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Video Title: Introduction to Grace Period Procedures

Exporting title:	StorageCo_delinquency_grace_period_introduction
Course name:	The Delinquency Process: Avoiding Storage Wars
Module number:	1
Learning objective:	Learners will be able to follow company policy in the delinquency grace period.
Client:	Portfolio piece
Development tool:	Vyond
Requested length:	N/A

Voiceover	**Notes on visuals / animation / additional audio**
Here at StorageCo, our business succeeds when customers continue renting units to store their belongings.	Animation of money changing hands (cha-ching cash register sound) and a storage unit door closing (door closing sound)
But what do you do if a customer stops making payments on their unit?	Employee looks puzzled, holding a bill.
In this course, you'll learn the standard operating procedures for the delinquency grace period.	Employee looking at timeline of grace period procedures (markers on a line with icons for each notification/task)
You'll learn when to notify customers, what methods of communication to use, and how to word your notifications so that the customer is happy, and the rent gets paid.	Employee smiling at camera as the text appears "Notification ● When ● What methods ● How"
You'll be ready to handle the delinquency process professionally and more importantly, legally.	Employee with hands on hips, looking confidently into the camera.
So let's get started!	Employee gesturing at camera for the viewer to follow them. Employee walks to the right until off camera. Unit door comes down with the logo.