**Customer calls, comes in or e-mails to book a launch date.**

Check date availability & tide to suit size of boat.

**Check the following in ACE & contact customer if needs updating:**

~ Is Insurance up to date?

~ Does customer have outstanding balance? **Balance must be paid in full prior to launch**

~ Is credit card expired?

~ Does customer have signed Boat Handling Contract on file?

If **NO**, send reminder sign one & add to file

Spring form & all info. received?

E-mail customer Spring Launch form, contract etc. & morning or afternoon launch & confirm date. Remind of missing info, if any. (4 weeks prior)

**YES**

Misc. work for YM

~ on SL form?

~ over & above job – schedule WO

Bronze – 72 hrs prior to launch, brought out for customer to prep

SWM stepping – Who is doing it? When & where?

MAST stepping – schedule in book prior to launch

Additional work for YM, schedule work

Customer needs service work: Create WO for MST & add to board. Copy for YM

Fibreglass work required, create WO for FT. Copy for YM

**YES**

**READY FOR LAUNCH**

**YES**, photocopy form, put original in file & copy in Lee’s file. Mark in book that all is ready to go for this customer!

Launch only? Open SWM WO?