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Global Affairs Canada

Printing Devices and Software

Statement of Work

Table of Contents

1. INTRODUCTION	4
1.1 - PURPOSE	4
1.2 - GAC'S MANDATE	4
1.3 - SCOPE	5
1.4 - CONTRACT DURATION	5
1.5 - OBJECTIVE	5
1.6 - GAC'S CURRENT STATE	6
2.0 EVALUATION PROCESS	8
3.0 DELIVERY, ACCEPTANCE, PACKAGING	9
3.1 - DELIVERY & packaging	9
3.2 - PRICING AND INVOICES	9
4.0 On-Line Training Service	10
6.0 Warranty and Support	11
6.1 - Classes of Hardware Warranty Service	11
6.2 - Consumables Support Service	12
6.3 - ASSET Identification Service	12
6.4 - RENTAL Services	13
6.5 - Technical Support Services	13
6.6 - Toll Free Phone Support	13
6.7 - Internet Based Support	14
6.8 - Incident Management	14
6.9 - Escalation-Incident Management	15
6.10 - World Wide Warranty Services and Hardware Maintenance	15
6.11 - Pull Print Software Support	16
7.0 Additional Requirements	17
7.1 bilingual Goods and services	17
7.2 ENVIRONMENTAL REQUIREMENTS	17
7.3 Consumables Container Recycling Program	17

7.4 Packaging Recycling Program	17
7.5 Technology Generational Changes	17
7.6 Accessibility Support	18
APPENDIX A: GAC PRINTING VOLUMES	1
APPENDIX B: GAC MFD LOCATIONS	9
APPENDIX C: GAC MFD DEVICE CATALOGUE	27
APPENDIX D: GAC SHIPPING RESTRICTIONS	29

1. INTRODUCTION

1.1 - PURPOSE

The purpose of the Statement of Work (SOW) for Global Affairs Canada (GAC) is to provide the technical and delivery requirements for acquiring, deploying, operating and maintaining printing devices. The requirements include the following:

- a. The delivery, transferring, and removal of devices;
- b. Provisioning of all consumables (except paper);
- c. Maintenance, warranty and issue resolution;

This SOW defines the service levels with service level targets to measure continual adherence to the contracted services.

1.2 - GAC'S MANDATE

Global Affairs Canada, under the leadership of the Minister of Foreign Affairs, the Minister of Small Business, Export Promotion and International Trade, and the Minister of International Development, is responsible for advancing Canada's international relations, including:

- developing and implementing foreign policy;
- fostering the development of international law, international trade and commerce;
- providing international assistance (encompassing humanitarian, development, and peace and security);
- ensuring Canada's strong and sustained engagement in La Francophonie's institutions;
- providing consular services for Canadians; and,
- overseeing the Government of Canada's global network of missions abroad.

Global Affairs Canada manages Canada's diplomatic and consular relations with foreign governments and international organizations, engaging and influencing international players to advance Canada's political, legal and economic interests, including poverty reduction, the empowerment of women and girls, the promotion of a rules-based international order, international peace and security, human rights, inclusive and accountable governance, peaceful pluralism, inclusion and respect for diversity, and environmental sustainability.

Global Affairs Canada also manages Canada's international platform—a global network of 178 missions in 110 countries that supports the international work of the department and 41 partner departments, agencies and co-locators.

Global Affairs Canada develops and implements policy and programming based on analysis of available evidence, including through consultation and engagement with Canadians and international stakeholders.

The department is responsible for fostering the development of international law and its applications in Canada's foreign relations.

1.3 - SCOPE

The scope of the SOW is categorized using four main service categories:

- a. Small, medium and large multifunction (MFD) printing devices supporting
 - i. Standard paper sizes and printing speeds;
 - ii. Monochrome or colour imaging options;
 - iii. Add-on hardware options for staples, booklet, hole-punch, Fax over IP options, and card readers compatible with GAC's existing access card systems for enablement of pull print access control.
 - iv. Power requirements of 120V and 220V for international sites.
- b. Consumables for continual operations of the devices which includes toner, maintenance kits, waste bottles with the exception of paper
- c. Ongoing maintenance and support of the devices for both domestic and international locations;
- d. Printer Fleet management software as well as Pull Print software.

This SOW does not include label printers, 3D printers, plotters, stand alone scanner or bulk volume printing/scanning and their respective consumables and related services.

1.4 - CONTRACT DURATION

GAC's objective thru this process is to put in place a 5 year standing offer plus the option of two additional one-year periods that allows GAC to do call-ups on a required basis during the period of the standing offer for MFD hardware, consumables and continuously optimize the fleet of MFDs domestically and abroad.

1.5 - OBJECTIVE

This SOW defines the technical and delivery requirements for the creation of a new procurement vehicle for printing products and its related services. All printing products refer to multifunction devices (small, medium, and large profile) that combine printing, scanning, photocopying and faxing that connect directly to a computing device or network at GAC's domestic and international locations.

The objective is to achieve a secure, standardized print environment that:

- a. Utilizes the latest technologies
 - b. Improves productivity
 - c. Delivers cost efficiencies
 - d. Reduces environmental impact and incorporates sustainable processes.
-

GAC is using Lexmark's Print-Release version 5.9 software for its pull printing solution which includes functions such as device usage, Print Mobile solution via smart devices and reporting. GAC's printer fleet is using Lexmark version 2 Universal Driver x64. Both Lexmark Markvision 3.5 and Print-Release version 5.9 software operates on Windows Server 2016 and Windows 10 x64

GAC supports approximately 1600 network MFDs spread around a global network of 178 missions in 110 countries. Each MFD is capable of performing scan to email and local Pull -Print printing. All device transactions domestically and globally are recorded from GAC Head-Quarters (HQ), located in Ottawa.

GAC is currently integrating auto certificate enrolment with Microsoft Certificate Authority, supporting SHA 2 certificates.

2.0 EVALUATION PROCESS

The evaluation process for the overall contract will follow the steps identified below:

Step 1 – Contractor Approval: The responding Bidder must submit evidence of their qualification according to corporate qualifications as outlined in the evaluation criteria. GAC will evaluate all submissions and create a pool of qualified Bidders. A resulting contract will be awarded to qualified Bidders, however devices can only be purchased if they pass the additional steps (device proposal and acceptance).

Step 2 – Device Proposal: For each model being proposed, the Bidder must certify that the model meets all the mandatory (and rated where applicable) qualifications.

Step 3 – Device Acceptance by GAC: For each model being proposed, the Bidder must provide a test device to GAC's engineering team. GAC will then validate that the model proposed meets the mandatory (and rated where applicable) criteria. A particular model will only be accepted into the overall printer fleet if it passes this step.

As part of the initial response, Bidders are expected to provide their corporate qualifications as well as proposed model(s) for each of the three device categories (large, medium, small) as outlined in Appendix C. Proposing three different model is acceptable.

3.0 DELIVERY, ACCEPTANCE, PACKAGING

3.1 - DELIVERY & PACKAGING

All deliveries shall be delivered to the Consignee address in the National Capital Region (NCR). From GAC's HQ, all printer hardware will be redistributed to Canada's missions worldwide through the diplomatic courier service.

All printer shipments must be packaged in original packaging and crated on a wooden skid for easy storage in GAC's warehouse.

See Appendix D for sites with international shipping restrictions.

3.2 - PRICING AND INVOICES

All invoices shall state a price in Canadian funds for each item identified.

Invoices must clearly indicate as a minimum the purchase order number (PO), date of delivery, delivery address, type and quantity of work performed, the Contractor's GST registration number. The Goods and Services Tax (GST) or Ontario Retail Sales Tax must be shown as separate amounts and calculated at the bottom of the invoice.

GAC will bear no responsibility for delays in approval of invoices that are improperly submitted.

Payment of invoices shall be in Canadian funds net thirty (30) calendar days after receipt and approval of the Contractor's invoice.

For short term hardware rentals, devices indicated in Appendix C should include the flat monthly rental rate for each device and the price must include a cost per page (monochrome) for monochrome pages on either monochrome or colour devices and Cost per Page (Colour) for colour pages on colour devices.

After renting a hardware device, the client has the option of buying out the contract. The cost to purchase should also be indicated for each device.

Contractor must provide a listing of all available accessories for each of the devices proposed in Appendix C (trays, finishers, stands etc). Please provide a framework discount pricing model for options and accessories related to current device offerings.

The Contractor must provide a listing of all consumables for each model of MFD in Appendix C and provide a discount pricing framework for each unit.

4.0 On-Line Training Service

The Contractor must provide throughout the life of the Standing Offer on-line training resources in both official languages (English and French). The on-line training must be available with minimal downtime and must allow a user to select any of the Contractor's current or previous listed purchased or rented hardware devices in the catalogues.

The Contractor must provide within the on-line training resources a user manual or guide (French or English) and a video or pictorial representation of the steps, processes and procedures necessary to maintain and operate the hardware device. An error recovery guide that graphically walks the user through the basic functions for recovery is a suitable alternative to the video or pictorial representation.

The on-line training must meet WCAG 2.0 Government of Canada accessibility standards.

