at your RDC, but the idler shafts will not be available for a few weeks. Large quantities of the drive shaft have been ordered because it corrects the belt breakage problem. Significantly less of each of the idler shafts has been ordered because they only require replacement at failure.

SEAL BETWEEN PLATEN TRIM AND FRONT PICTURE FRAME

A serious safety hazard has been discovered on some 2400 family machines with this foam seal missing. Without the seal, there is a 3/16" gap between the platen trim and the front picture frame.

With this seal missing, it is possible for jewelry, such as a necklace or thin chain to drop into the opening and come in contact with the contacts on the exposure lamp sockets.

This seal was not previously a field replaceable item. It has just been assigned a part #35S1181. These parts are being allocated to the RDC's and will be distributed to the branches on an allocated basis. Each Branch Service Manager will check with the Regional Service Manager or his designate for the distribution of the branches allocation. The parts will be available from the RDC's by 1/1/70.

Every machine in the 2400/3600 family including those with ADF's must be checked and the seal installed, if required, by January 31, 1970. The importance of this seal to the safety of our customers and employees cannot be over emphasized. It is imperative that anytime you remove the platen trim, to work in this area, that you check the condition of the seal and verify that the opening is effectively blocked.

2400/3600-I SERVICE MANUAL

BP & SD--QAD-20-69, Page 122, Item 2b, shows as 113S1423 Outboard Socket Assy. (3600-I) This is an error. Correct number should be 113S142.

2400/3600-I SERVICE GUIDE

The following invalid part numbers appear in the subject service guide and should be changed as indicated.

<u>INVALID PART NO.</u>	<u>PAGE NO.</u>	<u>ITEM NO.</u>	<u>CORRECT PART NO.</u>
7P1154	3	10	7P1158
134P2100	47	18	13H2100
15P1802	29	12	15P2802
26P943	12	10	26P836
53P840	77	16	52P840
53S1733	194	5	53S173
1P640	17	6	91P640
113S1423	122	5	113S142

ALLOY VI DRUMS

Due to a process problem, there are a number of alloy VI drums in the system with an out of round condition that prevents the installation of the drum hub. These drums are packaged with new machines between serial numbers 226-010-620 and 226-011-070. The Tech. Rep. should have a spare drum available when installing any machine in the above serial number range. Approximately 20% of these drums are suspected of being defective.

If a drum packaged with any of the above machines is not usable because the drum hub will not fit, the Tech. Rep. should fill out a Drum and Supplies Received Defective Report, form #45829, pack one copy of the report in the carton and return the drum to headquarters with a Red Returned Goods Label (502P05009). Follow the procedure in the Technical Representative Operating Guide (BPG-QAD-76-69). On the label add: Attention:- W. B. Lourette.

The copy of the report that normally goes to the branch for issuing credit should be retained at the branch as a control copy until the new drums are received.

When the drums are received in Webster, they will be inspected and held for a time period to insure all of the machines from this lot are installed. At this time, all branches that returned drums with the out of round defect will be shipped an equal number of good drums at no charge.

IMPORTANT:- This is a one time procedure to obtain a replacement drum for the branch at no charge.

PRINTED CIRCUIT BOARDS

Facilities have been established for the repair of printed circuit boards used in the 3600-III and 7000. The only problem with this arrangement is that the failed boards are not being returned.

The SIRS parts usage report shows that approximately 500 boards were used in the months of September and October. Returns to headquarters have been less than 100 per month through November.

If we are to get full benefit from our repair facilities, we must establish a constant flow of returns that match the parts usage. Also, all of the circuit boards are creditable on return and these are expensive items.

The Tech. Reps. should return each board as it is used. They should not be held for batch shipment and should be sent by the most expedient method.



NOW SID, LET'S SEE IF I'VE GOT THIS RIGHT; YOU WANT A VERY SMALL TERRITORY, LESS PM'S, LESS EM'S, CUTIER KEY-OPERATORS, A TEN MINUTE WORK-BREAK EVERY HOUR.

NEW YORK SERVICE. GET-TOGETHER
WHERE WERE
YOU





PUBLIC RELATIONS ASSISTANCE

From time to time, people in your organization may be contacted by members of the press for information about the company.

If the question is a simple one about a personnel appointment, some physical information about a facility, or information about a current product that you would give to any prospective customer, by all means feel free to cooperate. In such cases, we would, however, appreciate a brief memo reporting the contact.

But if substantial information about the company is sought, and particularly questions of policy, please call this office before responding.

Please also feel free to call this office whenever you need any help in the realm of community or press relations or have need of special publicity support.

W. H. Duetting
BPG Public & Community Relations

660/813

Solid State Control Units (SS1) Checkout. Use the following procedure to field check the control units.

