



August 8, 2016

SERVPRO® Bulletin Board

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- 7353-F: Resource Center- New! Assured PackOut™ Is Now in the Cloud

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Please Review & Initial





SERVPRO® Bulletin Brief

4417-SF-3: National Accounts- The North Central Region Allstate Insurance Company – Good Hands Repair Network (GHRN) Program: Allstate North Central (IN, MI, OH) Region will utilize current GHRN mitigation vendors for Contents Cleaning. These are the updated guidelines for the North Central Region Allstate Insurance Company. The Select National Accounts and Insurance Restoration Guidelines must be strictly adhered to when completing losses for this client, regardless of the source.

5049-SF: Commercial National Accounts- Last Call Operating Company 1 - Fox and Hound/Bailey's: These are the guidelines for Last Call Operating Company 1 - Fox and Hound/Bailey's. In addition, the Commercial Accounts Guidelines, Commercial Accounts Program Agreement (CAPA), FORMAT FOR COMMERCIAL PROGRAM BULLETINS #5042-F, DATED August 1, 2016, and the guidelines in this bulletin must be strictly adhered to when completing losses for this client. This program is regional in scope and is effective immediately in AR, CO, ID, IL, IN, LA, MI, MS, NC, NE, NJ, NM, OH, PA, SC, TN, and VA.

5050-SF: Commercial National Accounts- Last Call Operating Company 2 - CHAMPPS: These are the guidelines for Last Call Operating Company 2 - CHAMPPS. In addition, the Commercial Accounts Guidelines, Commercial Accounts Program Agreement (CAPA), FORMAT FOR COMMERCIAL PROGRAM BULLETINS #5042-F, DATED August 1, 2016, and the guidelines in this bulletin must be strictly adhered to when completing losses for this client. This program is regional in scope and is effective immediately in FL, IA, IL, IN, MD, MI, MN, NC, NJ, NY, OH, PA, TX, VA, and WI.

5051-F: Commercial National Accounts- Executive Movers Service, Inc.: These are the guidelines for Executive Movers Service, Inc. In addition, the Commercial Accounts Guidelines, Commercial Accounts Program Agreement (CAPA), FORMAT FOR COMMERCIAL PROGRAM BULLETINS #5042-F, dated August 1, 2016, and the guidelines in this bulletin must be strictly adhered to when completing losses for this client. This program is regional in scope and is effective immediately in the United States.

5041-F: Legal- Travel Outside your Operating Territory in the event of storm or other catastrophic events: This bulletin provides information on SERVPRO's Territorial Policy and performing work outside of your Operating Territory during storm or other catastrophic events.

4748-F-3: Commercial Large Loss- Commercial Accounts Program Agreement: These are the updated guidelines for the Commercial Accounts Program.

5048-F: Accounting- Royalty Invoice Copies: This bulletin is to advise Franchisees of additional information regarding Bulletin #4995, "Invoice Copies with Royalty Report".

7328-F: Resource Center- ShurLok - Presale on Lockboxes and Padlocks with SERVPRO® Logo! Limited time only! To order, click here: <http://www.padlocks4less.com/servpro>. Presale is August 9, 2016, through September 13, 2016. Receive discounted pricing on imprinted lockboxes with savings up to \$7 each PER lockbox. The traditional black imprinted ShurLoks are priced at the low price of \$13.56 each. Place your order today and take advantage of this special pricing!



SERVPRO® Bulletin Brief

7345-F: Resource Center- 1-800-PACK-RAT – On-site or Off-site Portable Restoration and Remediation: Patented Chamber Door technology, guaranteed 24-hour delivery, a dedicated representative for commercial customers, and a pledge to total customer satisfaction make 1-800-PACK-RAT the best choice for restoration professionals.

7346-F: Resource Center- EZ Inflatables – Custom SERVPRO® Inflatable Units: Advertise your SERVPRO® Franchise in a fun way with a custom-built jumper or bounce house from EZ Inflatables, Inc. The California-based company custom-makes all inflatable units in the United States and offers an unmatched 3-year seam-to-seam warranty. Call today toll-free to speak to one of their sales specialists: 888.344.5867 or visit ez-inflatables.com.

7347-F: Resource Center- Paychex now is a Preferred Vendor: Paychex is a new vendor!!

7348-F: Resource Center- Maaco Certified Center – Preferred vendor for paint and collision needs: Maaco offers discounts to all SERVPRO® Franchises.

7351-F: Resource Center- Best Business Systems – 2017 Calendars: Best Business Systems offers many calendar alternatives.

7353-F: Resource Center- New! Assured PackOut™ Is Now in the Cloud: SERVPRO® Franchises Save \$900 on NEW Cloud Version of Assured PackOut!!

National Accounts # 4417-SF-3

Date: August 08, 2016



TO: U. S. Franchises in IN, MI, and OH

FROM: Bill Anderson, Key Accounts Manager

SUBJECT: The North Central Region Allstate Insurance Company – Good Hands Repair Network (GHRN) Program - Replaces Bulletin #4417-SF-2
Changes are highlighted.

New Program Bulletin

Revised Program Bulletin

SUMMARY: Allstate North Central (IN, MI, OH) Region will utilize current GHRN mitigation vendors for **Contents Cleaning**. These are the updated guidelines for the North Central Region Allstate Insurance Company. The Select National Accounts and Insurance Restoration Guidelines must be strictly adhered to when completing losses for this client, regardless of the source.

THE FOLLOWING ARE PROGRAM UPDATES TO THE NORTH CENTRAL REGION ALLSTATE GOOD HANDS REPAIR NETWORK (GHRN) PROGRAM.

A. PRODUCTION

- A.5. **Photos:** Refer to section A.5.
- A.6. **Estimating Software:** Refer to section A.6.
- A.8. **Service Response Guidelines:** Refer to section A.8.
- A.10. **Immediate Notification to the Adjuster:** Refer to section A.10.

D. ADDITIONAL REQUIREMENTS

- D.1. **Textile Cleaning:** Refer to section D.1.
- D.2. **Estimating Guidelines:** Refer to section D.2.
- D.3. **Inventory:** Refer to section D.3.

National Accounts # 4417-SF-3

Date: August 08, 2016



TO: U. S. Franchises in IN, MI, OH

FROM: Bill Anderson, Key Accounts Manager

SUBJECT: The North Central Region Allstate Insurance Company – Good Hands Repair Network (GHRN) Program - Replaces Bulletin #4417-SF-2

New Program Bulletin

Revised Program Bulletin

SUMMARY: Allstate North Central (IN, MI, OH) Region will utilize current GHRN mitigation vendors for **Contents Cleaning**. These are the updated guidelines for the North Central Region Allstate Insurance Company. The Select National Accounts and Insurance Restoration Guidelines must be strictly adhered to when completing losses for this client, regardless of the source.

Only those Franchisees that have signed and submitted the Select National Accounts Participation Agreement (SNAPA) can participate in the Allstate programs.

Please follow the Allstate Program Bulletin #4238-F-3 for all other aspects of the job and file completion.

