

**COPIER OPERATIONS TIP OF THE MONTH**  
**April 2015**

**HOW TO CANCEL A SERVICE CALL**

Partners, here is what to do when you need to cancel a service call, because you have either fixed the problem, or it has simply gone away. Just follow the same procedure you would when placing a service call, but click on MY MACHINE IS WORKING. Under problem description say CANCEL SERVICE CALL. This is a huge help to the technicians and it saves time and money.

Pete Patellis  
Customer Service Specialist  
TeamWorks Central  
Montgomery County Public Schools  
301-279-3110