



Memorandum

Friday, October 09, 2018

Reference No.: 20181005-002

TO : All Office Staff, Members, Mobile Stores and Mega Centers
FROM : The House of Herbs Board of Directors
SUBJECT : System Cut-off

In preparation to the upcoming House of Herbs System called the House of Herbs Web Version 2.0, several memos will be implemented and set in place so that every needful thing required for this transition will be in order.

PURPOSE:

1. To create closing schedule from the old system to the new system in a timely and orderly manner
2. To close all accounting procedures including pricing, commission structure and processes, and move to the new system where new ones are to be implemented

INTRODUCTION:

The "SYSTEM Cut-Off", on **October 12, 2018** refers to the transition date between the old system and the new system. Here all the remaining action items will be made or completed until the cut-off date and the implementation of the new procedures will commence after, below are the following guidelines:

ON OR BEFORE THE CUT-OFF DATE

1. Registration Codes:
 - a. All un-encoded codes will not anymore be accepted in the new system
 - b. All paid un-encoded codes with registration information should be encoded to the system before the cut-off date otherwise these codes will not anymore be used, for such cases, it is the full responsibility of the MC or Mobile store to assist clients to encode their information in the new system since they already received payment and use the new registration system is in place.
 - c. All unpaid un-encoded codes by the MC and Mobile stores should be reconciled with the House of Herbs customer care agent which will be used in converting their network account to a higher package, please refer to the "Single Account Policy" memo with Reference No.: 20181005-001.
2. System
 - a. The system will operate until the cut-off date, however, members will **TEMPORARILY** not be able to redeem their incomes in order to properly facilitate the transition process that includes the consolidation of accounts and others, please refer to the "Temporary Closure of Income Redemption" memo with Reference No.: 20181005-004.

AFTER THE CUT-OFF DATE

1. A manual registration process will be implemented from October 13, 2018 up to November 8, 2018. Please refer to the "Inventory Clearance" memo with Reference No.: 20181005-003.
2. System
 - a. The old system can only be used until October 12, 2018. This system will **NOT** anymore be used at any point in time

- b. All records from the existing system will be extracted, and, all multiple accounts will be consolidated into one (please see Memo Reference No.: 20181005-001).
- c. Once all of the new information is verified, each will then be entered manually to the new system
- d. Final system validation and testing will happen between November 6-7, 2018
- e. Projected system operation is on **November 8, 2018**

For your reference and guide.

Thank you,

The House of Herbs

*This memo has been duly approved in agreement with the House of Herbs Board of Directors last **October 9, 2018** and will be in effect on **October 12, 2018**.*