

Milwaukee County Radio Repair Request



Go to <http://county.milwaukee.gov/AMOP> and review Radio Repair Administrative Procedure 10.01.

Customer will complete the Milwaukee County Radio Repair Request form and transport radio to MCRS for service.

MCRS will evaluate the repair being requested.

MCRS In-Shop Repair

MCRS will provide customer with an appropriate quote for repair.

Customer will order replacement parts, as a noncatalog item, within Marketplace Central.

MCRS will perform repairs and document repair action on Radio Repair Log.

MCRS will notify customer of completed radio repair. Customer will pick up radio from MCRS.

Does Not Require Repair

MCRS will notify customer for radio pickup. Radio will be returned in serviceable condition. Documentation of repair action performed by MCRS will be provided.

Requires Motorola Depot Repair

MCRS will provide customer with a Motorola Depot level repair quote.

Customer will provide MCRS with approved PO for the quoted repair amount.

MCRS will open a work ticket, update repair log, and package radio for shipment to Motorola.

MCRS will ship radio repair via UPS Ground through Milwaukee County mail room, charging shipping to customer ORG.

MCRS will receive and evaluate repaired radio from Motorola Via FedEx.