

Losing money is not the goal of any business, but many times that is exactly what they do when they do not track their real costs. You might wonder what costs these could be? Who would run a business and not track their costs?

Damage that is not billed back is a cost that is absorbed into the company. Over the course of one year this amount could be quite sizable. Many times this damage is not billed back because your competition does not bill back. Other times the reason is poor documentation.

Most contracts used during delivery of equipment to a jobsite state that the equipment is in good working condition when received. Yet when the equipment is returned or picked up, it is usually just marked as being present. Damages are often overlooked when equipment is picked up or returned.

Damage is often missed on returns or pickups because someone who is unfamiliar with the equipment often checks it in. Sometimes damage is also missed because the schedule is very busy.

When damages are not noted immediately upon return it becomes very difficult to prove who is responsible. It is critical that damages be noted and reported with the customer present rather than after they have left the jobsite. If you are picking up equipment at the jobsite and no customer is present, Polaroid cameras are helpful to document the condition on the site. If you photograph the equipment on the site, be sure to include some of the site in the background of your photo. When you include items in your photo that exist only on that site it is easier to prove that this is just not any other picture.

When your customer is present on the site and you notice damage, make sure to make customer contact. Notifying a customer of damage does not mean that you must bill them, it means that you informed them of the possibility. It also gives the customer the opportunity to view any damage and comment on it. If you inform your customer of damage, make sure to get their name and/or signature next to the items damaged on your pickup sheet. This will make follow up easier if your company decides to bill later.

Tips and Tricks

- Keep a tally list of parts used near your parts order desk; this helps to make reordering parts fast, easy and convenient.
- The Power Climber parts price book has blank sales order forms for use. Make a copy of one of these for your tally list.

For questions or comments, contact Customer Service at 1-800-560-CLIMB (2546) or customerservice@safeworks.com.