

TELESERVE™ Dispatch Procedures



teleserve@su-group.com | 800.833.7050

When placing a service request via call or email, please have the following information readily available to you:

- Equipment tag number
(located on the blue SU equipment tag on the side of your equipment)
- **OR** equipment serial number

After receiving this information, the SU dispatch representative will confirm your:

- Account name and address
- Equipment requiring service
(If the problem is especially urgent, please indicate this)
- Preferred vendor

Once this information is recorded, then SU dispatch will request your:

- Contact name
- Contact phone number
- Description of the problem
- Preferred service vendor information *(if unknown)*

If calling after hours (5PM-7AM CST)

- Press (1) for an urgent call
- Leave a detailed message including your name, phone number with area code, and place of business
- Within 15 minutes, a dispatcher will contact you to document all the information for your service call and place a call to the appropriate vendor



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