



## Food For Thought: Week of June 30, 2014

### **Rentfromhome Refresher**

As our preparations for the back-to-school season continue, now is the perfect time to refresh everyone's memory on the online rental process & procedure. When an order is placed online, you, the Affiliate, will receive an order notification email. The very first paragraph states the following:

#### *Instructions to Affiliate:*

*Print a copy of this email. If this is a Pickup Order, select a suitable instrument, handwrite the instrument ID number on this printout and email the ID number to [dawson@veritas-online.com](mailto:dawson@veritas-online.com). Once completed, contact the customer to let them know they may pick up their instrument and have them sign this printout before they leave. This is a pickup receipt for your records (do not mail this printout to VIR). If the customer selects Deliver Order, no action is required on your part. You will be copied on the shipment notification to the customer that will include the instrument information and tracking number for your records.*

It is imperative these directions are followed in a timely manner, especially when it's a Pickup Order, as customers are waiting for word their instrument is ready to be picked up at your store. Absolutely nothing happens on our end until we receive an Instrument ID Number from you. Please review this process with your staff. For an enhanced learning experience, we've even created a course of study at Veritas U (Rentfromhome Basics). Everyone at your store with exposure to our rental program should complete the basic courses at Veritas U.

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