



FAQ's and Answers About the Equipment Maintenance Program

1. How are equipment additions and deletions reflected in my bill?

All changes to the covered equipment schedule will be listed on your next quarterly statement from Remi. Please pay the current invoice in full as all additions and deletions made during the current three-month period will be reflected in your next invoice from Remi.

2. What happens if I find a discrepancy with my quarterly premium invoice?

Since the premium and the respective coverage for each machine is prorated to the date coverage was initiated or removed, these discrepancies can be handled on your next quarterly statement. Please contact Nancy Carter at ncarter@theremigroup.com with any specifics regarding discrepancies. Maintenance coverage on equipment, payment of vendor invoices, and fees for coverage will reference the original requested date from your agency.

3. What type of machines can be covered under the program?

Nearly every machine that plugs into the wall is eligible for the equipment maintenance program and the corresponding 30% savings from vendor contracts. Some of the most common equipment types are telephone systems, security equipment, mailing equipment, communication equipment, computers, printers, monitors, servers, X-Ray and imaging equipment, copiers, fax machines, and many others. Please e-mail Nancy Carter at ncarter@theremigroup.com for more details.

4. Who do I call if my machines break down?

You have the freedom to call any vendor you choose, from the manufacture of the machine to your local supply and fix-it company. Any company that can properly work on your equipment can be used under the EMP. Please inform this vendor this is a time and materials service call, give them your purchase order number (TRG1021), have them complete a service report with you, and give them the billing address of The State of Alabama, P.O. Box 4389, Montgomery, AL 36103. Remi will pay that vendor directly for his work once we receive both the service report and invoice.

5. What happens if a vendor sends the bill to me?

All invoices need to be submitted to Nancy Carter at The State of Alabama, P.O. Box 4389, Montgomery, AL 36103, by fax (866) 497-9397, or by email at ncarter@theremigroup.com. Please forward any invoices and/or service reports to Nancy Carter as soon as possible for review.

6. What is a service report and what should I do with it?

There are two documents for each service event, an invoice which is mailed to the EMP P.O. Box directly, and the service report which is left with the state employee. A service report is a dated document filled out by the vendor that provides information regarding that specific service event. It should contain the machine's make, model, serial #, location, what was wrong with the machine, what was done to fix it, what parts were ordered, and how long it took to fix the machine. Email this document to **Nancy Carter** at ncarter@theremigroup.com immediately after your vendor completes the service event. All service events have a corresponding service report and it is the state employee's responsibility to deliver this to Nancy Carter within 120 days from the date of service.

7. What if I want to add equipment but I don't have a maintenance contract price?

You do not need a maintenance contract or price in order to add equipment. Remi maintains an extensive database of equipment and corresponding vendor pricing. Just send the information on the equipment to Nancy Carter and it will be added. You can also request a quote on equipment in order to get a premium amount prior to adding the equipment.