1. Remove SS1 unit leads 1CP, 76CP and 77CP from terminal block.
2. Using Triplett, Model 310X, scale set on ohms at 10X and read between 76CP and 77CP. Meter should read 250 ± 5 ohms or 725 ± 5 ohms.
3. Between 76CP and 1CP or 77CP and 1CP, meter should indicate infinity.
4. This quick check will indicate whether or not the SS1 component is in operational condition.

P. J. PINS

It appears that many Tech. Reps. are not aware that the pin extractor tool can be used for female as well as male P. J. Pins.

Thanks to Bill Duffy

SERIAL NUMBER PLATES

To make serial number plates on all Xerox equipment easy to read, just rub toner with your finger over the entire I.D. plate. Then wipe off all surface toner from face of plate. Numbers will stand out very well since you end up with black numbers, on a gray background.

Thanks to Ed Marchand

Repair Kit 600S117 with pack date 1/14/69 has loose 4IS actuator. Have Tech. Reps. inspect all cams bearing this date before installing. Repair of this part requires using hammer to spread actuator flat.

Thanks to Sandy Alderton, New Jersey Branch

A.D.F. PLATEN TRANSPORT BELT

A.D.F. Platen Belts (23P554) which are dirty and uncleanable should be sent to:-

Amerace --- ESNA
Chemical Specialty Division
74 Hudson Avenue
Tenafly, New Jersey 07670
ATT:- MR. DAVID ZIMMERMAN

The above mentioned company is trying to develop a cleaning substance. However, they need as many belts as we can send them, in order to test their product.

Incidentally, the belts are a returnable item worth \$27.00. Those belts not sent to Mr. Zimmerman should be returned to R.D.C.

PARTS SUPPORT

I have been made aware of an increase in parts shortages on A.D.F. equipment. Some of the parts reported are as follows:

41S75	Frame Assembly
22S1069	Drive Shaft
600S1357	Intermediate Trans. Belt Kit
110P00985	Switch
110P00986	Switch
110S00750	Switch
110S00849	Switch
120P00595	Actuator
120P00596	Actuator

I would appreciate any help you can give towards the prevention of getting into a "parts condition" similar to all other product lines. I am well aware of the parts design changes but unfortunately, accessory parts are different than other machine parts. If we leave an A.D.F. down too long, the customer may find they can run without it.

If we expect to keep these accessories in, we have to have parts.

Dick De Vona
Field Service Engineer





AT YOUR SERVICE
ZONE MANAGER'S
ATTENDANCE CLUB
WINNERS



UPTOWN

S. Iorizzo
 T. Fitzsimmons
 D. Lindsay
 R. Bail
 J. Puterio
 T. Sharp
 J. Morgan
 D. Evans
 J. Cantona
 L. Pio

F. Castora
 D. D'Ambria
 T. Fitzgerald
 V. Mc Carthy
 B. Santourdjian
 P. Rivera
 B. Giles
 H. Ivanow
 F. Mejia
 R. Evans

J. De Martino
 F. Filardo
 N. Gibbons
 R. Perrilleon
 A. Bauerlein
 R. Blohm
 J. Diebel
 T. Read
 F. Allen
 L. Kamens

C. Diaz
 C. Battiste
 A. Le Fande
 J. Arroyo
 J. Ardito
 M. Schneider
 J. Bova
 T. Ryan
 T. Macari



R. Colon
 J. Driscoll
 L. Klei
 M. Sanders
 F. Barone
 W. Blohm
 R. Capecci
 M. Kinal

J. Braun
 L. Donghia
 C. Fields
 A. Goncharoff
 R. Murrain
 R. Pordes
 T. Rasmussen
 T. Motise

MIDTOWN

R. Todino
 S. Annunziata
 H. Asheim
 M. Greenlinger
 J. Hens
 B. Collins
 A. Euell
 R. Pleickhardt

B. Helin
 R. Noury
 W. Plantamura
 F. Rhodas
 R. Sabatino
 C. Lee
 T. Brady
 J. Villanella



DOWNTOWN

D. Greenberg
 B. O'Neill
 J. Petrauskas
 W. Gundlach
 R. Lia
 S. Trukowski
 L. Plummer
 R. Spafford

V. Maiuri
 S. Hill
 C. Way
 B. Anderson
 J. Leisz
 H. Plimack
 D. Purcell
 R. Wagner

C. Mondello
 B. Treval
 V. Fanelli
 J. Shows
 D. Kellam
 M. Fiore
 J. La Spina
 H. Sobelman

R. Smith
 J. Pehowich
 R. Gaul
 D. Nieves
 A. Mc Donald
 H. Fleishman
 J. O'Beirne

I/R TEAM

J. Corritore
 G. Trojack

E. Dutra

R. Jason

R. Tricarico

SPECIAL SERVICES

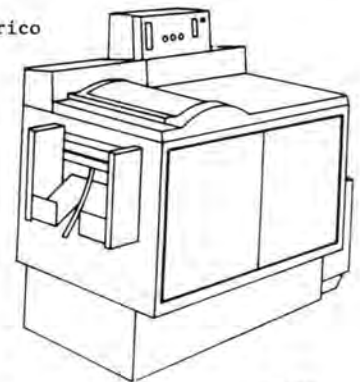
S. Levine

R. Jonak



N.Y. ZONE SERVICE

LET'S COMMUNICATE





As you can see from the pictures the "second annual" Children's Christmas Party, sponsored by the customer reps. was a great success.

