

SECTION B

ADMINISTRATION

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B1. INTRODUCTION

This section deals generally with operating procedures, which nicenstripy Gardencare Limited presently has in place.

It is vital that administration is, at all times, kept organised, accessible and clear.

Paperwork and computer systems will feature within your daily administration procedures, allowing you to communicate and generate reports for yourself, your customers and your franchisor.

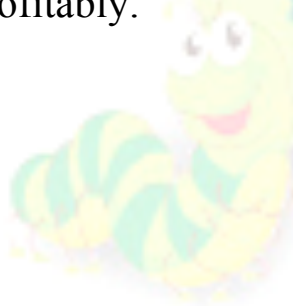


B2. FORM REQUIREMENTS

We believe that in order to give you the best possible support, so that you can run your business as profitably as possible, our lines of communication need to be deliberately made simple and open.

The type, frequency and method of collection of information may vary with time, however we aim to keep reporting systems to a minimum and restricted to those that are needed to provide vital information or to enable a system to function efficiently. Copies of the current forms are located in the Forms Section of this manual together with completion and distribution instructions.

For our part we undertake to provide regular "feed back" to assist you in developing your business efficiently and profitably.



B3. OFFICE SYSTEMS

Having a good and comprehensive record system has many benefits allowing rapid location of information as well ensuring you keep a close monitor on all aspects of your business. The following is a list of books/records that we recommend should be maintained in the office:-

Lever Arch Filing System

- a) A - Z File for Lawn Quotations
- b) A – Z/ 1 – 31 File for Winter Quotations
- c) Contracts File
- d) Monday – Friday File for Journey Plans
- e) Weekly Returns File
- f) A-Z Paid Invoices File
- g) Deleted Invoices/Credit Note File
- h) Customer Correspondence File
- i) Insurance File
- j) Meetings

Books

- a) Accident Book

B4. RECORD FORMAT

We have outlined the format for a certain number of these records over the next few pages for ease of reference where detailed formats are located elsewhere; the location only will be given.

A. A – Z FILE – LAWN QUOTATIONS

Customers can sometimes take ages to get back to you following a quotation, sometimes even a couple of years! It therefore makes sense to keep ALL quotations and file alphabetically to save the need of another visit, unless you have to.

Using Quotation Template obtain customer details. If order not given immediately file alphabetically.

If order given enter on MYOB System and Daily Journey Plans, then file alphabetically.

B. A – Z/ 1 – 31 FILE FOR WINTER QUOTATIONS

Using Quotation Template obtain customer details together with the details of the work quoted for. If order not given immediately file alphabetically.

If order given enter on MYOB System, file on date booked for (e.g. 3rd November file under 3). Once job completed file alphabetically.

C. CONTRACTS FILE

Using tabbed inserts write Name of contract on tab. Keep original quotation, confirmation from customer and monthly copy invoices, together with any other correspondence during the contract.

D. JOURNEY PLAN FILE

Tabbed inserts Monday – Friday and file completed Journey Plans

E. WEEKLY RETURNS FILE

Your copy of your weekly returns and Invoices for Management Services Fees and Marketing Levies Paid from nicenstripy Gardencare Limited.

F. A – Z PAID INVOICES FILE

File paid Invoices alphabetically.

G. DELETED INVOICES & CREDIT NOTES FILE

File any deleted Invoices and Credit Notes numerically.

H. LETTERS TO AND FROM CUSTOMERS

File once Actioned.

I. INSURANCE FILE

File all Insurance certificates and correspondence.

J. MEETINGS

File all relevant correspondence.



B5. SUGGESTED CABINET FILE HEADINGS

The following Cabinet File Headings are suggested for ease of file maintenance:

(1) PERSONNEL

Attendance records, etc. and SSP details

Employment enquiries letters

Expense sheets

PAYE

Personnel Records- contracts of employment/pay rates information/references/attendance records etc.

SSP information and forms

Staff Appraisal Forms

Training (attendance records at session, staff training sheets)

Training manuals

(2) GENERAL SECTION

Health and Safety (to include claims forms completed and all Health and Safety memo's).

Insurance's

Office machinery

Property Lease and other correspondence

Security file (to include Police visits, incident reports, etc.)

Suppliers

Telephones

Vehicles

(3) BUSINESS, SALES & MARKETING

Business Plan

Marketing Plan

Publicity file (to include press, discounts, promotions, etc.)

Sales Budgets

Sales Trends

(4) FINANCIAL INFORMATION

Audited Accounts

Bank Statements

Bank Correspondence

Break-Even Analysis

Inland Revenue

Monthly Management Accounts

Petty cash

Standing Order Authorities

(5) LEGAL

Articles of Association

Companies House correspondence

Franchise Agreement

(6) EQUIPMENT

Chain Saws
Extendable Pruners
Forks
Hand Pruners
Hedge Cutters
Ladders
Long Arm Hedge Cutters
Mowers - Hand
Mowers – Ride-on
Petrol Cans - Green
Petrol Cans - Red
Pruning saws
Rakes
Spades
Strimmers
Towers

Tools and equipment information

We recommend that a weekly stock check of your tools should be carried out (you are more likely to remember where you left a spade if it has been lost fairly recently).

