

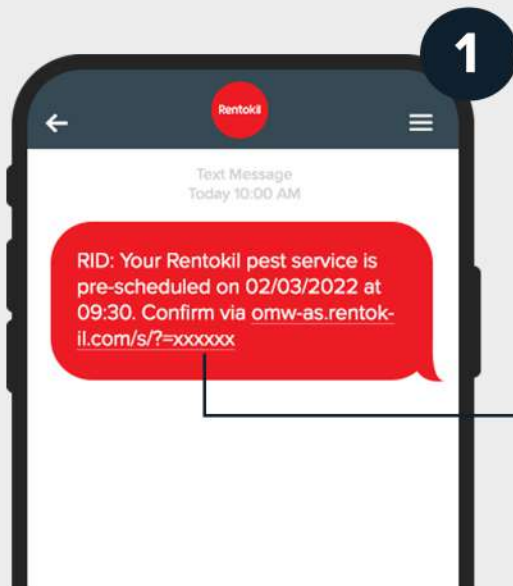


MANUAL GUIDELINES

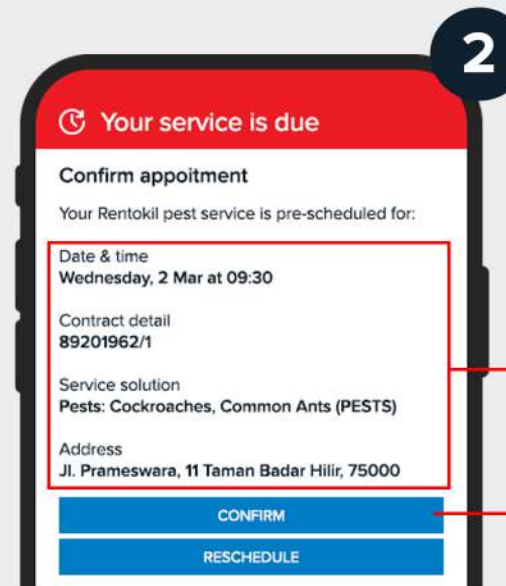
SMS & EMAIL SERVICE SCHEDULING SYSTEM

Rentokil
The Experts in Pest Control

01 Confirm pre-scheduled service date & time

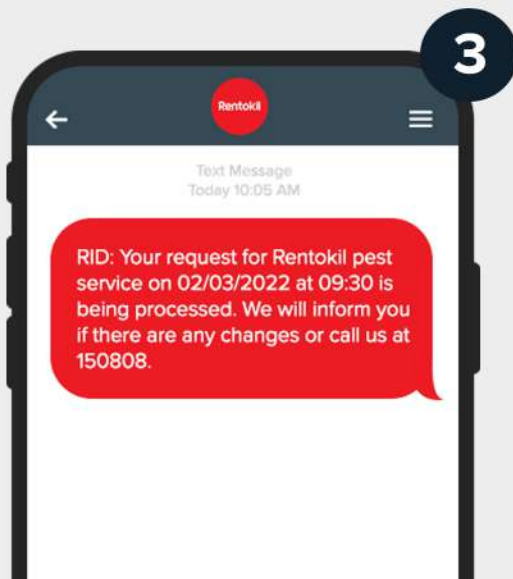


Click on this link to view your pre-scheduled service date details

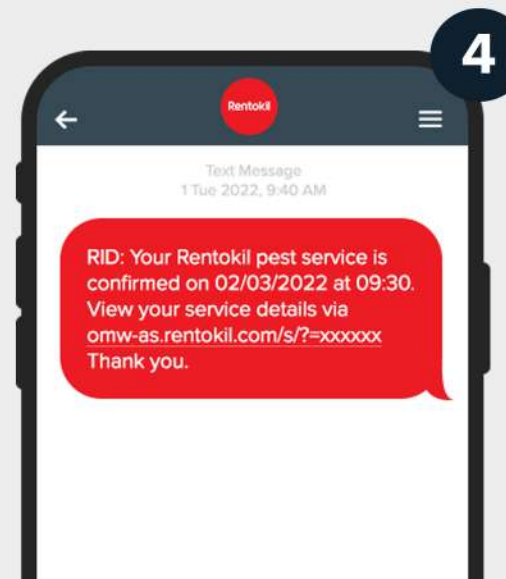


Check your pre-scheduled service date details

Click **"CONFIRM"** if you agree with the pre-scheduled service date given