PROGRAM UPDATES INCLUDE:

A. PRODUCTION

A.5. Photos:

The following photos are required for contents cleaning jobs:

1. Detailed photos of each room will be required depicting the quantity and quality of the contents that may need moving, packing, or cleaning.
2. Items requiring cleaning will need photos illustrating the degree of soot or other contaminants that need to be removed.
3. Photos must be properly labeled.
4. Include all photos that will justify work performed.
5. If a storage pod is used, it must be photographed in its resting location; photos must document the contents in place and the doors of the storage pod must be open.
6. If the Franchise uses an off-site storage facility, photographs of the storage area, locker, and secured areas must be taken and attached for documentation of the storage location and facility.

A.6. Estimating Software:

Xactimate[®] will be the estimating platform used. Allstate will provide each vendor a separate *Xactimate*[®] assignment to bill all contents restoration, including pack-outs, etc., separately from any mitigation performed. The *Xactimate*[®] assignment will have the job type of “Contents Cleaning.” An *Xactimate*[®] line item estimate will be used.

A.8. Service Response Guidelines:

Completed estimates are expected to be returned within seven calendar days. Contents cleaning services are expected to be completed during normal business hours to avoid after-hours costs. Any exceptions that would incur after-hours costs must be *pre-approved* by the Allstate contents adjuster and noted on the agreed-upon scope. Hourly charges for cleaning of contents will only be allowed when pre-approved by the Allstate contents adjuster and noted in their agreed-upon scope.

A.10. Immediate Notification to the Adjuster:

In addition to the standard requirements listed in Bulletin #4238-F-3, the following situations also require immediate notification to the Allstate inside technician (I/T). All approvals stated in the Allstate bulletin (including those modified below) may be provided by the on-site adjuster or inside technician. Please refer to Bulletin #4238-F-3.

Inside Technician Approval: The following are the only situations that will require **prior** approval from the Allstate inside technician (I/T). *Please note that on-site adjuster approvals are acceptable.*

- Removal of any wood, ceramic, or marble flooring
- Subcontract work and overhead and profit
- Specialty equipment, defined as:
 - Air scrubber on all losses other than CAT 3
 - Floor mat drying system usage on other hard surface flooring, except real hardwood
 - Desiccant
 - Heat drying (e.g., heat lamps, Firebird, ETES)
 - Hydroxyl usage
 - Ozone machine
- Additional equipment placement after day 1
- Trailer-mounted heating units (temporary heat situations)
- Use of alternate heat source other than installed HVAC
- Heavy cleaning
- Heavy extraction
- Removal of any cabinets or vanities
- Extensive demo that is greater than 300 square feet affected
 - **Demolition**

1. Drywall or flooring removal (carpet/pad, vinyl, laminate, composition tiles) greater than 300 square feet affected
 2. All wood, ceramic, or marble flooring removal
 3. Any cabinet removal
- Demo in effort to locate water source
 - Extended dry days (five days or more)
 - Use of a generator

What to do on all losses:

- Remove wet padding
- Use floor mat drying system on real hardwood

Approvals Eliminated: There is *no need to notify or obtain approval* from Allstate in the following situations, provided that the production was in compliance with IICRC guidelines and there is proper documentation to support the usage:

- Exceeding the emergency service limit (ESL)
- Demolition associated with a CAT 3 loss (supported by photos and notes)
- Air scrubber associated with CAT 3 water loss (documentation should specifically support usage)
- Use of floor mat drying system drying method on real hardwood flooring
- Drying beyond three days
- Supplemental electrical boxes (e.g., spider box)
- Removal of floor materials listed below
 - Laminate flooring
 - Vinyl/linoleum
 - Flooring with multiple layers
 - Any flooring materials or subfloor composed of pressboard

Contents Pack-Outs:

The contents pack-out approval should be documented in *Xactimate*[®] in the notes tab, to include name of authorizing Allstate contents adjuster and time of the approval of authorization.

ADDITIONAL REQUIREMENTS

D.1. Textile Cleaning:

Textile Cleaning will not be a part of the work performed by the Franchise. Allstate will have separate vendors to handle textile cleaning work.

1. If you get on site and a textile vendor is needed, notify the Allstate contents adjuster immediately, informing the Allstate contents adjuster of the need for a textile vendor. The Allstate contents adjuster will assign the textile vendor.
2. Textiles jobs will include the following:
 - a. All clothing or apparel
 - b. Linens
 - c. Towels, drapes, curtains
 - d. Area rugs, based upon size

D.2. Estimating Guidelines for the Contents Cleaning Program:

The scope of tasks agreed upon by the Allstate contents adjuster and the SERVPRO® Franchisee will include the following:

1. The contents to be cleaned, level of cleaning required, volume of items to be packed out for storage, and items to be disposed of due to condition.
2. No box charge is allowed for pack-out of contents that require cleaning.
3. Returned cleaned items will use new boxes and packing materials.
4. Hard furniture, appliances, framed pictures, clocks, mattresses, and upholstered furniture will be billed at the *Xactimate*® line item cost and itemized individually on the estimate.
5. Bric-a-brac, books, and documents will be billed at a bulk, medium, box-cleaning rate.
6. Electronics and fine art will be subcontracted out for specialty restoration at the agreement of the Allstate contents adjuster.

D.3. Inventory:

1. Do *not* inventory contents without pre-approval from the Allstate contents adjuster. The GHRN vendor shall not disturb, alter, or remove anything in the area of the point of origin until the origin-and-cause investigation is completed and the area has been released by the origin-and-cause investigator.
2. Once the Allstate contents adjuster has approved the Franchisee to inventory, all rooms will be individually inventoried, including all hard furniture, appliances, and any items that may be deemed as bric-a-brac, books, documents, framed pictures, clocks, etc.
3. The inventory process may be in bar code or handwritten. The insured will sign off prior to the contents being removed from premises.
4. Document, by video or photo, all damaged contents. Damaged contents must be inventoried separately, describing the item and its location, and signed by the insured.
5. There will be **no** disposal of non-cleanable or salvage items without the customer's written consent and e-mail agreement with the Allstate contents adjuster.
 - a. Any item that is deemed non-cleanable *will not be* returned to the insured without the prior approval of the adjuster.
 - b. The adjuster will be notified and the Franchisee will maintain possession of contents until the adjuster inspects and gives final approval for disposal.

Documentation of All Approvals: Directly email Ward Fremon (ward.fremon@allstate.com) and/or Brittany Tyler (brittany.tyler@allstate.com) with job-related approvals or notes. Be sure to document all job-related approvals in *XactAnalysis*® *SP* notes. Please refer to Bulletin #4237-F for a full explanation of *XactAnalysis*® *SP* notes entry. In addition, the approvals must be documented in the summary page of DryBook™.

Subject:

XACTANALYSIS close

ADD A NOTE

Claim #: 000000009

From: Cathy Moore
SERVPRO

Note:

Email To: (optional)

Send to multiple addresses by separating with a comma or semi-colon.

Exclude from "XactAnalysis For Service Providers"

Include Note text in email

Send email to Desk Adjuster

Email Project Manager

Send to (optional)

XactNet Address: Send to multiple addresses by separating with a semi-colon (commas will not work).