B6. NOTICE BOARDS

As your business grows a notice board is a very useful tool for communicating information to all staff at the same time.

The items covered will in general fall into the following topics:

- ◆ Graph of estimates versus conversions
- ◆ Graph of budget sales-v-actual sales for week, month, this year v last year etc. etc.
- ◆ Training
- ◆ Promotional/Incentives
- ◆ Health and Safety
- ◆ Staff Matters

We suggest that you use two main boards and we give suggestions for the type of information to be found on both.

A. OFFICE NOTICE BOARD

- * Who to phone list
- * Address and telephone numbers -
- * Central Office Departments
- * Any promotional information
- * Home contact numbers for franchisee, Managers and Supervisors

(emergencies only - number not to be given to anyone outside the Company)

Issue Number 000

B. STAFF NOTICE BOARD

- * Health and Safety Manual amendments
- * Leaflets:
 - a) fire
 - b) safety at work
 - c) first aid
- * Training information
- * Sales / Orders Graph



B7. DAILY PROCEDURES

1. CUSTOMER RECORDS

Your customer records should be updated after each visit to a site whilst everything is still fresh in your mind.

2. BUSINESS MILEAGE DECLARATION

A daily mileage account helps you to understand the real costs of servicing customers on a daily basis. It also will assist you in planning your workload more profitably . . .

Whilst it is not mandatory to complete we do however strongly recommend that you do keep records of your business mileage for tax and VAT purposes.

There is no requirement for any form to be forwarded to Central Office, but you should keep copies for your records for inspection by the appropriate authorities as and when required.

B8. HANDLING OF MONIES

Every day you or your staff accepts payment in the form of cash or cheques.

You are responsible for ensuring that the actual amount of money balances with Journey Schedules for the day.

The need for *ACCURACY* with respect to all monies cannot be over emphasised.



B9. PAYMENT TYPES

1. CASH

All current coin and sterling notes are accepted for the amount being charged.

Ensure that all notes above a specified denomination are examined against forgery.

2. CHEQUES

Care should always be exercised in the acceptance of cheques.

3. STANDING ORDERS

Customers can pay by standing order over the period of the year. Whatever regular service you are providing you can spread the costs to your customer over a twelve month period, which also improves your cashflow during the winter period and in particular the dreaded months of January and February.

Note : You should never accept third-party cheques (i.e. payable to another person and specially or blank endorsed).

Full details regarding acceptance of all forms of payment, including cheques, are specified in the section headed "Cash Control Systems".

B10. PREPARATION & PROCEDURES FOR BANKING

This section deals with the administration procedures involved in the preparation of cash and non-cash for banking and the distribution of related documentation.

For banking purposes, cheques and cash are dealt with together.

This procedure should be adhered to so that the administration is completed accurately and efficiently

The bankable amount is either:-

- i) Banked the same day (using night safe if appropriate).
- ii) Kept locked away safely and banked the next day. Abide by current guidelines.

It is not good policy for money to be kept at your home for longer than two days. Night safe facilities, at least on the last business day of the week, would avoid the risks associated with leaving money in your home.

Getting Money Into The Bank Every Day Is As Important As Correctly Entering An Order Into MYOB

Issue Number 000

A. BANKING PROCEDURE

- a) Itemise the cash on the banking slip.
- b) Total the itemised cash and enter into total cash.
- c) Enter the cheques in the appropriate place on the credit slip, detailing the name and amount.
- d) Carry the total to the front of the credit slip where shown. If there is insufficient room to list the cheque on the slip, a list of the named cheques should be attached.
- e) Add the cash and cheques to give a Total Value and ensure that the counterfoil is properly completed.



B11. MONTHLY PROCEDURES

1. PROSPECTS REPORT

On the last day of each accounting period the Prospects Report should be completed in full and sent through to Central Office.

2. COMPETITOR ACTIVITY FORM

You are the “Eyes and Ears” of the central Marketing Department and the information you provide is vital to ensuring the most competitive marketing strategies are employed.

A sudden increase in activity in your area may demand an increase in our activity to “counteract” any gains made by a competitor.

With a continuous “feed back” of information a true picture can be obtained of our competitors strengths and weaknesses.

3. STOCK CHECK FORM

By completing this form each and every month you will be in a position to start to build a “picture” and after 6/7 months operation will be able to project trends.

4. PROFIT AND LOSS ACCOUNT

You should send your “financials” marked “Private & Confidential” to Central Office.

The returns should be sent within fourteen days of accounting period end.