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OVERVIEW

In order to establish the EMP, an agency must be prepared to perform the necessary outreach to vendor representatives and agency program staff.

Vendor Representative Outreach

Agencies need to prepare and distribute letters to vendors who are servicing equipment impacted by the EMP. See Relevant Reference Materials in this section for sample vendor letters.

- OGS BRIM may be contacted for consultation.
- The On-site TRG representatives may be contacted for assistance.

Vendor letters should address the following:

- Inform the vendor in writing at least 30 days in advance of cancellation or non-renewal of the service contract as of a specific date. Some vendors require letters to be sent to a central location. Please consult the TRG Account Executive as he may be able to provide correct addresses. Further, in some instances, contracts may be amended in order to retain certain provisions. Accordingly, you may contact OGS Legal for consultation.
- Explain new EMP terms and conditions. Under EMP, the agency will no longer be making a contractual payment to the vendor. Instead, the agency will be making a payment to OGS, which will pay the program administrator, The Remi Group (TRG). The vendor will bill TRG on a time and materials basis for all services rendered on equipment covered under the program. TRG will then remit payment directly to the vendor.
- Include a report of equipment to be serviced by that vendor on the EMP. See Relevant Reference Materials in this section.
- Highlight that equipment may be added or deleted to the EMP. As this occurs, agencies will send vendors report updates reflecting the equipment changes.

- Outline procedural changes, including:
 - Vendors need to inform their service call staff, service technicians and billing staff about the EMP and share a copy of the report of equipment on the EMP.
 - Vendors should explain to service call staff that the equipment is no longer covered by a vendor service contract. Agencies will provide them with a blanket purchase order number to use when placing a service call.
 - With regard to service technicians, vendors should explain that they are responsible for documenting the service call by either providing a vendor service report or completing a “sample vendor service report.” Accordingly, a “sample vendor service report” should be included with the vendor letter. See Relevant Reference Materials in this Section.
 - Vendors should explain to their billing staff that they are responsible for billing equipment under the EMP on a time and materials basis and sending these invoices to the PO Box for the Program Administrator, The Remi Group (TRG), within 30 days after servicing agency equipment. Neither TRG nor the agency will pay for any invoice submitted more than 90 days after the maintenance event.
- Require the vendor to sign and return the letter. Agencies may indicate that if the vendor fails to respond or rejects the offer, the agency may seek an alternative vendor.
- It is advised that agencies also schedule meetings with vendors to explain the EMP and its impact on the vendor as highlighted in the vendor letter. TRG will provide personnel, if requested, to assist the agencies at these meetings.
- Agencies should monitor vendor compliance and report issues to OGS BRIM.
- In addition, agencies should notify the Office of the State Comptrollers Contract Unit of any contracts or agreements that are terminated.

Agency Program and Finance Staff Outreach

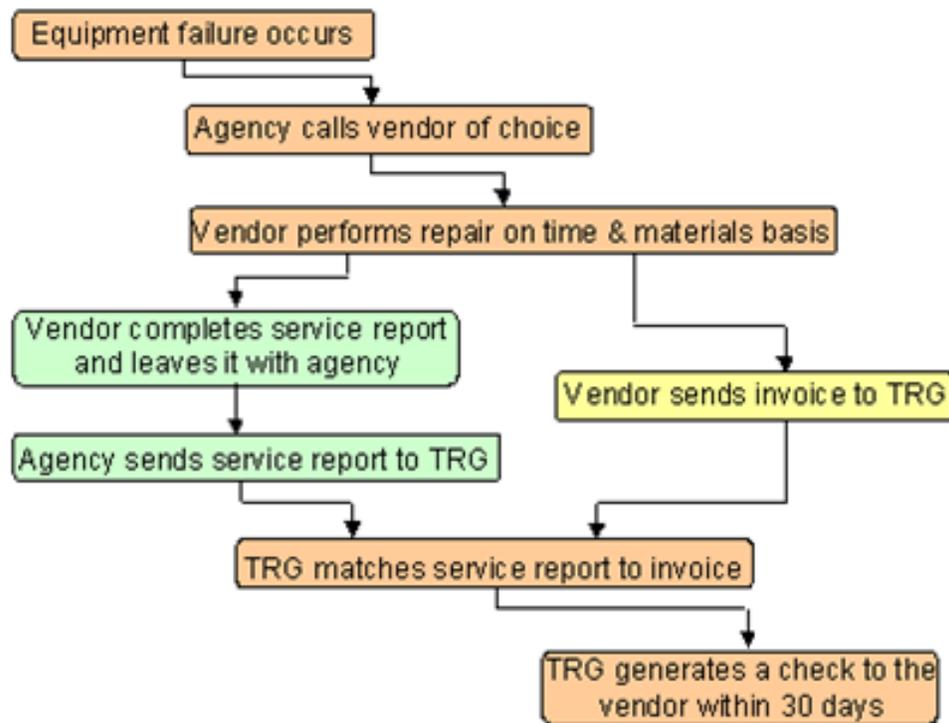
An agency must inform its program and finance staff impacted by the EMP.

