2100: Sentricon® Administrative Procedures

Section: Sentricon Administration
Subject: Sentricon Administrative Procedures
Approved by: Eddie Faircloth
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Policy Owner:

Policy

“We are committed to INNOVATION and CREATIVITY to produce safer, more efficient and effective technologies and methods."

It is with this thought in mind that our Company offers the Sentricon Termite Colony Elimination System, an environmentally safe alternative to traditional methods of termite protection. The Sentricon system involves using an insect growth regulating bait which prevents worker termites from molting, a process critical to colony survival. This program requires the initial installation of baiting stations around the perimeter of the structure and continues with subsequent monitoring to ensure that the colony has been eliminated and no new colonies reappear.

The following administrative procedures will be used to properly record this type service on internal reports as well as on customer accounts.

1. Sentricon Backlog and Daily Operations Report (DOR)
    1. Backlog - Record each Sentricon Sales and Backlog Report (See Exhibit A) Complete each column as indicated.
    2. Daily Operations Report - Enter the pertinent sales, production and collection information on the DOR as described in Policies & Procedures #1801.

2. Before creating the account in Routeman:

1. If this sale resulted from an already existing customer who upgraded the service, be sure to cancel the old account with a cancel code of "3", and refer to the new Baiting Account on the third line of the detail screen by inputting code 11, followed by a space and the new baiting account number.
2. If this sale was the result of an Extended Protection Treatment (EPT), be sure to change cancel code on the old account from "4" to "3", and refer to new Baiting Account on the third line of detail screen by imputing 11, followed by a space and the new baiting account number.
   (The above must be done only after the installation has taken place and the installation is posted, to insure service center is not penalized for an unnecessary cancel. Old Agreement and related documents from original subterranean file must be placed in new customer folder in order to maintain a complete file.)

3. Creating the Account in Routeman
   1. In Routeman, create the customer's account under Service Location Master using an account number between 35000 and 39999. Write the account
   2. number on the upper right corner of the sales contract. (See Exhibit C)
   3. Enter customer information (name, address, and telephone number) in fields 1 through 8.
   4. Enter guarantee number at the beginning of field 9. Enter the renewal amount at the end of field 9 (Note: must have decimal and cents.)
   5. Enter service agreement number at the beginning of field 10. Enter month & year of the warranty date at the end of field 10. (Note: do not use any slashes.)
   6. Enter the contract amount in field 11. Use even dollars only, no decimal or cents.
   7. Enter 97 for Sentricon start Rt. in field 12. This is the route number for Sentricon. Enter a 3-digit salesman number for the Sales Inspector who sold the content.
   8. Enter through fields 13 through 14.
   9. Enter scheduled installation date in field 15. Should this date change, update this field with the actual installation date.
   10. Enter through fields 16 through 19.
       Enter the appropriate account type in field 20 as follows:
       For Sentricon Total Coverage (all termites) Total Protection, enter "O"
       For Sentricon Total Coverage (all termites) Limited Protection, enter "Q"

For Sentricon Full Protection (subterranean only), enter "T"

For Sentricon Limited Protection (subterranean only), enter "V"

11. Enter through fields 21 through 30.
12. If this is a current Pest, Lawn, or termite customer, you need to input the baiting discount code and the referring account number on the First (1st) line of the Service Direction.

    Baiting Discount Codes:

    SPC = Special Pest Customer

    SLC = Special Lawn Customer

    STC = Special Termite Customer

    EPT = Extended Protection Treatment

    (These codes are designed to insure that the Sales Commission report will reflect the correct commission percentages for these accounts.)

    - Examples:
        - SPC 00869
        - SLC 44569
        - STC 56970
        - EPT 56977

13. At the bottom of this screen, you will be prompted to select "(A)ccept, (M)odify, (C)ancel, (R)eject, (S)ervice". Enter "S" for Service and enter "5" for Service Type. A second screen will appear. See Exhibit D of this policy for an example of this Routeman screen.
14. Enter linear feet of structure in field 9 using information from the sales graph.
15. Enter structural condition codes in field 10 using information from the sales graph. (See Policies & Procedures #807, page 5 for codes.) If an account is a 1999 Dow Special Conversion account from an existing termite customer. Input: "ZX" for Residential, "ZC" for Commercial into the last 2 digits of this field.
16. Leave field 11 blank.
17. Enter the same information in field 12 as in item 6 on page 2 of this policy.
18. Enter through field 23.
19. Enter the total contract amount in field 24. (Example: $1900 Sentricon Baiting System, $400 Liquid Treatment = $2300 Total Contract Amount.)

