



# MARCS Service Subscription Guidance

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## General Guidance:

### Form Submission Guidelines

- a. All forms must be submitted by subscribing agency personnel authorized to make fiduciary transactions.
- b. Submit all forms via one of the following choices listed by preference:
  - i. Email: [DAS-MARCS.Admin@das.ohio.gov](mailto:DAS-MARCS.Admin@das.ohio.gov)
  - ii. Fax: 614-995-0067, Attn: MARCS Services
  - iii. Mail: MARCS Program Office, 4200 Surface Rd., Columbus, Ohio 43228
- c. Emailed requests must come from the subscribing agency's official email account or from the official email account of the subscribing agency's authorized agent.
- d. Forms emailed as attachments must include name, title, phone number, position and affiliation that the submitter has with subscribing agency within the body of the email message.
- e. Forms submitted by a third party on behalf of the subscribing agency will not be accepted.

### Questions/Contact Information

Specific questions may be answered by calling 614-995-0060 or by sending an email to [DAS-MARCS.Admin@das.ohio.gov](mailto:DAS-MARCS.Admin@das.ohio.gov)

## New Subscribers:

### Definition of a New Subscriber

A New Subscriber is an agency that meets either of the following conditions:

- a. Your agency has not had any communication devices programmed for the MARCS system.
- b. Your agency has had communication devices programmed for MARCS, but your agency did not pay for the service.

New subscribers should follow the four steps in the order they are listed on the [MARCS website, Subscriber Process tab](#).

#### Step 1: Review MARCS Services and Rates.pdf

This document describes the current service offerings and rates for MARCS services. The rates are applicable to all MARCS subscribers.

#### Step 2: Review MARCS Terms and Conditions.pdf

This document outlines the terms and conditions for MARCS services. In addition to defining the terms of the agreement, it also identifies the parties and their responsibilities, specifies inventory guidelines, and explains quarterly invoicing and payments of services.

#### Step 3: Submit MARCS Agreement Forms.pdf

This form is the signature page that binds the agreement between MARCS and the subscriber. Signing and submitting this document certifies that the subscribing agency agrees to MARCS Terms and Conditions.

- a. All fields within Section I, Subscriber Information, are required to be completed.



- b. The Remitting Agency and profile information listed under the Billing Information section is where the quarterly invoice for services will be mailed.
- c. By selecting the check box, or by omitting information under the Billing Information section, the quarterly invoices will be issued to Subscriber Agency.
- d. The form can be submitted in one of two ways:
  - i. Electronically – an electronic or digital signature can be applied to the form and the form can then be submitted by emailing the form to [DAS-MARCS.Admin@das.ohio.gov](mailto:DAS-MARCS.Admin@das.ohio.gov)
  - ii. By hand – The form may be printed, signed by hand, and either faxed or mailed via USPS, or scan and e-mail it to [DAS-MARCS.Admin@das.ohio.gov](mailto:DAS-MARCS.Admin@das.ohio.gov)
- e. Once the form is received by the MARCS Program Office, it will be reviewed. When approved, it will be signed by the MARCS Program Director and returned to the Subscribing Agency by email.

#### Step 4: Submit MARCS Devices Form

This Excel form has two parts: 1) the first tab requests Subscriber Information, Subscriber Local Radio Technician, Programmer Information, Comments, and Subscriber Email Notification List for MARCS Outages, and 2) the second tab requests detailed device information to be activated, replaced or deactivated.

- a. The completed Excel form should be attached in an email message and sent to [DAS-MARCS.Admin@das.ohio.gov](mailto:DAS-MARCS.Admin@das.ohio.gov). This email must be sent from someone within the agency that is authorized to make purchases for that agency.
- b. Subscriber Information – Complete the entire Subscriber Information section. New subscribers will be required to complete and submit a MARCS Service Subscriber Agreement form along with the MARCS Devices Form.
- c. Subscriber Local Radio Technician – List the contact name, title, phone and email address the person within your organization who can answer technical questions about your devices. Leave sections blank if you do not have a technical contact.
- d. Programmer Information – List the programmer choice, city, name, phone, email address and authorization for who will complete your device programming. If you do not have anyone scheduled and you wish to have MARCS Programming Staff program your devices, list that option. This information allows MARCS to route your activated device identification numbers to the appropriate recipient.
- e. User Fee Payment Information – Select the drop-down box for your quarterly billing cycle. If you are a current subscriber, the billing cycle for which you are invoiced, is on a quarterly basis.
- f. Comments – List any additional information about the subscriber, devices, or technical and programming contacts.
- g. Subscriber's Email Notification List for MARCS Outages – List email addresses of all those within your organization who need to receive notification when MARCS is experiencing technical difficulties.
- h. Device Form – List subscriber/agency name, submitter, title, device, make, model, type, serial number, agency county, type, primary system, non-MARCS ID, roaming, and user location for each device.

