



US Service Center
15901 Hawthorne Boulevard, Suite 340
Lawndale, CA 90260
Voice: (310) 421-4090
Fax: (310) 421-0468

Our Fully Managed System

We have simplified our method of doing business which enables us to better serve you. We have addressed three items to expedite all business activities are with service management, documentation, and accounting.

Service Requests

- **Normal:** service requests should be e-mailed to: support@usservicecenter.com
 - Include details about affected machine, problem description and how to reproduce the problem
 - After the e-mail is received, the system will automatically create a ticket and e-mail you
 - If you want to add or reply to a specific ticket, please make sure to REPLY to that ticket e-mail
- **Urgent:** call us at [310-421-4090](tel:310-421-4090)

Any correspondence arriving from our support team will show:

[US Service Center Support](mailto:support@USServiceCenter.com)
support@USServiceCenter.com

Ticketing System

We use a fully managed client management system (CRM) which is integrated into our ticketing system to allow us to fully document and manage all our current projects, quotes, service requests, billing questions, and other events. This system allows us to focus on delivering great customer service.

- This ticketing system allows us to keep track of:
 - Open work, projects and details of affected equipment
 - Scheduling and dispatching
 - Quotes and proposals
 - Billing questions
 - Asset and warranty management
 - Billable and non-billable requests
- For simplicity, you only e-mail support@usservicecenter.com. There is no need to also e-mail us personally. Our ticketing system will automatically copy the e-mail to everyone in our office to ensure your service request is handled.

Accounting: Invoices and Payments:

- **Correspondence:** Any correspondence arriving from our accounts team will show:
[US Service Center](mailto:accounts@USServiceCenter.com)
accounts@USServiceCenter.com
- **Payments Options:** all major credit cards, cash, check, e-check, PayPal and ClearXchange.

Last updated: 03/08/2018