Assignment Notes are permanent and cannot be deleted or edited.

Please follow the Allstate Program Bulletin #4238-F-3 for all other aspects of the job and file completion.

If you have any questions, please contact the Allstate Key Accounts Team:

Cathy Moore:	Senior Key Accounts Coordinator	615-451-0600 x 1922
Jay Kelley:	Market Development Specialist	615-451-0600 x 1357
Bill Anderson:	Key Accounts Manager	615-451-0600 x 1438

Commercial National Accounts - #5049-SF

August 8, 2016



TO: U.S. Franchises in AR, CO, ID, IL, IN, LA, MI, MS, NC,
NE, NJ, NM, OH, PA, SC, TN, VA

FROM: Dave Cook, Commercial Accounts Manager

SUBJECT: Last Call Operating Company 1 - Fox and Hound/Bailey's
Commercial and Water/Fire/Smoke/Biohazard Program

New Program Bulletin

Revised Program Bulletin

These are the guidelines for **Last Call Operating Company 1 - Fox and Hound/Bailey's**. In addition, the Commercial Accounts Guidelines, Commercial Accounts Program Agreement (CAPA), **FORMAT FOR COMMERCIAL PROGRAM BULLETINS #5042-F, DATED August 1, 2016**, and the guidelines in this bulletin must be strictly adhered to when completing losses for this client. This program is regional in scope and is effective immediately in AR, CO, ID, IL, IN, LA, MI, MS, NC, NE, NJ, NM, OH, PA, SC, TN, and VA.

A. PRODUCTION

A.1 Not-to-Exceed (NTE) Amount: \$1,500

D. ADDITIONAL REQUIREMENTS

D.1 Last Call Operating Company Contact:
Point of contact will be listed on the FNOL.

D.2 Servpro Commercial, LLC:
Dave Cook, Commercial Accounts Manager
P: 615.451.0600 Ext. 1799
E: dcook@servpronet.com

Commercial National Accounts - #5050-SF

August 8, 2016



TO: *U.S. Franchises in FL, IA, IL, IN, MD, MI, MN, NC, NJ, NY, OH, PA, TX, VA, WI*

FROM: Dave Cook, Commercial Accounts Manager

SUBJECT: **Last Call Operating Company 2 - CHAMPPS**
Commercial and Water/Fire/Smoke/Biohazard Program

New Program Bulletin

Revised Program Bulletin

These are the guidelines for **Last Call Operating Company 2 - CHAMPPS**. In addition, the Commercial Accounts Guidelines, Commercial Accounts Program Agreement (CAPA), **FORMAT FOR COMMERCIAL PROGRAM BULLETINS #5042-F, DATED August 1, 2016**, and the guidelines in this bulletin must be strictly adhered to when completing losses for this client. This program is regional in scope and is effective immediately in FL, IA, IL, IN, MD, MI, MN, NC, NJ, NY, OH, PA, TX, VA, and WI.

A. PRODUCTION

A.1 Not-to-Exceed (NTE) Amount: \$1,500

D. ADDITIONAL REQUIREMENTS

D.1. Last Call Operating Company Contact:

Point of contact will be listed on the FNOL.

D.2. Servpro Commercial, LLC:

Dave Cook, Commercial Accounts Manager

P: 615.451.0600 Ext. 1799

E: dcook@servpronet.com

Commercial National Accounts - #5051-F

August 8, 2016



TO: *All U.S. Franchises*

FROM: David LaPointe, Commercial Accounts Manager

SUBJECT: Executive Movers Service, Inc.
Commercial Water/Mold/Fire/Smoke/Biohazard Program

New Program Bulletin

Revised Program Bulletin

These are the guidelines for Executive Movers Service, Inc. In addition, the Commercial Accounts Guidelines, Commercial Accounts Program Agreement (CAPA), **FORMAT FOR COMMERCIAL PROGRAM BULLETINS #5042-F, dated August 1, 2016**, and the guidelines in this bulletin must be strictly adhered to when completing losses for this client. This program is regional in scope and is effective immediately in the United States.

A. PRODUCTION

A.2. **Not-to-Exceed (NTE) Amount:** \$1,000

B. OFFICE

B.8. Invoicing and Payment Procedures: The SERVPRO® Franchise will send the completed job file with the invoice to spcommercial@servpronet.com. Servpro Commercial, LLC, will invoice Executive Movers directly on behalf of the SERVPRO® Franchise. Upon receipt of payment from Executive Movers, Servpro Commercial, LLC, will issue payment to the SERVPRO® Franchise.

Servpro Commercial, LLC, will assess a \$15 administration fee on each SERVPRO® Franchise invoice once payment is received and processed from the client. The fee will be deducted from the final payment that will be sent to the SERVPRO® Franchise from Servpro Commercial, LLC.

To ensure prompt payment, the SERVPRO® Franchise must send a complete invoice to spcommercial@servpronet.com within **30** days of job completion.

D. ADDITIONAL REQUIREMENTS

D.1. Executive Movers Corporation Contact:

Angela Dalton
Claims Department
Phone: 888-220-3451
Fax: 888-220-3794
angelad@ems3rdparty.com

Servpro Commercial, LLC, Contact:

David LaPointe
Commercial Accounts Manager
Phone: 615-451-0600, ext. 1788
Fax: 615-451-4861
Email: DLaPointe@servpronet.com

Legal Department - #5041-F

DATE: August 8, 2016



TO: All Franchises

FROM: Paul Maas, Deputy General Counsel

SUBJECT: Travel outside your Operating Territory in the event of storm or other catastrophic events.

SUMMARY:

This bulletin provides information on SERVPRO's Territorial Policy and performing work outside of your Operating Territory during storm or other catastrophic events.

BULLETIN:

The purpose of this bulletin is to remind you that pursuant to SERVPRO's Territorial Policy, a SERVPRO Franchisee may not travel outside of their Operating Territory to solicit or perform work during storm or other catastrophic events except under the following circumstances, which can be found in section 13.3 of SERVPRO's Territorial Policy:

- a. You are working with a local Franchisee to assist in doubling capacity, assisting another franchisee with an individual loss for a specific client, or working with a SERVPRO Storm Site pursuant to a written participation agreement;
- b. Authorized by SERVPRO's Commercial Large Loss Division to be working in a catastrophic event area; or
- c. You have been requested by an insurance adjuster (but not a public adjuster), property manager, or other center of influence to travel into the catastrophic area to perform work for specific customers. In this case, you must notify the local Franchisee in whose Operating Territory you are performing work, and the SERVPRO Storm Site, if and when a Storm Site is established, of your presence in the area. If no SERVPRO Storm Site has been established, you must contact SERVPRO's Commercial Large Loss Division via telephone and/or email. You are prohibited from performing any other work in the area other than that which was specifically referred to you without working in conjunction with a local Franchisee or SERVPRO Storm Site.

If you fail to follow the above procedures, SERVPRO has the right to enforce its Territorial Policy including collection of liquidated damages up to \$5,000 per violation and/or breach of your franchise agreement. If you have any questions or concerns, you may contact the SERVPRO® Legal Department at (615) 451-0200.