6.0 Warranty and Support

6.1 - CLASSES OF HARDWARE WARRANTY SERVICE

Based on GAC's operational and/or IT Security and/or Physical security considerations related to each MFD supplied through this contract, the Contractor will provide one of the following three classes of hardware warranty services

- a. Class A Hardware Warranty- Within Canada, Full Service, Local Parts
 - This warranty class is for operational or spare units deployed to locations within North America (GAC HQ in the NCR, Regional Offices within Canada,) where the Contractor and/or their Authorized Service Provider(s) are permitted to perform service or repairs themselves using locally provided parts.
 - b. Class B Hardware Warranty (standard)- International, Full Service, Local Parts
 - This warranty class is for operational or spare units deployed to locations outside of Canada usually diplomatic missions where the Contractor and/or their Authorized Service Provider(s) are permitted to perform service or repairs using locally-provided parts.
 - c. Class C Hardware Warranty - International, Restricted Service, Restricted Parts
 - This warranty class is for operational or spare units deployed to locations outside of Canada usually diplomatic missions where the Contractor and/or their Authorized Service Provider(s) are not permitted to perform service or repairs. While on site at a given GAC location, technicians who represent the Contractor and/or their Authorized Service Provider(s):
 - i. May not possess or operate any electronic hardware and specifically cannot connect any electronic hardware to GAC IT equipment or infrastructure.
 - ii. May not provide any electronic hardware or software this includes parts
 - iii. May, under escort, provide guidance, advice and assist GAC technical support staff in diagnosing what service or repair is needed
 - Local sourced parts or assemblies will be limited to components that are mechanical in nature. No electronic parts capable of storing information are permitted as they potentially could be modified to compromise the integrity of the MFD.
 - All other parts and assemblies identified for completing the service or repair will be provided by the Contractor at no cost to GAC and delivered to GAC's Headquarters to the NCR delivery address specified in the contract, unless another NCR address is specified when the part is requested.
 - In turn, GAC will ship at its own expense the part to the location and upon arrival, the Contractor and/or their Authorized Service Provider may be recalled to continue providing support until the service or repair have been completed.
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6.2 - CONSUMABLES SUPPORT SERVICE

Consumables are materials that are depleted by the utilization within the hardware that includes:

- a) Toner
- b) Maintenance kits
- c) Waste toner containers

Consumables exclude paper and staples.

The Contractor must supply consumables for all hardware supplied under this contract whether purchased or rented and must provide consumables in support of all acquired hardware effective from the acceptance date.

The Contractor must deliver consumables for the hardware supplied when requested by GAC, and packaging must comply with the following requirements:

- a) Each package is labelled individually and the label must contain:
 - i. A description of the package contents
 - ii. Indicate the hardware model that accept the consumable
- Each package contains instructions or a web-link for the replacement of the consumable that
 - i. Are in English and French
 - ii. Provides step by step, clear, and logical procedures to allow an end user (Trained or untrained) to replace the consumable without any injury to self or to others and help avoid exposure to chemical or electrical threats/hazards
- Each package includes any manufacturer recommended and approved physical protection equipment for the replacement of the consumable.

The toner cartridges supplied by the Contractor must be able to work at any GAC mission location or be configured to work globally either through a hardware setting or manufacturing process. The MFD must be able to read any toner cartridge irrelevant if it was purchased locally or in Canada. Toner cartridges must be covered by the world wide warranty.

6.3 - ASSET IDENTIFICATION SERVICE

The Contractor must label every hardware device with (2) GAC supplied barcodes, prior to or upon delivery. One barcode should be on the physical unit and the other barcode must be placed outside of the box easily accessible to scan with a barcode reader. This is at no additional cost to GAC.

In addition to the asset identification barcode, the contractor must also label each MFD with the following:

- a) A unique identifier
 - b) Make and model
 - c) Maximum security clearance for documents that can be processed by the hardware
 - d) Vendor contact information for support services
-

The contractor must provide a list of all the print hardware devices serial numbers with their correlated GAC asset tags in an Excel spreadsheet format.

6.4 - RENTAL SERVICES

The intent of the rental of multi-function print devices is to allow GAC to meet various needs for temporary and short-term printing products requirements. It is anticipated that devices will be required for public events, conferences, and promotions in various global locations. When requested, the Contractor must provide rental hardware using the catalogue items found in Appendix C. The rental call-up may indicate exceptions to the requirements. Rental services are subject to the particulars of the rental rate card. Rental of equipment must be provided in either 120Vac or 220Vac depending on the location.

6.5 - TECHNICAL SUPPORT SERVICES

A technical support services portal should be provided to centrally log technical requests by GAC. Such requests include the following:

- a) Requesting print device maintenance
- b) Requesting technical guidance
- c) Reporting an out-of-service device
- d) Requesting consumable supplies
- e) Requesting other available services as applicable

The technical support services portal must also provide the following service features:

- a) Must have a chat or email option to reach technical support personnel. An incident ticket should be created for each instance that is reported.
- b) Support telephone calls by GAC domestically or internationally.
- c) Acting as the primary point of contact for events during the principal period of maintenance
 - a) Answering and providing responses using the official languages of Canada (French, English) as requested by the end user
 - b) Interacting with Canada's representatives as designated by GAC

6.6 - TOLL FREE PHONE SUPPORT

The Contractor must provide a toll-free telephone number that is accessible for GAC's clients located throughout the world. This toll-free number should provide technical support in English, French and the local language of each mission during business hours that are in effect for the calling mission.

The Contractor must provide live agent support during the principal period of maintenance.

6.7 - INTERNET BASED SUPPORT

The Contractor must provide technical support via a web-site using chat and/ or email, using the official languages of Canada (French and English) as requested by the end user which can be.

The web-site must be accessible using a standard web browser with zero-client installed on it.

The Contractor web-site must include at a minimum:

- a) Frequently asked questions
- b) On-line software diagnostic routines
- c) Support tools (Drivers, firmware updates)
- d) Training documentation
- e) User manuals
- f) Any other related technical documentation

The Contractor must remain compliant with the standards on Web accessibility.

6.8 - INCIDENT MANAGEMENT

The Contractor must create an Incident ticket for each event determined to be an incident when reported by GAC through the technical support portal (toll free number or internet based support).

The Contractor must acknowledge an Incident by providing the Incident ticket number to the person reporting the event.

The Contractor must categorize, assign, and escalate incidents for Incident resolution based on the priority level as specified by GAC.

The Contractor must not include sensitive information, as specified by GAC or by the Identified User, in the Incident ticket including but not limited to:

- a) IP addresses
- b) Floor plans
- c) Network diagrams

The Contractor must document all investigation, troubleshooting, analysis and diagnostic details, resolution and recovery activities and communications for Incidents in the Incident ticket activity log, with accurate timestamps.

The Contractor must keep the Incident ticket open and track it based on its Priority level until full resolution as confirmed by GAC.

6.9 - ESCALATION-INCIDENT MANAGEMENT

When managing incidents, the Contractor must follow an incident processes. This includes:

- a) Identification of the designated Identified User and Contractor personnel authorized to invoke the escalation procedure
- b) Escalation contact names, titles, email addresses and phone numbers
- c) Escalation time frames based on the length of time an Incident remains unresolved and priority level of the Incident.

The Contractor must inform GAC when an Incident is escalated with details for the reasons to escalate as well as the expected resolution timeframe.

6.10 - WORLD WIDE WARRANTY SERVICES AND HARDWARE MAINTENANCE

The Contractor must have a designated Service Location within a 100 kilometer radius **for 80% of GAC Missions WorldWide as detailed in Appendix B – Mission list.**

The standard warranty period on the proposed equipment must be for a minimum of 1 year on site for parts and labour, commencing after the equipment has been delivered and accepted by Global Affairs Canada (GAC).

GAC must be notified within 30 days in writing of any changes to the designated service location from Appendix B, including name, location, and contact information.

The Contractor will respond to all service calls and complete the required repair "onsite" with a targeted Maximum Time To Repair of the end of following business day (local time) for all GAC Mission locations identified in Appendix B-Mission list. In the event this targeted time frame cannot be met, the Contract will provide GAC with an estimated repair time. The Contractor will be responsible for all costs.

For all GAC serviceable locations in Appendix B, the Contractor must have a means to centrally receive, log and report on requests for service from GAC globally approved service sites, monitor the service response levels, and provide service reports and warranty status across GAC globally on a monthly basis. The monthly reports should be in an Excel format.

The Contractor must keep a log of all preventive maintenance and warranty services performed in accordance with the requirements of the hardware. GAC may ask for this log at any time and the contractor must be able to supply this report in an Excel format.

The contractor shall agree to a no cost process by which component parts that retain user data (disk drives, memory modules) remain in possession of GAC. This may require return of the faulty device from the mission to GAC HQ, corporate approved processes and return to the contractor locally within the NCR.

The Contractor will replace, at no cost to the Government of Canada, any printer that experiences three (3) hardware faults (i.e. has had three (3) hardware repairs) during the first twelve (12) months of use following installation and acceptance at the end user location. The replacement will be with a new GAC

approved printer with the same configuration. This replacement will be coordinated through GAC headquarters in Ottawa.

