

RMI is now using an I.V.R. (Interactive Voice Response) System for updating work orders. Contractors are to use this system for responding to RMI work orders. Please review the following carefully to become familiar with the new system.

***You must use a touch-tone phone.**

You will need to know the new I.V.R. telephone number = **1-888-574-1187**
(RMI is still using their primary phone number).

It is mandatory for work orders to be updated as follows:

1. To acknowledge the work order when you first receive it
2. To check in the work order when you first arrive at the job-site
3. To check out the work order when you leave the job-site

When calling the IVR System you will need to know the following:

1. Your contractor ID number which RMI has assigned to you. It's a 4-digit number found above your company name on the work order; and
2. RMI's work order number – the bold 6-digit number found at the top right of the work order.

TO UPDATE WORK ORDER: use a touch-tone phone

1. Dial 1-888-574-1187
2. Press "1" to update work order
3. Enter your contractor ID # (also called Tech IVR #)
4. Enter the service work order #
5. Press 1 – Only if you're acknowledging receipt of the work order for the very **FIRST TIME**
Press 2 – Only if you're arriving at the job-site for the very **FIRST TIME**
Press 3 – To update the work order, select the following:
Press 1 – Job is complete
Press 2 – Quote hold
Press 3 – More work has to be added to work order
Press # – Return to previous menu

Contractors can leave a message about any of the above issues. RMI will return your message if they have any questions.

Please feel free to call RMI if you have any questions or concerns.