



UNIVERSITY OF CALIFORNIA EQUIPMENT MAINTENANCE PROGRAM

REFERENCE GUIDE

DISPATCH

THEREMIGROUP.COM



REMI SERVICE CENTER | SERVICE CALL INSTRUCTIONS

EQUIPMENT CARE SOLUTIONS

TO REQUEST SERVICE:

Option 1: Call **866-296-4847**

Option 2: Email dispatch@theremigroup.com

Provide the following information:

- Item Number or Serial Number
- Location of Equipment
- Name & Number of Contact Person on Site
- Reason for Service Call



EQUIPMENT FAILURE OCCURS



SERVICE PROVIDER PERFORMS ON-SITE REPAIRS



FIELD SERVICE REPORT & INVOICE ARE SUBMITTED TO REMI FOR PAYMENT



REMI REVIEWS & PROCESSES DOCUMENTS



REMI MAILS PAYMENT DIRECTLY TO THE SERVICE PROVIDER

AFTER THE SERVICE CALL HAS BEEN PLACED:

REMI WILL:

1. Provide you with a reference # and forward your service request & contact information to the service provider.
2. Email a partially completed Remi service report & service provider contact information to you as confirmation.
3. Follow up with you within 2 business days to check the status of your service call.

SERVICE PROVIDER RESPONSIBILITIES:

1. Contact you directly to schedule service.
2. Complete either the Remi or vendor service report.
3. Contact Remi if a service limit increase is needed prior to exceeding the limit.
4. Send invoice to Remi for processing.

SPECIAL INSTRUCTIONS:

1. Contact the service provider directly if service is delayed.
2. Contact the Remi Service Center to escalate delayed service or if other issues arise.
3. If received, send the service invoice/service report to claims@theremigroup.com.

TO ADD MORE EQUIPMENT OR FOR PROGRAM QUESTIONS:

REMI POINT OF CONTACT:

Anita Werbelow

Direct: (760) 331-9330 | Fax: (704) 887-2916

Anita.Werbelow@theremigroup.com

WE WANT TO HEAR FROM YOU!



PLEASE PROVIDE YOUR 1-CLICK FEEDBACK ON OUR EMAIL SURVEY AFTER EVERY SERVICE CALL.

YOUR REVIEW HELPS OTHERS SELECT QUALITY SERVICE PROVIDERS.

EQUIPMENT SCHEDULE

The Equipment Schedule shows all of the equipment covered under the agreement. It provides a breakdown by location/branch, the manufacturer, model, description, serial number, coverage dates, preventive maintenance, etc. A summary of the information is outlined in a cover page that includes agreement effective dates, billing method, and equipment count.

Home Dispatch Contact Us Healthcare Demo | Logout

REMI Online

Account: 501996 Home > Reports Home > Equipment Schedule

Evaluate Performance Manage Agreement Modify Agreement Equipment Scheduled Reports

Equipment Schedule
Equipment Location Summary
Quote Schedule

Report Format: PDF

Agreement: DEMO0016

Location: All
523354
523364
523888

Use <ctrl> to select multiple locations.

Enter additional criteria below for the Equipment Schedule

Show Snapshot: ☒ As Of: 3/8/2018

Show location detail ☒

Show coverage detail ☒

Sort By: Location

Define Optional Filter:

Item Number Filtered Down To:

Generate Report

Schedule Report Reminder

☒ Daily ☐ Weekly ☐ Monthly Enter Desc Save Schedule

EQUIPMENT SCHEDULE (CONTINUED)

PDF generated report

Tag/Item #	Manufacturer	Model	Qty	Description	Serial #	PMs	Coverage Dates	Endorsement	Add	Delete																														
Location: Laboratory 1 11325 North Community House Rd. Charlotte, NC 28277																																								
/ 3062841	Agilent Technologies	2100 Bioanalyzer	1	Electrophoresis System	BA-02337	0	10/01/13 - 10/01/14																																	
Included Coverages Depot service only																																								
/ 3062847	Agilent Technologies	5973	1	Gas Chromatograph/Mass Spectrometer	US33230086	1	10/01/13 - 10/01/14																																	
Sub Items <table><tr><th>Qty</th><th>Model</th><th>Serial</th><th>Included Coverages</th></tr><tr><td>1</td><td>G1540N-6890N</td><td>US10344111</td><td>Consumables required for repair only</td></tr></table>											Qty	Model	Serial	Included Coverages	1	G1540N-6890N	US10344111	Consumables required for repair only																						
Qty	Model	Serial	Included Coverages																																					
1	G1540N-6890N	US10344111	Consumables required for repair only																																					
/ 3062856	Agilent Technologies	7890	1	Gas Chromatograph		1	10/01/13 - 10/01/14																																	
Included Coverages Consumables required for repair only																																								
/ 3062849	Agilent Technologies	LC-1200	1	Liquid Chromatograph	04-SNC3743	1	10/01/13 - 10/01/14																																	
Included Coverages Consumables required for repair only																																								
/ 3062697	Becton Dickinson	FACS Loader	1	Flow Loader		0	10/01/13 - 10/01/14																																	
Excluded Coverages Consumables																																								
/ 3062817	Becton Dickinson	LSRFortessa	1	Flow Cytometer	H79200002	2	10/01/13 - 10/01/14																																	
Sub Items <table><tr><th>Qty</th><th>Model</th><th>Serial</th><th>Included Coverages</th><th>Excluded Coverages</th></tr><tr><td>1</td><td></td><td></td><td>PM kits limited to 2 per year</td><td>Peripherals - Workstation Printer</td></tr><tr><td>1</td><td>488-50</td><td>5901</td><td></td><td></td></tr><tr><td>1</td><td>640-40</td><td>5902</td><td></td><td></td></tr><tr><td>1</td><td>405-100</td><td>5903</td><td></td><td></td></tr><tr><td>1</td><td>355-20</td><td>5904</td><td></td><td></td></tr></table>											Qty	Model	Serial	Included Coverages	Excluded Coverages	1			PM kits limited to 2 per year	Peripherals - Workstation Printer	1	488-50	5901			1	640-40	5902			1	405-100	5903			1	355-20	5904		
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1	640-40	5902																																						
1	405-100	5903																																						
1	355-20	5904																																						
/ 3062702	Bio-Rad Laboratories, Inc.	iCycler	1	Thermal Cycler		0	10/01/13 - 10/01/14																																	
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Print Date: 1/7/2015 3:29:32 PM

