

# AVCS

Technology Consulting for the 21<sup>st</sup> Century

AudioVisual Consulting Services, Llc.

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## INSTALLATION PROCEDURES

### WHEN LEAVING FOR AN INSTALLATION

- CALL CLIENT TO CONFIRM APPOINTMENT BEFORE LEAVING.
- MAKE SURE OFFICE KNOWS YOUR SCHEDULE FOR THE DAY.
- MAKE SURE THAT YOU HAVE THE FOLLOWING DOCUMENTS:

DAILY WORK SHEET  
INVOICE  
CHANGE ORDER  
SERVICE FORM  
TAX EXEMPT FORM  
EQUIPMENT LIST / BOM  
CURRENT WORK SHEET  
CERTIFICATE OF COMPLETION  
CONTACT SHEET  
PETTY CASH  
CELL PHONE  
WALKIE TALKIES

ANY AND ALL DOCUMENTS THAT NEED TO BE SIGNED BY CLIENT

### IN ROUTE TO LOCATION

- ALWAYS CALL CLIENT FROM CELLULAR IF LATE. DO NOT ABANDON VEHICLE ROADSIDE IF EQUIPMENT AND TOOLS ARE IN VEHICLE UNLESS THERE IS AN EMERGENCY SITUATION.
- WHEN STOPPING TO PICK UP EQUIPMENT OR FOR ANY OTHER REASON, ALWAYS LOCK VEHICLE, EVEN FOR THE SHORTEST TIME.
- YOU ARE RESPONSIBLE FOR ANY AND ALL TICKETS, VIOLATIONS, ETC., WHILE THE VEHICLE IS IN YOUR CARE.
- BEFORE LEAVING VENDORS WHEN POSSIBLE CALL INTO THE OFFICE TO SEE IF ANYTHING ELSE NEEDS TO BE PICKED UP.

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- NEVER LEAVE KEYS IN VEHICLE. ALWAYS HAVE A SPARE IGNITION/DOOR KEY IN WALLET. ALWAYS HAVE AT LEAST \$50 PETTY CASH.
- YOU ARE REQUIRED TO TREAT ALL CLIENT AND COMPANY PROPERTY AS IF IT WAS YOUR OWN. EXCEPT FOR NORMAL WEAR AND TEAR, ANY COSTS INCURRED FROM CARELESS OR ACCIDENTAL USE OF EQUIPMENT, TOOLS, VEHICLES, ETC., MAY BE DEDUCTED FROM YOUR PAY.
- ON THE FIRST OCCURRENCE OF SUCH, AVCS MAY CHOOSE TO WAIVE ANY AND ALL CHARGES, OR SPLIT THE COSTS 50-50. IN ALL CASES CONTINUED CARELESSNESS IS GROUNDS FOR DISCHARGE.

## AT JOB SITE

### **BE COURTEOUS!**

- BEFORE LOADING IN ALWAYS CHECK OUT LOCATION.
- SEE JOB SITE REPRESENTATIVE FOR PERMISSION TO LOAD IN. ASK WHERE THEY WOULD LIKE YOU TO LIVE FOR THE DAY.
- BE CAREFUL NOT TO DAMAGE ANYTHING. USE SOUND BLANKETS TO COVER FLOORS, COUNTERS, ETC. ON THERE REQUEST, IF THEY DO NOT WANT ANY DOLLIES OR HAND TRUCKS, TO BE USED CARRY EQUIPMENT IN WHEN POSSIBLE. ALWAYS RESPECT THERE WISHES.
- DO NOT LEAVE TRUCK OPEN WHEN UNATTENDED. IF ALONE, MAKE SURE TO LOCK THE VEHICLE EACH AND EVERY TIME DURING LOAD IN.
- IF YOU ARE REQUIRED TO GET ANY DOCUMENTS SIGNED OR COLLECT ANY MONEYS DUE, DO SO. **UNDER NO CIRCUMSTANCES ARE YOU TO START WORK IF THE PAPERWORK IS NOT IN ORDER.**
- DOUBLE CHECK HOW LONG YOU CAN WORK BEFORE STARTING. IF THE SITE REPRESENTATIVE TELLS YOU A CONFLICTING TIME, START ANYWAY, THEN CONTACT THE OFFICE TO RECTIFY.
- PLAN WHEN YOU WANT TO LEAVE THE SITE, AND ALLOW FOR AMPLE TIME TO COMPLETE ANY WIRING DIAGRAMS, EQUIPMENT LISTS, WORK SHEETS, ETC. THIS IS PART OF YOUR DAILY ROUTINE. ALL PAPERWORK MUST BE FILLED OUT ON A DAILY BASIS.
- BE EXTRA CAREFUL NOT TO LEAVE TOOLS UNATTENDED. CHECK THAT ALL TOOLS THAT YOU CAME IN WITH, ARE BEING TAKEN BACK TO THE SHOP. ANY MISSING OR DAMAGED TOOLS, AS WELL AS ANY OTHER DAMAGE OR ACCIDENT, NO MATTER HOW SMALL, SHOULD BE REPORTED TO YOUR SUPERIOR, AND INCLUDED ON YOUR DAILY WORK SHEET.