- Typically, this is done through one or more meetings or training sessions.
- OGS BRIM may be contacted for suggestions and assistance regarding agency meetings to educate program and/or finance staff.

Program staff meetings should address the following:

- Provide an overview of the EMP. Section 1 provides overall EMP highlights.
- Review the EMP Implementation Report (see Relevant Reference Materials). This should provide the agency with a roadmap for establishing the EMP, in that it includes a listing of all agency equipment and when it is sequenced to come off vendor contract.
- Review all procedural changes, including:
 - Equipment that is covered under the EMP should have the same level of service as under the previous vendor arrangement or contract. Further, in most cases, the same vendors can be used.
 - As before, agency staff will continue to place service calls for equipment in need of repair. One main difference is that employees must now give the vendor the blanket Purchase Order (PO) number issued by the program administrator, The Remi Group (TRG).
 - Agency staff needs to ensure a signed Vendor Service Report (see Relevant Reference Materials) documenting the service call is obtained from the vendor's service technician, and is forwarded to the On-site TRG representatives.
 - The EMP extends coverage to reimburse agencies at an hourly rate for repairs performed by in-house staff on covered equipment. In addition, it pays for associated parts. In this case, an In-House Service Report form (see Relevant Reference Materials) is completed by agency staff and forwarded to the On-site TRG representatives.

Process: How a Service Call Works



- Discuss how to add and delete equipment to the EMP, including:
 - At any point in the EMP service agreement term, an agency may add or delete equipment. However, it must do so in writing to the On-site TRG representatives.
 - If an agency is adding a piece of equipment, it needs to provide information, such as the make, model and serial number. If the agency also has the previous or proposed vendor service contract, it needs to provide that documentation too.
 - If an agency is deleting a piece of equipment, it needs to do so in writing to the On-site TRG representatives. Equipment will be deleted on or after, but not prior to, the date of the request.
 - Once add and delete requests have been processed, endorsement reports will be available on Remi Online in order to verify the new EMP equipment schedule and service agreement amount.

- Provide an overview of Remi Online
 - Remi Online is an Internet tool included as part of the EMP. It provides a set of key reports that assists agencies in establishing and managing the program.
 - See Section 6 for additional details and some frequently asked questions regarding Remi Online.

Finance staff meetings should address the following:

- Establish an agency partial pay and denial process.
 - When the On-site TRG representative receives the service report and invoice, he makes a match and forwards all documents for payment. TRG then reviews the documents and remits payment to the vendor. However, TRG may in certain instances deny all or part of the invoice.
 - Following are some reasons that invoices are denied:
 - Equipment is not included on the agency's list of equipment covered under the EMP.
 - Coverage for toners, drums, or other consumables was not included, or exceeded the allotted amount listed on the equipment schedule. (Coverage for consumables can be adjusted at any time.)
 - The service event is not a covered loss.
 - The claim was not submitted within 90 days.
 - An equipment upgrade or overhaul was needed.
 - There was a duplicate invoice.
 - The agency should identify a point person to coordinate the partial pay and denial process. This person will also work with the On-site TRG representatives on specific billing issues.
 - Typically, the program administrator, The Remi Group (TRG), will determine that it is denying a claim in whole or in part and will indicate that decision to the On-site TRG representatives.
 - The On-site TRG representatives will then review that decision. If the On-site TRG representatives disagree with the decision, they will try to resolve any issues identified. If the On-site TRG representatives agree with the decision, they will notify and forward back-up materials to the agency representative.