Commercial Large Loss Division - #4748-F-3

August 8, 2016



TO: All U.S. Franchises
FROM: Don Turner, Commercial Large Loss Division Manager
SUBJECT: Commercial Accounts Program Agreement (CAPA 1.0)

SUMMARY:

New Program Bulletin **Revised Program Bulletin**

These are the updated guidelines for the Commercial Accounts Program.

PROGRAM UPDATES INCLUDE THE FOLLOWING:

Deletion from 2016 Guidelines:

Franchisee has proof of participation in local, regional, or national industry events two (2) times per year. Examples of industry events are PLRB, RIMS, PRIMA, BOMA, local claims associations, or property management associations.

Change in requirements for participation in CAPA – Level I for 2017.

Updated Guideline 103 for 2017.

Guideline 103. Franchisee has completed a minimum twelve (12) ERPs and agrees to complete at least twelve (12) ERPs per year to maintain qualified CAPA status.

Addition for 2017, Guideline 107:

Franchisee agrees to enter First Notice of Loss (FNOL) data for all Commercial Losses received, regardless of source (includes local jobs), into WorkCenter™ Office within 24 hours of first notice of loss. Franchisee also agrees to contact CLLD by phone or e-mail at CommercialLoss@servpronet.com within 24 hours of on-site arrival for all commercial jobs, regardless of referral source, with a potential reserve figure over \$25,000. Any deviation from the initial reserve in excess of five (5) percent for these losses must be communicated to the client and copied to the CLLD when identified.

Addition for 2017, Guideline 108:

Franchisee has selected an approved CAPA Mentor whom they will contact for any commercial job with an initial reserve over \$25,000, or with the possibility of exceeding \$25,000, and will notify their General Trainer or FBC. The reason for this requirement is to have an experienced

Franchise available to review these types of jobsites and confirm Franchisees are following commercial guidelines and industry standards in producing the loss (there is no intent to remove Franchisees from the jobsite).

Changes in the gross revenue threshold and personnel requirements for participation in CAPA – Level II (changes are highlighted).

Added volume description for Guideline 201. Renumbered Guidelines for CAPA- Level II.

Guideline 201. Franchisee meets the threshold of \$76,000 per month total gross revenue (\$912,000 annual gross revenue).

Guideline 202. Franchisee employs at least two (2) non-owner SERVPRO® Marketing Representatives (SMR or SMM).

Added the requirement of one Production Manager.

Guideline 203. Franchisee employs at least one (1) non-owner Production Manager.

Increased the requirement from two to three Crew Chiefs.

Guideline 204. Franchisee employs at least three (3) non-owner Crew Chiefs.

Guideline 205. Franchisee employs at least two (2) non-owner Office Administrators.

Guideline 206. Franchisee has cash on hand of two (2) times monthly expenses or at least greater than \$100,000 including current accounts receivable (less than 90 days without commercial). Franchisee has personal savings in excess of current debt, credit cards, lines-of-credit, and 12-month debt service on long-term debt may be used to supplement business' financial statement. Retirement funds do not qualify. Franchisee must show bank statements evidencing savings account balances on deposit for at least three (3) months.

Guideline 207. Franchisee has less than a 50% debt ratio, excluding loans to owners.

Guideline 208. Franchisee owns a minimum of 125 Air Movers.

Guideline 209. Franchisee owns a minimum of 25 Dehumidifiers.

Guideline 210. Franchisee owns a minimum of 4 Extractors.

Guideline 211. Franchisee owns a minimum of 5,000 cfm of individual filtration devices, when combined.

Guideline 212. Franchisee has completed On-the-Job training (OJT) with an approved CAPA Mentor and has observed one (1) large commercial loss with an initial reserve over \$50,000, or with the possibility of exceeding \$50,000. Franchisee has presented a written practice/sample scope, action plan, and reserve/estimate to the CAPA Mentor for review. The CAPA Mentor has confirmed the Franchise has the ability to accurately reserve and set up a valid action plan for a large commercial loss. The CAPA Mentor has forwarded a copy of this exercise to the Commercial Large Loss Department at Corporate. (See Bulletin #4840-F for approved CAPA mentors.)

**For Franchisees who have previously completed one or more large commercial losses over \$50,000, in lieu of OJT with an LLRT or ERTM, Franchisee has submitted the written scope, action plan, and estimate from a previous large commercial loss to CLLD demonstrating proficiency in the above criteria satisfying this requirement.*

CAPA Mentor _____

Guideline 213. Franchisee has an approved CAPA Mentor whom they will contact for any commercial job with an initial reserve over \$50,000, or with the possibility of exceeding \$25,000, and will notify their General Trainer or FBC. The reason for this requirement is to have an experienced Franchise available to review these types of jobsites and confirm Franchisees are following commercial guidelines and industry standards in producing the loss (there is no intent to remove Franchisees from the jobsite).

Guideline 214. Franchisee agrees to enter First Notice of Loss (FNOL) data for all Commercial Losses received, **regardless of source (includes local jobs)**, into WorkCenter™ Office within 24 hours of first notice of loss. Franchisee also agrees to contact CLLD by phone or e-mail at CommercialLoss@servpronet.com within 24 hours of on-site arrival for all commercial jobs, regardless of lead source, with a potential reserve figure over \$50,000. Any deviation from the initial reserve in excess of five (5) percent for these losses must be communicated to the client and copied to the CLLD when identified. For LLRT and ERTM, the initial reserve required for contacting CLLD is \$100,000 and \$250,000, respectively.

Guideline 215. Franchisee agrees that for any loss with an initial reserve figure over or with the possibility of exceeding \$50,000, CLLD may, at its discretion, engage a qualified General Trainer, FBC, LLRT, or ERTM to visit the jobsite to verify industry standards, norms, standards of sound business practices, and applicable SERVPRO® policies are being followed and to help confirm that the Franchise has the capacity (personnel/experience, equipment, and finances) to produce the job in accordance with such standards. CLLD may assign an independent Large Loss Response Team member, Extreme Response Team member or others to coordinate, lead, and/or guide production of any of such jobs or portions if CLLD determines the job may exceed Franchisee's expertise or capacity.

Guideline 216. Franchise owner agrees to perform a site visit of all commercial losses with an initial reserve figure over \$50,000, or with the possibility of exceeding \$50,000, regardless of lead source. For losses under \$100,000 for LLRT, and \$250,000 for ERT, this obligation can be met by an approved qualified project manager.

Guideline 217. Franchisee agrees to complete required Training/Certifications as they become available. Franchises are encouraged to complete current modules as they become available.

Commercial Large Loss Division - #4748-F-3

August 8, 2016



TO: All U.S. Franchises
FROM: Don Turner, Commercial Large Loss Division Manager
SUBJECT: Revised Commercial Accounts Program Agreement (CAPA 1.0)

New Program Bulletin

Revised Program Bulletin

SUMMARY: The purpose of the Commercial Accounts Program is to help grow commercial revenue by developing a **commercial restoration** operating system that delivers consistency, process, and guidelines to the Franchise community when producing commercial losses. As part of our ongoing efforts to preserve and enhance the goodwill of the Franchise system, SERVPRO® is requiring the practices and procedures in this bulletin be followed for all commercial jobs. To continue to receive commercial dispatch leads from the SERVPRO® National Call Center, a Commercial Accounts Participation Agreement must be signed by each Franchise and is required to be on file at SERVPRO® Corporate.

