UNIVERSITY OF CALIFORNIA

Equipment Maintenance Management Program

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Vendor Direct
Service Call Procedures

To Place a Service Call:

Call the service vendor of your choice
- Provide equipment location, model, serial / ID #
- Describe malfunction or request PM
- Provide PO # TRG0001319 if required
- If you are having any difficulties in placing a service call with your service vendor, call The Remi Service Center at 866-296-4847 for assistance

Once the Service Technician Arrives:

If the service call is expected to exceed $7,500 or if equipment replacement is recommended, call the Remi Engineering Hotline @ (877) 275-7364 for assistance in managing the service call prior to service being completed

When the service call is completed make sure the service technician completes a service report and leaves a copy on site. The service report should include:
- Service Date / Time & Labor Hours
- Equipment model, serial / ID #
- Reported problem
- Repair description
- List of parts used including part # and cost

Submit Invoice and Service Report to Remi:

- E-mail, Fax or mail invoice and service report to Remi Claims dept.
  E-Mail to claims@theremigroup.com
  Fax # (704) 887-2916
  The Remi Group
  Attention: Claims Dept
  11325 North Community House Road
  Suite 300
  Charlotte, NC 28277
- Remi must receive service report and invoice within 90 days from service event
- Remi reviews invoice and service report
- Remi issues check directly to vendor
- Repair / Payment information is available via Remi On-Line at www.remionline.com
Dispatch
Service Call Procedures

To Place a Service Call:

Call The Remi Group’s toll free Service Center (866) 296-4847

- Provide the following information to the Dispatcher:
  - Caller Name
  - Location
  - Phone # and e-mail
  - Service Vendor name and phone # if needed

- Provide a description of the item needing service:
  - Item Tag Number or Manufacturer, Model and Serial Number of equipment
  - Brief Description of the problem
  - Location of the item

After Service Call Has Been Placed:

- Remi Dispatch will contact your preferred service vendor
- Provide you with a reference number, and e-mail a partially completed service report to the caller as their confirmation of the service request
- Call the Service Center (866) 296-4847 if technician is late or other issues arise

After Service Call Has Been Completed:

- Service Vendor will send invoice and service report to The Remi Group for processing
- The end user/responsible party faxes the completed Remi service report to (866) 388-9806 or emails to remidispact@theremigroup.com
- All repair information is available via RemiOnline at www.remionline.com

Auto Attendant/Voice Mail System:

In the event that all Dispatchers are assisting other customers, or if service is requested after normal business hours (Mon – Fri 7:30am - 6:00pm EST), please leave a voice mail providing the information specified in the “To Place a Service Call” section. A service representative will contact you shortly.
How do I know which equipment is on the program? What is covered? How do I find the status of an invoice sent to The Remi Group for payment? How about the repair history for specific equipment items? Do I have any PM’s left this year? Can I compare equipment histories at different sites? You can access this information and much more, all via RemiOnline, our internet based customer service application. And best of all, it is available “real-time”, twenty-four hours a day, seven days a week.

View and print the reports in your browser or download them in PDF format.

To get started, simply follow the registration instructions below.

**Registration** – (You will need Internet Explorer 6 or newer). In the web address type [www.remionline.com](http://www.remionline.com)

Click on **Sign up for RemiOnline Access.** A form page will open for you to complete and submit (i.e. account name, your name, email address etc.). Once you submit, we receive the request in our office and will email you your **user name, password and instructions** on how to access RemiOnline (typical response time is within 48 hours or 2 business days).

If you have any problems or questions with registering, please contact The Remi Group at (888) 451-8916.
Use RemiOnline for obtaining/reviewing:
• Equipment schedules (What equipment is covered, what services are covered)
• Invoice status (Is it paid? In process? Not covered?)
• Claims reports (What has been paid over the past week, month, year, etc)
• Addition and deletion of equipment performance reports by type, location, etc.
• Vendor Reimbursement Summary Reports

Preventive Maintenance Completion Reports, Comprehensive Repair History Reports, Location Specific Performance Reports, Modality Specific Performance Reports, Vendor Specific Performance Reports

Either you or your Administration will have the ability to review these reports depending on how your specific site is initially set up.

With RemiOnline you have the ability to take the broad view and monitor general program results or delve into the details concerning a specific maintenance event. RemiOnline is an invaluable resource that helps you take positive control of your equipment maintenance portfolio.

Below is the page you will see once you log on. To view the reports/account information you can place your cursor over the drop down boxes.
ADDING & DELETING EQUIPMENT

Through RemiOnline you have the ability to add or remove equipment from the program at any time.

Clients will be asked to fill out fields relating to the request whether they are requesting a quote, adding quoted equipment to the program, changes to equipment location, or deleting equipment. If the client is removing equipment the client will be asked to list the reason for the deletion.

To expedite the request the client will be asked to provide detailed information about the added or deleted equipment:

- Description
- Manufacturer
- Model #
- Serial #
- Tag #
- Service Vendor
- Location
- Facility/Department
- Volume Usage
- Purchase Cost
- Service Contract
- Warranty Coverage
90 Day Provision

In order for The Remi Group (TRG) to effectively capture all details necessary for the claims review process, we require you to submit a copy of the service report and invoice within ninety (90) days from the date of service. The service report and invoice should clearly specify the Make, Model and Serial Number of equipment that was serviced, the location of the equipment, details of the service work performed, a list of all parts used, and a breakdown of all charges. If the information submitted as proof of loss is determined insufficient, we must receive requested information to substantiate the loss within ninety (90) days of notification.

TRG is not liable for any loss, damage or occurrence not reported in compliance with the above paragraph.

Replacement of Equipment

If replacement of an item is needed rather than repair you must receive prior authorization from TRG by calling (877) 275-7364. If we agree that replacing an item is more cost effective than repair, you may substitute property of a similar kind, age, model and manufacturer.

TRG is not liable for the cost of any unauthorized property replacement.

Large Loss Notification

If a service event is expected to exceed $7,500 you must immediately notify TRG by calling (877) 275-7364. TRG Engineering will make service repair recommendations and assist you throughout the service process to ensure the best possible repair outcome. However, you have the final decision over the repair process for your equipment. TRG will reimburse for the service event in accordance with your maintenance agreement.

Vendor Does Not Provide Service Report or Invoice

If the Vendor does not provide you with a service report and invoice within thirty (30) days of the service date, contact The Remi Group (TRG) to make preliminary loss notification and send in any documentation you have on the service event. Then, contact the vendor and request the missing documentation be sent immediately. As stated above, TRG requires a detailed service report and invoice for proper loss notification. TRG must receive both types of documentation within ninety (90) days from date of service.

Upgrades/ Modifications/ Overhauls

If the service vendor recommends or plans to do any upgrades, modifications, refurbishment, overhauls, etc., contact TRG Engineering prior to authorizing the vendor to perform this type of work. Our Engineering Department can advise you as to what types of services are covered and not covered under your TRG agreement.