Customer Service = Resolution

P&P Placard Process Training
Objectives

• Using Placards for the P&P Debris Bidding Process
• Debris Photo Documentation Requirements
• Debris Removal Photo Requirements
• What is a CYD
• Vendor Web Updating
Purpose of Placards

- To improve the bidding process
- Decrease CYD bid reductions
- Organize the photos for updating
- Debris removal load photos protects from accusations of removing personals
- Provide a better overall bidding and photo process
Bidding with Placards

- Placards are required in all debris bidding over 10 CYDs
Interior Photos Process

• Each room must be labeled with the room name
  – Example: Bedroom 1, Bedroom 2, Kitchen, Bathroom

• The **first** photo needs to have the room name and the total CYDs for the room
  – This first photo needs to show the room as best as possible to include all debris

• The remaining supporting photos of room debris must include **only** the room name on the placard
  – The photos must be **continuous**
    • Example: edge of dresser on right, next photo has dresser on left
First Room Photo
Include Room description and # of CYDs
Wipe off the total CYDs for the room prior to taking the supporting photos
Continual Photos
Continual Photos
P&P Placard Process

Safeguard Properties

LIVING ROOM
1 CYDS

LIVING ROOM

LIVING ROOM

LIVING ROOM
Infestation Risks
No Cubic Yards on the Placard
Exterior Debris Bidding

- Only 1 photo is taken of the total CYD count for the exterior
  - Label the Placard: Exterior

- BEST PRACTICE – Take exterior photos from the roof to support ground photos
Exterior Debris Bidding With CYDs
Exterior Debris Supporting Photos from the Roof
Incorrect Placard Photo
Best Practice:
Create laminated cards with standard room descriptions to save time and ensure the placard is legible
Debris Removal
Debris Removal

**Best Practice:**
Remove drawers from cabinets and dump debris directly into trash bag.
Debris Removal

Best Practice:
Broom sweep carpets to a hard surface for easy clean up
Debris Removal

**Best Practice:**
Flush the toilet. Ensure the toilet is clean of feces and urine.
Required Debris Removal Photos

• A photo of how the container (trailer/truck/dumpster) arrived at the property with the property in the background as reference.
  – Label the placard START with the amount of CYDs you arrived with at the property.

• Photos with the measurements of the container including:
  – Length, Width, and Height
Required Debris Removal Photos

- Progressive Load Photos
  - ¼, ½, ¾
- Before, During and After photos showing the progress of the debris being removed at the property
- A placard photo stating **END** with quantity of CYDs removed
- Pictures showing the broom sweeping at the property

**Placards are only required for debris removal greater than 10 CYDS**
Define Container Size

- Measure all Containers and Vehicles that will be used on a specific property
Define Container Size

• Common roll off container sizes will need to be measured
Beginning Load Photo

- Label the placard START with the beginning CYD count
- Placard photo needs to be taken with the container
Progressive Load Photos

- Take progress placard photos showing the container at $\frac{1}{4}$, $\frac{1}{2}$, $\frac{3}{4}$
Final load photo

• The last placard stating **END** must quantify debris removed
• Placard photo needs to be taken with container
Final load photo with debris from previous work order

• If you started with debris in the container, your END placard will include
  – Total CYDs in container – Beginning CYDs = CYDs Removed
  – Placard photo needs to be taken with the container
What is a CYD?

- Measures 3’ x 3’ x 3’
- One cubic yard is equal to 27 cubic feet
- Based on volume, not weight
3.5 CYDs
1 CYDs
1.5 CYDs
Bidding Heavy Items

- All debris is bid by the cubic yard
- It is **unacceptable** to increase the total cubic yards due to weight
- If special equipment is needed, add a bid with supporting documentation for rental costs
Vendor Web Updating

Report that debris is present at the property.
Vendor Web Updating

Select the debris bid from the drop down menu.
Select the debris types by selecting the corresponding boxes.
Vendor Web Updating

Input the Quantity.

Make sure you have a well defined description.

Drag all debris photos into the update.
Summary

• Placards need to be used in all debris bidding with the exceptions of health hazards, infestation risks and biohazards

• Room photos need to been taken in a continuous process to ensure all rooms show all debris

• Debris removal requires the following photos:
  – Container measurements
  – **START** and **END** placards with CYDs documented
  – Progressive load placards
  – **Before, During, and After** of the debris being removed
  – Photos showing the broom sweeping process
P&P Placard Rollout

- Placards are required starting **January 15th, 2015**