

# THE TOOL BOX

A Quarterly Newsletter for Herc Rentals Professional Technicians

## Techs Team Up and Get the Job Done



Pictured left to right: A Technician Bob Smith, Sales and Operations Coordinator Kris Nilsen, Equipment Coordinator Steve Siebert, C Technician Pat McDermott and Central Reservations Coordinator Wes Jacobsen.

Jenne Lazara, the branch manager at our Everett, WA, location, was so impressed by the teamwork displayed during an after hours job that she not only wants to tell others about it but recognize the individuals who made it happen.

A few weeks ago, a large construction company working at an even larger aerospace company needed a package of two booms, two scissors and a 5K warehouse forklift, Lazara recalled.

"No problem, right? Wrong," Lazara said. "The aerial equipment all needed to be equipped with mesh basket wraps and padding. Not only that, some of the equipment that had to be serviced arrived late in the yard, and then would have to go back out first thing in



the morning."

But as soon as the equipment began to arrive, A Technician Bob Smith sprang into action. "At this point, it was late and Bob was looking at about four more hours of work," Lazara said.

But rather than leave Smith to do his work, his teammates couldn't leave him behind.

"As they were about to leave, they noticed Bob was still working away and jumped in to help," she said. "First there was one, then two, then four people crawling all over the lifts getting them padded while Bob serviced the units."

## Myrtle Beach Branch Celebrates Shop Supervisor's 35 Year Anniversary with Cookout and More



**Myrtle Beach Branch Manager Wade Miller thanked Shop Supervisor Bob Farrand for his 35 years of service to the company. Miller and Farrand were later joined by teammates and customers who celebrated the work anniversary with a cookout.**

Customers and team members in Myrtle Beach, SC, exchanged stories and reminisced about the early days during a recent branch cookout celebrating Shop

Supervisor Bob Farrand's 35 years with Herc Rentals.

Thirty-five years of service to one company is almost unheard of nowadays, said Myrtle Beach Branch Manager Wade Miller. "Bob's seen many changes through the years and the experience he has, can provide us with many valuable lessons we can all learn from," said Miller, thanking Farrand for his loyalty and service.

For his 35 years of service to the company and customers, Farrand, a veteran, also received a crystal commemorating the feat.

"My service excellence stems from the group he leads," Miller added. "Once again, congratulations King Bob!"

## Hints & Tips for Ordering

How can you help ensure supplier invoices pay smoothly? Here are hints and tips that make a positive impact on invoice matching success.

### Creating a purchase order (PO) for parts or merchandise:

- DO create POs in SmartEquip (preferred) or RentalMan.
- DON'T order parts/merchandise or bulk inventory in Oracle.
- DO ensure your PO is fully approved PRIOR to placing your order.

HINTS & TIPS CONTINUED ON PAGE #2 >>

# TECHNICIAN SPOTLIGHT

## Alexandrea Burgos



**Job Title:** Technician C

**Branch:** 9372; Orlando, FL.

**Years at Herc Rentals:** Almost two. Started in December 2019 as a technician in training

### **How did you start your career with Herc Rentals?**

"I got into wrenching because I had a small detailing business that had customers asking for PM work. I didn't have the knowhow, so I invested in myself and went to Universal Technical Institute. Shortly after graduation, I was contacted by Herc Rentals recruiter Samantha Hall.

She set me up with an interview and I fell in love with the company and the vibe of the shop. I was excited to accept the offer and start my career with Herc."

**What was the biggest challenge you faced in your career so far and how did you overcome it?** "Feeling overwhelmed by the size of some of the equipment and learning how to operate some of it. But over time, I slowly gained the confidence to handle working on larger projects."

**What are you doing now?** "Working in the shop and improving my skills, while learning and understanding other positions and departments."

**What is your favorite part of your job?** "No two days are the same. I learn something new or get a better understanding of something almost every day."

**Do you have any hobbies?** "Going for long walks, taking a drive with good music, watching movies and trying to find some adventure for my children."

