## SERVICE MANAGEMENT SYSTEM (DISPATCH)

**Equipment Failure Occurs**

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**Client Calls Service Center**

Client Calls Service Center Toll Free
(1-866-296-4847)
Client Provides Unique Equipment ID/Tag Number

**Service Center Verifies/Collects Pertinent Information**

**Service Center Verifies/Collects Information on:**

- Make, Model, & Serial Number of Equipment (System)
- Location of Equipment (System)
- Name of Vendor for Service (System)
- Name & number of Contact Person on Site (System)
- Description of Problem– Reason for Service Call

**Service Center Calls Vendor**

**Service Center:**

- Calls Vendor
- Dispatches Call
- Issues Purchase Order
- Asks for Estimated Time of Arrival
- Asks for Call Reference Number (if applicable)

**Service Center Confirms Call with Client**

**Service Center then:**

- Calls Site Contact Person
- Informs Site of Estimated Time of Arrival
- Informs Site of Call Reference Number (if applicable)
- Monitors Service Vendor
- Verifies Repair is Completed

**Vendor Performs Repair** → **Invoice Submitted to TRG for Reimbursement** → **Invoice is Processed & Check is Mailed to Service Provider**