

Document anything that needs to be moved after delivery. Furniture in garage or appliances outside of the kitchen.



Use **BLACK** pens. Other colors don't show up on copies. Exceptions that can't be read don't protect you at all.

6	Tablet	6-10-13
7	K. Chai	50-10-13
8	K. Chai	10-10-13
9	K. Chai	6-10-13
10	K. Chai	6-10-13
1	K. Chai	6-10-13
2	K. Chai	50-7-8

12. Memory foam can be found in pillowtop and hybrid mattresses. Ask your customer if there is memory foam and document it in the inventory
13. No numbered items still need exceptions because mislabeled items can be damaged too.
14. Damage inside containers should be called in immediately. Pictures or notes in paperwork will not protect you.

15.

Feel like something is going to end up costing you \$\$\$?

Don't argue. Go to your truck and call
Carole in claims at 513-759-3683, or email:
claims@planescompanies.com



15 Helpful Tips

To Keep \$ in Your Wallet...



2017
VAN OPERATOR
APPRECIATION
WEEK

THANK YOU

VAN OPERATORS!

from the Claims Department

15 Helpful Tips...

The Claims Department would like to express our sincere appreciation for all of our Van Operators. We value our relationship with you as it is critical in our process of settling claims equitably.

As we head into peak season, we wanted to share some reminders that can help you keep money in your wallet. As always, please don't hesitate to contact us with any questions!

1.

The van operator has the right to refuse to load any item or shipment that is unfit or unsafe for transportation.

2.

Never load anything with mildew, mold or water damage.

3.

Van operators get charged 100% on property damage up to \$1,000 - use your PDE and do a walkthrough every time.

5.

Not alone? Call in if any other company is in the house on delivery day.



Bingo on every delivery, including temps and partials. Maximum chargeback is \$4,000 on missing without a bingo, capped at \$750 with one.

4.

8.

One missing handle can lead to every handle in the house getting replaced - Document your hardware.

9



6.

Overinventory: When you list everything as "damaged", United believes none of it.

7.

Underinventory: Damage listed without location information isn't honored by United either.

All alone?

Don't deliver if no one is home.