**Do you have an interesting personal tidbit you would like to share?** "I was a cheerleader in high school, who swore

she'd never turn a wrench."

**Do you have any career advice you would like to offer?** "Don't limit yourself because of gender or skill, take every opportunity to learn."

"Alexa stands out because she takes initiative. For example, and to put into perspective, we are a very large branch and run through an abundance of filters. She was frustrated that whenever she needed one, we seemed to be out. She took it upon herself and created a spreadsheet to track filter use. After the first few weeks, she was able to determine the number of filters we average per week. On Fridays she puts in filter orders for the branch that would last us through Wednesday the following week, then reevaluates Wednesday morning and puts another order in to last the remainder of the week. This has helped save our branch time and money as we are no longer waiting on filters to arrive for services." – **Brian Coconato, 9372 branch manager, Orlando, FL**

### **>> Hints & tips continued from page 1**

#### **Unsure which RentalMan vendor number to use?**

- DON'T guess. Ask VSU@hercrentals.com or USPartSupport@hercrentals.com
- Using SmartEquip, you can find the right RentalMan vendor number by searching the vendor name. See USPartSupport@hercrentals.com with questions.

#### **For ordering outside of SmartEquip:**

- DO issue the PO in advance and give to supplier before delivery or pick-up.
- DO email the supplier a PO copy or screenshots to verify data is correct.
- DO have the supplier repeat the PO number back to you to ensure accuracy if ordering by phone.

#### **When a vendor calls with a change in part number or price:**

- DON'T delay your PO maintenance. Easy to forget, so do it immediately.
- DO have the new item added in RentalMan to ensure inventory is correct.

#### **Forget to order an item?**

- DON'T call the supplier and verbally add the item to a recent PO.
- DO create a new PO for the item.

#### **Need to return an item?**

- DON'T delete the item from your RentalMan PO. This causes the invoice to go on hold. The item must be received prior to processing the return.
- DO create a new negative RentalMan PO to remove the returned item from inventory.

#### **The item you're buying involves a core to return:**

- DO include the core on your PO.
- DON'T delete the core from your PO after you return it. The branch will be credited to the right order in a separate transaction.

#### **Buying on an RPO? (Repetitive Purchase Order)**

- DO create a new PO every year. Set an annual calendar reminder.



## Safety Tip: Using the Right Tool for the Job

Tools are designed to tackle the task at hand. Using the right tool results in better efficiency and reduces the chances of injury.

### 5 Basic Tool Safety Rules

OSHA's five basic safety rules to keep everyone safe while working with hand and power tools:

- Keep all tools in good condition with regular maintenance.
- Use the right tool for the job.
- Examine each tool for damage before use and do not use damaged tools.
- Operate tools according to the manufacturers' instructions.
- Provide and properly use the right personal protective equipment (PPE).

### Minimize Risk, Maximize Efficiency

Using the right tool keeps us and the equipment we work on safe. It also improves efficiency. For example, you never want to use uninsulated steel tools when working on electrical components because it could result in a shock or electrocution.

Using the wrong tool for a specific task not only could result in an injury that sidelines a team member, but it can also result in damaged gear and a lengthier repair job.

Choosing the right tool also means it needs to be inspected to ensure that it isn't defective. A defective or broken tool is no longer the right tool for the job.

### Hand Tool Risks

- Be aware of sharp tools and cutting equipment. Lacerations and puncture wounds are no fun.
- Inspect your handles. Wooden handles can loosen or crack.
- Steel hand tools can cause sparks and ignite flammable substances.
- When the jaws of a wrench are sprung to a certain point, it can cause slippage during use.
- Vibration from hand tools can obstruct blood circulation and cause numbness in the hands and arms.