BULLETIN:

This bulletin contains criteria for participating in SERVPRO's Commercial Accounts Program. These criteria were developed considering input from throughout the SERVPRO® Franchise System. Further criteria will be developed from time to time and will be communicated in later bulletins. Commercial accounts participation criteria will be audited at year end along with NAPA criteria to confirm program and participation level eligibility.

Commercial jobs can be more challenging than residential, both from a technical work and invoicing perspective, as well as a priority for the customer. Large commercial jobs can require special expertise in organizing and managing crews, reducing business interruption, and obtaining equipment, labor, and other necessary items in a timely fashion. It is important to the Franchise system as a whole and each individual client that these jobs are produced properly. A problem on even one of these jobs can tarnish the Brand and the system in a way that may be very difficult or impossible to overcome; poor performance could reflect materially and unfavorably upon the operation and reputation of the Franchise business and system. We need to protect the quality of the Brand and reputation of the system as a whole.

Therefore, as part of our ongoing efforts to enhance and preserve the goodwill of the Franchise

system, SERVPRO® is requiring the practices and procedures in this bulletin be followed for commercial jobs. Commercial clients and jobs include, without limitation, businesses premises of all types and sizes, warehouses, offices, factories, property management companies, governmental entities, and health care institutions.

SERVPRO® recommends time and material (T & M) pricing from the outset when a job is likely to exceed \$100,000 not including construction. We do not recommend using Xactimate® labor rates in a T & M estimate; Xactimate® does not have appropriate labor rates identified for each position in a T & M rate sheet. Please feel free to contact the Commercial Large Loss Department (CLLD) for assistance.

Participation in the Commercial Accounts Program is subject to fulfilling all criteria as outlined below. Specific requirements for individual clients, which may differ from the program defined below, will be communicated in a Program bulletin and distributed by SERVPRO® prior to account implementation.

The first step is for Franchises to sign and return the Commercial Accounts Participation Agreement as communicated in Bulletin #4747-F by June 30, 2015. At the year-end audit, Franchises must demonstrate they have implemented program guidelines to qualify for Commercial Accounts Program renewal and thereby continue to receive commercial referrals in 2016.

A. Commercial Losses Beginning January 1, 2016

Level I – Commercial Losses Up to \$25,000

Beginning January 1, 2016, to receive commercial leads from the SERVPRO® National Call Center for losses believed to be less than 5,000 square feet affected area or under \$25,000, Franchisees must comply with the following additional requirements:

- 1) Franchisee must meet all qualification criteria in Select National Accounts Program Agreement (“SNAPA”), which includes the NAPA criteria. These can be found on *ServproNET*®.
- B. Franchisee has a signed Commercial Accounts Participation Agreement on file.

To participate in CAPA - Level I and receive Call Center Commercial Loss dispatches up to 5,000 square feet or up to \$25,000, all items below must be answered “YES.” Please note: Failure may result in a red light and no referrals from the Call Center; repeated failures may result in removal from Program participation. Reporting thresholds are for all losses regardless of source.

Guideline 101. Franchisee maintains a minimum Job Management Score of 80%. A CAPA red light will occur if the average monthly score falls below 80%.

Guideline 102. Franchisee has an established protocol to accept warm transfers 24/7 for

commercial losses (not an answering service). Franchisee has an emergency contact on file with the SERVPRO® National Call Center.

Guideline 103. Franchisee has completed a minimum twelve (12) ERPs and agrees to complete at least twelve (12) ERPs per year to maintain qualified CAPA status.

Guideline 104. Franchisee must show the ability to mobilize within 15 minutes of dispatch for all 1-800-SERVPRO commercial referrals. Turn-downs are discouraged and generally only acceptable in storm mode to maintain program eligibility.

Guideline 105. Franchisee agrees to adhere to any revisions requested by the CLLD to comply with industry standards, norms, sound business practices, and applicable SERVPRO® policies if CLLD determines it necessary or proper for a particular job.

Guideline 106. Franchisee can show proof of temporary labor and additional equipment resources pre-arranged with after-hours contact numbers available.

Guideline 107. Franchisee agrees to enter First Notice of Loss (FNOL) data for all Commercial Losses received, regardless of source (includes local jobs), into WorkCenter™ Office within 24 hours of first notice of loss. Franchisee also agrees to contact CLLD by phone or e-mail at CommercialLoss@servpronet.com within 24 hours of on-site arrival for all commercial jobs, regardless of referral source, with a potential reserve figure over \$25,000. Any deviation from the initial reserve in excess of five (5) percent for these losses must be communicated to the client and copied to the CLLD when identified.

Guideline 108. Franchisee has selected an approved CAPA Mentor whom they will contact for any commercial job with an initial reserve over \$25,000, or with the possibility of exceeding \$25,000, and will notify their General Trainer or FBC. The reason for this requirement is to have an experienced Franchisee available to review these types of jobsites and confirm Franchisees are following commercial guidelines and industry standards in producing the loss (there is no intent to remove Franchisees from the jobsite).

To participate in CAPA - Level II and receive Call Center Commercial Loss dispatches up to 10,000 square feet, or \$25,000 to \$50,000, the following qualifications must also be met. Please note: Failure may result in a red light and no referrals from the Call Center; repeated failures may result in removal from Program participation. Reporting thresholds are for all losses regardless of source for Commercial Losses.

Guideline 201. Franchisee meets the threshold of \$76,000 per month total gross revenue (\$912,000 annual gross revenue).

Guideline 202. Franchisee employs at least two (2) non-owner SERVPRO® Marketing Representatives (SMR or SMM).

Guideline 203. Franchisee employs at least one (1) non-owner Production Manager.

Guideline 204. Franchisee employs at least three (3) non-owner Crew Chiefs.

Guideline 205. Franchisee employs at least two (2) non-owner Office Administrators.

Guideline 206. Franchisee has cash on hand of two (2) times monthly expenses or at least greater than \$100,000 including current accounts receivable (less than 90 days without commercial). Franchisee has personal savings in excess of current debt, credit cards, lines-of-credit, and 12-month debt service on long-term debt may be used to supplement business' financial statement. Retirement funds do not qualify. Franchisee must show bank statements evidencing savings account balances on deposit for at least three (3) months.

Guideline 207. Franchisee has less than a 50% debt ratio, excluding loans to owners.

Guideline 208. Franchisee owns a minimum of 125 Air Movers.

Guideline 209. Franchisee owns a minimum of 25 Dehumidifiers.

Guideline 210. Franchisee owns a minimum of 4 Extractors.

Guideline 211. Franchisee owns a minimum of 5,000 cfm of individual filtration devices, when combined.