While the youngest group visited with Santa (thank you Joe Valentine), the older children were busy playing "pin-the-tail-on-the-donkey musical chairs and other games" with prizes given to the winners. After christmas gifts were given to each child, refreshments were served to all who participated.

From the looks on their faces, you can tell everyone enjoyed themselves.

The Customer Reps. would like to thank all of you who contributed so generously, and all of you who gave your time and energy to make this party a memorable one.

Linda Sullivan





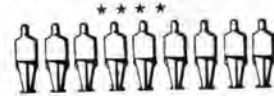
1970 ASSIGNMENTS

I am pleased to announce the assignment of the following Sales Representatives and Account Representatives to their Sales Teams:-

- 145.1 -- Pat Barry (Vertical Market - Banks, Area - Battery to Canal Street West of Broadway)
J. Marr, H. Kenyon, J. O'Brien, G. Hauerstein, G. Taylor, T. Burger, S. D'Esposito, T. Dugan
ASR -- D. Tremblay
- 145.2 -- Ed Cuneo (Vertical Market - Brokers, Area - Broadway to Lafayette Street, Battery to Canal Street)
J. Bonhurst, F. Scott, B. McGirr, L. Buzzee, E. Kunuty, B. Birkel, B. Sullivan, S. Levit, L. Dacey
ASR -- B. Jones
- 145.3 -- John Shannon (Vertical Market - Publishing, Area - 23-34 Streets, Madison Ave. to East River, 23-42 Streets, Fifth Ave. to Madison Ave.)
H. Cha, L. Zangas, L. Whelan, J. Meyer, J. Keogh, B. Wieland, J. McCarthy, B. Contessa, B. Craven, J. Langton, T. Linacre
ASR -- C. Coughlin
- 145.4 -- Dick Kievit (Vertical Market - Advertising and Entertainment, Area - 34-42 Streets, Madison Ave. to East River)
T. Murtha, A. Kramer, A. Ball, K. Fink, D. Cereface, E. Sanborn, B. Zaback, F. Lippmann
ASR -- J. Goldstein
- 145.5 -- Ray Clyne (Area - 42-47 Streets, Fifth Ave. to East River)
M. Seiler, B. Widmaier, T. Farrell, J. Durkin, G. Nix, B. Browning, N. Kafcos, B. Monahan, S. Solomon, R. Siani
ASR -- P. Robertelli
- 145.6 -- Mike Noone (Engineering and Photo Specialists, Area - 45-57 Streets, Fifth Ave. to Hudson River)
A. Batocko, S. Maksyn, B. Connolly, J. Sullivan, H. Wiggins, M. Davidson, P. Cahn, C. Workman, B. Rypl, B. Donnelly, J. Baty
ASR -- S. Matte
- 145.7 -- Joe McGovern (Vertical Market - Insurance, Area - 47-54 Streets, Fifth Ave. to East River)
J. O'Donnell, M. Passaro, H. Miller, J. Goolsby, S. Wilson, D. Carney, J. Cristiano, M. Olshan, F. Fazio, H. Sweet
ASR -- R. Richheimer

- 145.8 -- OPEN (Area - 57th Street North West of Fifth Ave., 54th Street North East of Fifth Ave.)
A. Crawford, B. Grace, W. Goodman, V. D'Amico, B. Kiely, J. Harriot, R. Petralia, N. Salkin, A. Frecker, B. Monroe
ASR -- J. Sosnovski

John H. Leven -- Zone Manager, Area Sales



1970 ORGANIZATION CHART
INDUSTRY MARKETING

As we enter the decade of the 70's, the structure of the Industry Marketing Group has changed to meet the challenging targets of this new decade. Therefore, effective January 1, 1970, the alignment of the Industry Marketing Group will be as follows:

