Equipment Request System (ERS) Issues

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Purpose:

Follow this procedure when a user reports-

Need to track or locate order/equipment.Facing issues while placing order via ERS portalReceived wrong equipment- need to replace

Required Information to be documented in each Incident:

Contact NameContact NumberClinic / Facility NumberDetailed Description of the issue

Troubleshooting Process

1.

Confirm with user that the issue matches the issue reported.

2.

Please document required information and troubleshooting details in the incident.

3.

Please attach any referenced knowledge articles to the incident.

4.

Please document following required information in the Description field-

Equipment Requested date:Equipment Request ID:Equipment details:Quantity of equipment:

6.

Follow the escalation process.

Incident Classification Requirements

Category

Inquiry / Help

Subcategory

Hardware

Service

Escalation Process

Please review/update Classification and provide customer with the Incident number for their reference prior to escalating

Escalation Group

DTI-EUX-Unified Services Equipment Request (ERS) Support - L3

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