

A New Benefit for IPSSA Members!

(Rev. 2/12/08)

The service so many of you have been asking about *is finally here!* As the result of a strategic alliance between IPSSA and Transworld Systems Inc., we are pleased to announce the availability of a brand new member benefit - *exclusive* access to the nation's leading provider of Cash Flow Management services – Green Flag Profit Recovery.

What does this mean to me?

A customer who doesn't pay on time can be frustrating as well as time consuming, no matter how rare an occurrence. By interrupting your cash flow, slow-paying and delinquent customers simply make it more difficult to operate your business on a day-to-day basis.

Finally, as an IPSSA member, you'll have access to the same profit recovery service used by half the **FORTUNE 500** companies and over 60,000 businesses nationwide; a proven system that for 38 years has been helping businesses just like yours recover money owed to them without the high cost and harsh tactics associated with typical "collection agencies".

Say goodbye to the *least* favorite part of running your business

- Spend Less- Flat fee of \$25, *regardless of balance – no percentages taken*
- Recover More -- Early 3rd party intervention motivates slow payers to pay sooner than in-house efforts alone. ***"Transworld gets credit for the highest recovery rate in the industry"*** BARRON'S
- Get Paid Sooner- get paid directly from your customers and keep 100% of recovered money Retain more customers – TSI's polite approach includes a free "Thank You" letter sent to your paying customers
- Easy to Use - 24/7 web access technology makes it easier to track and manage your accounts
- Reduce Internal Cost & Effort- Spend more time making money and less time chasing it
- Collect anywhere in the US -TSI's 130 offices are licensed and bonded to collect in all 50 states

We saved the best for last

IPSSA went to bat for its members and got the features they knew you would want. This exclusive arrangement allows IPSSA members to access TSI's class-leading service with:

1. **No Start-up Costs,**
2. **No Minimum Number of Accounts,** and
3. **No Long Term Commitments.**

IPSSA will invoice members \$25 for each account submitted.

How do I get Started?

1. On the internet, go to <http://web.transworldsystems.com/losangeles/> *
2. Click on "Presentations" (lower left side of the page)
3. Click on the "IPSSA" link.
4. Download the IPSSA "Participation Agreement" form, fill it out and fax it to the IPSSA Financial Office.
5. The IPSSA Financial office will notify TSI, and then you receive via e-mail the link to the TSI web page, where you will find the TSI Agreement to complete and submit it online).
6. Members will receive a USERID and PASSWORD for logging into the TSI portal where they will submit accounts. (All IPSSA links are password protected. Enter the password **IPSSA** (All Caps) when prompted.)
7. **THAT'S IT!**

* Members without internet access can request information by calling 213-365-4325 ext. 6

USING TRANSWORLD SYSTEMS (TSI) **STEP BY STEP**

SET UP:

1. Members (with internet access) who wish to submit accounts for collection will click on a link to an online application.*
2. Members will fill out and submit the application.
3. Members will receive a USER ID and PASSWORD and granted access to the online portal.

USING TSI:

1. Members log into the TSI portal.*
2. Members enter debtor information.
3. Members submit accounts to be collected.
4. Members usage will be visible to IPSSA leadership via master web portal.
5. Members will be invoiced \$25 by IPSSA for each account submitted via monthly dues or other automatic payment arrangements.
6. The first written demand will be sent within 1-2 business days. Four more contacts will be sent at 10 day intervals. A total of 5 written demands will be sent in Phase 1.
7. Members mark account as paid when the debt is satisfied.
8. No accounts will be automatically transferred to Phase II Verbal Demands contingency based collections. However, members do have the option to manually transfer any or all accounts to Phase II.
9. Members use the reporting feature to display and track results for both Phase I and Phase II.

SUPPORT:

1. On-going weekly conference call will be scheduled to assist new users with set up and initial submission of accounts.
2. Additionally, an on-going weekly conference call will be scheduled to assist existing users with on-going support issues.
3. Toll free phone customer support and unlimited tech support will be available to all users.

* Members without internet access will be able to sign up for service via fax application.



**INDEPENDENT
POOL & SPA
SERVICE ASSOCIATION, INC.**

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Independent Pool & Spa Service Association

PARTICIPATION AGREEMENT

TransWorld Systems, Inc. (TSI) Account Collection Program

(Rev. 1/31/08)

I, the member noted below, agree to the following terms of participation in the IPSSA sponsored TSI Account Collection Program:

Eligibility: The program is exclusive to IPSSA members. Membership in good standing is mandatory at the time any new collection account is submitted. Should IPSSA membership terminate for any reason prior to conclusion of TSI processing, member agrees to pay IPSSA any fees arising from the TSI program that are payable to IPSSA on the same terms as if the membership had not terminated.

Fees: Members agree to pay IPSSA the amount of \$25 per collection account submitted. Persons/entities that are not IPSSA members at the time of submittal of a collection account agree to pay IPSSA a fee of \$75 per collection account submitted. Profits from the program are used to provide membership services and keep dues levels low. IPSSA fees are not refundable. IPSSA pays a portion of fees to TSI in consideration of serving each collection account.

Terms: Members participating in the TSI program are separately bound to the terms of TSI Agreements between the member and TSI.

Cancellation: This Agreement shall survive the termination of IPSSA membership. This Agreement is void if illegal in the state in which the member does business; members should advise IPSSA if this Agreement is void in their respective state. Participating Members are not required to submit all collection accounts to this program; members may decide on an account-by-account basis whether or not they wish to submit the account to this program.

Guarantee: IPSSA does not guarantee that accounts submitted will be collected, and is not responsible for financial or other losses arising out of collection accounts submitted under this program, regardless of cause. Complaints concerning this program that cannot be resolved through communication with TSI should be documented and submitted in writing to the IPSSA headquarters office.

Executed on this _____ day of _____, 200__, at _____.

Name of Member: _____

Signature of Member

Member ID: _____

Member Address: _____

Member Telephone: (____) ____ - _____

Member E-Mail: _____ @ _____

Member Fax: (____) ____ - _____