6.11 - PULL PRINT SOFTWARE SUPPORT

GAC currently operates with the Lexmark PrintRelease software, however through this engagement the department is anticipating transitioning to a hardware/vendor agnostic solution that will be provided. It is expected that this transition will take approximately one (1) year to complete as it must be appropriately secured, tested, and deployed internationally.

The contractor must provide support to GAC with the implementation of their proposed hardware/vendor agnostic Print-Pull software as specified below:

- Strategy, roadmap and approach – Within 30 days of contract award, the vendor shall provide an overall strategy and roadmap indicating key milestones that would be required to implement an agnostic solution. This strategy should include the key implementation milestones, pitfalls that should be avoided, and high level resource requirements.
 - As and when needed technical support – As GAC implements the new agnostic solution, the vendor must remain available to address any technical, security, or other questions that the GAC engineering team may have.
-

7.0 Additional Requirements

7.1 BILINGUAL GOODS AND SERVICES

The Contractor must supply and deliver all goods, services and support in a bilingual manner using the official languages of Canada, English and French.

7.2 ENVIRONMENTAL REQUIREMENTS

The Contractor should ensure that goods and services manufacturers commit to sustainable environmental policies and processes that align with the Federal government of Canada's Sustainable Development Strategy.

- a. Design for reuse and recycling
- b. Energy efficiency
- c. Reduction and elimination of environmentally hazardous materials
- d. End of life management for reuse and recycling, including sustainable disposal processes
- e. Environmental stewardship in the manufacturing process
- f. Sustainable and innovative packaging solutions

7.3 CONSUMABLES CONTAINER RECYCLING PROGRAM

The Contractor should promote recycling through an established and ongoing consumables container recycling program both in Canada and internationally. The Contractor should provide its own consumables recycling program by either:

- In Canada, when servicing the hardware, the Contractor picks up and recycles used consumables at no additional cost to GAC;
- Internationally, when servicing the hardware, the Contractor picks up and recycles used consumables at no additional cost to GAC. This is irrelevant if the consumables are purchased locally or internationally.

7.4 PACKAGING RECYCLING PROGRAM

The Contractor should promote recycling through an established and ongoing packaging recycling program or certification acceptable to GAC as per the following:

- All materials in which the hardware is packaged and shipped must be recyclable;

7.5 TECHNOLOGY GENERATIONAL CHANGES

GAC recognizes that during the Standing Offer Period for a given category, there may be generational changes in technology that may affect some of the mandatory requirements detailed in the Technical

Specifications. If this occurs, GAC will examine the available technologies by proceeding with the device evaluation process (section 2.0).

7.6 ACCESSIBILITY SUPPORT

On an exceptional and as-needed basis, the Contractor must provide a accessibility compliant devices in order to meet various accessibility requirements for the Government of Canada. Global Affairs Canada will work with the Contractor to determine the best model that meets the requirements. Examples of accessibility requirements are listed below:

- a. Lower output bin option to retrieve documents from varying height and reach;
 - b. Touch Screen viewable and useable from varying height and reach;
 - c. Grab bars option to open the lid from for varied height and reach;
 - d. External keyboard option with adjustable height or that can be moved to user's height;
 - e. Touch Screen offering various configuration and controls;
 - i. Variable brightness and contrast
 - ii. Colour adjustments
 - iii. Reverse colour schemes
 - iv. Language selection option
 - f. Interface that can be navigated with a keyboard
 - g. Programmable quick access buttons
 - h. Audio output/feedback
 - i. Audio alert ease of detection patterns
 - j. Audio alert volume adjustment and or headphone jacks
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APPENDIX A: GAC PRINTING VOLUMES

NCR Printing Volume Pre-COVID(2019)

Canada devices usage between January 1, 2019 and December 31, 2019

SITE	Print Release Percentage	Page Deleted (not printed) Percentage	Number of Clients	Number of Devices	Total Pages Printed	Copy	Fax Sent	Fax Received
CANADA	68.280%	14.325%	9184	521	21,446,486	1,133,633	17,021	13,478
Total	68.280%	14.325%	9184	521	21,446,486	1,133,633	17,021	13,478

Missions Printing Volume Pre-COVID (2019)**MISSION devices usage between January 1, 2019 and December 31, 2019**

SITE	Print Release Percentage	Page Deleted (not printed) Percentage	Number of Clients	Number of Devices	Total Pages Printed	Copy	Fax Sent	Fax Received
ABDBI	95.430%	14.009%	85	3	8,709	10,912	704	223
ABDJN	99.527%	9.510%	43	8	385,994	22,711	187	32
ABUJA	43.111%	13.821%	57	4	19,438	19,370	177	1
ACCRA	99.818%	10.820%	135	6	319,994	41,009	3,330	62
ADDIS	99.899%	9.192%	103	5	191,871	17,423	2	-
ALGER	95.790%	8.605%	64	9	71,181	21,153	1,926	367
AMMAN	97.139%	9.500%	113	7	37,011	31,970	2,712	283
ANKRA	94.209%	21.830%	130	9	71,319	27,301	7,744	1,051
ASTNA	0.000%	0.000%	2	1	-	1	-	-
ATHNS	99.657%	6.714%	42	6	140,639	20,002	440	928
ATNTA	94.543%	28.155%	37	4	15,503	11,319	30	-
BAGLR	99.791%	13.529%	75	4	121,951	6,821	660	99
BAIRS	89.749%	10.244%	66	8	84,995	9,988	112	21
BDGTN	99.311%	8.327%	72	9	137,557	30,244	369	5
BEIJING	98.697%	10.278%	382	25	509,481	157,683	4,792	2,726

BERN	99.769%	12.882%	33	6	78,012	7,370	14	50
BERUT	99.370%	20.928%	128	15	235,157	52,855	789	176
BGHDD	30.822%	28.571%	28	2	146	2,075	-	-
BGOTA	99.351%	10.330%	180	12	306,087	31,787	93	19
BGRAD	99.606%	12.534%	36	7	64,646	1,631	46	65
BMAKO	99.873%	7.874%	79	6	195,215	8,148	51	-
BNATO	97.584%	13.693%	74	4	59,396	11,114	472	22
BNGKK	94.531%	8.137%	102	10	206,543	52,287	2,011	1,303
BOSTN	87.040%	38.892%	32	2	5,486	3,643	39	57
BPEST	54.125%	5.306%	31	6	16,157	11,538	114	112
BRLIN	96.632%	10.563%	165	19	164,707	30,013	744	1,056
BRSLA	92.858%	15.766%	59	5	22,796	10,687	34	-
BRU	99.438%	8.025%	168	6	406,814	47,337	53	70
BSBGN	0.000%	0.000%	2	1	1	-	-	12
BUCST	69.217%	9.720%	55	9	44,576	6,550	544	215
CAIRO	99.318%	7.750%	102	9	261,630	34,166	1,401	611
CHADG	99.624%	8.297%	72	6	156,460	14,813	1,522	228
CHCGO	96.197%	8.687%	32	4	54,777	14,357	177	266
CHONQ	96.371%	16.369%	27	1	5,153	1,998	462	278
CLMBO	97.666%	2.375%	58	5	4,671	2,147	70	11

CNBRA	91.360%	8.291%	70	5	49,328	46,260	146	97
CNGNY	94.664%	9.053%	251	15	335,759	75,287	2,102	7,278
COPEN	93.078%	4.577%	38	3	49,928	3,160	21	-
CRCAS	99.948%	7.310%	29	4	21,223	5,350	72	-
DAKAR	99.914%	8.936%	131	13	249,197	12,192	266	18
DALAS	22.416%	13.425%	38	5	28,511	20,022	181	319
DDORF	97.574%	10.679%	18	3	7,338	1,107	16	66
DELHI	97.275%	9.700%	484	26	467,149	112,077	5,987	368
DENVR	98.198%	9.719%	36	3	25,418	4,053	96	84
DHAKA	88.509%	9.479%	61	8	46,351	18,670	162	77
DOHA	100.000%	8.934%	14	1	1,264	-	-	-
DSLAM	98.475%	16.442%	101	7	227,154	27,558	2,798	92
DTROT	97.008%	17.107%	33	5	19,751	11,781	297	307
DUBAI	97.182%	7.386%	53	4	73,981	8,195	172	32
DUBLN	100.000%	6.513%	21	4	890	-	-	-
GANZU	96.299%	9.964%	77	5	66,597	6,614	1,455	1,166
GENEV	99.033%	7.378%	110	12	307,398	10,600	95	1,380
GJARA	98.581%	10.414%	22	2	6,693	1,779	-	1
GRGTN	94.807%	9.387%	35	5	33,815	8,922	28	8
GTMLA	95.820%	7.979%	49	5	32,532	6,886	25	-

