

**COPIER OPERATIONS TIP OF THE MONTH**  
**May 2016**

**HOW TO CANCEL A SERVICE CALL**

**PARTNERS** – by now all of you know how to place a service call when your copier has problems. If for any reason after you have placed the call and you notice that the copier is now working or you were able to fix the problem yourself, here is what you need to do. You should cancel the service call immediately, this will help the technician know not to come to your school or office. It's very easy, you simply do the exact same procedure as when you place a service call. The difference is where it says **MACHINE CONDITION** you **CHECK MY MACHINE IS WORKING**. And where it says **DESCRIBE THE PROBLEM** you say **CANCEL THE SERVICE CALL**. Then submit request.