

Date: 4/15/08	Support Stage – Agency Follow up	Section: 7
Supersedes: 3/31/06		

OVERVIEW

Purpose

OGS, in its oversight role, would like to ensure the EMP runs smoothly for each agency. Once on the program, OGS BRIM welcomes the chance to assist agencies with any problems or questions. In addition, TRG Account Executives will follow up with each agency to assist in the resolution of operational issues. Questions that may arise include:

- Does the agency have any outstanding issues related to its establishment of an equipment inventory and agreement documentation?
- Is the agency experiencing any issues with vendors it has selected to service its equipment?
- Are there any program procedures that need to be reviewed or explained in greater detail?
- Are there any claims issues that need to be addressed?
- Are there any questions regarding the MOU or payment process?
- Is Remi Online meeting the needs of the agency?
- Would the agency like to network with other State agency participants?

AGENCY OUTREACH

- BRIM and TRG reach out to agencies to resolve problems, provide training and achieve information-sharing between agencies. In addition to initial training of finance office and end-user staff, BRIM and TRG are available to do limited or comprehensive presentations to larger groups within agencies.

FREQUENTLY ASKED QUESTIONS

1. *The vendor and/or our program staff get confused when calling for service on the EMP. How can agencies ensure this process runs smoothly?*

A letter explaining the EMP followed by a meeting with the vendor will help to make the process clear. Make sure the vendor has the TRG Purchase Order (PO) number, a sample vendor service report, and the post office box number to mail the invoices.

A meeting with all program staff who might be calling for service is extremely helpful in order to explain the way the EMP works. BRIM and TRG are available to attend the meeting to do a presentation, videoconference or a question and answer session. Further, the TRG Purchase Order (PO) number and a sample vendor service report can be kept near each piece of equipment on the program along with written instructions to remind staff of the proper procedure.

2. *How do agencies handle issues with vendors?*

If any issues arise with a vendor, agencies should try to understand and resolve them at the agency level. If agencies are unsuccessful, they should contact OGS BRIM. Typically, a meeting between the agency and vendor to discuss the EMP resolves any problems.

3. *What if an agency objects to specific points in the MOU?*

OGS BRIM can explain any questions regarding the MOU. OGS Legal can help to resolve any objections.