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- IN THE EVENT OF ANY PROBLEMS, ALWAYS CALL THE OFFICE FIRST BEFORE MAKING ANY CHANGES. ANY CHANGES, NO MATTER HOW MINOR, MUST BE SIGNED OFF ON THE APPROPRIATE FORM BY BOTH AN AVCS REPRESENTATIVE AND THE CLIENT. **UNDER NO CIRCUMSTANCES ARE THERE TO BE ANY CHANGES WITHOUT ANY SUCH DOCUMENTATION.**
- THIS ALSO APPLIES FOR LABOR. IF THE CLIENT WANTS YOU TO WORK PAST YOUR SCHEDULED TIME, THIS **MUST** BE AUTHORIZED BY THE OFFICE IN ORDER TO BE PAID FOR THE OVERTIME. ANY OVERTIME NOT AUTHORIZED BY THE OFFICE, OR BY THE CLIENT SIGNING OFF ON THE OVERTIME ON THE APPROPRIATE FORM **WILL NOT BE PAID.**
- DO NOT LET THE CLIENT PERSUADE YOU TO DO ANY ELECTRICAL WORK, NO MATTER HOW SMALL. AVCS IS NOT LICENSED FOR SUCH WORK AND MAY BE HELD LIABLE FOR THE WORK YOU PERFORM. ALL ELECTRICAL WORK IS TO BE DONE BY A LICENSED ELECTRICIAN.
- DO NOT LET THE CLIENT PERSUADE YOU INTO HANGING OR MOUNTING ANY ADDITIONAL SPEAKERS, MONITORS, SHELVES, ETC. YOU ARE ONLY TO PERFORM THE PRESCRIBED WORK AS LAID OUT IN YOUR DAILY WORK SHEET. VIOLATION OF THE ABOVE IS GROUNDS FOR IMMEDIATE TERMINATION. SUCH FLAGRANT DISREGARD FOR CLIENT SAFETY AS WELL AS COMPANY LIABILITY WILL NOT BE TOLERATED.

## **BEFORE LEAVING SITE**

- ALWAYS CALL THE OFFICE BEFORE LEAVING THE JOB SITE.
- DO NOT CONFIRM ANY APPOINTMENTS FOR ADDITIONAL WORK WITHOUT SPECIFIC CONFIRMATION FROM THE OFFICE FIRST.
- IN THE EVENT YOU CAN NOT REACH ANYONE, FIND OUT THEIR PREFERRED SCHEDULE, AND TELL THE CLIENT THAT THE OPERATIONS DEPARTMENT WILL CONTACT THEM TO SCHEDULE THERE NEXT APPOINTMENT.
- FILL OUT THE DAILY WORK FORMS. REMEMBER WIRING DIAGRAMS, AN ITEMIZED LIST OF ALL EQUIPMENT USED AS WELL AS ALL SERIAL NUMBERS. ALL DOCUMENTS MUST BE TURNED IN AT THE END OF THE DAY TO THE APPROPRIATE DEPARTMENTS.
- REMEMBER, IN ORDER FOR THESE FORMS TO BE USEFUL, TAKE YOUR TIME TO MAKE SURE THAT THEY ARE FILLED OUT ACCURATELY AND NEATLY.
- DOUBLE CHECK FOR ANY MISSING TOOLS, EQUIPMENT, DAMAGE TO JOB SITE, ETC.
- **REMEMBER WHEN IN DOUBT, GET IT IN WRITING!**

**HAPPY INSTALLING!!!**