- The agency representative must then review the decision and back-up materials. If the agency representative agrees with the decision, he should have the full or partial payment processed through the agency finance office. If the agency representative disagrees with the decision, he must provide a written appeal with proper supplemental technical information to the On-site TRG representatives.
- The On-site TRG representatives will then follow-up with TRG and the agency representative until the appeal is resolved on its technical merits.
- Explain payment process for EMP service contract bills from TRG.
 - TRG will issue a bill for an agency's EMP service agreement to OGS and the agency simultaneously. The agency will be informed by e-mail when its bill is accessible on My Remi Online. Included with the bill will be the current agreement year's equipment schedule, and any endorsements due that quarter with corresponding backup (endorsement equipment schedules), and the billing detail report (a spreadsheet containing all billing amounts and dates). The agency is then responsible for reviewing the TRG bill and giving its approval or disapproval to OGS BRIM within 10 business days.
 - If the agency approves the bill, it must return a copy of the bill to the TRG on-site representatives with an "Okay to Pay" signed and dated by an agency manager. At that point, OGS will pay an approved TRG bill on behalf of an agency and seek reimbursement from the agency via Journal Voucher on a quarterly basis. The agency is responsible for paying OGS within 30 days of its written request for reimbursement.
 - If the agency disapproves the bill, it must indicate its reasons in writing to OGS BRIM within 10 business days.
 - If the agency does not respond in the allotted time, OGS BRIM will assume there is no issue and the agency approves.
 - Section 2 provides additional details and some frequently asked questions regarding the EMP service agreement bill payment process.
 - Instructions for Equipment Change Requests (See Section 4).
 - Equipment Change Request Form (See Section 4).

EMP Loss Control Procedures

OGS's goal is to provide a low cost, comprehensive program by working throughout the year to control and manage program expenses. Here are a few loss control procedures that you should follow.

Service Calls

- When calling your service technician, discuss the following items with them prior to their arrival to help facilitate the repair process:
 - The equipment needing repair, its location, and the nature of the problem.
 - Any related prior repair history for the equipment in question.
 - Any parts that may be required to repair the equipment.
 - Whether more than one service technician is needed and, if so, why.
- Try to have the person who knows the details of the problem available when the service technician arrives for the service call.
- After the service technician has diagnosed the problem, get the following information:
 - The estimated repair cost including parts.
 - When the repair will be completed.
 - If the repair estimate exceeds \$10,000, you must notify TRG Engineering prior to the repair to obtain prepayment approval and to discuss possible loss control opportunities.
- If major parts or components are changed, make sure your invoice reflects an exchanged part credit.
- After completion of the repair, check the equipment for proper operation.
 - If operation is not correct, obtain a written explanation of why the equipment has not been completely repaired.
 - If parts were replaced that did not need replacing, have the service technician reinstall the original parts.
- If there is a problem with multiple pieces of equipment serviced by the same company, try to have the equipment serviced at the same time to prevent multiple service calls and the associated travel charges.

- Schedule equipment repairs during normal working hours, unless the problem is critical.

Credits and Salvage

- Vendors should automatically provide exchange credits and salvage credits when appropriate. However, vendors may forget to provide this credit, which rightfully belongs to you. TRG will review each claim to ensure that you receive all the credit due your account.
- Service vendors often make mistakes involving prior repairs. Your vendor should not invoice you to replace failed replacement component. Further, replaced components may have warranty periods running from 30 days to three years. TRG will help ensure your agency receives all the consideration and credit due from your chosen service vendor.
- If the vendor has multiple charges for parts and labor that did not successfully fix the problem, you should be entitled to a credit for the similar repair actions.

