



Auburn University Equipment Maintenance Program Procedures

Equipment Service Process

- See Auburn University Equipment Maintenance Program 'Service Call Procedures' document
- Remi must approve replacement of equipment or major component replacement - regardless of dollar value. Examples: VCR's, monitors, probes, transducers, printers, etc.) prior to replacement – contact 866-296-4847 for approval
- After equipment is serviced obtain a detailed service report from the technician and forward it to claims@theremigroup.com - service documents not submitted within 90 days from the date of service can result in nonpayment of vendor service invoices
- If AU staff services equipment a Remi in-house service form should be filled out and sent to Remi. (Service events expected to exceed \$7,500 must be approved to any service action being taken – see above procedure)
- If a vendor sends an invoice to the University forward it to Remi immediately at claims@theremigroup.com. Remi must receive both the service report and the invoice within 90 days of the service event.
- Once Remi receives the service report and invoice payment for the covered event is made within thirty (30) days. If for any reason Remi does not pay an invoice or portion of an invoice you will receive a notification from Remi.
- **If there is ever an issue with a vendor that impedes service and/or repair on any piece of equipment, please call Remi at 866-296-4847 or one the program contacts.**

Equipment Change Requests

TO GET A QUOTE ON EQUIPMENT:

- See 'quote request form' or email the make, model, serial number, description, purchase price, and vendor contract/quote to Nancy Carter. If the equipment has multiple pieces/components be sure to include the info for each piece
- Include your name, department, address, phone number, and email address. Remi program pricing is 27% less than the vendor quoted price.
- Nancy Carter will email a quote back to you in 3-4 days along with instructions on how to add the equipment to the program.
- Equipment will be added as of the date of your add request or a future date (backdating is not permitted). Equipment cannot be added if it is in need of repair. Once equipment has been added you will receive confirmation from Kati Siekkinen.

TO DELETE EQUIPMENT:

- Send Kati Siekkinen the item number and/or serial number of the equipment to be deleted, the date you want it deleted and why you're deleting it. The deletion date can be the date of your request or any future date (backdating is not permitted).

PROGRAM CONTACT INFORMATION:

Auburn@theremigroup.com

Nancy Carter - Account Executive
Email: ncarter@theremigroup.com
Phone: 334-353-8751

Kati Siekkinen - Account Manager
Email: Kati.Siekkinen@theremigroup.com
Phone: 704-602-0865