Guideline 212. Franchisee has completed On-the-Job training (OJT) with an approved CAPA Mentor and has observed one (1) large commercial loss with an initial reserve over \$50,000, or with the possibility of exceeding \$50,000. Franchisee has presented a written practice/sample scope, action plan, and reserve/estimate to the CAPA Mentor for review. The CAPA Mentor has confirmed the Franchise has the ability to accurately reserve and set up a valid action plan for a large commercial loss. The CAPA Mentor has forwarded a copy of this exercise to the Commercial Large Loss Department at Corporate. (See Bulletin #4840-F for approved CAPA mentors.)

*For Franchisees who have previously completed one or more large commercial losses over \$50,000, in lieu of OJT with an LLRT or ERTM, Franchisee has submitted the written scope, action plan, and estimate from a previous large commercial loss to CLLD demonstrating proficiency in the above criteria satisfying this requirement.

CAPA Mentor _____

Guideline 213. Franchisee has an approved CAPA Mentor whom they will contact for any commercial job with an initial reserve over \$50,000, or with the possibility of exceeding \$25,000, and will notify their General Trainer or FBC. The reason for this requirement is to have an experienced Franchise available to review these types of jobsites and confirm Franchisees are following commercial guidelines and industry standards in producing the loss (there is no intent to remove Franchisees from the jobsite).

Guideline 214. Franchisee agrees to enter First Notice of Loss (FNOL) data for all Commercial Losses received, regardless of source (includes local jobs), into WorkCenter™ Office within 24 hours of first notice of loss. Franchisee also agrees to contact CLLD by phone or e-mail at CommercialLoss@servpronet.com within 24 hours of on-site arrival for all commercial jobs, regardless of lead source, with a potential reserve figure over \$50,000. Any deviation from the initial reserve in excess of five (5) percent for these losses must be communicated to the client and copied to the CLLD when identified. For LLRT and ERTM, the initial reserve required for contacting CLLD is \$100,000 and \$250,000, respectively.

Guideline 215. Franchisee agrees that for any loss with an initial reserve figure over or with the possibility of exceeding \$50,000, CLLD may, at its discretion, engage a qualified General Trainer, FBC, LLRT, or ERTM to visit the jobsite to verify industry standards, norms, standards of sound business practices, and applicable SERVPRO® policies are being followed and to help confirm that the Franchise has the capacity (personnel/experience, equipment, and finances) to produce the job in accordance with such standards. CLLD may assign an independent Large Loss Response Team member, Extreme Response Team member or others to coordinate, lead, and/or guide production of any of such jobs or portions if CLLD determines the job may exceed Franchisee's expertise or capacity.

Guideline 216. Franchise owner agrees to perform a site visit of all commercial losses with an initial reserve figure over \$50,000, or with the possibility of exceeding \$50,000, regardless of lead source. For losses under \$100,000 for LLRT, and \$250,000 for ERT, this obligation can be met by an approved qualified project manager.

Guideline 217. Franchisee agrees to complete required Training/Certifications as they become available. Franchises are encouraged to complete current modules as they become available.

Accounting Department - #5048-F

DATE: August 8, 2016



TO: All Franchises
FROM: Tonda Shaddix
SUBJECT: Servpro Invoices

SUMMARY:

This bulletin is to advise Franchisees of additional information regarding Bulletin #4995, "Invoice Copies with Royalty Report".

BULLETIN:

Recently Bulletin #4995 advised Franchisees effective work month June 2016, the green and white copies of each invoice paid is no longer required to be included with Royalty Reports mailed to Corporate and Trainer.

In addition, the SERVPRO® pre-printed six-copy invoice is no longer required; the QuickBooks® Invoice Template is acceptable. The invoice numbers will remain sequential, based on the numbers currently being used in your business. A copy of each invoice should be maintained in your files.

An updated Invoice Template on *ServproNET*® with the SERVPRO logo will soon be available. The template will be available in the Office section under Resources, QuickBooks® Customization Tools.

As a reminder, royalties must be reported on line and mailed to SERVPRO® by the 10th of each month. The following documents are required:

- Royalty Report
- Invoice List by Royalty Month (ILRM)
- Royalty Volume Calculation Report (RVCR)

As a convenience, royalties may be paid on-line, through Fidesic, eliminating the need to write a check. The royalty invoice is available online once SERVPRO® receives and posts the report.

Please feel free to contact Tashauna Johnson at tjohnson@servpronet.com if you have any questions.

Resource Center - #7328-F

DATE: August 8, 2016



TO: All Franchises

FROM: Resource Center

SUBJECT: ShurLok - Presale on Lockboxes and Padlocks with SERVPRO® Logo!

Padlocks4less.com is taking preorders for lockboxes and padlocks with the SERVPRO® logo. All orders are fulfilled in bulk at the same time to receive the discounted savings!

Limited time only! To order, click here: <http://www.padlocks4less.com/servpro>

Presale is August 9, 2016, through September 13, 2016

Receive discounted pricing on imprinted lockboxes with savings up to **\$7 each PER lockbox**. The traditional black imprinted ShurLoks are priced at the low price of **\$13.56 each**. Place your order today and take advantage of this special pricing!

 <p>Imprinted with SERVPRO® Logo</p> <p>ShurLok Pricing \$13.56 ea</p>	 <p>Imprinted with SERVPRO® Logo</p> <p>KeyGuard Pricing \$20.36 ea</p>	 <p>Bonus \$3 Cable Free!</p> <p>Imprinted with SERVPRO® Logo</p> <p>Lettered ShurLok Pricing \$12.95 ea</p>	<p>Very Popular Front Dial Heavy Duty Padlocks Imprinted</p>  <p>\$6.76 ea</p>  <p>\$7.61 ea</p>  <p>\$8.46 ea</p>
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Padlocks4Less.com

Use the **SERVPRO®** Coupon Code **resourcecenter** and Save!
 All products have quantity discounts. Enter in the **resourcecenter** coupon code at the checkout screen to save 15% more!!

Home | Padlocks | **Realty Products** | Cabinet Locks | Automotive Accessories | Travel Security | Door Hardware | Other



as low as
\$8.46 each!

Shurlok



as low as
\$11.86

Patented feature - one combination opens the shackle and second combination opens key compartment. No lockboxes "walking off."

Solid performance with millions on the market for over 10 years.

Competitive price.



Lettered dials for 3-and 4-letter requests also available preset to your desired codes.

Patented phone key pad style entry, allowing words or numbers to be used for easy-to-remember combinations.

Available in wall mount as well. Large storage capacity also accommodates cards.

as low as
\$17.80 each!



KeyGuard Pro

as low as
\$22.06

as low as
\$7.18



as low as
\$8.45



as low as
\$6.76 each!



Combination Padlocks

To order, go to www.padlocks4less.com/servpro

SERVPRO® Franchises receive a **15% discount** on ALL security products (hundreds of SKUs available) from Padlocks4Less.com

To receive your SERVPRO® discount, enter coupon code **"resourcecenter"**

Please note: If you want your products imprinted with the SERVPRO® logo, there must be a "P" in the part number when checking out!!

