

## Requesting a Coats Changer Repair Dispatch

---

### Description

Use the Coats/Hennessy Service Network website to:

- Request a new repair dispatch for your Coats changer
  - Review dispatches for your Coats changers
- 

### Login information

On the KC, go to the [Order](#) page.

Open **Service Area Supplies Supplies (Service Bays)**.

Click [Request for Service on Coats Equipment](#), under the **Changer** section.

On the Coats Hennessy Service KC page, select the **Go to Coats Hennessy Service** button.

**Go to Coats Hennessy Service**

**User Name:** Store manager email prefix (ex: azp\_01mgr)

**Password:** set up by the manager

If you cannot log in, select the **Forgotten your User Name or Password?** Checkbox.

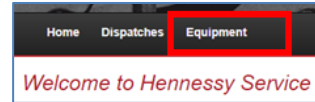
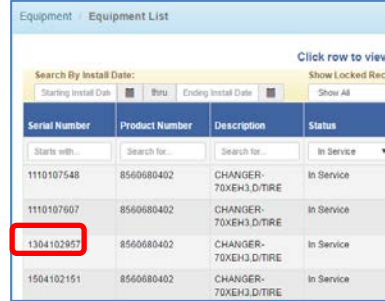


Enter the manager email address.

An email will be sent to the Manager email address with a link to create a new password.

---

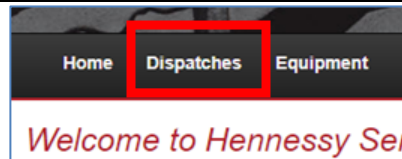
## Requesting a repair dispatch

Follow these steps to request a repair dispatch for your Coats changer.

Step	Action
1	After you log in to the Coats/Hennessy Service Network, select <b>Equipment</b> . 
2	<i>Equipment for your store displays:</i> Select the serial number for the changer that needs repair. 
3	Verify that this is the correct changer, then select the <b>Create a Repair Dispatch</b> button.  <b>Note:</b> On this screen, you can also view Dispatch history and warranty information.
4	Enter your name, phone number, and a brief description of the dispatch request. Select <b>Next</b> . To add additional equipment to this dispatch request, select <b>Show Other Equipment at this Location</b> and search for the serial number.
5	Check the box(es) to the left of each serial number selected for this dispatch, then explain the issue in the <b>Complaint</b> field(s). Select <b>Next</b> . 
6	Review your request, then select <b>Submit</b> . Select <b>OK</b> .

## Reviewing dispatches

Follow these steps to review your dispatches.

Step	Action
1	After you log in to the Coats/Hennessy Service Network, select <b>Dispatches</b> . 
2	<i>Open dispatches display:</i> Click to select the dispatch you want to review.  Select <b>Work Details</b> to view all technician information for this dispatch.

## Contact

Contact the Help Desk for help logging into the website.

If any information for your store or equipment needs to be updated or corrected, contact Layton Lee in RMOQ at 480-606-5726 or Layton.lee@discounttire.com