

Processes Completed by Any District Office:

- **Web Portal Access & Questions**
- **Cancellation Requests***
 - Pest (Pending Cancel)
 - Termite (Cancellation Event)
- **Create Service Call, Follow-Up, & Customer Inquiry Events**
 - Collect customer's availability but do NOT schedule/confirm a service call or follow-up
- **Transfers - Monthly Pest or PPS Max Only***
 - Collect information and email to District
- **WIIR - Wood Infestation Reports***
 - Complete Real Estate Transaction Form and email to District
- **Customer's Promise to Pay***
 - Needs Call Back - Customer Inquiry
 - Doesn't Need Call - Private Account Notes

- **Send Statements**
- **Process All Payments**
 - Including setup of Automatic Payments & Convenience Billing*
 - Adding Discounts with Year in Advance Payments*
- **Refund/Chargeback Requests***
 - Complete Refund Request form only
- **Setup Payment Plans***
 - PPS Max Only
- **Moving Payments***
 - Same Account or Accounts w/ Same Name Only
- **Credits***
 - Reversals and Reading Existing Credits

NOTE: An email should be sent to the District Office email address from within the customer's account whenever performing one of the actions that end with an asterisk (*).

Processes ONLY Completed by the Servicing District:

- **Disputing Service Provided**
- **Technician Change Requests**
- **Any Calls regarding:**
 - Application Status
 - Former Employee
 - Sponsorships \ Donations
- **Changing Pest Service Frequency**
 - Monthly to PPS Max

- **Moving Misapplied Payments**
 - Involving accounts with different names
- **Payment Arrangement w/ Past Due Customer**
- **Removing Customer from Collections / ARM**
- **Process Refunds & Chargebacks**
- **Addressing NSF Check Issues**