



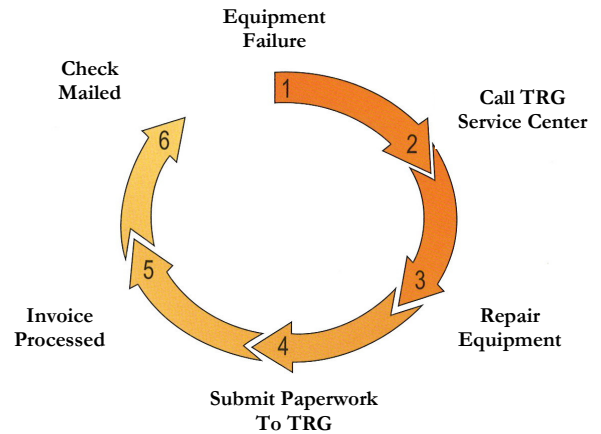
State of Rhode Island University/College Equipment Maintenance Program Dispatch Procedures

To Place a Service Call:

- Call The Remi Group's toll free Service Center **(866) 296-4847**
- Provide the following caller information to the dispatcher:
 - Caller's name
 - Department Name / Location
 - Phone number where you can be reached
- Provide a description of the item needing service:
 - Item Tag Number
 - Brief Description of the problem
 - Location of the unit

Or

- Manufacturer, Model Number, and Serial Number
 - Brief Description of the problem
 - Location of the unit
- Fax the Service Report to **(704) 887-2916 ATTN: Rhode Island Claims**



After a Service Call Has Been Placed:

- The Service Center will call you back with the service technicians estimated time of arrival for repair.
- Call the toll free Service Center **(866) 296-4847** if the technician is late or other issues arise
- The vendor will send the invoice directly to The Remi Group for processing
- All repair information is available on Remi On Line at www.remionline.com

Auto Attendant/Voice Mail System:

In the event that all the Dispatchers are assisting other customers, or if service is requested after normal business hours (Monday – Friday 8:00am – 8:00pm EST; please leave a voice mail providing the information specified in the “To Place A Service Call” section. A Service Operator will contact you shortly.