812: Posting Re-Inspections

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Section: Termite Administration
Subject: Posting Re-Inspections
Approved by: Eddie Faircloth
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Last Reviewed Date:
Policy Owner:

Policy

As part of the service provided to our Termite Customers, we perform an annual re-inspection of all properties under termite guarantee. In order to better serve our customers, and track re-inspections performed, all re-inspections will be posted in Routeman.

Since posting to customer accounts is one of the most important functions we have, it must be done with the **UTMOST ATTENTION TO ACCURACY**. The step by step procedures with which to accomplish this task are as follows:

Posting Conventional Re-inspections:

1. From the Applications Menu, choose Routeman.
2. From Main Menu, choose #09 for Termite Renewals.
3. From Warranty Menu, choose #01 for Warranty Master Maintenance.
4. From Entry Mode Options, choose F6 for Inspection Complete.
5. Type in account number. Prompt will take you to item #16, where inspection date must be typed in, in numeric form, i.e. 01/11/00.
6. Press Enter key to item #17, and again to **SL NO**. This is where you must type in the three-digit man number of the person who performed the inspection. The man number can only be typed in if complete inspection (inside and outside) was performed, and the customer's signature was

obtained. Otherwise, you must use Route 60 for Conventional Inspections. (The General Manager may give approval to enter the Inspector's man number, but only after inspector provides proof all attempts to schedule inspection have been exhausted.)

7. **NOTE** date, if any, in Field #13, as you will need to re-enter this date in the same field later on.
8. Hit Enter key four times and then type in an "A" to accept the entry.
9. When all inspections have been entered (Completed), choose F4 for Response Received from Entry Mode Options.
10. Type in account number. Prompt will take you to item #13, where date **NOTED** in item #7 above must be typed in again. If there was no date in Field #13 you can enter date of inspection. **HOWEVER, THIS DATE MUST BE DELETED ONCE POSTING HAS BEEN COMPLETED.** Press enter to
11. get to the immediate right of the date and type a number "1" in the field in order to proceed.
12. Enter twice through item #14 (Leave Blank).
13. In Item #15, Type 60 for Termite Route.
14. Press **A** to accept the entry.
15. F9 twice to get back to the Main Menu.
16. From Main Menu choose #03 for Daily Posting/Scheduling.
17. From the Posting & Scheduling Screen, choose #04 for Service Schedule Posting
18. You are now at the Automatic Service Posting Program.
19. Type in Service Center Number.
20. On next line, type in Batch Number. This number should start with Service Center Prefix, i.e. 14 for Lake Mary. Next type a "4" for termite, and the "day" for the day the inspection was done. Example: 14412 > 14 = Lake Mary, 4 = Termite, and 12 = 12th day of the month or day inspection was done.
21. At Route Number fields, type in three-digit man number.
22. At Date Serviced, type in date inspection/work was performed, i.e. 11/12/99.
23. At Date Scheduled, type in the month of the inspection, 00 for the day, and the year, i.e. 11/00/99. Press enter to proceed to posting screen.
24. Type in account number, and immediately after account number, type "4" for Termite TYPE.

25. Enter to Service Line, arrow down three times to "ACCT", type in a number "1" for the Conventional Re-inspection code.
26. Arrow down twice to "DESCRIPTION", change description to read "Annual Re-inspection".
27. Arrow down once and **DELETE** dollar amount.
28. Press enter to Payment line and replace the **Y** with an **N** for no-payment.
29. Press enter to option line and press "**A**" or press enter to accept.
30. Once all posting is completed, press **F9** to print the Batch Sheet, review entries for accuracy.
31. If all looks well, type "**A**" to accept batch, if not, type "M" to modify and make the necessary changes.

Posting Baiting Re-inspections:

1. From the Applications Menu, choose Routeman.
2. From Main Menu, choose #01 for File Maintenance.
3. From File Maintenance, choose #01 for Service Location Master.
4. Type in account number, then "S" for Service Screen.
5. Type in "3" for Renewal Service Screen, then "M" to modify.
6. Type in "11" for SCHED. TIME. Type in month and year inspection was done, i.e. 1199. (You must enter two digits for month (01=Jan) and two digits for year (00=2000).)
7. Press enter key to return to modify line.
8. Type in "12" and enter twice to "SALESMAN #". This is where you must type in the man number of the person who performed the inspection. The man number can only be typed in if a complete inspection:
9. (Inside and Outside) was performed, and the customer's signature was obtained. Otherwise, you must use Route 62 for Sentricon Re-inspections. (The General Manager may give approval to enter the Inspector's man number, but only after inspector provides proof all attempts to schedule inspection have been exhausted.)
10. Press enter to get to the options line and choose "A" to accept entry.
11. Press F9 twice to get back to Main Menu.
12. From Main Menu, choose #03 for Daily Posting/Scheduling.
13. From Posting and Scheduling Screen, choose #04 for Service Scheduling Posting.

14. You are now at the Automatic Service Posting Program.
15. Type in Service Center Program.
16. Type in Batch Number. This number should start with Service Center Prefix, i.e. 14 for Lake Mary. Next type a "4" for termite, and the "day" for the day the inspection was done. Example: 14412 > 14 = Lake Mary, 4 = Termite, and 12 = 12th day of the month or day inspection was done.
17. At Route Number fields, type in three-digit man number.
18. At Date Scheduled, type in the month of the inspection, 00 for the day, and the year, i.e. 11/00/99. Press enter to proceed to posting screen.
19. Type in account number, and immediately after account number, type "4" for Termite TYPE.
20. Press Enter key to process to Service Line, arrow down three times to "ACCT", Enter "S" for the Sentricon Re-inspection Code.
21. Arrow down twice to "DESCRIPTION", change description to read "Annual Re-inspection".
22. Arrow down once and **DELETE** dollar amount.
23. Press enter key to Payment line and replace the **Y** with an **N** for no-payment.
24. Press enter to option line and press "**A**" or press enter to accept.
25. Once all posting is completed, press **F9** to print the Batch Sheet, review entries for accuracy.
26. If all looks well, type "**A**" to accept batch, if not, type "M" to modify and make the necessary changes.

NOTE: An Updated **Customer Account Registration & Posting Matrix** is attached to aid you in understanding our coding system.

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