



# HELPING HAND STEPS

To successfully use the CJT Helping Hand please follow the steps and tips below.

1. When evaluating a client for a device and mounting system please collect and complete the CJT Initial data collection worksheet. Be sure to specify the person to contact for additional information if it is not you.
2. Take the requested photos listed on the Photo tip sheet.
3. Before e-mailing your information and photos to CJT, please review the information you collected along with your photos. If, your photos are fuzzy or distorted in some way please retake them before sending. If you cannot see the chair clearly, please do not think we can.
4. Once your information is received CJT will create a file for your client, review the information and if, no further information is required a quote will be issued to the requesting party unless another person is specified. A quote is typically be generated within a week or less.
5. If, additional information is required you or the designated contact person will be contacted.
6. Once the additional information is received and no additional information is required a quote will be issued.
7. All quotes are e-mailed directly to the requesting party unless another person is specified.
8. Once the purchase order has been received by CJT the item will ship in two weeks or less.
9. When you receive the mounting system, we will be ready to help the person installing the unit. We recommend scheduling your installation phone support call at least a week ahead of time. This will enable us to better assist you and your client and help with the difference in time zones.
10. Once the appointment has been scheduled the client's file will be pulled and if, necessary the client's photos will be marked and inserted for special directions. The photo or direction will then be e-mailed to the specified person.

C.J.T. Enterprises, Inc.

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## Important Notes:

1. Please, do not request a quote without providing the information we request.
2. Please, do not send us a photo from the Chair manufactures web site. Every chair is customized for each individual.
3. In, some cases (very few) if we are unable to determine a safe and appropriate location to attach the mounting system we will be unable to issue a quote. In which case you will be notified immediately.
4. Please let us know if you would like to be notified by e-mail when your client's order ships.
5. If, you have a critical case and your client needs their mounting system right away (example if you have an ALS patient) please let us know and that person's order will be given priority status and will typically ship in two days.
6. If, you would like basic training using the CJT mounts please let us know and you will be contacted when we are in your area doing trainings.

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