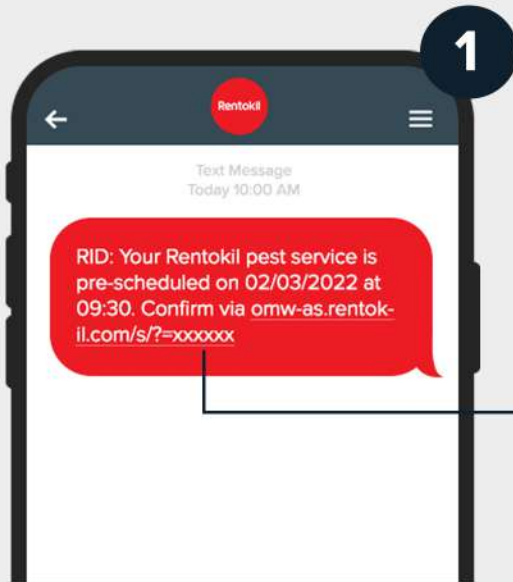


Once **"CONFIRM"**, you will receive 1 SMS immediately

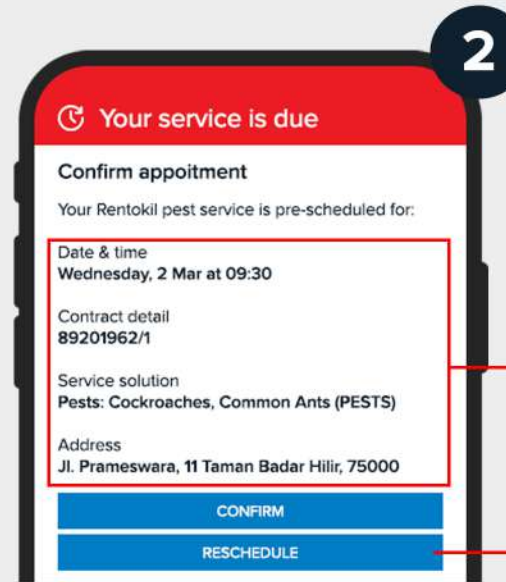


1 day before you confirmed scheduled service date, you will receive reminder SMS

02 Reschedule the pre-scheduled service date & time

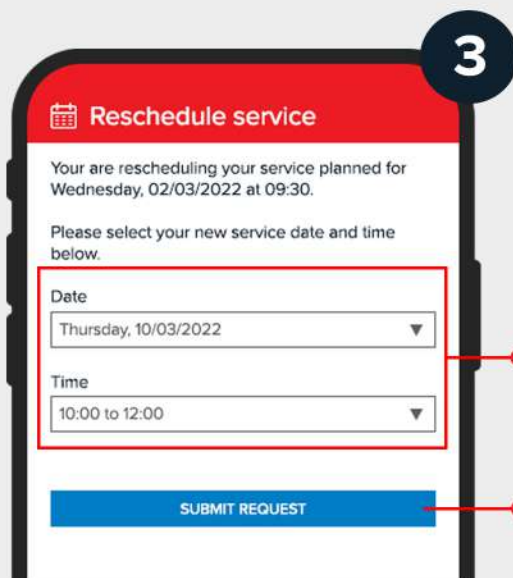


Click on this link to view your pre-scheduled service date details



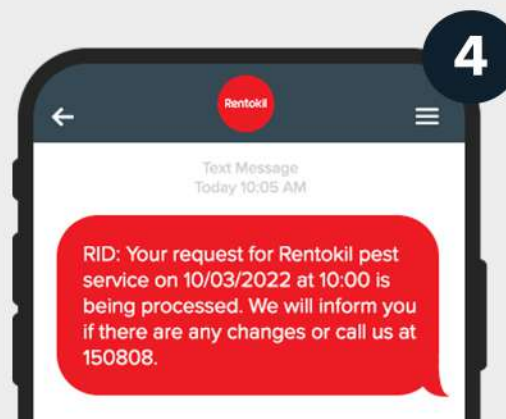
Check your pre-scheduled service date details