Snapshot Date:



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REPAIR HISTORY

The Repair History report is searchable by all or individual locations, equipment item number, vendor, or location. Specific date ranges may be selected as well: all dates, received date, or repair date. The report provides the date of the repair, the date Remi received the invoice, the service call reason, the check number and paid date.

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Account: 501996 [Home](#) > [Reports Home](#) > Equipment Location Summary

Evaluate Performance

Manage Agreement

Modify Agreement Equipment

Scheduled Reports

Repair History

Vendor Usage

Preventive Maintenance Summary

1625-04 10/26/14 - 10/26/15

Location:
Use <ctrl> to select multiple locations.
All
523354
523364
523888

Generate Report

Schedule Report Reminder
☒ Daily ☐ Weekly ☐ Monthly Enter Desc Save Schedule

PREVENTIVE MAINTENANCE SUMMARY

The Preventive Maintenance (PM) Summary report provides a summary of the PMs covered under the agreement, how many were used, and the date of the last PM performed on a particular piece of equipment.



Preventative Maintenance Summary

Name Of Client:

State of

100 State Street

Charlotte, NC 28277

Item Details					PM Invoices			Most Recent PM Invoice			
Item #	Serial #	Tag #	Description	Coverage Ends	Covered	Used	Remaining	Date	Invoice #	PO #	SR #
761348	BY301031A	13017	Reader/Printer	10/01/13	1	0	1				
761474	C91194/23-28508	2021-11	Balance Analytical	10/01/13	1	0	1				
761626	300277	2014	Balance	10/01/13	1	0	1				
761627	300541	2014-1	Balance	10/01/13	1	0	1				
761633	226269	2014-2	Balance	10/01/13	1	0	1				
761634	228684	2014-3	Balance	10/01/13	1	0	1				
761646	SD04397/23-60680	2067-2	Microscope Model Light-BX40F	10/01/13	1	0	1				
761647	221792-815942-723-32027	2067-3	Microscope Model Light	10/01/13	1	0	1				
761648	240036/23-53090	2067-5	Microscope Model Light-Model Phase	10/01/13	1	0	1				
761655	49169	12963	XT8200D Scale	10/01/13	1	0	1				
761814		4338	Electronic Tab Trac High Denisty Mobile File System	10/01/13	1	0	1				
761815	535221-C	4339	Tab Trac High Denisty Mobile File System	10/01/13	1	0	1				
762008	98020516	2119	Accelerated Solvent Extrator System	10/01/13	1	0	1				
762011	30102894	2123-2	Balance	10/01/13	2	0	2				
762012	260405129	2123-3	Balance	10/01/13	2	0	2				
762017		2128	Chromatograph System	10/01/13	2	1	1	10/12/12	2012-011	059000059M04	
762447	A20614/23-26755	2021-24	Balance Analytical-Model PC2000	10/01/13	1	0	1				
762452	721034/23-23462	2021-25	Balance Analytical-Model HS4AR	10/01/13	1	0	1				
762453	8301383/23-40081	2021-26	Balance Analytical	10/01/13	1	0	1				
762696	12042	4324-3	Rotary File	10/01/13	2	0	2				

SCHEDULED REPORTS

Any of the reports available on Remi Online can be saved within the scheduled reports. A reminder can be set to be emailed daily, weekly, or monthly including a link to Remi Online. A button will be available to quickly run the report with all of its selected fields/filters.

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REMI Online

Account: 501996

Home > Reports Home > Scheduled Reports

Evaluate Performance | Manage Agreement | Modify Agreement Equipment | **Scheduled Reports**

Your Scheduled Reports

		Description	Frequency	Created
Delete	Run	PM Reminder	Monthly	4/27/2017
Delete	Run	Monthly Repairs	Monthly	5/16/2017
Delete	Run	Repairs	Monthly	11/13/2017
Delete	Run	Items Added	Daily	12/12/2017
Delete	Run	Equipment Schedule	Monthly	1/10/2018
Delete	Run	PM's	Daily	1/11/2018
Delete	Run	Pm Report	Monthly	1/23/2018
Delete	Run	Repair Report	Monthly	1/25/2018
Delete	Run	PM's	Daily	1/25/2018
Delete	Run	PM Reminder	Monthly	2/12/2018
Delete	Run	PM Reminder	Monthly	2/12/2018
Delete	Run	Preventative Maintenance Summary	Monthly	2/20/2018
Delete	Run	PM's	Monthly	2/27/2018

Remi
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