



IPSSA Fort Worth News

Volume 5, No. 11

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November 2004

NEWS TO USE

Collecting Payments Due

When your business provides a product or service to a customer or client you expect to get paid. Most businesses have struggled at one time or another to get paid for their work. If you are a small company, not getting paid for your services could be particularly detrimental to your business.

To make sure you are not left holding the bag, the Better Business Bureau offers the following tips to speed up the payment process:

- Sign a contract. This may seem obvious, but it is critical if you want to set payment terms up front. Do not rely on verbal agreements. Your contract should stipulate what you will do, when you will do it, and how much and when you will be paid.
- Decrease the amount of days in your billing cycle. While most vendors can take up to 60 days or more to pay up, there is no reason why you can not add a line to your invoice that reads, "Payment due within 14 to 21 days." Include a specific date for amount to be paid.
- Review your invoices. Are your invoices too generic? All invoices should include the client's contact name, the order number and the

Water Garden Lawsuit Update

The city of Fort Worth, Texas, along with 21 individuals and companies, are being sued by the families of four vacationers who drowned at the Fort Worth Water Gardens, according to Eileen Houston-Stewart, the city's chief communication officer. The suit names nearly everyone involved in the design, construction, renovation and maintenance of the facilities. It asks for more than \$1 million on each of 72 counts. The four drowned June 16 in the park's Active Pool, after one of the girls fell in and the other three tried to save her.

CPSC Warns of Off-Season Drownings

As part of Baby Safety Month in September, the U.S. Consumer Product Safety Commission released a *Water Safety Tips* pamphlet and video broadcast to warn parents and child caregivers about drowning hazards in and around the home that exist year 'round. Though summer is over and many pools are closing, the CPSC urges parents to be vigilant of potential hazards other than pools. According to the commission, each year an average of 110 children under the age of 5 drown in bathtubs, hot tubs, spas, ponds, fountains, wading pools and other vessels. To get a free copy of the pamphlet, call the CPSC hotline at 800-638-2772

Hasbro Recalls Water Toys

Hasbro Inc. of Pawtucket, R.I., has issued a recall of 230,000 Super Soaker Monster Rocket water toys. According to the U.S. Consumer Product Safety Commission, the cap on the water tank can unexpectedly project off, posing a risk to users and bystanders.

As of press time, Hasbro had received reports of six injuries. Consumers are urged to stop using the water toy and contact Hasbro at (866) 487-4737 to receive a

date the bill is due. If you are dealing with a large corporation, ask for a vendor number and include it on the invoice. It is often required before a check is cut. You may need to consider adding a late payment penalty charge to your invoice.

- Request a portion of the payment up front. Depending on your business, you often can request part of the payment in advance.
- Bill your clients more often. Instead of billing every 30 days, try billing every two weeks.

Taken from www.bbb.com

free replacement product of equal value.

All of the articles in this column were taken from:
www.poolandspanews.com

Chapter News...

This months meeting will be back a La Playa Maya!!! We had a great time last month at Amy and Murray Allen's House, so be sure to thank them next time you see them. We also welcomed two new members: Scott Mc Farland and Bill Lorber. Welcome to the chapter guys!! Remember we are always looking for new chapter members so be sure to tell any other pool guys you see about the many benefits of Chapter Membership. Marie Austin, as Chapter Rep and Paul Gleim, for Jason Bonser, attended the Region 9 Meeting in San Antonio a couple of weeks ago. There were a lot of interesting things discussed at the meeting that will propel IPSSA and our industry to the next level. Members should be proud of the work our regional board is involved in. Our Regional Director, Chris Miles, has made leaps in relationships within the industry and it seems more good things are to be seen from him. We discussed many safety issues and how to promote IPSSA, as well as plans for the Texas Pool and Spa Show in January. Formally known as the Dallas tabletop, this years show is fashioned after the PIE show and will include a day of training and a day of tradeshow activities. The hope is that one day, it will be a full scale annual Texas Tradeshow. Be sure to support the endeavors of the Dallas chapter and attend the show.



Fall 2004/Winter 2005 Training Dates

As you know, proper training can make a big difference in your ability to please customers and gain their confidence. Following are the local training dates for some of the major manufacturers:

Raypak Training Dates

Arlington- Tuesday, 1/18/05

Plano- Thursday, 1/20/05

Contact information:

(805) 278-5302

Pentair Training Dates

Dallas/Fort Worth - 10/22/04

Dallas- 02/03/05

Fort Worth- 11/16/04

Contact Information

fax 800-582-2112

ph 888-755-7946

Jandy Training Dates

Dallas/Fort Worth heater class 03/22/05, 03/23 (2 days)

Dallas/Fort Worth- 03/24/05

Advanced Heaters- Houston 12/14/04

Pumps/Filters- Houston 12/15/04

Like to Surf?

Try these sites for industry related information:

www.window.state.tx.us/taxinfo/sales

www.tppc.org

www.ipssa.com

www.tdh.state.tx.us/beh/gs/pools.htm

www.arrowinsuranceservice.com

www.nspf.org

www.lightningsafety.com

www.poolandspanews.com

www.cdc.gov/healthyswimming

www.cpsc.gov

www.poolsafetynetwork.org

CALENDAR OF EVENTS

11/16/04- 7 PM
IPSSA Fort Worth Members Meeting
La Playa Maya Restaurant
1540 North Main St, Fort Worth
(817) 624-8411

December 1-3, 2004
International Pool and Spa Expo, Las Vegas Nevada
www.poolandspaexpo.com

12/6/04- 7 PM
IPSSA Fort Worth Officer's Meeting
Chili's
Bedford-Euless Road

12/21/04- 7 PM
IPSSA Fort Worth Members Meeting
La Playa Maya Restaurant
1540 North Main St, Fort Worth
(817) 624-8411

1/3/04- 7 PM
IPSSA Fort Worth Officer's Meeting
Chili's
Bedford-Euless Road

1/18/04- 7 PM
IPSSA Fort Worth Members Meeting
La Playa Maya Restaurant
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1/21&22/2005
Dallas IPSSA Annual Table Top
See Insert

2/7/04
IPSSA Fort Worth Officer's Meeting
Chili's
Bedford-Euless Road

2/15/04
IPSSA Fort Worth Members Meeting
La Playa Maya Restaurant
1540 North Main St, Fort Worth
(817) 624-8411

How can IPSSA Membership better your business?????

- Education
- Networking
- Industry News and Events
- Special Offers and Discounts
- Sick Route Coverage
- Life Insurance
- Liability Insurance
- Optional Commercial Auto Insurance

IPSSA Code of Ethics

As a member of the Independent Pool and Spa Association, Inc., I will utilize my professional knowledge and skilled practical workmanship in providing quality customer service. To that end, it will be my responsibility to keep informed of developments in the pool and spa industry, including new techniques and product applications.

My second obligation will be to IPSSA members by giving them any professional assistance they need, including sick route coverage. In this endeavor, I shall respect their clientele and not encroach upon their routes.

My final responsibility will be to my community and its citizens. I will strive to communicate the necessity of pool safety and other issues of importance to pool and spa owners.

In these ways, I will promote the ideals and objectives of the