HAGUE	94.292%	7.655%	57	7	14,034	6,260	8	9
HANOI	99.379%	9.938%	32	5	3,219	389	30	65
HAVAN	91.836%	12.436%	70	7	35,606	19,284	185	15
HKONG	99.457%	14.090%	200	19	357,124	93,876	5,794	2,690
HOCHI	92.134%	7.481%	70	4	52,146	3,135	594	1,772
HRARE	95.789%	12.696%	31	6	78,954	10,385	30	1
HSNKI	98.648%	3.820%	20	4	15,899	3,702	5	4
ISBAD	97.276%	8.637%	131	9	248,627	37,544	1,057	220
ISTBL	84.378%	10.164%	49	4	19,850	5,294	194	200
JBURG	88.961%	2.543%	18	2	12,103	3,651	83	7
JKRTA	99.504%	9.219%	124	9	246,547	37,911	181	23
KABUL	99.809%	8.026%	149	13	78,709	8,030	107	-
KHRTM	96.341%	10.946%	27	5	36,212	17,106	124	-
KLMPR	99.764%	7.017%	58	4	89,667	3,928	153	992
KNGTN	98.965%	13.101%	97	7	143,120	38,040	415	663
KNSHA	32.691%	3.888%	26	3	3,478	222	-	-
KWAIT	74.284%	7.615%	25	3	10,305	1,044	8	399
KYIV	96.110%	6.991%	87	6	73,575	13,370	1,034	228
LAGOS	89.424%	8.545%	51	4	55,666	2,049	-	-
LAPAZ	20.480%	9.796%	25	3	4,541	9,628	2	4

LDN	98.793%	9.381%	377	27	449,123	55,784	4,497	563
LIMA	95.307%	6.635%	125	11	205,543	25,122	223	15
LNGLS	99.670%	7.714%	83	5	75,993	32,473	611	968
LSBON	98.148%	9.652%	27	4	15,335	3,983	73	59
MANIL	93.570%	13.005%	246	20	181,799	22,610	2,382	615
MDRID	98.594%	11.095%	50	8	58,820	7,240	128	300
MIAMI	97.028%	8.046%	51	3	89,320	22,079	204	272
MMBAI	99.735%	6.877%	57	6	66,327	2,899	19	21
MNGUA	95.412%	9.333%	12	2	5,885	337	20	-
MNPLS	90.233%	7.852%	27	4	25,464	2,663	-	-
MNTRY	91.588%	6.907%	18	2	8,726	1,341	-	-
MOSCO	99.649%	5.280%	118	11	154,628	8,199	121	42
MPUTO	97.930%	7.613%	56	6	149,816	9,428	88	35
MUNIC	99.530%	8.075%	24	4	24,020	2,848	143	193
MVDEO	100.000%	15.216%	14	1	3,917	256	-	2
MXICO	99.509%	11.553%	359	25	591,416	57,977	3,434	128
NROBI	98.482%	8.483%	234	15	461,853	21,840	1,281	138
OSLO	87.891%	10.936%	32	3	16,484	1,176	9	1
OUAGA	92.837%	12.010%	33	1	363	1,723	19	-
PALTO	88.248%	35.037%	22	1	2,391	347	33	26

PANAM	99.029%	12.888%	35	5	17,609	4,324	94	4
PARIS	94.636%	9.921%	335	28	407,254	150,448	3,613	1,499
PRET	93.467%	8.572%	84	9	89,366	43,154	2,161	234
PRGUE	100.000%	7.930%	23	3	20,470	-	-	-
PRNCE	99.022%	14.963%	97	9	72,481	17,766	1,107	23
PSPAN	97.611%	7.904%	75	13	129,913	40,058	745	207
QUITO	100.000%	3.081%	30	4	6,764	6,512	-	-
RABAT	96.735%	7.312%	94	9	147,271	28,747	553	606
RIGA	99.969%	7.610%	27	3	19,127	809	-	-
RIO	0.000%	0.000%	8	1	138	216	-	-
RKJVK	100.000%	6.089%	4	2	694	-	-	-
RMLAH	99.730%	7.363%	57	5	76,799	9,723	274	289
ROME	82.968%	19.180%	170	17	336,416	82,624	3,303	388
RYADH	94.794%	7.632%	84	6	68,673	31,101	681	266
SDMGO	99.760%	10.584%	56	9	75,089	21,988	123	58
SEATL	96.834%	5.098%	35	4	73,489	21,948	63	156
SEOUL	49.605%	22.301%	92	12	30,995	5,992	856	2,079
SFRAN	76.270%	10.354%	46	2	41,661	12,315	146	125
SHNGI	92.064%	11.792%	128	6	78,778	8,655	1,040	1,134
SJCRA	89.488%	12.529%	42	7	24,153	13,035	133	78

SPALO	94.068%	6.955%	108	9	117,991	28,144	279	3
SPORE	96.626%	8.830%	129	12	210,452	37,762	1,288	479
SSAL	99.947%	13.217%	21	2	15,162	3,084	9	2
STAGO	88.275%	7.210%	65	7	102,318	3,536	100	3
STKHM	100.000%	8.640%	33	3	24,416	318	-	-
SYDNY	94.601%	7.635%	66	5	124,129	25,728	105	170
TAPEI	98.928%	13.103%	53	7	101,993	19,876	420	378
TAVIV	99.623%	16.934%	72	9	126,933	14,384	385	330
TGLPA	100.000%	11.209%	25	2	13,498	-	-	-
TOKYO	98.428%	9.263%	173	22	431,948	25,735	948	1,344
TUNIS	98.064%	35.164%	81	6	157,567	29,384	2,822	272
ULAAN	99.847%	1.062%	10	1	7,185	305	-	-
VIENN	90.564%	8.561%	89	12	53,518	682	8	-
WLGTN	90.352%	3.472%	26	3	32,586	270	10	-
WSAW	100.000%	7.488%	88	9	94,499	1,661	2	19
WSHDC	97.112%	11.770%	358	36	382,619	70,557	2,288	990
YUNDE	99.919%	11.735%	30	2	30,857	6,689	19	13
ZAGRB	100.000%	11.803%	20	3	1,218	-	-	-
Total	96.733%	10.644%	10821	965	14,366,984	2,515,639	92,604	43,461

APPENDIX B: GAC MFD LOCATIONS

GAC Mission: Region	GAC Mission: Country	GAC Mission: State (USA) / Province (Canada)	GAC Mission City	GAC Mission: Address	GAC Mission	GAC Mission Voltage	Mandator y Warrant y Support	Service Organization: Name	Service Organization: Address
Canada - NCR	Canada	Ontario	Ottawa	Lester B. Pearson Building, 125 Sussex Drive, Ottawa, ON K1A-0G2	LBP	120V	YES		
Canada - NCR	Canada	Ontario	Ottawa	John G. Diefenbaker Building, 111 Sussex Drive, Ottawa, ON K1N5A1	LBP	120V	YES		
Canada - NCR	Canada	Ontario	Ottawa	Queensway Corporate Campus Site Phase III, 4200 Labelle Street, Ottawa, ON	LBP	120V	YES		
Canada - NCR	Canada	Ontario	Ottawa	PrimeCorp Building, 275 Bank Street, Ottawa, ON	LBP	120V	YES		
Canada - NCR	Canada	Ontario	Ottawa	66 Slater Street, Ottawa, ON	LBP	120V	YES		
Canada - NCR	Canada	Quebec	Gatineau	Place du Centre, 200 Promenade du Portage, Gatineau, QC, J8X 4B7	LBP	120V	YES		
Canada - NCR	Canada	Quebec	Gatineau	National Printing Building, 45 Sacre Coeur, Gatineau, QC, J8X 1C6	LBP	120V	YES		
Canada - NCR	Canada	Quebec	Gatineau	Fontaine Building, 200 Sacre Coeur, Gatineau, QC, J8X 1C6	LBP	120V	YES		
Canada - NCR	Canada	Quebec	Gatineau	Bisson Building, 115 Bisson Street, Gatineau, QC, J8Y 5M2	LBP	120V	YES		
Canada - Regional Offices	Canada	Alberta	Calgary	Harry Hays Building, Suite 418, 220-4th Avenue Southeast, Calgary, AB T2G 4X3	ROPNT	120V	YES		
Canada - Regional Offices	Canada	Nova Scotia	Halifax	TD Centre Site, 1791 Barrington Street, 4th Floor, suite 415 Halifax, NS B3J 3K9	ROATL	120V	YES		
Canada - Regional Offices	Canada	Quebec	Montreal	Place Bonaventure, South-West Entrance, 800 de la Gauchetière Street West, 8th Floor, Suite 8750, Montreal, QC H5A 1K6 ICAO House, 999 Robert-Bourassa Boulevard, Montreal, QC H3B 5J9	ROQUE	120V	YES		
Canada - Regional Offices	Canada	Ontario	Toronto	Judicial Complex Site, 180 Queen Street West, 9 th Floor, Toronto, ON M5V 3X3	ROONT	120V	YES		

