709: Cancellation Codes

Deprecated Policies · https://milo.masseyservices.com/docs/709-cancellation-codes/

Section: Pest Prevention
Subject: Cancellation Codes
Approved by: Eddie Faircloth
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Policy Owner:

This policy is obsolete.

current cancellation codes are listed in SPP 702 Cancellation Prevention and Cancellation Reasons.

Click here to access SPP 702.

The following policy language is scheduled to be deprecated.

CANCELLATION CODES

A cancellation code will be used to designate the account as no longer active. The cancellation codes currently used are:

PURPOSE

1. Cancel the account and remove it entirely from the computer system. This code is used primarily for pest and lawn accounts. It is also used to remove termite or baiting accounts that are not to be started.

2. Cancel the account but keep it on the system as an inactive account. This code is used only for termite renewal and baiting accounts. Periodically, we may attempt to reinstate certain cancelled renewals by inspecting the property and collecting the renewal or by performing a critical area treatment, if the cancellation is not recent. (The General Manager will determine the appropriate treatment to reinstate the renewal.)
3. Used only for termite renewals, which have converted to baiting. This leaves the renewal in the system as an inactive termite renewal.
    - Note: Cancel Reason Code will always be "11 went with baiting program".
    - Special Note: Before canceling any Sentricon account make sure all appropriate information on the 1st screen appears as per P&P 2100, Sentricon Administrative Procedures, section C "Creating the Account in Routeman", items 3 & 4. As screens 3 & 4 are permanently dropped from the system once the cancellation is posted.
4. Used by corporate only for termite accounts for E.P.T. Program prior to being worked. Service Center will remove this code if converted under E.P.T. Program. If not converted, Service Center will leave as Code "4" and enter cancel reason code in Service Directions.

CANCELLATION REASON CODES

It will be necessary to enter a reason code during each account cancellation. For pest and lawn accounts, this code will be entered in the "Reason for Change of Cancel Code" field which appears upon acceptance of the cancellation code. For termite renewal and baiting accounts, this code will be entered in line 3 of Service Directions in the Warranty Master Maintenance section after entering the cancellation code in field 21. (See table next page)

Pest & Lawn Accounts

1. Dissatisfied with service
2. Dissatisfied with personnel
3. Dissatisfied with billing
4. Lost to competitor (lower price)
5. Moving / Sold / Deceased
6. Financial (cannot afford)
7. Delinquent balance / Bad debt

8. Price increase
9. Contract completed (no problems)
10. Out of business
11. Burned / Torn down / Destroyed
12. Temporary discontinuance / Seasonal account
13. Other (explain)

Termite Renewal and Baiting Accounts

1. Does not want protection
    - Does not think it's necessary
    - Doesn't think termites are an issue
    - Treatment still good
    - No problems
2. Moving / Sold / Deceased
3. Financial (cannot afford)
4. Price increase
5. Burned / Torn down / Destroyed (Always cancel with a "1", page 9)
6. Other (explain)
7. Dissatisfied with service
8. Dissatisfied with personnel
9. Dissatisfied with billing
10. Lost to competitor (lower price)
11. Baiting conversion

Note

Any cancelled account determined to be a liability if reinstated "MUST" be coded as follows:

cancel reason code # space - DNR - Brief explanation: i.e. Claim / conducive conditions / excessive retreats, etc.

(DNR - Do Not Reinstate)