



# What to Expect on Delivery Day – Customer Onboarding Guide

This guide explains what to expect on delivery and pickup days for your portable restrooms or restroom trailers. Share it with anyone who will be on site so your rental goes smoothly from start to finish.

## 1. Before Delivery Day

- Confirm your delivery date, approximate time window, and onsite contact person.
- Make sure we have accurate directions, gate codes, and special instructions.
- Review your site map or layout and decide where units and trailers will go.

## 2. Preparing the Site

- Clear vehicles, equipment, or obstacles from the delivery path.
- Ensure the placement area is level, stable, and safe for guests or workers.
- For trailers, verify that driveways and entrances are wide enough for our truck to maneuver.

## 3. During Delivery

Our driver or crew will position the units, level restroom trailers, and check that equipment is operating properly. Your onsite contact should be available to confirm final placement.

- Walk the site with the driver to confirm locations before units are set.
- Address any last-minute adjustments to keep paths safe and accessible.
- Confirm where service vehicles can park when performing pump-outs.

## 4. During Your Event or Project

- Keep access paths clear so units remain reachable and safe to use.
- Use signs or simple instructions to guide guests or crews to the right restrooms.
- Contact us if you notice heavy usage and think you may need extra units or service.

## 5. Pickup and Wrap-Up

- Move any vehicles or obstacles blocking the units before the pickup window.
- Make sure gates or access points are unlocked for our truck.
- Walk the area after pickup to confirm everything looks as expected.