



Auburn University Equipment Maintenance Program Procedures

Equipment Service Process

- Contact your preferred service vendor and request service. Use blanket PO#REMI4699. (If the service is expected to exceed \$7,500 Remi Engineering **must** be contacted prior to any service action being taken for approval over \$7,500 – Engineering can be reached at 877-275-7364 or Engineering@theremigroup.com).
- The engineering department must also be contacted in the event of a replacement of equipment or if major component parts are needed - regardless of dollar value. Examples: VCR's, monitors, probes, transducers, printers, etc.)
- After the technician services equipment be sure they leave a detailed service report. Send it to Nancy Carter immediately via fax, email or mail (keep a copy for your records) – include your name and contact information. Failure to submit service documents within 90 days from the date of service can result in nonpayment of vendor service invoices.
- If AU staff performs service a Remi in-house service form should be filled out and sent to Nancy Carter. (For service events expected to exceed \$7,500 the preliminary loss information must be reported to Remi Engineering at 877-275-7364 prior to any service action being taken.)
- If a vendor sends an invoice to the University forward a copy to Nancy Carter via fax, email, or US mail. 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 we verify coverage and generate payment to the service provider for the cost of the covered event 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 Nancy Carter.
- **If there is ever an issue that comes up with a vendor that impedes service and/or repair on any piece of equipment, please call Nancy Carter or Remi Engineering at (877)-275-7364.**

Equipment Change Requests

TO GET A QUOTE ON EQUIPMENT:

- For each piece of equipment obtain the make, model, serial number, description and purchase price. If the equipment has multiple pieces/components be sure to include the info for each piece.
- If the equipment is under a service contract or you have a contract quote from your vendor send a copy along with the above equipment info to Nancy Carter or Brandon Childress. Be sure to include your name, department, address, phone number, and email address. Auburn is guaranteed pricing of 27% less than the vendor quoted price.
- Brandon Childress 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 Nancy Carter.

TO DELETE EQUIPMENT:

- Send Nancy Carter 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

Email: ncarter@theremigroup.com

Phone: (334) 353-8751

Toll Free Fax: 866-497-9397

US Mail: PO Box 4389

Montgomery, AL 36103

Alternate contact:

Josh Cook

704-401-1352; Josh.Cook@theremigroup.com