

RSPs Need To Know!!

We provide weekly service to the majority of our customers (except for EOW or monthly customers obviously) which means we will be visiting once per week. During the reroute there will be many cases where we will visit a customer sooner than we normally would (1-4 days instead of 5) In these cases WE MUST SERVICE THE CUSTOMER AND DELIVER THEIR INVOICE even if we were "Just there". We cannot credit or partially credit any invoices.

On go-live week, many (even most in some cases) of your regular customers will have a special invoice instead of a normal invoice. We must not enter any soil punches (aside from direct sale items) on these specials. Doing so will effectively double your counts on regular rental items.

Starting Monday Feb 6th we will need to separate all re-tape garment customers. There will be a separate bin(s) from the garment cage labeled "Re-tape". We need to do this for 2 weeks. Starting Feb 20th we will return to putting all garments into the cage.