Resource Center - #7345-F

August 8, 2016



TO: All Franchises

FROM: The Resource Center

SUBJECT: 1-800-PACK-RAT – On-site or Off-site Portable Restoration and Remediation Solutions – Request Your Demonstration Today

Patented Chamber Door technology, guaranteed 24-hour delivery, a dedicated representative for commercial customers, and a pledge to total customer satisfaction make 1-800-PACK-RAT the best choice for restoration professionals.



Portable Restoration and Remediation Solutions

About 1-800-PACK-RAT restoration and remediation technology:

Customers are provided with reliable, weatherproof portable storage solutions to keep all belongings safe and secure while damaged homes are being restored. They also offer their patented chamber door technology which provides an on-site drying and ozone chamber solution for items damaged in floods and fires.

Portable storage and on-site restoration and remediation highlights:

Portable Storage Keeps Your Client's Belongings Safe

Major challenges arise during contents processing on a restoration project, many of which happen during storage and transfer of a client's belongings. 1-800-PACK-RAT's industry-leading, all-steel, weatherproof containers offer durable protection to tackle pack-out challenges. The containers can be stored on-site or delivered to one of their nationwide secure storage facilities.

On-Site Remediation Technology

1-800-PACK-RAT'S patented chamber door technology converts the standard storage containers into an on-site remediation solution. The technology can dry the contents within the container or create an ozone

chamber. These custom-engineered units have 4-, 6-, and 12-inch vents and come equipped with a power strip, surge protector, and quick disconnects (Xactimate® codes, CPSSTOPC< and CPSSTOPCD).

Reduce Processing Time and Limit Loss

1-800-PACK-RAT'S chamber door remediation solution removes the extra step of transporting items to and from an off-site treatment facility outside of the remediation process. This dramatically reduces the processing time and limits the risk of further damaging items. These containers quickly break down to transport up to 15 containers on a flatbed for large remediation jobs. Restoration customers receive direct phone access to local operations managers to help ensure rapid response, backed by their national call center. 1-800-PACK-RAT also guarantees delivery within 24 hours for their restoration customers.

To schedule a live demonstration or to get more information about portable storage and 1-800-PACK-RAT's restoration and remediation solutions, contact:

*National Restoration Team
1-800-PACK-RAT
Email: restoration@1800packrat.com
Phone 1.888.282.3022
Web: www.1800packrat.com*

Portable Restoration & Remediation Solutions | 1-800-PACK-RAT

Resource Center - #7346-F

August 8, 2016



TO: All Franchises

FROM: The Resource Center

SUBJECT: EZ Inflatables – Custom SERVPRO® Inflatable Units

Advertise your SERVPRO® Franchise in a fun way with a custom-built jumper or bounce house from EZ Inflatables, Inc. The California-based company custom-makes all inflatable units in the United States and offers an unmatched 3-year seam-to-seam warranty. Call today toll-free to speak to one of their sales specialists: 888.344.5867 or visit ez-inflatables.com.



Custom SERVPRO® Branded Advertising Inflatables

Advertising your SERVPRO® Franchise in your local community is a good way to gain customers. Many Franchises have found trade shows and outdoor events to be great methods for local promotion. EZ Inflatables can manufacture custom SERVPRO-themed units, perfect for attracting families to your space. This captive experience will help you harvest potential sales contacts and showcase your Franchise as a pillar of goodwill in your local community. EZ Inflatables is North America's premier inflatable manufacturer, offering unparalleled service and support for all units.

DISCOUNT STRUCTURE FOR THE FRANCHISEES: 20% OFF CUSTOM SERVPRO® UNIT.
RETAIL PRICING: \$2,295.00 • SERVPRO® PRICING: \$1,836.00



Resource Center - #7347-F

August 8, 2016



TO: All Franchises
FROM: The Resource Center
SUBJECT: Paychex now is a Preferred Vendor

Paychex is a new vendor!!

PAYCHEX

Payroll • HR • Retirement • Insurance

Paychex is the newest preferred vendor to provide a variety of services to SERVPRO® Franchisees.

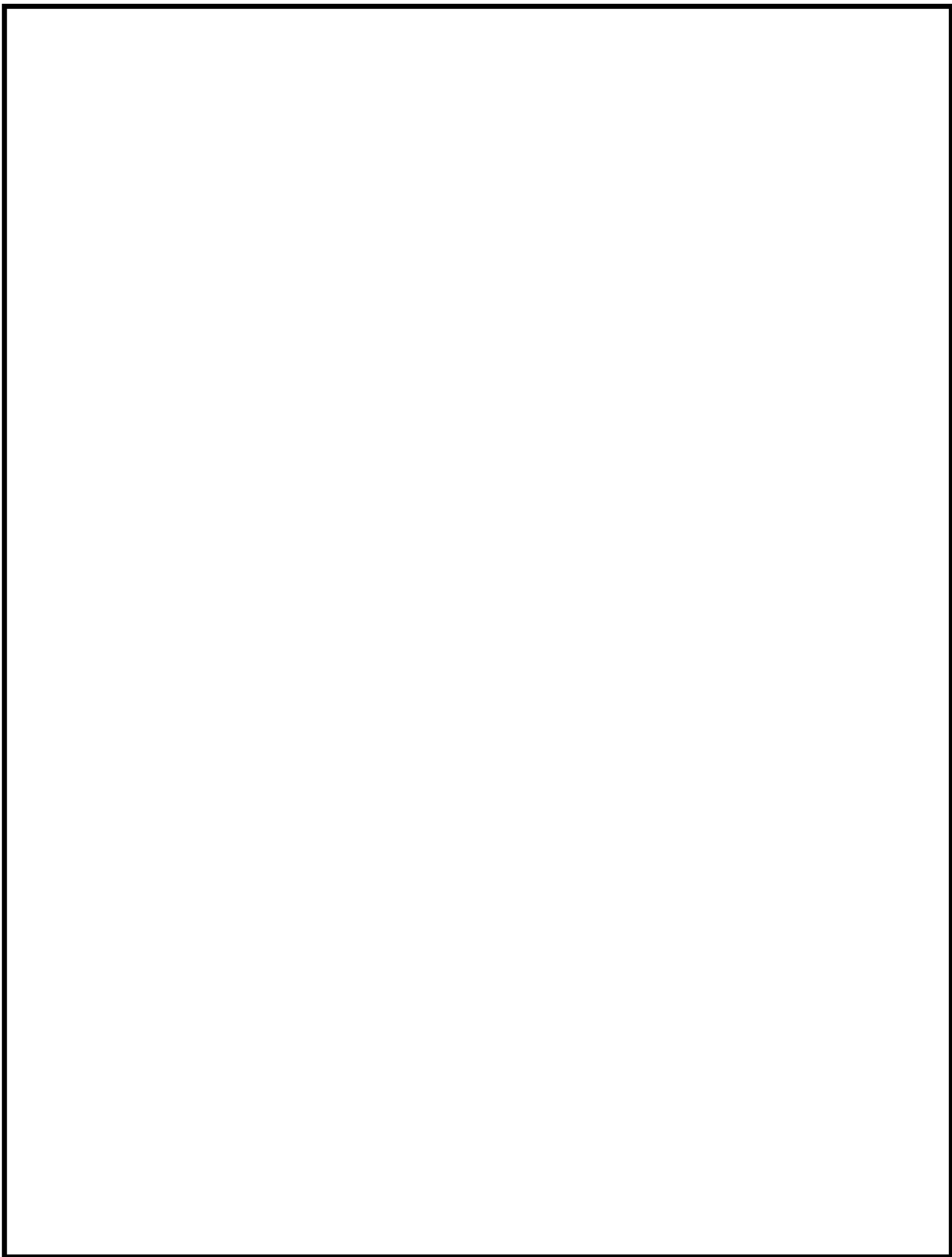
Paying employees and satisfying payroll tax requirements are frequent basic functions requiring monitoring. Franchisees can realize a number of benefits by outsourcing these tasks. The time saved can be used to put more focus on the highest priority – running your Franchise.

