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| To: | Cadillac Service Team |
| From: | Joseph Andersen (Reroute Project Manager) |
| Re: | RSPs Need To Know!! |
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# Deliver all invoices even if we were ‘Just there’

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, not every 5 business days.

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.

# Don’t soil punch on special 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. The counts from the previous normal delivery

before the reroute will carry to the next regular invoice on their new day

# Separate retape garments for 2 weeks

***Starting Monday Sep 16th*** we will need to separate all re-tape garment customers. There

will be a separate bin(s) from the garment cage labeled "Re-tape". In the absence of a ‘re-tape” bin, use the

service bin. We need to do this for 2 weeks. On and after Sep 30th we will return to putting all garments into

the cage.