- 146.1 -- B. Ross
AM's -- C. Hutin, T. O'Brien, T. Wasson
AR's -- S. Feit, A. Gaeta, P. McGee, P. Mesos, W. Nave, F. Reda, G. Robinson, J. True, C. Wynn
ASR's - E. Parr, F. Soper
- 146.2 -- M. Pressler
AR's -- N. Armstrong, M. Grottano, S. Lachtman, A. Lavine, A. Maddalena, H. Martin, W. Munson, M. Rodrigues
- 146.3 -- R. Bailey
AR's -- L. Bouchard, W. Lambert
SR's -- J. Arnett, P. Crane, P. Diamond, P. DeFina, R. Grant, C. Irving, H. Lapp, M. Manheim, M. Hariton
ASR's - K. Cevoli, T. Rodis
- 146.4 -- R. Schubert
AR's -- M. Landes, S. Pantezzi
SR's -- R. Lih, S. Maskin, A. McDonald, L. Oestreicher, S. Pappas, J. Suprenant, E. Volpe
ASR's - M. Casey, S. Lehmann
- 146.5 -- A. Orlovitz
AR's -- R. DeHaven, J. Ryan
SR's -- J. Bukatman, P. Burke, R. Davis, J. Hardenbergh, C. Shuford, J. Weinstein, J. Weiss
ASR's - L. Aron-Bayof, M. Rubin
- 146.6 -- R. Zazzara
AR's -- D. Bennett, N. Bruno
SR's -- K. Ambrecht, L. Dawson, R. Gadd, R. Hecht, R. Malone, A. Parks, P. Wiegand
ASR's - J. Lyons, D. Newhouse

1970 promises to be an exciting year for you and the Corporation. We have set significant targets, but, I am confident that by working together we will meet and exceed our goals for 1970.

Joe Mulcahy -- Zone Manager, Industry Marketing

TO GET AHEAD...



...PLAN AHEAD

TO GET AHEAD...



...PLAN AHEAD

TO GET AHEAD...



...PLAN AHEAD

TO GET AHEAD...



...PLAN AHEAD



Comment!!

AT YOUR SERVICE

AN OPEN LETTER TO AT YOUR SERVICE



PROGRAMMERS



SUBJECT:- xEROS HAS SPOKEN

In his Christmas Editorial (and I use the term editorial very loosely), xEROS attempts to justify his existence by stating that "If, as xEROS, I have twitched your nose, it has not been a personal attack, but simply an attempt to give you a 'worm's eye view' of a problem".

To xEROS:- If memory serves me correctly friend xEROS, worms are blind and you, by no means, deviate from the norm. Tech. Reps. are not blind, especially New York Zone Tech. Reps., or they would not be called upon to perform the way they perform, or participate over and above the call of duty the way they do.

In this same article, you refer to letters of comment, pro and con, written in response to your editorials. Why aren't they printed in At Your Service?---or is the courage of the editors you so boisterously flatter limited only to the courage of their own convictions.

By not printing these comments, you would lead us to believe that you speak for all the people in the New York Zone---do you? Are you really so all encompassing in your knowledge that you can speak for all, least of all a majority?

As a former member of the Zone family, may I say, I don't think you are. Furthermore, you are only protecting your own position by maintaining an editorial shield, and I challenge you to remove that shield; print those letters, pro and con. Let us see how other people feel about your "worm's eye view".

FROM: JON DUNKLE - Blauvelt, New York

There is apparently some confusion concerning the varieties of 2400 family programmers currently available from the R.D.C.. I hope that this will clarify:

THREE TYPES:-

1. 600S1449 --- To be used only on 2400's. This programmer is the Beam X type. The billing circuit is slow.
2. 600S1452 --- To be used on all 3600-I's, 3600-III's, 7000's and 2400's that have tag 61 installed. This 600S1452 kit has the 101S824 programmer (solid state newest type) in it. Fast billing circuit.
3. 600S1430 --- Contains:
 - A. 101S824 (high speed) programmer
 - B. Tag 61 High speed billing
 - C. A harness

Note: This next kit is an emergency kit to be shipped when the above two kits are out of stock at R.D.C.

This kit can be used on any of the 2400 family machines 2400 -- 3600-I -- 3600-III -- or 7000.

If this kit is installed on a 2400 that does not have a tag 61 -- all items in the kit must be used.

If installed on 3600-I, 3600-III, or 7000 only the programmer need be installed. Also:- If installed on a 2400 with tag 61 -- only the programmer need be used.

When the meter (tag 61) is used -- a meter change card must be completed as indicated in Tech. Rep. operating guide -- page 26.

