



Missouri Department of Revenue
Purchasing Additional Equipment for TRIPS Transaction Processing

License office contractors may purchase, at their own expense, additional or replacement computers and printers for TRIPS transaction processing by following the process below.

1. Complete an [ITSD Help Desk Ticket](#) to add new equipment by selecting the following categories:

- Agency: Enterprise Network
- Category: Network DOR
- Subject: Enter “Available switch port capacity”
- Issue: Enter “Request to add (enter quantity) of (computers or printers)”

ITSD will verify that the current license office infrastructure supports the additional equipment and respond to the license office.

2. Upon approval from ITSD to add new equipment, or when replacing TRIPS equipment, purchase equipment that adheres to the following specifications from a vendor of your choice:

Computer Options:

- Dell Optiplex 9020 w/Intel I5-4570 Quad core processor
 - o Memory: 8GB RAM, Speed 1600MHz DDR3
 - o Hard Drive: 250GB, 7200 RPM
 - o DVD Drive
 - o Windows 7 Professional 64 (available through downgrade rights from Windows 10 Professional)
- Dell Optiplex 7020 w/Intel I5 Quad core processor
 - o Memory: 8GB RAM, Speed 1600MHz DDR3
 - o Hard Drive: 250GB, 7200 RPM
 - o DVD Drive
 - o Windows 7 Professional 64 (available through downgrade rights from Windows 10 Professional)
- HP Compaq Pro 6300 Desktop PC
 - o Memory: HP 8GB DDR3-1600 DIMM (2X4GB) RAM - 8 GB (2X4GB) - DDR3 SDRAM - 1600 MHz DDR3-1600/PC3 - 12800 - 240-pin – DIMM
 - o Hard Drive: HP 500 GB 3.5” Internal Hard Drive - 7200 rpm - 1 Pack
 - o DVD Drive
 - o Windows 7 Professional 64 (available through downgrade rights from Windows 10 Professional)

Note: Brands and models other than those listed above are not acceptable.

TRIPS Printer:

- Lexmark MS810n

Handheld Bar Code Reader:

- WASP WLR8950 Long Range USB Barcode Scanner

3. Upon receipt of the new equipment (and installation of the required LAN cabling from the workstation location to the router, if applicable), submit an ITSD Help Desk Ticket request by selecting the following categories:

- Agency: Revenue
- Category: Hardware Support, then select PC or Printer
- Subject: License Office Owned PC Setup” or “Printer Setup”
- Issue: Enter “Request MV equipment setup”

ITSD will contact you to schedule a time to set up the new equipment.

Printer Cartridges, Imaging or Photoconductor Units, and Maintenance Kits for Printers

Each license office should have an ample supply of printer cartridges on hand. Offices are responsible for providing toner cartridges and imaging/photoconductor units and maintenance kits for the TRIPS printers (Lexmark MS810n) and toner cartridges for the MEDL printers (Lexmark E360dn), but Morpho Trust is responsible for replacing imaging or photoconductor units for the MEDL printers.

Printer Model	Toner Cartridge Provided By	Imaging or Photoconductor Unit Provided By	Maintenance Kits Provided By
TRIPS – Lexmark MS810n	License Office		
MEDL – Lexmark E360dn	License Office	Morpho Trust	License Office

You may choose to order printer cartridges from World Wide Technologies, Inc. (WWT) under the state’s low-cost toner contract, from Missouri Vocational Enterprises (MVE), or from another vendor of your choice. You may also choose to purchase Lexmark maintenance kits under the state’s contract. Maintenance kits for printers still under the state’s contract warranty may be installed by Lexmark free of charge. If the printer is out of warranty, IT will install the office purchased Lexmark maintenance kit.

WWT: WWT has a printer cartridge that yields 25,000 copies (part number 52D1H0E) and an imaging unit that yields 100,000 copies (part number 52D0Z00). The imaging unit is a separate component required for operation of the cartridge. You may either submit a completed credit application form to WWT, or you may order by phone or e-mail with a credit card. There will be a 2.5% additional charge for credit card orders. If you wish to place an order for a printer cartridge, imaging unit or maintenance kit, please contact Wendy Ryan at State@wwt.com or by phone at (314) 919-1413.

To order through MVE, contact Barbara Cassady by email at Barbara.Cassady@doc.mo.gov or by phone at 573-751-3224 x 1260.