State of Alabama
Equipment Maintenance
Program Procedures

Equipment Service Process

PREFERRED VENDOR PERFORMS SERVICE

- Equipment failure occurs or preventative maintenance is needed.
- Request service from preferred service provider. (For service events expected to reach or exceed $7,500 the preliminary loss information must be reported to The Remi Group-Engineering Department prior to any service action being taken.)
- Technician services equipment and leaves a detailed service report and subsequently sends the corresponding invoice.
- Make a copy of the service report and invoice and send them to **P.O. Box 4389, Montgomery, AL 36103**. The Remi Group must receive both the **service report** and the **invoice** within ninety (90) days of the service event.
- The Remi Group receives the service report and invoice, verifies coverage, and generates a check to the service provider for the cost of the covered event within thirty (30) days.

IN-HOUSE STAFF PERFORMS SERVICE

- Equipment failure occurs or preventative maintenance is needed.
- In-house service staff is called to perform service. (For service events expected to reach or exceed $7,500 the preliminary loss information must be reported to **P.O. Box 4389, Montgomery, AL 36103** prior to any service action being taken.)
- In-house staff services equipment and prepares a detailed in-house work order.
- Send a copy of the in-house work order **P.O. Box 4389, Montgomery, AL 36103**. For any part replaced costing more than $100, a copy of the invoice for the part must accompany the in-house work order. The Remi Group must receive the work order (and invoice if applicable) within ninety (90) days.
- The Remi Group receives the work order (and invoice if applicable) and verifies coverage. Reimbursement for the cost of the covered service event will be sent within thirty (30) days.

The Remi Group provides weekly and monthly claims activity reports and claims information is available through *Remi Online* around-the-clock.

Equipment Change Requests

TO ADD EQUIPMENT:

- Obtain the following information regarding each equipment item to be quoted:
  - Manufacturer
  - Model
  - Serial Number
  - Description
  - Replacement value or purchase price

  If the equipment is under a service contract, please send a copy of the contract to **Nancy Dodd**.
- Complete the Endorsement / Change Request form (provided) and send it to **Nancy Dodd**.
- If you decide to add the quoted equipment, send written confirmation to **Nancy Dodd** advising the effective date of coverage. The effective date can be the current date or any future date.

TO DELETE EQUIPMENT:

- Complete the Endorsement / Change Request form indicating the item to be deleted and the deletion date. The deletion date can be the current date or any future date.
- Send the form to **Nancy Dodd**.

CONTACT INFORMATION:

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