425: Inter-Services Center Account Transfer

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Section: Accounting
Subject: Inter-Services Center Account Transfer
Approved by: Elizabeth Ivester
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Policy Owner:

Policy

The inter-service center account transfer program is a computer program which will be used to transfer accounts between service centers while maintaining customer account information. This program will be used primarily for the transfer of pretreat accounts from New Construction Division to assigned service centers. However, the program will be used periodically to transfer accounts for other reasons.

The following procedures are to be used when transferring accounts to another service center.

Pretreat Accounts

1. All accounts created in the New Construction Division will ultimately be transferred to assigned service centers. The goal of the service center will be to perform a final exterior treatment, upgrade the account to Subterranean Total Protection and to generate pest control and lawn care business for our Company. This will be achieved through a series of letters that Corporate will send to these new homeowners encouraging them to contact the New Construction Division so that we may finalize the termite protection on the exterior of their home and extend to them the Total Protection option. Each week, New Construction personnel will complete a Pretreat Builder Accounts Interbranch Transfer form (see below) for each assigned service center. This form will list all homeowners who have called or returned a Homeowner Termite Protection Registration Card in

response to our letter.

2. Each Friday by 2:00 p.m., New Construction will fax the Pretreat Builder Accounts Interbranch Transfer form(s) to Corporate Data Processing. By 6:00 p.m. that day, the accounts will be transferred to the assigned service center. Data Processing will fax a Transferred Accounts Report (Page 5 of this policy) to the receiving service center which will notify them of the account(s) transferred and the new account number(s) on their system. The assigned service centers will collect their pretreat "red" files at New Construction each week. A copy of the transfer form will accompany each service center's red files.

Other Accounts

1. Once the account is identified as needing to be transferred, enter the Account Number, Account Type (PC/LC/TC), Customer Name, Account Balance and Reason for Transfer on the Inter-Service Center Account Transfer Form (Page 6 of this policy). One form should be used for each service center receiving accounts. The General Manager of the transferring service center will approve this form.
2. Each Friday by 2:00 p.m., the transferring service center will fax the Inter-Service Center Account Transfer form(s) to Corporate Data Processing. By 6:00 p.m. that day, the accounts will be transferred to the receiving service center. Data Processing will fax the Transferred Accounts Report to the receiving service center which will notify them of the account(s) transferred and the new account number(s) on their system. This report will be separate from the report identifying transfers from New Construction.
3. All hard files being transferred will be sent to the receiving service center(s) with a copy of this form on top. (We will no longer use the Customer Cancellation Request form for this purpose. However, we will continue to use the Customer Cancellation Request form for those customers that discontinue our service.) The transferring service center will keep acopy of the customer's hard file until the receiving service center verifies that the file has been received.
4. The General Manager of the receiving service center will (1) confirm the accuracy and validity of each transfer, (2)insure that his personnel are prepared to service the account, (3)insure that routing and gridding take place upon notification from Corporate that the account has been transferred and (4)acknowledge the above as well as receipt of the hard file by signing the transfer form and faxing it to Corporate Data Processing.

5. In the case of accounts transferred with current transactions and/or account balances, the following will apply.
    - Current production, payments and adjustments will appear on the receiving service center's Transaction Analysis, Daily Cash Summary, etc. It will be as if the current month's activity never occurred in the originating service center. Both service centers' Daily Operations Reports will need to be adjusted to account for the change in revenue and/or collections. Any current month's Miscellaneous Adjustment sheets for these accounts should be included with the transferred hard files.
    - The commission due the technician generating the production will not appear on the Commission Report but should be manually added so that it agrees with the employee's Incentive Pay Worksheet. The receiving service center will manually remove this production from their Commission Report.

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