Thanks to Frank Kalinowski, F.S.M. Philadelphia

COMMUNICATE



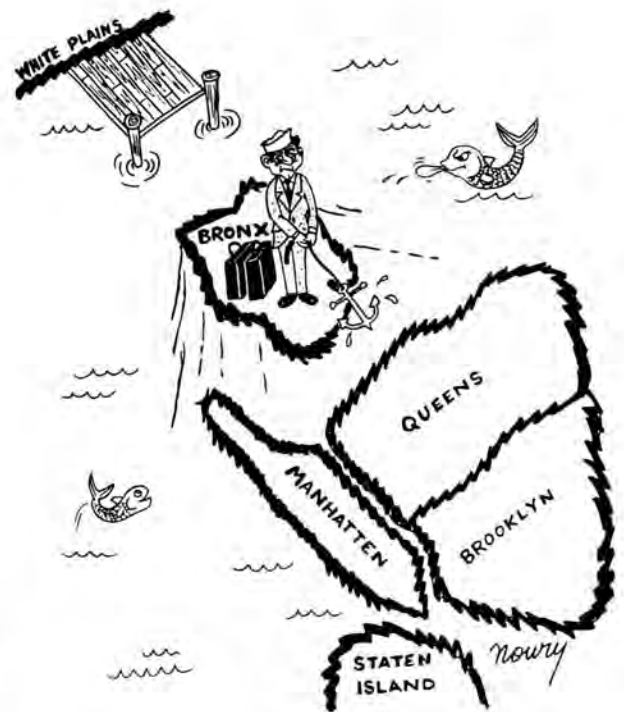
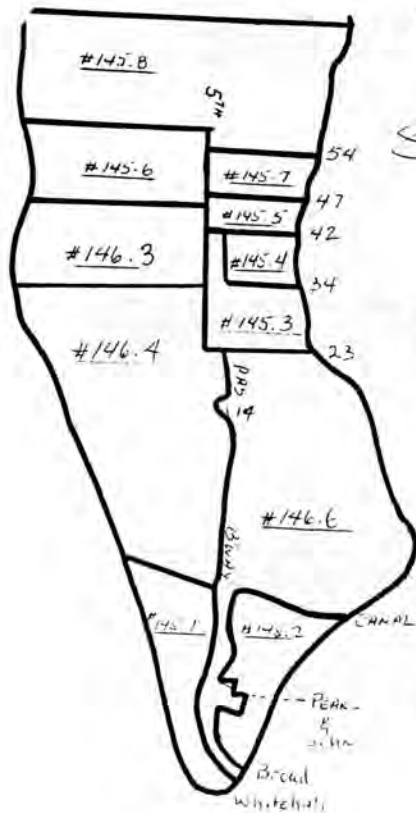
Service Hot Line - 765-6179
Sales Hot Line - 765-6100 X306

J. Leven 145.0

- 1. Barry 145.1 Area & Banks
- E. Cuneo 145.2 Area & Brokerage
- J. Shannon 145.3 Area & Publishing
- R. Kievit 145.4 Area & Advertising & Entertainment
- R. Clyde 145.5 Area
- M. Noone 145.6 Area & Photo & Engin.
- J. McGovern 145.7 Area & Insurance
- Open 145.8 Area

J. Mulcahy 146.0

- B. Ross 146.1 MUP & Nat'l Accts.
- M. Pressler 146.2 Major Accounts
- R. Bailey 146.3 Area & CPA's & Mgmt. Consult & Louis Frey
- R. Schubert 146.4 Area & Retail & Textile
- A. Orlovitz 146.5 Gov't & Education & Hospitals
- R. Zazzara 146.6 Area & Law Firms



1970 CONSUMER BENEFIT PLANS

PLAN 1

PLAN 2

**LOWER PRICES
BETTER SERVICE
MORE CONSUMER
PROTECTION**

BENEFIT
Plan 2

EVERYDAY EXPENSE
ITEMS

ITEMS COVERED AT PURCHASE POWER PRICES

Most consumer items under \$100, e.g. food, clothing, drugs, household items, sporting goods, toys and many more—each at a specific liberal discount.

INSTRUCTIONS

- You will receive a Consumer Groups Plan 2 I.D. card and a periodic Plan 2 directory, as soon as they are off the press.
Note: Directory readiness will vary by location. If, by June 1, 1969, you have not yet received your card and initial directory, write Consumer Groups Plan 2 Department, 303 West 42nd St., New York, New York 10036. Be sure to include the following in your letter.*
A. Our group name or number
B. Your full name
C. Your business address and phone number
D. Your home address and phone number
*or December 1, 1970 for upstate New York and downstate and western New Jersey.
- Do not call the Consumer Groups' office! The Plan 2 directory includes a complete list of product categories with specific discounts, a complete list of cooperating dealers, and the procedure to follow when visiting a cooperating dealer.
- You are free to use the plan as often as you like and there are no service charges.

SPECIAL
AUTOMOBILE
INSURANCE
PROGRAM

- lowest rates
 - "A" rated company
 - 24-hour nation-wide claim coverage
 - highly personalized service
- call (212) 895-9426 or (516) 333-8616

PURCHASE POWER CONSUMER BENEFIT PLANS are made possible because our organization is one of over 300 member groups of the Consumer Groups of New York & New Jersey—more than a million consumers worth of "purchase power."

As long as you are a member or employee of our organization, you are automatically a member of Consumer Groups.

The Plans Feature

- **LOWER PRICES**
Lower than those obtainable by even the most skilled discount shoppers; prices specially negotiated with selected dealers, on virtually all brands and models.
- **BETTER SERVICE**
Only highly reputable, service-conscious dealers, distributors, chain stores, department stores, etc. are selected for the plans.
 - all latest models
 - full warranties
 - complete selection
 - normal retail services
 - standard trade-ins (on cars)
 - purchasing convenience
- **MORE CONSUMER PROTECTION**
Members receive extra assurance of price and service satisfaction because the Consumer Groups of New York & New Jersey maintains a professional "consumer protection" staff.

