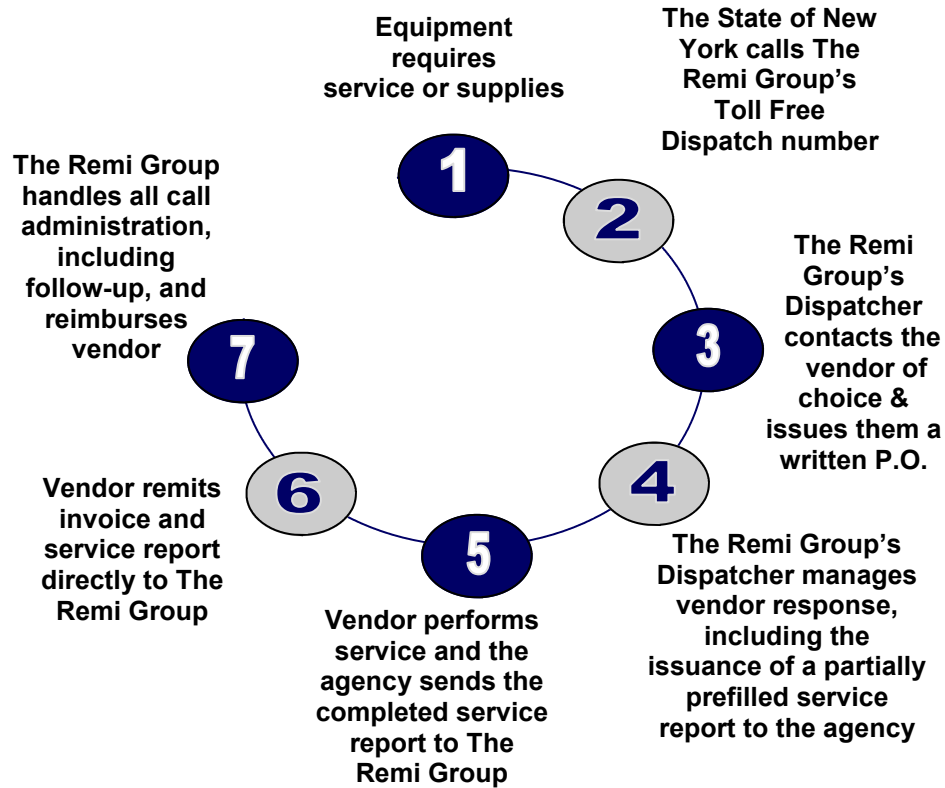




The State of New York Equipment Maintenance Program

Dispatch Procedure



One Phone Call...

is all it takes to have your equipment serviced under The Remi Group's Dispatch program.

1-866-296-4847

Please provide the following information when placing a service call:

- ✓ **Equipment Type**
- ✓ **Equipment ID: Item Number/Tag Number**
- ✓ **Make, Model, and Serial Number of Equipment**
- ✓ **Location of Equipment**
- ✓ **Name & Number of Contact Person on Site**
- ✓ **Description of Problem- Reason for Service Call**
- ✓ **Current Copier Meter Reading**

You will be notified once your service vendor has been dispatched. Along with a reference number and estimated time of arrival, The Remi Group will provide a partially filled out service report to the agency to be completed by the vendor.