### Cleaning and Maintaining Tools

All tools should be kept clean and stored properly. Team members should be inspecting all equipment before use as well as complete quarterly tool inspections with their supervisor. When conducting inspections, here are some things to look for:

- Paint. It can hide a defect. Always remove paint anywhere on a tool. If there are metal parts, make sure there is no rust or corrosion. Also, check for modifications and quick fixes. Anything that looks like it has been added or isn't manufacturer-approved should be removed.
- Make sure cutting tools are sharp.
- Be sure to use the right size wrench for the job. If the tool slips, discard it.
- Make sure hammer heads are securely attached to the handle.
- When using power tools, inspect the electrical cord for fraying or exposed wires, all moving parts are lubricated, and electrical prongs are straight and firm.
- Keep tools in a dedicated place and ensure that only trained personnel have access to it.

Remember: prevention is the best protection.

## Technicians Gearing Up for New Training Offerings

New technician training opportunities are now available.

The company's Learning & Development team partnered with Product Support to bring online manufacturer training to Herc University, said Eve Drinis, the company's learning and development director.

What does this mean to you?

First, it means our technicians will save time. They'll no longer have to create accounts or passwords every time they're trained on a vendor's equipment, Drinis said. "Secondly, the courses are tracked in HercU. These programs are organized based on equipment and skill levels."

Currently, 11 programs from eight vendors are available with four more on the way.

The technician training program was developed for multiple reasons, Drinis added. They include:

- To ensure technicians can inspect and maintain equipment properly.
- Improve equipment quality for our customers.
- Improve efficiency in the shop.
- Reduce the cost of repairs by avoiding rework and outside repair costs.
- Support technicians' professional development.
- Improve retention and reduce turnover.
- Provide measurable and objective criteria for advancement.

The program also calls for branch managers to allow up to one hour of training during work hours per week with the goal of having technicians complete 30 hours of training per year.

To view and enroll in the programs best suited for you, check out the new [Technician Training Resources](#) page.



Attn: Communications  
27500 Riverview Center Blvd  
Bonita Springs, FL 34134

# AUGUST<sup>2021</sup> TECHNICIAN NEWSLETTER

We're always looking for good people and good technicians like you.  
**Remember, if you refer a friend, you could earn \$2,500.**

## Herc Rentals Technicians Open Positions:

POSITION TITLE	LOCATION	RECRUITER
Field Service Mechanic A	Anaheim, CA	Gabrielle Grimblat
Field Service Mechanic A	Bellevue, WA	Brittanie Phelan
Field Service Mechanic A	Carson, CA	Joshua McEwen
Field Service Mechanic A	Charlotte, NC	Jim Kotsakos
Field Service Mechanic A	College Park, GA	Jim Kotsakos
Field Service Mechanic A	East Point, GA	Jim Kotsakos
Field Service Mechanic A	Fort Worth, TX	PJ Virk
Field Service Mechanic A	Fresno, CA	Joshua McEwen
Field Service Mechanic A	Gainesville, VA	Sharon George
Field Service Mechanic A	Houston, TX	Jeff Simmons
Field Service Mechanic A	Kansas City, MO	Cindy Samaroo
Field Service Mechanic A	Midland, TX	Jeff Simmons

POSITION TITLE	LOCATION	RECRUITER
Field Service Mechanic A	Myrtle Beach, SC	Jim Kotsakos
Field Service Mechanic A	Pacheco, CA	Gabrielle Grimblat
Field Service Mechanic A	Pontiac, MI	Tara O'Connor
Field Service Mechanic A	Reading, OH	Tara O'Connor
Field Service Mechanic A	Richmond, VA	Sharon George
Field Service Mechanic A	Rohnert Park, CA	Joshua McEwen
Field Service Mechanic A	Romulus, MI	Tara O'Connor
Field Service Mechanic A	Salinas, CA	Joshua McEwen
Field Service Mechanic A	Spokane Valley, WA	Brittanie Phelan
Field Service Mechanic A	Texas City, TX	PJ Virk
Field Service Mechanic A	Union City, CA	Joshua McEwen
Field Service Mechanic A	Williamsburg, VA	Sharon George

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