

FAQ – Return Service Needed

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When do I contact Dispatch for return service?

- Return visit for **service** (any reason) (installations still go to FSL/PM)
- Ordering Parts for service (part numbers must be identified prior to calling)
 - *If you need assistance identifying the part number - call Tech Support*
- Returning more than 15 serialized parts

What information do I need BEFORE contacting Dispatch?

- Know your part # (if do not have part numbers must call tech support 1st)
- Can Parts be shipped to site?
- Know customer expectations for getting the display running
- Lift requirements

How do I request return service?

Option 1: Fill out [Return Service Form](#) this form is also located on the [Field Service Portal](#)

Once submitted an email will be sent to dispatch

Dispatch will respond back to you once the request has been submitted

If parts are on backorder they will alert you of this as well

Option 2: Call Dispatch

605-697-4907 option 2 (Dispatch)

6am-6pm CST M-Sat

Call if urgent request – if not submit from

Why Contact Dispatch?

- Shorter hold/lead times
- Quicker return to site
- Happier customers

HOW WILL THIS NEW PROCESS WORK?

1. Tech identifies service work will not be complete today
2. Tech verifies the part numbers and quantities of all parts needed
 1. Call tech support if you do not know the part numbers.
3. Tech talks to customer to verify:
 1. Next event/date board needs to be running
 2. Can parts ship to site for return service?
4. Tech Completes Return Service Form or Calls with request
 1. Must state why return service is needed
 2. What will the next tech need to know to complete job
 3. How do we need to access the board to complete job?
5. Dispatch will initiate return service request based off information provided

