

# The Clean File

The seven things a serious reader examines in a commercial security company. Read your own file first.

## 1. The recurring base, told three ways

- ☐ Agreements, billing system, and financial statements tell the same story
- ☐ Rate on each agreement matches the rate on the invoice
- ☐ Accounts being billed match the agreements in force
- ☐ Top-ten customer share and the mix across monitoring, service agreements, and inspections known and explainable

## 2. The agreements themselves

- ☐ Signed agreement findable for every recurring account
- ☐ Renewals and rate changes captured in writing, not remembered
- ☐ Oldest accounts: paper catching up on the next service visit or renewal

## 3. The statements underneath

- ☐ Deferred revenue from advance-billed monitoring visible and explained
- ☐ Receivables aging reviewed
- ☐ Installation work in progress tracked
- ☐ Statements prepared consistently, on a basis you can explain

## 4. The compliance shelf

- ☐ Licenses current in every state and jurisdiction served
- ☐ Technician certifications on file
- ☐ Insurance policies current, certificates easy to produce
- ☐ Fire and life safety inspection records complete, where applicable

## 5. The monitoring chain

- ☐ Central station agreement on hand: its term, its pricing, and how accounts are handled under it

## 6. The team, on paper

- ☐ A picture of the team a reader can follow: who leads what, how long people have been aboard, which relationships live with which people

## 7. The story, checked against the file

- ☐ The owner's telling of the company and the file agree

### THE ANNUAL READ

Once a year, the same week every year, read the file the way a stranger would. Lay the three tellings of the recurring base side by side. Pull ten agreements and check them against ten invoices. Walk the compliance shelf. Most gaps found this way are quiet fixes on the company's own schedule.

### WHATEVER ITS PLANS

A clean file pays the company back whether an outside reader ever arrives or not. Credit renewals go faster. Insurance conversations start from evidence. A successor could find their footing. Wherever your file stands, the conversation starts there.