



Standard Operating Procedure

IN-BOUND PROCEDURE

Send all to: inspections@usmrrents.com

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- Sign Bill of Lading (BOL) as received
- List any damages on BOL
 - If damages are not listed on BOL you WILL be responsible
- Send USM ReRents signed BOL to: inspections@usmrrents.com
- Complete In-Bound Inspection
- Required Pictures: Tires (each tire), Boom (each side), Chassis (rear and each side), Basket & Control Box (3 angles)

ON RENT PROCEDURE – EQUIPMENT IN YARD

- Call Kevin or Keith with Serial #, Estimated duration of rental, PO #
- You will receive a rental contract via email or fax
- Return signed contract by email fax or DocuSign
- Complete thorough outbound inspection and identify any pre-existing damage
- For long-term rates (6+ months) contact your Account Manager

OFF RENT PROCEDURE

- Once Unit is in Yard, email: inspections@usmrrents.com with Serial number and Hours
- Within 48 hours of return, complete and send Inspection Report with pictures to: inspections@usmrrents.com
- Required Pictures: Tires (each tire), Boom (each side), Chassis (rear and each side), Basket & Control Box (3 angles)

SERVICE

- Email: service@usmrrents.com or Contact Pam Morgan for approval on/for any services work including Labor/Parts. Estimates required for all repairs
- Upon approval of estimate, USM will drop-ship parts
- USM ReRents is NOT responsible for travel time or mileage for service calls
- Customer is responsible for fuel, engine service (filters, fluids, plugs, switches) and normal maintenance (hoses, etc.)

ReRental Contacts

Heidi Jachim

Rental Coordinator

O: 630-530-8550 x314

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Keith Serbin

Operations &

Customer Success Director

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Sue Smith

Rental/Service Coordinator

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