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Canada - Regional Offices	Canada	British Columbia	Vancouver	Library Square, 300 West Georgia Street, Suite 1410 Vancouver, BC V6B 6B4	ROPAC	120V	YES		
Canada - Regional Offices	Canada	Manitoba	Winnipeg	330 St. Mary Avenue, 3 rd Floor, Winnipeg, MB R3B 3P4	ROMSK	120V	YES		
Africa & Middle East	Algeria	-	Algiers	18 Mustapha Khalef St., Ben Aknoun, Algiers, Algeria	ALGER	220V	YES		
Africa & Middle East	Benin	-	Cotonou	Haie Vive, behind Tri-postal and Cotonou airport, Benin	CTONU	220V	-		
Africa & Middle East	Burkina Faso	-	Ouagadougou	316 Professeur Ki-Zerbo Street, Ouagadougou, Burkina Faso	OUAGA	220V	-		
Africa & Middle East	Cameroon	-	Yaoundé	"Les Colonnades" Building, New Bastos, Road 1 792 Yaoundé, Cameroon	YUNDE	220V	-		
Africa & Middle East	Cote d'Ivoire (Ivory coast)	-	Abidjan	Immeuble Trade Centre, 23 avenue Noguès, Le Plateau, Abidjan, Côte d'Ivoire	ABDJN	220V	YES		
Africa & Middle East	Democratic Republic of Congo	-	Kinshasa	17, avenue Pumbu, Commune de Gombe, Kinshasa, Congo (Kinshasa)	KNSHA	220V	-		
Africa & Middle East	Egypt	-	Cairo	Nile City Towers, 2005 (A) Corniche El Nile, South Tower, 18th floor 11221	CAIRO	220V	YES		
Africa & Middle East	Ethopia	-	Addis Ababa	Old Airport Area, Nefas Silk Lafto Sub City, Kebele 04, House No.122, Addis Ababa, Ethiopia	ADDIS	220V	-		
Africa & Middle East	Ghana	-	Accra	42 Independence Avenue, Accra, Ghana	ACCRA	220V	YES		
Africa & Middle East	Iraq	-	Baghdad	British Embassy Compound, International Zone, Baghdad, Iraq	BGHDD	220V	-		

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Africa & Middle East	Iraq	-	Erbil	Office of the Embassy of Canada to Iraq, Erbil Rotana Hotel Gulan St. Erbil Erbil 44001, Iraq	ERBIL	220V	-		
Africa & Middle East	Israel	-	Tel Aviv	Canada House, 3/5 Nirim Street, 4th Floor, Tel Aviv 67060, Israel	TAVIV	220V	YES		
Africa & Middle East	Jordan	-	Amman	133 Zahran Street, Amman, Jordan	AMMAN	220V	YES		
Africa & Middle East	Kenya	-	Nairobi	Limuru Road, Gigiri, Nairobi, Kenya	NROBI	220V	YES		
Africa & Middle East	Kuwait	-	Kuwait City	Villa 24, Block 4, 24 Al- Mutawakkal Street, Da'aiyah, Kuwait City, Kuwait	KWAIT	220V	YES		
Africa & Middle East	Lebanon	-	Beirut	First Floor, Coolrite Building, 43 Jal El Dib Highway (seaside), Beirut, Lebanon	BERUT	220V	YES		
Africa & Middle East	Mali	-	Bamako	Immeuble Séméga, Route de Koulikoro, Commune II, Bamako, Mali	BMAKO	220V	-		
Africa & Middle East	Morocco	-	Rabat	66 Mehdi Ben Barka Avenue, Rabat-Souissi, Morocco	RABAT	220V	YES		
Africa & Middle East	Mozambique	-	Maputo	Kenneth Kaunda Avenue 1138, Maputo, Mozambique	MPUTO	220V	-		
Africa & Middle East	Nigeria	-	Abuja	13010G, Palm close, Diplomatic drive, Central Business District, Abuja, Nigeria	ABUJA	220V	YES		
Africa & Middle East	Nigeria	-	Lagos	4 Anifowoshe Street, Victoria Island, Lagos, Nigeria	LAGOS	220V	YES		
Africa & Middle East	Palestine	-	Ramallah	12 Elias Odeh Street, Ramallah, West Bank	RMLAH	220V	YES		

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Africa & Middle East	Qatar	-	Doha	Tornado Tower, 30th Floor, Majlis Al Taawon Street, Doha	DOHA	220V	-		
Africa & Middle East	Rwanda	-	Kigali	59 KN16 Avenue, Kiyovu, Kigali, Rwanda	KGALI	220V	-		
Africa & Middle East	Saudi Arabia	-	Riyadh	Diplomatic Quarter, Riyadh, Saudi Arabia	RYADH	120V	YES		
Africa & Middle East	Senegal	-	Dakar	corner of Galliéni and Amadou Cissé Dia Streets, Dakar, Senegal	DAKAR	220V	YES		
Africa & Middle East	South Africa	-	Johannesburg	Cradock Place, 1st Floor, 10 Arnold Road, off Cradock Avenue, Rosebank, Johannesburg 2196, South Africa	JBURG	220V	YES		
Africa & Middle East	South Africa	-	Pretoria	1103 Arcadia Street, Hatfield, Pretoria, 0083, South Africa	PRET	220V	YES		
Africa & Middle East	South Sudan	-	Juba	Joint Embassy Compound, opposite to New Sudan Palace Hotel, Airport Avenue, Juba, South Sudan.	JUBA	220V	-		
Africa & Middle East	Sudan	-	Khartoum	29 Africa Road, Block 56, Khartoum 1, Sudan	KHRTM	220V	-		
Africa & Middle East	Tanzania	-	Dar es Salaam	26 Garden Avenue/38 Mirambo street Dar es Salaam, Tanzania	DSLAM	220V	YES		
Africa & Middle East	Tunisia	-	Tunis	Lot 24, rue de la Feuille d'Érable, Cité des Pins, Tunis, Tunisia	TUNIS	220V	YES		
Africa & Middle East	United Arab Emirates	-	Abu Dhabi	Abu Dhabi Trade Towers (Abu Dhabi Mall), West Tower, 9th Floor, Abu Dhabi, United Arab Emirates	ABDBI	220V	YES		

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Africa & Middle East	United Arab Emirates	-	Dubai	19th Floor, Jumeirah Emirates Towers, Sheikh Zayed Road, Dubai, United Arab Emirates	DUBAI	220V	YES		
Africa & Middle East	Zambia	-	Lusaka	5210 Independence Avenue, Lusaka, Zambia	LSAKA	220V	-		
Africa & Middle East	Zimbabwe	-	Harare	45 Baines Avenue, Harare, Zimbabwe	HRARE	220V	YES		
Asia & Pacific	Afghanistan	-	Kabul	Street No. 15, House No. 256, Wazir Akbar Khan, Kabul	KABUL	220V	-		
Asia & Pacific	Australia	-	Canberra	Commonwealth Avenue, Canberra ACT, Australia 2600	CNBRA	220V	YES		
Asia & Pacific	Australia	-	Sydney	Level 5, Quay West Building, 111 Harrington Street, Sydney, NSW 2000, Australia	SYDNY	220V	YES		
Asia & Pacific	Bangladesh	-	Dhaka	United Nations Road, Baridhara, Dhaka, Bangladesh	DHAKA	220V	YES		
Asia & Pacific	Brunei Darussalam	-	Bandar Seri Begawan	5th Floor, Jalan McArthur Building, No. 1, Jalan McArthur, Bandar Seri Begawan, Brunei Darussalam	BSBGN	220V	-		
Asia & Pacific	Cambodia	-	Phnom Penh	27-29 Street 75, Sangkat Srah Chak, Khan Daun Penh, Phnom Penh, Cambodia	PNPEN	220V	-		
Asia & Pacific	China	-	Beijing	Consular Section, 19 Dongzhimenwai Dajie, Chao Yang District, Beijing 100600, China	BEJING	220V	YES		
Asia & Pacific	China	-	Chongqing	Room 1705, Metropolitan Tower, Wu Yi Lu, Yu Zhong District, Chongqing 400010, China	CHONQ	220V	-		

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Asia & Pacific	China	-	Guangzhou	26/F, TaiKoo Hui Tower 1, 385 Tianhe Road, Tianhe District, Guangzhou, China, 510620	GANZU	220V	YES		
Asia & Pacific	China	-	Hong Kong	9th Floor, 25 Westlands Road, Quarry Bay, Hong Kong SAR, China	HKONG	220V	YES		
Asia & Pacific	China	-	Shanghai	ECO City Building, 8th floor, 1788 Nanjing Xi Lu - Jing An District, Shanghai, 200040, China	SHNGI	220V	YES		
Asia & Pacific	India	-	Ahmedabad	Courtyard Marriott Ahmedabad Ramdevnagar Cross Roads, Satellite Nr. S.G. Highway, Ahmedabad - 380015	AMBDB	220V	-		
Asia & Pacific	India	-	Bengaluru	World Trade Center, 22nd Floor 26/1, Dr. Rajkumar Road Malleshwaram West YEShwantpu Bengaluru - 560055 India	BAGLR	220V	-		
Asia & Pacific	India	-	Chandigarh	C413-C416, 4th Floor, Elante Office Complex, Plot No. 178-178A, Industrial & Business Park, Phase 1, Chandigarh 160002, India	CHADG	220V	YES		
Asia & Pacific	India	-	Chennai	Suite 205, Hotel Park Hyatt 39 Velachery Road, Near Raj Bhavan Chennai 600 032, India	CHENI	220V	-		
Asia & Pacific	India	-	Hyderabad	Shopping Arcade, ITC Hotel, The Kakatiya - 6-3-1187 Begumpet Hyderabad, 500 016, India	HDRBD	220V	-		

