

## Service Deficiency Claim (SDC) Form

UAA Departments: Complete this form to report concerns or issues with Contractor or to report unsatisfactory product or services. The UAA contract administrator within General Support Services will then work to assist in resolving this claim within the terms of the contract. *Department personnel should contact the vendor for all service/technical problems in an effort for resolution prior to completion and submission of this report.*

### **Submit completed SDC to:**

Kim Stanford, Director  
UAA General Support Services  
3211 Providence Drive  
Anchorage, Alaska 99508

Scanned / e-mail submissions may be sent to: [kjstanford@uaa.alaska.edu](mailto:kjstanford@uaa.alaska.edu)

A copy of the report will be provided to the contractor and UAA Procurement Services.

Service Deficiency Claim:

- |  |   |
|--|---|
| <input type="checkbox"/> Copier jamming issues | <input type="checkbox"/> Slow response/resolution to problems |
| <input type="checkbox"/> Copier feeding issues | <input type="checkbox"/> Copy quality problems                |
| <input type="checkbox"/> Scanning problems     | <input type="checkbox"/> Other: _____                         |

Briefly describe situation: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**(Continue on back or attach additional documentation if necessary)**

Department Name: \_\_\_\_\_

Location of Copier (Building & Room): \_\_\_\_\_

Machine ID Number: \_\_\_\_\_

SDC Prepared By (please print): \_\_\_\_\_

Phone Number: \_\_\_\_\_ Email: \_\_\_\_\_

Date: \_\_\_\_\_