



Field Service Request Form

This completed form must be emailed to the Dapra Service Center at Service@relyondms.com
Standard Service Rates Apply

Date: _____

Customer Name: _____

Customer Contact: _____

Site Contact: _____

City / State / Zip Code: _____

Phone #: _____ Email: _____

Impact Level:

- P1 (Production Stoppage) P2 (Restricted workflow for a Critical function)
 P3 (Restricted workflow for a Non-Critical function) P4 (Minimal operational impact)

Type of Service Requested:

- Preventative Maintenance (PM) Hardware Issue Software Issue
 Unknown Issue (Equipment down)

Equipment to be Evaluated, Serviced or Repaired:

Item #	Model No.	Serial No.	Description of Problem

List Any known site-specific requirements (Safety, Security screenings, etc.):