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Asia & Pacific	India	-	Kolkata	Duncan House, 31 Netaji Subhas Road, Kolkata 700 001, India	KLKTA	220V	-		
Asia & Pacific	India	-	Mumbai	Indiabulls Financial Centre, Tower 2, 21st Floor, Senapati Bapat Marg, Elphinstone Road West, Mumbai 400 013, India	MMBAI	220V	YES		
Asia & Pacific	India	-	New Delhi	7/8 Shantipath, Chanakyapuri, New Delhi 110 021, India	DELHI	220V	YES		
Asia & Pacific	Indonesia	-	Jakarta	World Trade Centre, 6th Floor, Jl. Jend Sudirman, Kav. 29, Jakarta 12920, Indonesia	JKRTA	220V	YES		
Asia & Pacific	Japan	-	Kitakyushu	AIM Bldg. 8F 3-8-1 Asano, Kokurakita-ku, Kitakyushu 802-0001 Japan	KYUSHU	120V	-		
Asia & Pacific	Japan	-	Nagoya	Nakato Marunouchi Building, 6F, 3-17-6 Marunouchi, Naka-ku, Nagoya-shi, Aichi-ken, Japan, 460-0002	NGOYA	120V	-		
Asia & Pacific	Japan	-	Osaka	c/o Tsuda Sangyo Co. Ltd., 1-8-19 Hirabayashi Minami, Suminoe-ku, Osaka, 559-8550, Japan	OSAKA	120V	-		
Asia & Pacific	Japan	-	Sapporo	Canada Place, Poseidon Maruyama 2F, 26-1-3 Odori Nishi, Chuo-ku, Sapporo, Japan 064-0820	SPPRO	120V	-		
Asia & Pacific	Japan	-	Tokyo	3-38 Akasaka 7-chome, Minato-ku, Tokyo, Japan, 107-8503	TOKYO	120V	YES		
Asia & Pacific	Laos	-	Vientiane	KM4, Thadeua Road, Watnak Village, Sisattanak District, Vientiane, Laos	VNTNE	220V	-		

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Asia & Pacific	Malaysia	-	Kuala Lumpur	17th Floor, Menara Tan & Tan, 207 Jalan Tun Razak, 50400 Kuala Lumpur, Malaysia	KLMPR	220V	YES		
Asia & Pacific	Mongolia	-	Ulaanbaatar	Sukhbaatar Square 2, Central Tower, Suite 608, Sukhbaatar District, Horoo 8, Ulaanbaatar, Mongolia	ULAAN	220V	-		
Asia & Pacific	Myanmar	-	Yangon	9th floor, Centrepoint Towers, 65 Sule Pagoda Road, Yangon, Myanmar	YNGON	220V	-		
Asia & Pacific	Nepal	-	Kathmandu	47 Lal Durbar Marg Kathmandu Nepal	KTMDU	220V	-		
Asia & Pacific	New Zealand	-	Auckland	Level 9 48 Emily Place Auckland 1010 New Zealand	AKLND	220V	YES		
Asia & Pacific	New Zealand	-	Wellington	Level 11, 125 The Terrace, Wellington 6011, New Zealand	WLGTN	220V	YES		
Asia & Pacific	Pakistan	-	Islamabad	Diplomatic Enclave, Sector G-5, Islamabad, Pakistan	ISBAD	220V	-		
Asia & Pacific	Pakistan	-	Karachi	c/o Beach Luxury Hotel, 3rd floor, Moulvi Tamiz Khan Road, Karachi 74000, Pakistan	KRCHI	220V	-		
Asia & Pacific	Philippines,	-	Manila	Floors 6-8, Tower 2, RCBC Plaza, 6819 Ayala Avenue, Makati City, Manila, Philippines 0707	MANIL	220V	YES		
Asia & Pacific	Singapore	-	Singapore	One George Street, #11-01 Singapore 049145	SPORE	220V	YES		

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Asia & Pacific	South Korea	-	Seoul	21 Jeongdong-gil (Jeong-dong), Jung-gu, Seoul (04518), Republic of Korea	SEOUL	220V	YES		
Asia & Pacific	Sri Lanka	-	Colombo	33-A 5th Lane, Colombo 03, Sri Lanka	CLMBO	220V	YES		
Asia & Pacific	Taiwan	-	Taipei	6F, Hua-Hsin (Citibank building), No. 1 SongZhi Road, Xinyi District, Taipei 11047, Taiwan	TAPEI	120V	YES		
Asia & Pacific	Thailand	-	Bangkok	15th Floor, Abdulrahim Place, 990 Rama IV, Bangrak, Bangkok, 10500, Thailand	BNGKK	220V	YES		
Asia & Pacific	Vietnam	-	Hanoi	31 Hung Vuong Street, Hanoi, Vietnam	HANOI	220V	YES		
Asia & Pacific	Vietnam	-	Ho Chi Minh City	9th Floor, The Metropolitan, 235 Dong Khoi Street, District 1, Ho Chi Minh City, Vietnam	HOCHI	220V	YES		
Europe	Austria	-	Vienna	Laurenzenberg 2, A-1010, Vienna, Austria	VIENN	220V	YES		
Europe	Belgium	-	Brussels	Avenue des Arts 58, 1000, Brussels, Belgium	BRU	220V	YES		
Europe	Belguim	-	Brussels	boul. Leopold III, Brussels	BNATO	220V	YES		
Europe	Croatia	-	Zagreb	Prilaz Gjure Dezelica 4, 10000 Zagreb, Croatia	ZAGRB	220V	-		
Europe	Czech Republic	-	Prague	Ve Struhach 95/2, 160 00 Prague 6, Czech Republic	PRGUE	220V	YES		
Europe	Denmark	-	Copenhagen	Kristen Bemikowsgade 1, 1105 Copenhagen K., Denmark	COPEN	220V	YES		
Europe	Estonia	-	Tallinn	Toom Kooli 13, 2nd Floor, 15186 Tallinn, Estonia	TALIN	220V	-		
Europe	Finland	-	Helsinki	Pohjoisesplanadi 25B, 00100 Helsinki, Finland	HSNKI	220V	YES		

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Europe	France	-	Paris	130, rue du Faubourg Saint-Honoré, 75008 Paris	PARIS / PCULT	220V	YES		
Europe	France	-	Paris	15 bis, rue Franqueville, Paris France 75008	POECD	220v	YES		
Europe	Germany	-	Berlin	Leipziger Platz 17, 10117 Berlin, Germany	BRLIN	220V	YES		
Europe	Germany	-	Dusseldorf	Benrather Strasse 8, 40213 Düsseldorf, Germany	DDORF	220V	YES		
Europe	Germany	-	Munich	Tal 29, 80331 Munich, Germany	MUNIC	220V	YES		
Europe	Greece	-	Athens	48 Ethnikis Antistaseos Street, Chalandri, 152 31 , Athens, Greece	ATHNS	220V	YES		
Europe	Hungary	-	Budapest	Ganz utca 12-14, 1027 Budapest, Hungary	BPEST	220V	YES		
Europe	Iceland	-	Reykjavik	14 Tungata, 101 Reykjavik, Iceland	RKJVK	220V	YES		
Europe	Ireland	-	Dublin	7-8 Wilton Terrace, Dublin 2, Ireland	DUBLN	220V	YES		
Europe	Italy	-	Rome	Via Zara 30, Rome 00198, Italy	ROME	220V	YES		
Europe	Italy	-	Rome (Annex)	Villa Grazioli, via Salaria 243 Rome 00199 Italy	ROMEA	220V	YES		
Europe	Italy	-	Rome (Vatican)	Palazzo Pio Via della Conciliazione 4-D 00193 Rome Italy	VATCN	220V	YES		
Europe	Kazakhstan	-	Nur-Sultan	Kabanbay, Batyr Street 13/1, Nur-Sultan, Z05H0A5, Kazakhstan	NSLTN	220V	-		
Europe	Latvia	-	Riga	20/22 Baznicas Street, 6th Floor, Riga LV-1010, Latvia	RIGA	220V	-		

