

[Company Name]
[Department Name]
[Address]
[City, State, Zip Code]
[Date]

[Vendor Name]
[Contact Person]
[Vendor Address]
[City, State, Zip Code]

Subject: Official Notification of Changes to Maintenance Dispatch Procedures

Dear [Contact Name],

This letter serves as official notification regarding changes to our maintenance dispatch and work order procedures, effective [Effective Date].

To improve operational efficiency and tracking, all maintenance requests will now be processed as follows:

- **Dispatch Platform:** All work orders will be issued through [Name of Software/Portal]. Please ensure your team has active login credentials.
- **Communication:** Verbal or direct phone dispatches will no longer be considered authorized unless followed by a digital work order ID.
- **Check-in/Check-out:** Technicians are now required to [e.g., check in via the mobile app/call the dispatch desk] immediately upon arrival and departure from the site.
- **Documentation:** Invoices must now include the specific Work Order Number and before/after photographs of the repair to be processed for payment.

Please review these updated procedures with your dispatch team and field technicians. These changes are mandatory for all service calls scheduled after the effective date mentioned above.

If you have any questions regarding these new protocols or require assistance with the digital platform, please contact [Department/Contact Person] at [Phone Number] or [Email Address].

We appreciate your continued partnership and cooperation in streamlining our maintenance operations.

Sincerely,

[Signature]
[Name]
[Title]