Click **"RESCHEDULE"** if you would like to reschedule your service date

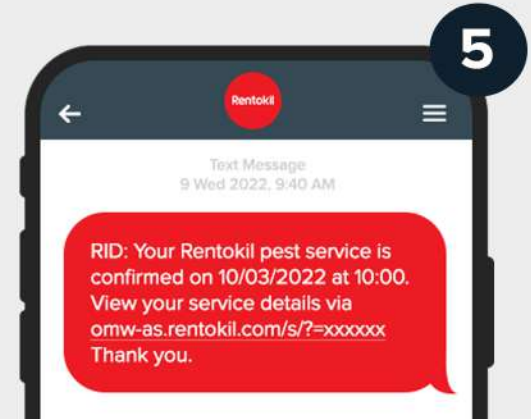


Choose your new preferred service date and time

Click **"SUBMIT REQUEST"**

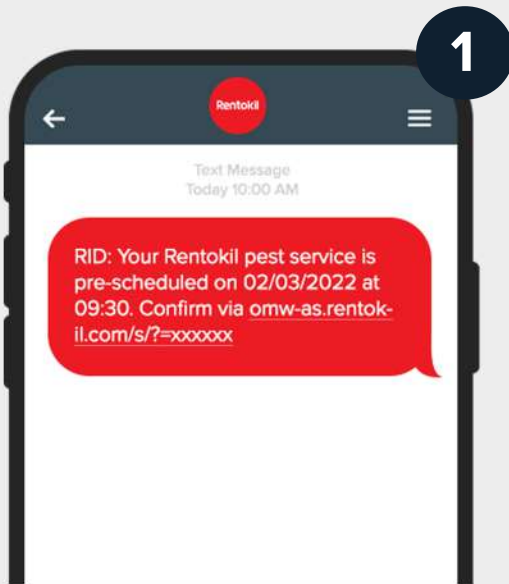


Once **"SUBMIT REQUEST"**, you will receive 1 SMS immediately

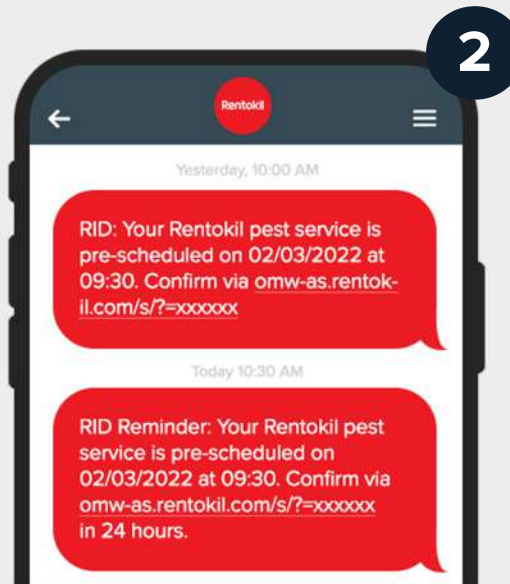


1 day before your confirmed scheduled service date, you will receive reminder SMS

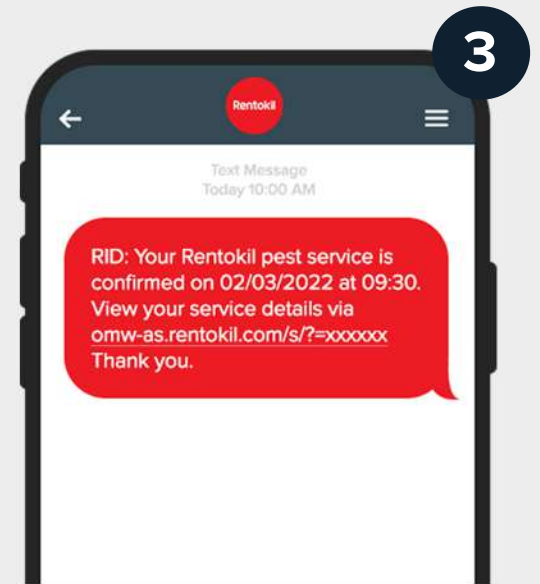
03 Automatic confirmation if there is no cancellation or rescheduling



First SMS sent on pre-scheduled service



Reminder SMS on pre-scheduled service sent due to no response 1 day after the first SMS sent



If you do not cancel or reschedule, our system will automatically confirm the service schedule at your place

You will receive a confirmation SMS 1 day before the service is performed