

Partner Service Call Procedures

Instructions for running service calls

Captovis Advanced Industries, Inc.

1. Check end user contact information to confirm it is near your location.
2. Check tracking # to see where the part is going and when it will arrive.
3. Call end user immediately to introduce yourself make appointment since you know when the part will arrive.
 - 3.1. Remind them they need to give you easy access to the system.
 - 3.2. Ask if they will be able to help you move the system if required because of the size or weight.
 - 3.3. Explain what your service will involve to set proper expectations. I.e. a hard drive replacement will not include restoring old files from old drive.
 - 3.4. Remind them young children and animals should be kept away from work area for their own safety.
4. Make a note of the appointment or that a voicemail was left on the ticket in the website. Please update Ticket with any changes that occur with the EU.
5. Read all documentation available to reacquaint yourself with the system you will be working on.
6. Once package arrives check to make sure it is the correct part and has prepaid return shipping label then tape corresponding work order to package so as not to confuse parts and work orders.
7. Upon Arriving to Site:
 - 7.1. If end user is not at home:
 - 7.1.1. Call end user and tell them or leave message saying you can only wait 1/2 hr. and that you will then have to leave.
 - 7.1.2. Call Captovis to report end user is not home
 - 7.1.3. Wait 1/2hr at the site.
 - 7.1.4. Call Captovis to close the call. You can then leave site.
 - 7.1.5. You will still be paid for this call if you have an appointment in our System and arrived on time, called when you got to site, waited 1/2 hr. and called to close call before leaving.
 - 7.1.6. Do not ship parts back for this call. Wait for instructions from Captovis.
 - 7.2. If end user is at home:
 - 7.2.1. Ask the End user to use their phone to call 800-543-6485, give your name and ticket # to log in onsite.
 - 7.2.2. Confirm the model and serial number on the work order matches the unit you are working on. Record required information about the part and the system.
 - 7.2.3. Replace part and test
 - 7.2.4. If System Tests Bad, Determine: was call Misdiagnosed, wrong part was sent or new part bad?
 - 7.2.5. Fill out service information on Work order and have End User sign it.
 - 7.2.6. Call 800-543-6485 to close the call
 - 7.2.7. Place the old part in the box the new part came in, tape box and attach label.

Partner Service Call Procedures

Instructions for running service calls

Captovis Advanced Industries, Inc.

7.2.8. Ship part back the next business day after the call.

7.2.9. Be sure to retain some evidence showing part was shipped back. For

Example, when shipping back parts, be sure to get a receipt for the package. The part is considered to be worth anywhere from \$100-\$300.

Would you leave that much money with a stranger without getting a receipt?

Always confirm shipping label was scanned properly.

PLEASE NOTE:

**You should not enter a house if there is no one over the age of 18 at home.

**You should not remain in the house if End user leaves the house or leaves you with someone under 18 yrs. In the house. You will still be paid if you have to leave site due to end user having to leave the house (call Captovis to document situation)

***Calls are not paid if parts are not tracked back to Manufacturer.