Paychex provides payroll processing and human resource administration services to more than half a million companies nationwide. Paychex is dedicated to the relationship with SERVPRO® and would appreciate the opportunity to help Franchisees focus on their business, increase their efficiency, and perform the administrative details for them.

Paychex offers payroll and other services to help manage employee and benefits administration:

- The payroll package includes tax payments, mobile access, reports, state unemployment claims management, and more.
- HR Essentials includes employee handbooks, safety and loss services, a toll-free support line, an employee assistance program, and other services.
- HR Solutions offers payroll bundled into a full-service employee benefits administration program.
- Looking for an applicant tracking system to attract, recruit, and onboard the right candidates with ease? Ask about Paychex' myStaffingPro solutions.

The Resource Center is pleased to have Paychex as a preferred vendor and hope Franchisees will take advantage of the special pricing on their services. For more information, call your designated representative **Jenny Blake**, at 305-726-7613, email RCPreferredPartner@paychex.com, or log onto www.paychex.com/rcpreferredpartner.



Resource Center - #7348-F

August 8, 2016



TO: All Franchises

FROM: The Resource Center

SUBJECT: Maaco Certified Center – Preferred vendor for paint and collision needs



Maaco offers discounts to all SERVPRO® Franchises



- Preferred vendor offering discounted pricing on paint and repair services
- One point of contact at the corporate level
- Verified paint codes to help ensure your Franchise is brand compliant
- Removal and installation of SERVPRO® decals
- Centralized billing means you do not pay out of pocket
- 325 certified locations with 30 heavy-duty truck shops
- Conveniently located in your market

Please follow the steps below to take advantage of Maaco for your painting and collision needs.

1. Find a Maaco Certified Center for paint and collision needs. See ServproNET[®] for the complete list.
2. E-mail John Romano, Maaco Account Director for SERVPRO[®] Franchises, at jromano@maaco.com and provide the closest zip code or call 888-819-0561 if assistance is needed.
3. Maaco Certified Center will provide an estimate to the SERVPRO[®] Franchise owner for review.
4. Once the estimate is reviewed and approved by the SERVPRO[®] Franchisee or Owner, the Maaco Certified Center will e-mail the estimate to the SERVPRO[®] Corporate Credit Department for approval and provide a PO number. After the SERVPRO[®] Corporate Credit Department approves and assigns an authorization/P.O. number, no additional work or changes may be made or added to the estimate. A new estimate will be required, with the process starting over again.
5. The Maaco Certified Center will do a test spray-out card to confirm the paint code used. The Maaco Certified Center will match the color to another vehicle in your fleet. Please provide the vehicle to Maaco for matching when possible. The SERVPRO[®] Franchisee must sign off on the final color.
6. Maaco Certified Centers can also apply SERVPRO[®] decals to vehicles. The decals must be ordered from the SERVPRO[®] Order Desk and drop shipped to the Maaco Certified Center.
7. The Maaco Certified Center will complete the work.
8. The SERVPRO[®] Franchisee should review the work with the Maaco Certified Center and sign off that work was completed per the estimate.
9. SERVPRO[®] Corporate will bill the SERVPRO[®] Franchise.

Resource Center - #7351-F

August 8, 2016



TO: All Franchises
FROM: Resource Center
SUBJECT: Best Business Systems – 2017 Calendars

Best Business Systems offers many calendar alternatives.



Today is the day to order your 2017 calendars!



Deskpad Calendars

21.75" x 16.75"
Minimum
100
\$4.25/each
Setup:
FREE



Alternative Calendar

21.75" x 16.75"
Minimum
100
\$4.25/each
Setup:
FREE



Full-Color Calendar

17" x 11"
Minimum
100
\$6.75/each
250
\$5.15/each
Setup:
FREE



Stick-Up Calendar

3" x 2.25"
Minimum
150
\$1.05/each
250
\$0.96/each
Setup:
FREE



Sticky Note Calendar

10.5" x 3"
50 sheets/pad
Minimum
250
\$2.60/each
500
\$1.65/each
Setup:
FREE



4" x 6" Notepad Calendar

25 sheets/pad
Minimum
500
\$0.51/each
Setup:
FREE



6" x 9" Notepad Calendar

25 sheets/pad
Minimum
500
\$0.96/each
Setup:
FREE



Calendar Magnet

5" x 3"
Minimum
250
\$0.45/each
Setup:
FREE



Strip Calendar One-Color

13.5" x 1.125"
Minimum
250
\$0.64/each
500
\$0.38/each
Setup:
FREE



Strip Calendar Full-Color

13.5" x 1.125"
Minimum
250
\$1.03/each
500
\$0.63/each
Setup:
FREE

For a specific need or request, please visit Best Business Systems' website at bestbusinesssystems.com/servpro, or contact them at lynn@bestbusinesssystems.com or 1.800.995.3129.

Note: Items on this bulletin are examples of available items. Check Best Business Systems' website to see product availability, or give them a call.

Resource Center - #7353-F

Date: August 8, 2016

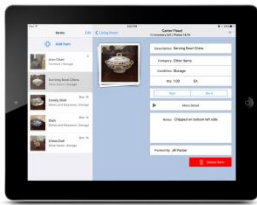


TO: All Franchises
FROM: The Resource Center
SUBJECT: New! Assured PackOut™ Is Now in the Cloud

SERVPRO® Franchises Save \$900 on NEW Cloud Version of Assured PackOut!!

No software to install. Fast and easy to use.

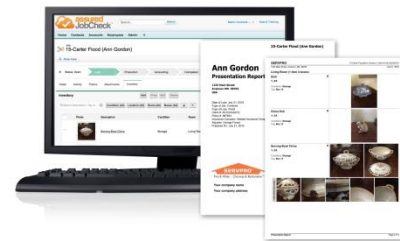
assuredPackOut™



List



Manage Crews



Report

Special Offer just for SERVPRO® Franchises:

- **Get the NEW Cloud version of Assured PackOut for \$125 per month.**
- **Training and support is FREE. Save \$900.**
- **Call and ask for a FREE Trial.**

Using an older version of Assured PackOut?

- **Get a FREE upgrade to the Cloud version and FREE training.**

Contact Assured Software for a demo of Assured PackOut at 1.877.277.9933.

Email: sales@assuredsoftware.com

Web: www.assuredsoftware.com