What to do if the Device List Doesn’t Match with RMU

Overview
This Quick Reference Guide shows what to do in the event the DER devices delivered to your school have different serial numbers to those listed within RMU.

Work Instructions
If the serial numbers on ANY or ALL of the DER devices you receive are not listed within RMU, then follow the process below:

1. **DO NOT HAND OUT OR TURN ON ANY OF THESE DEVICES.**

2. Create a list (in Excel) of all the serial numbers of the devices at your school which have not appeared within RMU. For instructions on how to locate the serial number refer to the “How to Locate the Serial Number on the Device” QRG.

3. Contact your Regional TSO.
   
   ![Note Icon] **Note:** They will provide you with instructions and details on who to email the list to (making sure you have filled in the school name and code on the spreadsheet).

4. You will be contacted with a resolution which will consist of either:
   
   1. The DER devices (delivered to your school) being added to your RMU list; or
   2. A delivery of new DER devices being made to your school, and those devices with serial numbers not listed in RMU will be collected.