NEW FEATURES Plan 1

• YOU CAN BE SURE THE DEALER IS QUOTING THE EXACT PLAN PRICE

Please ask the cooperating dealer to show you both:

- The "PURCHASE POWER" instruction book (see picture below) which tells you exactly which book or price sheets are approved by Consumer Groups as authentic cost documentation.
- The "approved" cost book or price sheets.



You can then with complete accuracy, compute the "dealer's cost" and add the appropriate profit margin.

- **MANY NEW DEALERS**
You will be happy to continually find new dealers in additional locations cooperating with the plan—since the number of members buying through the plan is constantly growing.

CONSUMER GROUPS OF NEW YORK & NEW JERSEY, INC.
303 West 42nd Street
NEW YORK, N. Y. 10036
(212) 246-2383
Upstate New York:
Box 416, Liverpool, N. Y. 13088
(315) 457-9055
Affiliated with the Purchase Power, Inc. Consumer movement, founded in January, 1964

CONSUMER
BENEFIT
Plan 1

MAJOR EXPENSE
ITEMS

ITEMS COVERED AT PURCHASE POWER PRICES

- NEW 1970 AUTOMOBILES**—available at dealer's cost, plus a specific profit margin (\$75 on most models).
 - CARPETING**—\$1 per sq. yd. over dealer's cost.
 - FURNITURE**—15% over dealer's cost.
 - MAJOR APPLIANCES** and TV's—7% over dealer's cost.
 - PIANOS and ORGANS**—\$75 over dealer's cost.
 - DIAMONDS and FURS**—based on wholesale price charts.
 - PLUS** rugs, custom kitchens and bathrooms, encyclopedias and many other "over \$100" items.
- In addition, the plan provides a 30-day "lowest price guarantee" feature. This assures you that the Plan price is lower than you could possibly obtain on your own—even through discount houses, buying services, or advertised sales.*
- Ask the cooperating dealer for full details.

INSTRUCTIONS

- When you plan to make a purchase, call (212) 246-2383*.
- NOTE**
For new cars only: You are required to know exact make, model, and accessories
- You will receive a registered "Purchase Power" certificate for the most conveniently located cooperating dealer. The certificate is valid for 30 days.
 - You must read and adhere to the few simple rules on the back of the certificate.
 - Present the certificate to the dealer and show him proof that you belong to our particular group.
 - Only when you make a purchase is a \$1 service charge collected by the dealer for Consumer Groups.

*Upstate New York call: (315) 457-9055

A
**SPECIAL
SERVICE**

ON THESE ITEMS ONLY YOU MAY PURCHASE DIRECTLY BY MAIL, PHONE OR IN PERSON*
**PURCHASE POWER PRICE
10% Above Dealer's Cost**

CAMERAS • PHOTOGRAPHIC EQUIPMENT

- Still & Movie Cameras • Projectors
- Camera & Projector Accessories • Typewriters
- Custom Developing & Printing • Darkroom Equipment

Combine Camera Stores Inc.
23 locations handling all major brands
225 Hempstead Turnpike, West Hempstead, N. Y. 11551
(516) 481-4500 (212) 865-1004

Other Services Available:
Rental of photographic equipment • Trades on used cameras
Professional advice on photography and darkroom techniques

FINE JEWELRY

- Bracelets • Earrings • Cultured Pearls
- Engagement & Wedding Rings
- Men's and Ladies' fine watches

Only items over \$100

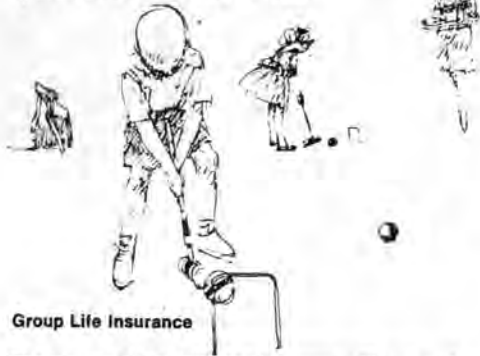
Aaron A. Weinsbach
Importers • Manufacturers • Wholesalers • Cutlers
62 West 47th St., New York, N. Y. 10036
(212) 737-0893

STEREO • HI-FIDELITY EQUIPMENT

- Stereo Components • Consoles
- Tape Recorders • Record Changers • Speakers
- Custom Cabinets

Stereo Corporation of America
Wholesale distributors of over 36 major brands
2122 Utica Ave. (1/2 mile off the Belt Pkwy.)
Brooklyn, New York 11234
(212) DE 9-8555

Benefits for Xerox salaried people paid for entirely by Xerox



Group Life Insurance

The amount of life insurance increases with years of service until it reaches a maximum of about six times your annual salary. Eligibility begins at three months. (See schedule below.)

