



ampa
events

**POST-PRODUCTION
PROCEDURES
MANUAL**



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OPERATIONS POST-PRODUCTION PROCEDURES

UNLOADING EQUIPMENT

Upon safe arrival at Ampa warehouse, the driver will back up the vehicle to the loading dock to begin unloading equipment. Once the truck is safely parked, a designated employee will open the truck and visually inspect the contents of the truck to see if any equipment has shifted in transit. If contents have shifted in transit, the employees unloading the truck will need to be extra vigilant in looking for damage to any inventory items or other materials that were on the truck.

With pick list in hand, check off each item from the list as it is unloaded from the truck.

1. Visually inspect each item for signs of transit damage.
2. Look for damage notes/markings that may have occurred at the event.
3. Set damaged equipment aside for repair work orders to be written.
4. Notify the office manager of any rental items that are damaged upon return so that damage fees can be determined and billed promptly.

Once the truck has been fully unloaded and all inventory has been accounted for, the lead installer will return the event binder to administrative staff. The lead installer is responsible for completing all paperwork and ensuring that it is returned to administrative staff with the event binder in a timely manner after the event:

1. Plan vs. Actual report form
2. Inventory Damage forms
3. Vehicle Condition report
4. Automobile Incident forms
5. Overhire time sheets
6. Other documents as applicable to each event

RENTAL PICKUP RETURNS

1. Inspect all equipment thoroughly at drop off while customer is present.
2. Open all boxes and remove all socks/blankets to fully inspect all items.
3. Notify customer of any damage to equipment.



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4. Replacement fees will be charged if rental items are not returned with the original storage materials/containers they were in when they left the warehouse.
5. A re-packing fee applies if rental items are returned but not put back into the original storage materials/containers.
6. Once equipment return is confirmed and in good condition, send a notification to the office manager of inventory return so that the deposit/hold check may be returned.
7. Set aside any damaged inventory so repair work orders can be written.
8. Notify the office manager if any rental items are damaged upon return so that damage fees can be determined and billed promptly.
9. If items were not returned in their original storage materials/containers, notify the office manager so a replacement fee and/or re-packing fee may be billed to the customer.

RETURN TO INVENTORY

Once all damaged inventory has been identified and set aside (both truck unloading and rental returns), all properly packaged inventory items need to be returned to their designated space in the warehouse. Use the FileMaker Inventory system to assist you in locating the correct warehouse location for each item.

SAFETY NOTE: All aisles and walkways MUST be clear at all times during the unloading and return to stock process.

EQUIPMENT REPAIR

Once all damaged equipment has been identified and tagged from each event or rental return, a designated employee will review all items and determine the appropriate course of action to repair or replace the damaged items.

1. Work orders should be written for each inventory item that is damaged.
2. Forward all completed work orders to the Operations Manager for review.
3. Operations Manager will flag all impacted inventory in FileMaker that is being repaired and will assign crew to each work order for completion.
4. Assigned crew employee will review the work order and complete a purchase order for any parts and/or materials needed for repair. This includes obtaining estimates



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as applicable. Completed purchase orders must be forwarded to management for review and approval prior to any order being placed.

5. Once replacement materials/parts are received, the assigned crew employee will follow-through and complete equipment repair.
6. Upon completion of repair, the inventory item will be packaged properly for storage and returned to inventory. Use the FileMaker Inventory system to locate the correct warehouse location for each item.
7. Update the FileMaker Inventory system once the repaired item is returned to inventory so sales and administrative staff know that inventory item is now available to rent for future events.