

COPIER OPERATIONS TIP OF THE MONTH NOVEMBER 2018

HOW TO CANCEL A SERVICE CALL

Partners—here is what to do when you need to cancel a service call because you have fixed the problem or it has gone away.

- Use the same procedure as you would when you place a service call, but click on **MY MACHINE IS WORKING**.
- Under problem description, click on **CANCEL SERVICE CALL**. This is a huge help to the technicians and it saves time and money.

Finally, remember I am only a phone call away and you can contact me on Outlook (Peter_D_Patellis@mcpsmd.org) for everything you need for your copier.

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