Examples of Group Life Insurance Coverage

Annual Earnings	After Service of:				Maximum at:	
	3 months	1 year	3 years	To max.	Age 55	Retirement
\$4,000	\$7,500	\$12,500	\$22,500	\$22,500	\$12,500	\$5,000
8,000	15,000	27,000	51,000	53,000	33,000	5,000
12,000	20,000	37,000	71,000	81,000	51,000	5,000
18,000	25,000	47,000	91,000	113,000	73,000	5,000

Travel Accident Insurance

While traveling on company business, you are insured for an amount at least five times your annual earnings. This is in addition to your Group Life Insurance.

Basic Medical Insurance

You, your spouse and your unmarried children under 19 are covered beginning the first day of employment. The plan pays the full semi-private hospital room and board rate for 120 days plus most hospital services. Surgeon's fees are paid according to a schedule, doctor's hospital calls are covered up to 120 days at the rate of \$15.00 for the first call, \$10.50 for the second through the seventh, then \$8.00 for each call thereafter up to 113 calls.

Maternity

Minimum reimbursement for hospitals bills is \$185, and up to \$90 for surgeon's fees in normal deliveries.

Major Medical Insurance

You are protected against the cost of serious or prolonged illness for you, your spouse and unmarried children under 23. During any calendar year, you pay the first \$100 (or one per cent of your earnings if they are over \$10,000). The plan then pays each year 80 per cent of the next \$3,000 and 85 per cent of expenses over \$3,000. Payments to each individual can go as high as \$25,000.



Temporary Disability Plan

This plan protects your income during disability. You receive full or two-thirds pay for up to six months. How long you receive full pay depends on length of service. Eligibility begins with one month of service.

Extended Disability Plan

If you are disabled for longer than six months, you will receive half pay until you reach age 65 for disabilities caused by an accident or illness. You are eligible for the plan after one year of service.

Vacation Plan

You are entitled to two weeks paid vacation after one year of service, three weeks after five years, four weeks after fifteen years, and five weeks after twenty years. If you join Xerox between January 1 and the first working day in July, you are eligible for one week of vacation in that first year after three months of service.

Holidays

You will have nine holidays off with pay including regularly scheduled holidays and appropriate floating holidays. In 1969 you will have ten holidays.



Profit Sharing Retirement Plan

One of the most flexible profit sharing plans in industry is part of the Xerox benefit program. A percentage of your annual salary—up to 15%—is set aside each year. The exact percentage depends on the profitability of the company during each year. Slightly more than half of your share is set aside in a retirement fund to assure you of a financially secure future. The other portion is available in a variety of ways. You can choose each year, to receive cash, Xerox stock, or you can invest your money in a General Fund. This Xerox plan enables you to meet current needs yet also assures a worry-free retirement.

Tuition Aid Plan

You may continue your education with the help of Xerox. The company will pay 65% of the cost of approved courses which are satisfactorily completed. It will refund the full tuition cost for approved graduate degree programs when completed.

This folder is intended only as an outline of Xerox benefits for full-time salaried employees. Details on benefits plans are available in the handbook, *You and Xerox*.

AT YOUR SERVICE

HOW TO KEEP SCORE IN BOWLING

1	2	3	4	5	6	7	8	9	10
X									

FIRST FRAME—FIRST ROLL IS A STRIKE. MARK X IN BOX.

1	2	3	4	5	6	7	8	9	10
20	X								

SECOND FRAME—FIRST ROLL GETS 7 PINS. SECOND ROLL GETS A SPARE. MARK / IN BOX. SCORE 10 + 10 = 20 IN FIRST FRAME.

1	2	3	4	5	6	7	8	9	10
20	X	/							

THIRD FRAME—FIRST ROLL GETS 6 PINS. SCORE 10 + 6 + 20 = 36 IN SECOND FRAME. SECOND ROLL GETS 2 PINS. MARK - IN BOX. SCORE 36 + 8 = 44 IN THIRD FRAME.

1	2	3	4	5	6	7	8	9	10
20	X	/	-						

FOURTH FRAME—FIRST ROLL GETS STRIKE MARK X IN BOX.

1	2	3	4	5	6	7	8	9	10
20	X								

FIFTH FRAME—FIRST ROLL GETS 7 PINS. SECOND ROLL GETS SPARE. MARK / IN BOX. SCORE 44 + 10 + 10 = 64 IN 4TH FRAME.

1	2	3	4	5	6	7	8	9	10
20	X	/	X						

SIXTH FRAME—FIRST ROLL IS GUTTERBALL. NO PINS KNOCKED DOWN. SCORE 10 PINS IN 5TH FRAME. 64 + 10 = 74. SECOND BALL GETS SPARE. MARK / IN BOX.

1	2	3	4	5	6	7	8	9	10
20	X	/	X	/					

SEVENTH FRAME—FIRST ROLL GETS STRIKE. MARK X IN BOX. SCORE 74 + 10 + 10 = 94 IN 6TH FRAME.