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Europe	Lithuania	-	Vilnius	Business Centre 2000, Jogailos St. 4, 7th Floor, Vilnius 01116, Lithuania	VLNUS	220V	-		
Europe	Netherlands	-	The Hague	Sophialaan 7, 2514 JP The Hague, The Netherlands	HAGUE	220V	YES		
Europe	Norway	-	Oslo	Wergelandsveien 7, 0244 Oslo, Norway	OSLO	220V	YES		
Europe	Poland	-	Warsaw	ul. Jana Matejki 1/5, 00-481, Warsaw, Poland	WSAW	220V	YES		
Europe	Portugal	-	Lisbon	Avenida da Liberdade 198-200, 3rd Floor, 1269-121 Lisbon, Portugal	LSBON	220V	YES		
Europe	Romania	-	Bucharest	1-3 Tuberozelor Street, 011411 Bucharest, Sector 1, Romania	BUCST	220V	YES		
Europe	Russia	-	Moscow	23 Starokonyushenny Pereulok, Moscow, 119002, Russia	MOSCO	220V	YES		
Europe	Serbia	-	Belgrade	Kneza Milosa 75, 111711 Belgrade, Serbia	BGRAD	220V	YES		
Europe	Slovakia	-	Bratislava	Carlton Savoy Building, Mostova 2, 811 02 Bratislava, Slovakia	BRTSV	220V	-		
Europe	Spain	-	Barcelona	Plaça de Catalunya, 9, 1 ^o , 2 ^a - 08002, Barcelona, Spain	BCLNA	220V	YES		
Europe	Spain	-	Madrid	Torre Espacio, Paseo de la Castellana 259D, 28046 Madrid, Spain	MDRID	220V	YES		
Europe	Sweden	-	Stockholm	23 Klarabergsgatan, Stockholm, Sweden	STKHM	220V	YES		
Europe	Switzerland	-	Bern	Kirchenfeldstrasse 88, CH-3005 Bern, Switzerland	BERN	220V	YES		
Europe	Switzerland	-	Geneva	5, de l'Ariana Avenue, CH-1202 Geneva, Switzerland	GENEV	220V	YES		

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Europe	Turkey	-	Ankara	Cinnah Caddesi No. 58, Çankaya 06690, Ankara, Turkey	ANKRA	220V	YES		
Europe	Turkey	-	Istanbul	209 Buyukdere Caddesi, Tekfen Tower - 16th Floor, Levent 4, Istanbul, Turkey	ISTBL	220V	YES		
Europe	Ukraine	-	Kyiv	13A Kostelna Street, Kyiv 01901, Ukraine	KYIV	220V	YES		
Europe	United Kingdom	-	London	Canada House, Trafalgar Square, London, SW1Y 5BJ, England, United Kingdom	LDN	220V	YES		
Latin America, South America & Caribbean	Antigua & Barbuda	-	Bridgetown	Bishop's Court Hill, St. Michael, P.O. Box 404, Bridgetown, Barbados BB11113	BDGTN	120V	YES		
Latin America, South America & Caribbean	Argentina	-	Buenos Aires	Tagle 2828, C1425EEH Buenos Aires, Argentina	BAIRS	220V	YES		
Latin America, South America & Caribbean	Boliva	-	La Paz	2678, Calle Victor Sanjinez, Edificio Barcelona, 2nd Floor, Plaza España (Sopocachi), La Paz, Bolivia	LAPAZ	220V	-		
Latin America, South America & Caribbean	Brazil	-	Belo Horizonte	Edifício Lumière: Hospital de Olhos Dr. Ricardo Guimarães, Rua da Paisagem 220, 3º andar, Vila da Serra, 34000-000, Nova Lima, Belo Horizonte - MG, Brazil	BELO	120V	-		
Latin America, South America & Caribbean	Brazil	-	Brasilia	SES - Av. das Nações, Quadra 803, Lote 16, 70410-900 Brasília, DF, Brazil	BRSLA	220V	YES		
Latin America, South America & Caribbean	Brazil	-	Porto Alegre	Av. Carlos Gomes 222, 8th floor, suite 823, 90480-000, Porto Alegre - RS, Brazil	PALGR	120V	-		

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Latin America, South America & Caribbean	Brazil	-	Recife	Av. Engenheiro Antônio de Góes, 60 Edifício JCPM 7º andar Pina 51010-000 Recife - PE	RECIF	120V	-		
Latin America, South America & Caribbean	Brazil	-	Rio de Janeiro	Av. Atlântica 1130, 13º andar, Copacabana, 22021-000 Rio de Janeiro - RJ, Brazil	RIO	120V	YES		
Latin America, South America & Caribbean	Brazil	-	Sao Paulo	Centro Empresarial Nações Unidas - Torre Norte, Av. das Nações Unidas, 12901, 16º andar, 04578-000 São Paulo - SP, Brazil	SPALO	120V	YES		
Latin America, South America & Caribbean	Chile	-	Santiago	Nueva Tajamar 481, Torre Norte, 12th Floor, Las Condes, Santiago, Chile	STAGO	220V	YES		
Latin America, South America & Caribbean	Colombia	-	Bogota	Cra. 7, No. 114-33, Piso 14, Bogotá, Colombia	BGOTA	120V	YES		
Latin America, South America & Caribbean	Costa Rica	-	San José	La Sabana Executive Business Centre, Building No. 5, 3rd Floor, behind the Contraloría General de la República, San José, Costa Rica	SJCRA	120V	YES		
Latin America, South America & Caribbean	Cuba	-	Havana	Calle 30, No. 518 esquina a 7ma, Miramar, Havana, Cuba	HAVAN	120V	-		
Latin America, South America & Caribbean	Dominican Republic	-	Punta Cana	Carretera Verón-Bávaro Km 2.5 Amstar Business Center Suite 521 Higuey, La Altagracia	PCANA	120V	-		

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Latin America, South America & Caribbean	Dominion Republic	-	Santa Domingo	Av. Winston Churchill 1099 Torre Citigroup en Acropolis Center, 18th Floor Ensanche Piantini, Santo Domingo, Dominican Republic	SDMGO	120V	YES		
Latin America, South America & Caribbean	Ecuador	-	Quito	Av. Amazonas N37-29 and Union Nacional de Periodistas, Eurocenter Building, 3rd Floor (one block north of the Supreme Court Building, near Amazonas and United Nations), Quito, Ecuador	QUITO	120V	-		
Latin America, South America & Caribbean	El Salvador	-	San Salvador	Gigante Financial Centre, Tower A, Lobby 2, Alameda Roosevelt and 63 Avenue S, Colonia Escalón, San Salvador, El Salvador	SSAL	120V	-		
Latin America, South America & Caribbean	Guatemala	-	Guatemala City	Edyma Plaza Building, 8th Floor, 13 Calle 8-44, Zona 10, Guatemala City, Guatemala	GTMLA	120V	YES		
Latin America, South America & Caribbean	Guyana	-	Georgetown	High and Young Streets, Georgetown, Guyana	GRGTN	120V	YES		
Latin America, South America & Caribbean	Haiti	-	Port-au-Prince	Delmas Road, between Delmas 75 and 71, Port-au-Prince	PRNCE	120V	-		
Latin America, South America & Caribbean	Honduras	-	Tegucigalpa	Plaza Ficohsa, 3rd Floor, Boulevard San Juan Bosco, Colonia Payaquí, Tegucigalpa, Honduras	TGLPA	120V	-		
Latin America, South America & Caribbean	Jamaica	-	Kingston	3 West Kings House Road, Kingston 10, Jamaica	KNGTN	120V	YES		

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Latin America, South America & Caribbean	Mexico	-	Acapulco	Pasaje Diana, Avenida Costera Miguel Alemán 121, L-16, Fracc. Magallanes, 39670 Acapulco, Guerrero, México	APLCO	120V	-		
Latin America, South America & Caribbean	Mexico	-	Cabo San Lucas	Carretera Transpeninsular Km. 0.5, Local 82, Col. El Tezal, 23454 Cabo San Lucas, Baja California Sur, México	LCABO	120V	-		
Latin America, South America & Caribbean	Mexico	-	Cancun	Centro Empresarial, Oficina E7, Blvd. Kukulcan Km. 12, Zona Hotelera, 77599 Cancún, Quintana Roo, México	CNCUN	120V	-		
Latin America, South America & Caribbean	Mexico	-	Guadalajara	World Trade Center, Av. Mariano Otero 1249, Torre Pacifico Piso 8, Col. Rinconada del Bosque, 44530 Guadalajara, Jalisco, México	GJARA	120V	-		
Latin America, South America & Caribbean	Mexico	-	Mazatlán	Centro Comercial La Marina Business and Life, Blvd. Marina Mazatlán 2302, Office 41, Col. Marina Mazatlán, 82103 Mazatlán, Sinaloa, Mexico	MZTLN	120V	-		
Latin America, South America & Caribbean	Mexico	-	Mexico City	Calle Schiller No. 529, Colonia Polanco, 11580 México, D.F., México	MXICO	120V	YES		
Latin America, South America & Caribbean	Mexico	-	Monterrey	Torre Gomez Morin 955, Ave. Gomez Morin No. 955, Suite 404, Col. Montebello, 66279 San Pedro Garza Garcia, Nuevo León, México	MNTRY	120V	-		

