

## IPS LE Sub Procedure

Vendors:

In order to effectively serve our customers, we ask that you follow the procedure below to ensure that our service calls are handled in a timely manner and all information is complete to ensure correct billing and payments;

- Only calls authorized by IPS Laser Express will be processed. If another call arises on-site during a call, you must contact IPS LE to get approval before working on the call.
- IPS Service Call Tickets will be issued for all service calls. The tickets will be sent via e-mail (preferred) or faxed to the vendors.
- Once received, please contact IPS LE and provide us with the date that the call is scheduled [Service@ipsLaserExpress.com](mailto:Service@ipsLaserExpress.com) 800-347-2913. Technicians must contact on-site contact prior to arriving on-site. Please update IPS LE on any on hold calls so that we can maintain open communication with our customer.
- IPS LE will pay vendors for all repairs including HP Warranty work. We will open all warranty tickets on equipment and ship parts accordingly. You will not have to submit warranty claims. You will be paid from your invoice on all approved repairs. All warranty repair parts with core returns must be returned to Hewlett Packard via the prepaid shipping labels provided with the parts. Non warranty items that require core returns must be returned via prepaid return labels shipped with parts. We will issue a RTV and provide you with a shipping label.
- Any parts required for repair of equipment, once approved, if not in vendor stock will be sent directly to the customer location. IPS Laser Express will coordinate shipping of parts and provide vendors with tracking information on shipments.
- IPS LE Service Call Ticket must be filled out in its entirety by the technician and signed by an on-site representative. Page counts must be filled in. Please confirm all information on the ticket. Configuration page must accompany signed call ticket.
- Completed Service Call Ticket must be e-mailed (preferred) [Service@ipsLaserExpress.com](mailto:Service@ipsLaserExpress.com) or faxed 610-970-7454. This will allow us to close the ticket in our system. All invoices can be e-mailed to [Amy.Daniels@ipsLaserExpress.com](mailto:Amy.Daniels@ipsLaserExpress.com)

Our goal is to provide outstanding service to our customers through our vendors. We value our customers and we value the work that you do on our behalf. If any issues arrive on-site, please contact IPS LE 800-347-2913 and they will be resolved immediately.

### Quick Check List:

- \_\_\_ IPS LE contacted to acknowledge receipt of call
- \_\_\_ On-site person contacted, call scheduled
- \_\_\_ Paperwork complete with customer signature, configuration page
- \_\_\_ Core / unused returns where necessary complete
- \_\_\_ IPS LE contacted with call status, paperwork e-mailed

Thank you,  
IPS Laser Express Service Team