814: Conventional Sentricon Renewal Posting

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Section: Termite Administration
Subject: Conventional Sentricon Renewal Posting
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Policy

All termite customers are given the option of renewing their guarantee annually by paying an Annual Renewal Fee. This Renewal Fee will extend the termite guarantee for one additional year. Every effort will be made to collect all renewals by their due date.

The **UTMOST ATTENTION TO ACCURACY** must be used when posting to customer accounts. The step by step procedures to use when posting annual renewal payments is as follows:

A-1) Response receiving conventional termite accounts: (Check the inquiry screen to make sure renewal has not been paid already.)

1. From the **Applications Menu**, choose Routeman.
2. From Main Menu, Choose **#09** for T**ermite Renewals**
3. From Warranty Menu, choose **#01** for **Warranty Master Maintenance**.
4. From **Entry Mode Options**, choose **F4** for **RESPONSE RECEIVED. (Exhibit A)**
5. Type in account number. Prompt will take you to Field #13, where date renewal payment was received/collected must be typed in. (If this payment was collected at time of inspection, make sure date is the same as date in Field #16, which is the Re-inspection date. This field is available through E**NTRY MODE OPTIONS "F1" = FILE MAINTENANCE or "F6" = INSP. COMPLETE. (Exhibit B)**

6. After the date is typed in, the prompt will automatically shift to right and stop at the **CD** (Code) Field. Here you will need to type in a **1**.
7. Enter twice through field **14**.
8. At Field 1**5, Route Number**, you will need to type in **60** and press Enter.
9. You can now press "**A**" to Accept, "**M**" to Modify, or "**R**" to Reject entry. **(Exhibit C)**

B-1) Response receiving baiting termite accounts: (Check the inquiry screen to make sure renewal has not been paid already.)

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.
5. When the account comes up, type "**S**" for **SERVICE**.
6. The computer prompt will take you to **30 (Service Type)** where you need to type in a "**3**" for **Renewal Service Screen**. (**Exhibit D**)
   Choose "**M**" for **Modify**.
7. Type **#12** and then press **ENTER** to proceed to the **MINUTES** field.
8. Type two digit month of renewal payment: i.e. Jan=01, Nov=11.
9. Press **ENTER** 3 times and then choose "**A**" to Accept, "**M**" to Modify, or "**R**" to Reject entry.

A-2) Posting Conventional Renewal Payments:

1. From **Main Menu**, choose **#03** for **Daily Posting/Scheduling**.
2. From the **Posting and Scheduling Screen**, choose **#04** for **Service Schedule Posting**.
3. You are now at the automatic Service Posting Program.
4. Type in Service Center Number.
5. On the next line, type in Batch Number. This number should start with Service Center Prefix, i.e. 01 for North Orlando. Next type a "3" for renewals, and the "day" for the day the renewal payment was received/collected. Example: 01312 > 01 = North Orlando, 3 = Renewal, & 12 = 12th day of the month or day inspection was done.
6. At both Route Number fields, type in three-digit man number if renewal was collected by Inspector/Technician. Otherwise, the route will be 60 in both fields.

7. At Date Serviced, type in date renewal payment was received/collected, i.e. 03/06/00.
8. At Date Scheduled, type in the month of renewal payment, 00 for the day, and the year, i.e. 03/00/00. (**Exhibit E**) Press enter to proceed to the posting screen.
9. Type in account number, and immediately after account number, type "**3**" for Invoice/Service TYPE.
10. Enter through and bypass **Service** row.
11. At payment row, arrow down to CHECK # and type in the customer's check number. (If another method of payment is used, the following codes will be typed in this field: **0** for Cash Payment, **1** for Money Order, or **2** for Credit Card.
12. Enter to option line and type "**A**" or press Enter to accept the entry.
13. Once all posting is completed, hit the ENTER key and the following message will be displayed: "**ARE YOU SURE YOU WANT TO ACCEPT THIS ROUTE Y/N**." Press the "**Y**".
14. If there are any other Technician's work to be posted, repeat steps 6, and 9-13 using appropriate codes.
15. **F9** to print the Posting Batch Report, review entries for accuracy.
16. If all looks well, type "**A**" to accept the batch, if not, type "**M**" to modify and make the necessary corrections.
17. When you accept the posted batch, the following message will be displayed: "**You have selected to ACCEPT this batch. Is this correct? (Y/N)**." Press "**Y**" to accept all the posted entries.

B-2) Posting Baiting Renewal Payments

1. Repeat steps in A-2, 1-5
2. At both Route Number fields, type in three-digit man number if renewal was collected by Inspector/Technician. Otherwise, the route will be 62 in both fields.
3. Repeat steps in A-2, 7-17

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