1	2	3	4	5	6	7	8	9	10
20	X	/	X	/	X				

EIGHTH FRAME—FIRST ROLL GETS STRIKE. MARK X IN BOX.

1	2	3	4	5	6	7	8	9	10
20	X	/	X	/	X	/			

NINTH FRAME—FIRST ROLL GETS SEVEN. SCORE 94 + 10 + 10 + 7 = 121 IN 7TH FRAME. SECOND ROLL GETS SPARE. MARK / IN BOX. SCORE 121 + 10 + 10 = 141 IN 8TH FRAME.

1	2	3	4	5	6	7	8	9	10
20	X	/	X	/	X	/	/		

TENTH FRAME—FIRST ROLL GETS 6 PINS. SCORE 141 + 10 + 6 = 157 IN 9TH FRAME. SECOND ROLL GETS 2 PINS. MARK - IN BOX. SCORE 157 + 8 = 165 TO COMPLETE GAME.



the "MAIL BOX"

GENE CHANG

FRED RHODAS and GENE CHANG

Jim and I are writing this letter with the express purpose of praising two of your technical representatives, Fred Rhodas and Gene Chang.

One often sadly hears only of the problems regarding sales-service communication and cooperation. Both Jim and myself consider ourselves extremely fortunate in having these two technical representatives servicing our accounts. Their dedication to their jobs is exceptional and both have performed above and beyond what is expected of them.

Time and time again they have responded to our requests for quick service, exceptional problems, customer training, supply shortages and so forth. All customers have praise for the fine jobs these men are doing.

It goes without saying that their performance has considerably assisted us in our ability to do our job better. We can only say once again that both of us are grateful for the cooperation and dedication of Fred and Gene.

Bob Wieland and Jim Keogh
Sales Department

JOHN J. BRAUN

Your technical representative, John Braun, has serviced our Xerox 2400 since its installation.

It is my understanding that Mr. Braun will no longer be our service representative.

I would like to take this opportunity to tell you what a fine young man you have in John. He has at all times been very courteous, polite, patient and above all, his servicing of our machine has been outstanding.

Rose Haas
Weber, Lipshie and Company

JOE MEDITZ

A while back we had a fire in our machine.

Your service man, Joe Meditz, did a good job. He looked like he knew what he was talking about.

A work of praise.

Jacques M. Levy & Company

BOB SABATINO

This letter is just to say how much we appreciate the services of Mr. Bob Sabatino. Unlike most service men who couldn't care less, Mr. Sabatino takes pride in his work and has been invaluable in his help given us about operating your company's machine. With people like Mr. Sabatino in your employ who would ever want to change to another copier.

Carl Prager
Allied Artists Music Co. Inc.



Just recently, in a discussion with Mr. Matt Bradley of New York Life Insurance Company, Purchase Division, much praise was given to Gene Chang. Due to New York Life being one of my smaller accounts, in number of units only, my dealings with Gene have been few and usually by phone.

I do not think the number of machines or size of an account should govern what a Technical Representative is or can do. Therefore, when a man in Matt Bradley's position praises Gene Chang, it gives me pleasure in communicating this to you.

Jay True
National Accounts

MORT SHARKOWITZ

As you know, the Equitable Life Assurance Society of the U. S. is a major New York account which has shown considerable growth in the last year, both locally and nationally.

In an account like this, good service plus good customer relations is most important. Mort Sharkowitz, over the past year, has excelled in both. I measure this by the service record and probably a more important factor, the favorable comments about Mort from many 2400 users in 1285 Avenue of the Americas.

It again makes me feel good to be able to pass this news on to you.

Jay True
National Accounts

PHIL SANGSTER

I would like to praise the conscientious efforts of Phil Sangster of your group. Phil handles the Plant Department of A. T. & T. at 811 Tenth Avenue. About two years ago most A. T. & T. plant locations cancelled our equipment for 3M. One of their requirements is good service on Friday or before holidays, since they work around the clock--seven days per week.

Anyway, we had the opportunity to replace 3M in one department in April and other departments more recently. Naturally, good service insured our closing these orders. Phil has done an outstanding job servicing this account. One example is Thanksgiving Eve. Our 720 was down and it was close to 5 pm. If Phil did not repair the equipment that evening, the account most likely would have been down for four days. Without any consideration for overtime pay, Phil worked until 9 pm, and repaired the machine. I have been able to use this department as a reference in obtaining other orders.

MIKE JUDGE

I want to take this opportunity to commend Mike Judge for his outstanding performance in my territory, 345 Park and 850 Third Avenues.

He is an excellent Tech. Rep. and has gained a tremendous rapport with the customers. His technical knowledge together with his professional approach and ability to handle people make him a credit to your organization.

I am sure his ability will not go unrecognized.

Stella Wilson
Sales Department

