

Module #11

ESSENTIAL PROCESSES & SUPPORT PATHWAYS FOR AMBULANCE ADMINISTRATORS

The Admin Toolbox: procedures, documentation & support contacts

- Audience: Administrator, fleet techs, parts manager, warranty admin, logistics
- Level: Beginner
- Prerequisite: None
- Duration: 1 hour
- Location: At your facility, at the OEM plant, or online (webinar)
- This module is complimentary when taken online or combined with other training modules.

Curriculum

Finding required information

- Locating the vehicle stock number
- Accessing vehicle manuals
- Accessing wiring schematics
- Accessing build documentation

Ordering parts

- How to identify and request parts
- Contact information for parts support
- Using the online parts catalogue
- Required information for a parts order

Warranty administration

- Warranty documentation requirements
- How to submit a warranty claim
- Warranty support contact information

Escalation process

- When to escalate
- Who to escalate to
- Required information for escalation

Key Takeaways

This course ensures that administrative staff, parts managers, and warranty coordinators can navigate all manufacturer processes with confidence and accuracy.

By knowing exactly where to find information, how to order parts, how to submit complete warranty claims, and how to escalate issues, participants reduce delays, prevent errors, and improve overall efficiency in fleet support.



Official certification
at the end of the session.

**Get OEM know-how.
Make the right call.**

Enroll your team

1-800-363-7591



Course content and curriculum are subject to change without notice and may be customized based on customer requirements. This module may be delivered individually or combined with other modules as part of a customized training program. For more information, please contact your Customer Care Specialist.

Demers Ambulances, Crestline Ambulances Customer Care Training Program
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