SECTION: FILING	SUBJECT: Pest Control

PP No.: 1901
Section: Filing
Subject: Pest Control
Approved By: David S. Armstrong
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Policy Owner:

To maintain an orderly and efficient system for storing Pest Control customer records of a Service Center, the following procedure is to be followed.

I. Active Accounts File (Set Up)
   A. Print Pest Control Alpha List from computer.
      1. Verify Alpha List to Active Files.
      2. Pull all files not on the list. Set up by street address.
      3. If there is a "dummy" file in Active Files, using a red pen place a (D) on printout by customer name.
      4. If there is no file in Active Files, using a red pen place an (X) on printout by customer name.
      5. If name is on the list twice:
         a. Make sure there are two folders and two types of service or two different properties serviced.
         b. If only one account, cancel the duplicate account.
   B. Upon completion, take all files removed per (B1) above and
      1. Merge by street address into cancelled files.
      2. Using Alpha List, check for all accounts marked with a (D- #2, above) and (X- #3, above).
      3. If the file is found , place it into Active File in sequence, replacing the "dummy" file when applicable.
      4. If the file is not found, place a "dummy" file in proper sequence.
      5. Prepare a list in alphabetical order of all accounts with a "dummy" file and place it in a folder in front of the file (before "A"). Update when or if files are found.
      6. Special Service (One Time contracts) are to be filed January through December, A to Z in front of Active Files.

II. Active Account Files (Maintenance)
   A. When a Pest Control account is sold and entered into the computer:
      1. Prepare folder, label tab of folder with name, address, phone number, date and amount of contract.
      2. Place folder in front of Active Files section (SOLD NOT STARTED) with office copy of contract, graph, and specs.
      3. When the account is started and charges entered into the computer and information entered on Pest Control New Business Log, pull file from (SOLD NOT STARTED) section and
         a. Place Service Copy in file.
         b. If paid, place the file in sequence in alpha Active File.
         c. If not paid, place in section (STARTED NOT PAID). Send a manual bill.

d. On the last workday of each month, take all files in the (STARTED NOT PAID) section and check against the computer for payment.
    1. If paid, place the folder in alpha Active File in sequence.
    2. If not paid, prepare a list for General Manager follow-up.
        a. Return file to (STARTED NOT PAID) section for monthly follow-up.
        b. When paid, place in the Active File.

4. When an account requests cancellation and after entered on CANCELLATION LOG, Active File is removed and
    a. Attached to CANCELLATION REQUEST.
    b. Immediately given to the Service Manager or General Manager.
    c. Manager to contact that work date.
    d. If the account is saved, notate on CANCELLATION LOG and re-file folder.
    e. If account is lost, notate on CANCELLATION LOG, and
        1. Enter into the computer.
        2. Enter on LOST BUSINESS LOG, if applicable
        3. Split cancellation request.

III. Cancellation Files
    A. When account cancels:
        1. Place folder in Cancelled File, by street address, A to Z.

IV. Daily Worksheets and Invoice Files
    A. File Daily Worksheets by Route, by day.
    B. Use a four (4) drawer file cabinet.
        1. Use the top drawer for Current Month, ie-Oct.
        2. Use the second drawer for Prior Month, ie-Sept.
        3. Use the third drawer for Second Prior Month, ie-Aug.
        4. Use the fourth drawer for Third Prior Month, ie-July.
    C. On first day of month
        1. Remove Daily Worksheets and Invoices from the fourth drawer, place them in a cardboard storage box, label, and move to storage.
        2. Move Daily Worksheets and Invoices from third to fourth drawer.
        3. Move Daily Worksheets and Invoices from second to third drawer.
        4. Move Daily Worksheets and Invoices from the first to second drawer.
        5. Use the top drawer for Current Month Daily Worksheets and Invoices.