If your request contains more than 100 devices, additional device forms should be submitted for the remaining devices.



## Existing Subscribers:

### Definition of an Existing Subscriber

You are considered an existing subscriber if any one of the following applies:

- a. You currently have devices programmed for MARCS and your agency is paying the subscriber fees.
- b. You currently have devices programmed for MARCS, but you are paying the subscriber fees for another agency.
- c. Your agency is paying the subscriber fees for the MARCS system.

Existing subscribers may select from multiple forms depending upon the request type using the forms listed under the Existing Subscribers section of the website.

### MARCS Devices Form

Use this form to activate new devices, replace existing devices or deactivate devices with the MARCS system. For more detailed information about the form, please reference Step 4 listed under the New Subscribers section.

### Equipment Transfer Receipt Form

Use the form to transfer devices from one agency to another. The agency that receives the devices will be responsible for the subscriber fees.

- a. Enter the receiving agency name, address, county, contact name, phone and email address for the receiving agency under the Subscriber section. Enter the transferring agency name, location and county by overwriting the bolded "Enter transferring agency name, location and county" section.
- b. Enter identifying information for each device into the table provided. More rows may be added to the table for additional devices.
- c. The Signature section must be completed by the receiving agency.
- d. If multiple devices are being transferred to multiple agencies, separate Equipment Transfer Forms must be submitted for each receiving agency.
- e. If the receiving agency is not a current MARCS subscriber, that receiving agency must also complete steps 1 through 3 listed under the New Subscribers section.

### Changes to Existing Inventory - MARCS Device Form

Use this form to activate new devices, replace existing devices, or update any device specific information.

- a. The agency responsible for subscriber fee quarterly payments is responsible for completed this form. Enter the Subscriber/Agency Name and the County.
- b. If one device is replacing another, where the device ID remains activated, but will be assigned to another device, then:
  - i. Select "Replace" in the column named REQUEST.
  - ii. Enter or select device MAKE
  - iii. Enter or select device MODEL



- iv. Enter MARCS DEVICE ID. Enter device SERIAL NUMBER for the existing device that will be replaced.
  - v. Enter the NEW SERIAL NUMBER for the new replacement device.
  - vi. Enter values in the TYPE, PRIMARY SYSTEM, ROAMING, and USER LOCATION fields only if any values are changing as a result of the replacement.
- c. If a device requires permanent deactivation, then:
- i. Select “Deactivate” in the column named REQUEST.
  - ii. Enter MARCS DEVICE ID.
  - iii. Enter device SERIAL NUMBER

#### Update Contact or Billing Information – MARCS Subscriber Information Update.pdf

Use this form to update MARCS Program Office with any subscriber profile, quarterly billing, contact, technical contact, or system notification email address changes.

- a. Enter existing information on the left side of the form, and any updates on the right side of the form.
- b. Enter the MARCS Customer ID listed on your invoice to correctly identify the account.
- c. Enter Subscribing Agency Name, Address, City, State, Zip, and County on the left side.
- d. The MARCSIUP Subscriber Information Update form may be submitted
  - i. Electronically – Apply an electronic or digital signature by clicking the Submit by Email button. This will lock all fields.
  - ii. By hand – Print and Sign by hand and mail to MARCS, or scan and email to [DAS-MARCS.Admin@das.ohio.gov](mailto:DAS-MARCS.Admin@das.ohio.gov).
- e. All forms are to be submitted according to the directions listed under General Guidance at the beginning of this document.

#### Miscellaneous Forms:

##### Shared Talkgroup Memorandum of Understanding (MOU) Template

Use this template only to share dedicated talkgroup with other agencies for the purpose of mutual aid.

- a. It is not required to use this template, all the information contained within the template must be included on the agency’s own authorization letter.
- b. If using the template, copy template onto the owning agency’s letterhead.
- c. Obtain signature of the owning agency director.

#### After Form Submission is Complete:

- a. We process requests on a first in, first out (FIFO) basis in the order requests are received
- b. The MARCS Device Management staff will notify you when your Device IDs are activated. MARCS Programming staff will contact you regarding your agency programming requirements.
- c. If there are any questions related to MARCS, contact the MARCS Network Operations Center (NOC) at 866-646-2727. It is staffed 24x7x365.