

Hire Desk

START

Breakdown details received from customer.

Raise hire breakdown on Syrnix.
As per amended Syrnix instructions.
SELECT Ctrl & CLICK LINK BELOW FOR GUIDE
[S/HSQE Docs/QA Controlled Syrnix User Guides/Direct Solutions](#)

Email hire breakdown details to Supplier.

Follow up call to Supplier.

Daily check - open Workshop jobs, chase Supplier & update job notes on Syrnix.

When completed, request confirmation of completion and all supporting documentation from Supplier.

Chargeable?

YES

NO

To Lynch?

Never accept initial costs.
Always request discount on charges.

If operated, obtain operator statement within 48 hours of notification of damage.

Raise Advice Note to internal account OPE002.

Send Advice Note to Recruitment & Training for their records.

Raise PO to Supplier from Advice Note.

YES

To Customer?

Complete hire breakdown as chargeable.

Complete Advice Note and email to Customer.

Raise PO from Advice Note and email to Supplier.

Move all emails and documents into the Syrnix Hire Breakdown Documents folder.

Request suspension charges from supplier due to breakdown via email – c/w all dates.
4 hours= ½ day, 8 hours =1 day

Inform Purchase Ledger of suspension days once agreed so invoices are not paid in full.

END

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