Travel Costs

- Vendors often add additional travel charges to the repair invoice. An example would involve “travel charges” on a callback in which the vendor did not fully repair the equipment during the first or second visit. Vendors should not charge for travel and labor on repeat calls. Once again, TRG reviews each claim to ensure the costs are appropriate to the situation.

Alternative Vendors

- At your request, TRG can offer suggestions for alternative service vendors to work on your equipment. If you feel that a vendor is not providing quality service or not providing service in a timely manner, TRG may be able to recommend an alternative service provider. You can request alternative vendors by contacting the TRG On-site representatives, or calling TRG Engineering and Loss Control at (877) 275-7364.

RELEVANT REFERENCE MATERIALS

- Vendor letters
 - Vendor Letter with Appendices
 - Vendor Letter — Follow-up
 - Vendor Letter — Equipment Modification
- Vendor Service Report
- In-House Service Report
- Service Call Procedures
- Sample Implementation Report

QUICK TIPS

- Meetings with vendors are recommended to discuss the transition of equipment they are servicing on to the EMP. These meetings provide opportunities to explain how the program works, changes in the agency-vendor relationship and next steps for both parties. It also provides a face-to-face opportunity for the agency to explain the change from a vendor contract to time and materials billing on an EMP service agreement, while stressing that they are the vendor of choice as long as high service levels are maintained.
- Agencies should contact OGS BRIM about any vendor issues. OGS BRIM may then involve TRG to help trouble-shoot any problems.
- It is helpful to have the blanket Purchase Order (PO) number and sample vendor service report situated by each piece of equipment on the EMP.
- It is important to emphasize that service reports are to be filled out completely and accurately. This will assist in expediting payment for the service call to the vendor as well as mitigate the potential for the invoice being partially paid or denied (due to insufficient information).
- If an agency receives an invoice from a vendor for a service call, the agency should forward it to the On-site TRG representatives, and notify the vendor of the error and reiterate that vendor invoices be sent to the PO Box for the program administrator, The Remi Group (TRG).
- Agencies may want to use the Equipment Schedule report available on Remi Online to develop a break-down of the premium that can then be used to charge-back individual business units. See Section 6.

FREQUENTLY ASKED QUESTIONS

1. *What if our service vendors state they will not service equipment without a maintenance contract?*

The vast majority of service vendors do provide service on a time and material basis. However, if you do receive this type of response from a vendor, understand that you have options in choosing who services your equipment. Often, a meeting between the agency and the vendor typically addresses any issues. Agencies might consult with OGS BRIM and/or TRG and even invite them to the meeting. You may contact the On-site TRG representatives for assistance in reaching a satisfactory resolution to this issue.

2. *What can hold up a claims decision?*

There are four main reasons a claims decision may be delayed. They include: a missing service report or invoice, incomplete documentation, discrepancies in documentation and technical issues that require further clarification.

3. *How does the vendor get paid?*

TRG pays the vendor within 30 days of receipt of the invoice and service report at the vendor's published time and materials rate.

4. *What should an agency do if a vendor calls asking for payment?*

First, check Remi Online to review the status of the vendor's invoice. Click on Invoice Lookup to view information pertinent to the service call invoice. If the invoice is not listed, call the vendor to request a second invoice be sent. If you need additional assistance, you may contact the TRG On-site representatives to help you resolve your question.

5. *How should toners be ordered once the agency has used their allotted amount?*

Continue to call the usual vendor to order toners. The vendor will send an invoice to TRG. When TRG determines that the allotted number of toners has been exceeded, the invoice will be forwarded to the agency for payment.

6. *How does the billing work for adding or deleting equipment during the EMP service contract period?*

Equipment that is added during the EMP service contract term will be charged on a pro-rated basis. Equipment that is deleted during the EMP service contract term will be credited on a pro-rated basis. Accordingly, an agency will only be responsible for the amount pertaining to the period of time that the equipment is covered under the EMP service agreement.