State of Alabama/Remi Equipment Maintenance Program FAQ's

**1. What type of machines can be covered under the program?**

Nearly every machine that plugs into the wall is eligible for the equipment maintenance program and the savings from vendor contracts. See the ‘Remi Eligible Equipment Types’ list for examples and/or reach out to Nancy Carter.

**2. What if I want to add equipment?**

Send the vendor full service maintenance contract quote including the equipment make/model/serial # to Nancy Carter and she will work with you on getting coverage under the program. If you cannot get a vendor contract quote send Nancy the equipment information - Remi maintains an extensive database of equipment and corresponding vendor pricing.

**3. Who do I call if my machines break down?**

You can contact your vendor of choice or reach out to the Remi Service Center to set up the service call with your vendor on your behalf. See the ‘Service Call Procedures’ documents for instructions on both options and/or reach out to Nancy Carter for any further questions.

**4. What is a service report and what should I do with it?**

There are two documents for each service event – an invoice and a service report/ticket. A service report is a dated document filled out by the vendor that provides information regarding that specific service event. Every service vendor MUST provide a service report when equipment is serviced. That document MUST be sent to Nancy Carter within 120 days from the date of service.

**5. What happens if a vendor sends the bill to me?**

If an invoice comes to you forward it to Nancy Carter. Any invoices and the corresponding vendor service reports must be sent to Nancy Carter within 120 days from the date of service.

**6. How are equipment additions and deletions reflected in my bill?**

Program coverage is billed up-front, quarterly to each State Agency/Department. All changes to covered equipment will be captured on the next quarterly invoice from Remi, therefore quarterly invoices should be paid in full as billed.

**7. What happens if I find a discrepancy with my quarterly premium invoice?**

Contact Nancy Carter with any questions or problems.

Program Contact:

Nancy Carter – Senior Program Manager

Office: 334-3553-8751; email – [Nancy.Carter@theremigroup.com](mailto:Nancy.Carter@theremigroup.com) or [Alabama@theremigroup.com](mailto:Alabama@theremigroup.com)