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Latin America, South America & Caribbean	Mexico	-	Playa del Carmen	Plaza Paraíso Caribe, Modulo C, Planta 2, Oficina C21 -24, Av. 10 Sur entre Calle 3 y 5 Sur, M-35, Lote 1, Colonia Centro, 77710 Playa del Carmen, Quintana Roo, México	CRMEN	120V	-		
Latin America, South America & Caribbean	Mexico	-	Puerto Vallarta	Plaza Peninsula, Local Sub F, Boulevard Francisco Medina Ascencio 2485, Zona Hotelera Norte, 48300 Puerto Vallarta, Jalisco, México	PVRTA	120V	-		
Latin America, South America & Caribbean	Nicaragua	-	Managua	De Los Pipitos, 2 Blocks West, El Nogal Street No. 25, Bolonia, Managua, Nicaragua	MNGUA	120V	-		
Latin America, South America & Caribbean	Panama	-	Panama City	Torres de Las Americas, Tower A, 11th Floor, Punta Pacifica, Panama City, Panama	PANAM	120V	-		
Latin America, South America & Caribbean	Peru	-	Lima	Calle Bolognesi 228, Miraflores, Lima 18, Peru	LIMA	220V	YES		
Latin America, South America & Caribbean	Trinidad & Tobago	-	Port of Spain	3-3A Sweet Briar Road, Maple House, St. Clair, Port of Spain, Trinidad and Tobago	PSPAN	120V	YES		
Latin America, South America & Caribbean	Uruguay	-	Montevideo	Plaza Independencia 749, oficina 102, 11100, Montevideo, Uruguay	MVIDEO	220V	-		
Latin America, South America & Caribbean	Venezuela	-	Caracas	Avenida Francisco de Miranda con Avenida Altamira Sur, Altamira, Caracas 1060, Venezuela	CRCAS	120V	YES		

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United States	United States	Georgia	Atlanta	1175 Peachtree Street N.E., 100 Colony Square, Suite 1700, Atlanta, Georgia, U.S.A., 30361-6205	ATNTA	120V	YES		
United States	United States	Massachusetts	Boston	3 Copley Place, Suite 400, Boston, Massachusetts, U.S.A., 02116	BOSTN	120V	YES		
United States	United States	Illinois	Chicago	Two Prudential Plaza, 180 North Stetson Avenue, Suite 2400, Chicago, Illinois, U.S.A., 60601	CHCGO	120V	YES		
United States	United States	Texas	Dallas	500 N. Akard Street, Suite 2900, Dallas, Texas, U.S.A., 75201	DALAS	120V	YES		
United States	United States	Colorado	Denver	1625 Broadway, Suite 2600, Denver, Colorado, U.S.A., 80202	DENVR	120V	YES		
United States	United States	Michigan	Detroit	600 Renaissance Center, Suite 1100, Detroit, Michigan, U.S.A., 48243-1798	DTROT	120V	YES		
United States	United States	Texas	Houston	5847 San Felipe Street, Houston, TX, U.S.A., 77057	HSTON	120V	YES		
United States	United States	California	Los Angeles	550 South Hope Street, 9th Floor, Los Angeles, California, U.S.A., 90071-2327	LNGLS	120V	YES		
United States	United States	Florida	Miami	200 South Biscayne Boulevard, Suite 1600, Miami, Florida, U.S.A., 33131	MIAMI	120V	YES		
United States	United States	Minnesota	Minneapolis	701 Fourth Avenue South, Suite 900, Minneapolis, Minnesota, U.S.A., 55415-1899	MNPLS	120V	YES		
United States	United States	New York	New York	466 Lexington Ave 20th floor, New York, NY, USA, 10017	CNGNY / PRMNY	120V	YES		

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United States	United States	California	Palo Alto	3rd Floor, 245 Lytton Avenue Palo Alto, CA 94301	PALTO	120V	YES		
United States	United States	California	San Francisco	580 California Street, 14th Floor, San Francisco, California, U.S.A., 94104	SFRAN	120V	YES		
United States	United States	Washington	Seattle	1501 4th Ave, Suite 600, Seattle, Washington, U.S.A., 98101	SEATL	120V	YES		
United States	United States	District of Columbia	Washington	501 Pennsylvania Avenue, N.W., Washington, D.C., U.S.A., 20001	WSHDC	120V	YES		
United States	United States	California	San Diego	402 W. Broadway, 4th Floor, San Diego, 92101	SNDGO	120V	YES		

APPENDIX C: GAC MFD DEVICE CATALOGUE

Multi-Function Device Catalogue															
	Hardware Specifications								Minimum Device Specifications						
	Use	Type	Tone	Output Size	Power	Memory	Speed (PPM)	# of Trays including Bypass	Total Sheet Capacity	Originals Doc. Feeder	Output Catch Tray Capacity	HDD	Stapling	Fax	Pull Print
Small: 2-10 Users MIPD: 800 - 4,000 Average: 6 Users & 2,400 MIPD	MFD	MFD	Colour	A4	110/220Vac	2 GB	40	3	1,000	50	100	0	✘	0	✓
Medium 11 to 25 Users MIPD: 4,400 - 10,000 Average: 20 Users & 8,000 MIPD	MFD	MFD	Mono	A4	110/220Vac	2 GB	45	3	1,000	50	150	✓	0	✓	✓
	MFD	MFD	Colour	A4	110/220Vac	5 Gb	50	3	1,000	50	150	✓	0	✓	✓
Large 25+ Users MIPD: 10,000+ Average: 30 Users & 12,000 MIPD	MFD	MFD	Mono	A4	110/220Vac	5 GB	60	3	2,000	75	250	✓	0	✓	✓
	MFD	MFD	Colour	A3	110/220Vac	5 GB	60	4	2,000	75	250	✓	0	✓	✓
	MFD	MFD	Colour	A4	110/220Vac	5 GB	60	3	2,000	75	250	✓	0	✓	✓

MIPD : Monthly Impressions per Device
Weight: Do not exceed listed weight in (Kgs)
Memory: Minimum requirement
Speed: Minimum requirement
O: Optional Features

APPENDIX D: GAC SHIPPING RESTRICTIONS

Location	Shipping Restrictions
ANKARA, TURKEY	150KG MAX PER SHIPMENT, 5 BAG LIMIT PER SHIPMENT, 30KG MAX PER BAG
BEIJING, CHINA	1000KG MAX PER SHIPMENT, 1 METER CUBED, NO ITEM LONGER THAN 1M ON ANY SIDE, 100KG MAX PER BAG
BOGOTA, COLUMBIA	NO SKIDS
BANGKOK, THAILAND	CRATED ITEMS AND/OR INDIVIDUAL BAGS LARGER THEN 110x90x130CM - CONTACT MISSION IN ADVANCE
CHONGQING, CHINA	1000KG MAX PER SHIPMENT, 1 METER CUBED, NO ITEM LONGER THAN 1M ON ANY SIDE, 100KG MAX PER BAG
DAKAR, SENEGAL	IF SHIPMENT IS OVER 100KG, CONTACT MISSION IN ADVANCE
GANZHOU, CHINA	1000KG MAX PER SHIPMENT, 1 METER CUBED, NO ITEM LONGER THAN 1M ON ANY SIDE, 100KG MAX PER BAG
HARARE, ZIMBABWE	NO SKIDS
HAVANA, CUBA	30KG MAX PER BAG, ADVISE MISSION OF SKIDS BEFOREHAND
ISLAMABAD, PAKISTAN	NO SKIDS, 5 BAG LIMIT PER SHIPMENT, 500KG MAX PER SHIPMENT, BAGS NO LARGER THAN 48" X 48" X 60" OR CONTACT MISSION AND WILL TAKE OVER 6 WEEKS
ISTANBUL, TURKEY	150KG MAX PER SHIPMENT, 5 BAG LIMIT PER SHIPMENT, 30KG MAX PER BAG
JAKARTA, INDONESIA	NO SKIDS, 5 BAG LIMIT PER SHIPMENT, 30KG MAX PER BAG, 100KG MAX PER SHIPMENT, BAGS NO LARGER THAN 90CM X 90CM X 90CM
KHARTOUM, SUDAN	100KG MAX PER SHIPMENT
KINGSTON, JAMAICA	NO SKIDS
KUWAIT CITY, KUWAIT	ADVISE MISSION OF LARGE SHIPMENTS/ITEMS BEFOREHAND
LONDON, ENGLAND	NO SKIDS
MANILA, PHILIPPINES	NO SKIDS
MIAMI, UNITED STATES	ITEMS HEAVIER THAN 30KG - CONTACT MISSION IN ADVANCE
MEXICO CITY, MEXICO	200KG MAX PER SKID
NAIROBI, KENYA	500KG MAX PER SHIPMENT
OSLO, NORWAY	MAX BAG / SKID SIZE 130CM X 130CM X 115CM BECAUSE DOESN'T FIT IN ELEVATOR
RIYADH, SAUDI ARABIA	BAGS NO MORE THAN 23 KG, ITEMS BIGGER THAN BAGS TO BE SHIPPED ON SEPARATE AWB AND CONTACT MISSION IN ADVANCE
SHANGHAI, CHINA	1000KG MAX PER SHIPMENT, 1 METER CUBED, NO ITEM LONGER THAN 1M ON ANY SIDE, 100KG MAX PER BAG
TUNIS, TUNISIA	NO SKIDS
YANGON, MYANMAR	MORE THAN 50KG PER SHIPMENT - CONTACT MISSION IN ADVANCE