



### ***What would you do if.....?***

The members mattress cannot make the necessary turn at the top of the stairs at destination?

### **What does the PVO do?**

Bring it to the immediate attention of the member. Offer suggestions. Let them know it is in everyone's best interests to share this situation with your office.

While informing the agent, ask them to contact Atlas Canada Operations and/or Government & Corporate Services. Make sure that they let the MC know.



If the member agrees to allow the crew "fold the mattress", you need to document the agreement. Make a note on the inventories and or on the High Value Inventory Sheet, and have the member sign off that they agree to this step.

If there is no High Value Inventory Sheet completed for this mattress, get Atlas Canada to ask the question as to possible replacement cost. This takes the PVO out of the equation and keeps the on-site crew from being "the bad guys".

Once the decision comes down as to "how to", we cover ourselves of any possible non-compliance penalty and expensive claim situation.

Make sure to ask yourself, "Have I done everything I can to protect myself and my Agent from what is guaranteed to be 100% charged back?"

*the power of  
Communication!*

***Proper documentation is your biggest advantage!***