

JC PAYNE SPECIALIST SERVICES LTD



Tail Lift, Commercial Vehicle Body & Ancillary Equipment Specialists

Nationwide 24/7 365



Company Brochure
May 2016

WHO WE ARE

JC Payne is a family owned business with over 40 years experience in the commercial vehicle industry headquartered in Aldridge, West Midlands.

OUR GROUP

JC Payne Specialist Services is a sister company to commercial vehicle bodybuilder JC Payne (UK) Ltd, providing a complete tail lift and aftersales solution to the CV industry.

ONE STOP SOLUTION

We can offer a full tail lift service or repair and maintenance package on any of the bodies we build, comprising all dry freight rigid bodies from 3.5t to 26t on a wide range of manufacturers with full Whole Vehicle Type Approval.



OUR SERVICES

JC Payne Specialist Services Ltd currently has a 24/7-365 support network of engineers which can undertake any repair, service or breakdown anywhere in the UK and Northern Ireland. Our in hours times are 08:00–17:00 Monday to Friday.

BREAKDOWN RESPONSE

Our team is targeted with a 60 to 90 minute eta, which is made achievable through our 3rd party network that assists our call centre in the eventuality that we don't have an engineer instantly available.

We currently specialise in the following areas:

- London and surrounding area
- West Midlands and Staffordshire
- East Midlands
- Yorkshire and the North East
- Lancashire and the North West
- South West
- South East





A Network At Work For You

ENSURING YOUR VEHICLES RECEIVE THE MAINTENANCE AND CARE THEY NEED

At JC Payne, we fit, repair, maintain and undertake warranty work with the tail lift industry's leading manufacturers. We are a Preferred Agent of DEL Equipment (UK) Ltd and also a member of the Ratcliff 24/7 365 network. We also work very closely with Dover Vanguard as well as being a repair and parts agent for JR Industries.

In addition to our engineers based throughout the country, we work closely with a hand picked 3rd party network to ensure that we can cater to all of your tail lift and body care needs throughout the United Kingdom.

Flexible solutions for your business

PACKAGES AVAILABLE TO SUIT YOUR EVERY NEED

At JC Payne Specialist Services, we can customise our solution to your business. Whether you are looking for a service contract, a pay as you go deal or are after full repair and maintenance, we can offer a service that ensures you get the peace of mind that your commercial vehicle and tail lift will receive the best of care and ensure your vehicle keeps working, safe in the knowledge that you have the support of a 90 minute response time for any breakdowns.



WHAT WE DO

- TAIL LIFTS
- SHUTTERS
- BODY MAINTENANCE
- CURTAIN REPAIRS
- ROOF REPAIRS
- CRASH CUSHIONS
- CRANES
- BIN LIFTS
- PASSENGER LIFTS
- HOOK LOADERS
- REPAIRS

HOW WE WORK

We operate using a bespoke software system which enables us to provide a real time and efficient solution to your fleet maintenance needs.

ENGINEER PLANNING

Our engineers are all provided with and trained in the operation of mobile PDAs enabling our call centre team to allocate work to their schedule in the minimum of time.

SMART BOOKING

Our team are tasked with obtaining all necessary information prior to making a booking and making contact with the end user when our engineer is on the way, greatly reducing the chances of a failed attendance due to a vehicle's lack of availability.

Depot:	Main Depot	Type:	JCP S/S	Filter:	
	Mids - Martyn G Van 8	Mids - Paul B Van 17	Mids - Paul G Van 4	Mids - Pete R Van 12	Mids - Steve R Van 3
0:30					
1:00					
1:30					
2:00					
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3:00					
3:30					
4:00					
4:30					
5:00					
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6:00					
6:30	DUDLEY 133345 DU14 VRC - Complete Due:	NEWARK 133462 GF63	LEEDS 133334 N665 AMU - Complete Due: 25/05/2016 09:00 (18/05/2016 10:55)		WEDNESBURY **TIME CRITICAL** 132925 NL62 EHV - Complete Due: 25/05/2016 08:00
7:00					
7:30					
8:00	SHREWSBURY 133420 VD64 MLV - Details Req Due: 25/05/2016 10:00	NEWARK 133349 CASTLER PN14 SVV		DUDLEY 133345	SHREWSBURY 133420 VD64 MLV - Complete Due: 25/05/2016
8:30		CASTLER 133467 PN15 HWB - Details			PETERBOROUGH 132973 YG15 DALU - Complete Due: 25/05/2016 11:00 (06/05/2016 08:48)
9:00		RETFORD 133468			
9:30					
10:00					
10:30					
11:00					
11:30					
12:00					
12:30					
13:00					STAMFORD 133429 KR64 EFP - On Site Due: 25/05/2016 15:00
13:30	MILTON KEYNES 133241 KT13 XLE - On Site Due: 25/05/2016 13:00	ING SCUNTHORPE 133491 KV65 YPW - On Site Due: 25/05/2016 13:00 (23/05/2016 14:08)	ALFRETON 133529 26909/2 - Allocated Due: 25/05/2016 12:00	MILTON KEYNES 133241 KT13 XLE - On Site Due: 25/05/2016 13:00	
14:00					
14:30	WELLINGBOROUGH 132262 FN63 DIF - Waiting Acceptance Due: 25/05/2016 15:00		STONE 133305 YG14 X20 - Waiting Acceptance Due: 25/05/2016 15:00		WELLINGBOROUGH 132262 FN63 DIF - Waiting Acceptance Due: 25/05/2016 15:00
15:00					
15:30					
16:00					
16:30					

MANAGING YOUR FLEET MAINTENANCE

Our system enables all work to your vehicles to be planned ensuring minimum down time and maximum convenience.

We can also help ensure that all deadlines are met to ensure compliance with both legal timeframes and your internal processes.

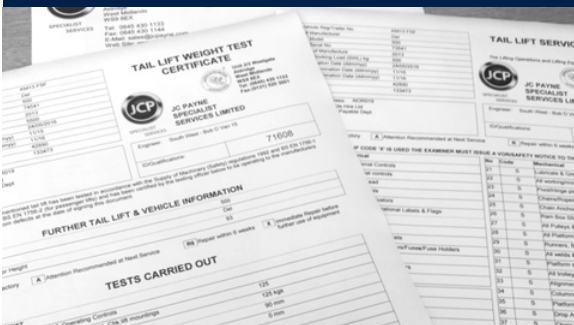
Our call centre team and our engineers ensure that all work that is carried out contains all relevant details to the job, including authorisation, work undertaken and photographs.

All specific information required and requested by your fleet maintenance team is captured to ensure that there is minimum disruption to you and your customer.

DOCUMENTATION

The real time communication between our engineers PDAs and our system's server ensure that all paperwork can be completed in real time ready for submission to your fleet maintenance teams.

All of our inspection sheets including LOLER certificates will be emailed across within 24 hours of work being undertaken, together with estimates for any follow up work required. All of our invoices will follow within 48 hours of the completion of the job.



YOUR JCPSS TEAM

Our friendly and helpful team are available to assist with all your requirements in relation to your vehicles. Our 24/7 response line is available on 0845 430 1133 or alternatively please feel free to contact any of us on the details shown below.

Neil Brandrick	Managing Director	neil.brandrick@jcpayne.com
Chris Murphy	General Manager	chris.murphy@jcpayne.com
Scott Hadley	Business Development Manager	scott.hadley@jcpayne.com
Mark Underwood	Aftersales Manager	mark.underwood@jcpayne.com
Sharon Edmunds	Office Manager	sharon.edmunds@jcpayne.com



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