20. Enter "M" in field 25 for monthly monitoring.
21. Enter a "1" in field 26. This denotes a Monday service and will be modified after the installation is complete.
22. Enter a "1" in field 27. This denotes a service in the first week of the month and will be modified after the installation is complete.
23. Enter to bottom of screen, (you will be prompted to select "(A)ccept, (M)odify, (C)ancel, (R)eject, (S)ervice." Enter "S" for Service and enter "3" for Service
24. Type. Another screen will appear. This screen will be used to enter renewal information for this account. (See Exhibit E)
25. Enter the linear footage from the sales graph in field 9.
26. Enter the same information in field 10 as in item 15 on page 3 of this policy.
27. Enter through field 11.
28. Enter Route "62" in field 12; enter 2-digit warranty-month in minutes, enter through remaining sections of field 12.
29. Enter through field 21.
30. In field 23, enter the total renewal amount.
31. In field 24, enter the total renewal amount.
32. In field 25, enter "A" for annual frequency.
33. Enter "1" in both fields 26 and 27.
34. In field 28, enter the 2-digit number for the renewal month, which will also be the installation month.
35. Enter "A" to Accept, then enter again. This completes the entry of a new Sentricon customer into the Routeman System.

4. “Total Coverage Baiting”
    1. Upon receipt of a "Total" coverage Baiting Sales Agreement(s):
        1. Verify you have received a Wood Destroying Insects Service Agreement (See Exhibit F), as well as a Subterranean Termite Baiting Agreement (See Exhibit G). You must have both agreements for this type of sale.

2. Verify that all the information on the agreement(s) is filled out completely and signed by the General Manager, payment of at least one third total service value is attached, and that both the liquid treatment and Baiting Installation have been selected.

2. Recording in appropriate Backlog, and reporting on Daily Operations Report (DOR):
    1. Backlog - Record the Termite Total Coverage (Wood Destroying Insect) Agreement (liquid application) on the Termite Sales and Backlog Report (See Exhibit B), and the Baiting Agreement on the Sentricon Sales and Backlog Report (See Exhibit A).
    2. Daily Operations Report - Report liquid treatment portion as zero unit for $XXX amount on Termite Protection Daily Sales $(column #9), and the Baiting Installation portion asone unit for $XXX amount on Baiting Daily Sales # and $ (Column 18 & 19)

3. Creating the account in Routeman:
    1. In the Service Location Master create an account number between 35000 and 39999. (This can be done by entering 35 and then "F8" for auto account number.)
    2. Follow directions listed under Items B & C.

5. Posting the Installation Charge

    When a Sentricon installation is completed, you will post to the customer's account, the full contract amount (minus liquid treatment portion on "TOTAL" coverage accounts) on Invoice Type 5 using the following Account Types:

    Sentricon Conversion from Termite E.P.T Customer:

Account Type	Description
"3"	Total Coverage, Full & Limited Protection
"6"	Subterranean Only, Full & Limited Protection

Other Sentricon Sales

Account Type	Description
"2"	Total Coverage, Full Protection
"4"	Total Coverage, Limited Protection

Account Type	Description
"5"	Subterranean Only, Full Protection
"7"	Subterranean Only, Limited Protection

After the installation is posted, you will need to go into file maintenance and change the route number on the first screen and on the service 5 screen from 97 to the assigned monitoring route.

When the liquid treatment on a "TOTAL" coverage account is completed, you will post the liquid treatment portion amount on invoice type 4, account type 9.

F. Processing the Baiting Re-Inspection Report

- At month end run the Baiting Re-Inspection Report (Custom Menu 2, Report #23) and Baiting REIS by Employee (Custom Menu 2, Report #24.) These reports will be used for month-end balancing and payroll purposes.
- At the beginning of each month, print the Baiting (Sentricon) Re-inspection Reports for the next month. Example; beginning of March print April's Baiting Re-inspection Reports. (Print these on WDO Inspection Report (Form MS162)).
- Baiting Re-inspections are assigned by route to the monitoring technician(s) by the Service Manager. The monitoring technician will be held accountable for making the inspections on these accounts on the next scheduled monitoring. (See Policy & Procedure #2102 on this item.)
- After the baiting re-inspection is performed, post according to Re-inspection Policy and Procedure #812, Posting Re-inspections.
- If the renewal is collected at the time of re-inspection, post according to Policy & Procedure #814, Conventional & Sentricon Renewal Posting.

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