

# Aptive Sales Pay and Tech Service Practice Test (Sample)

## Study Guide



**Everything you need from our exam experts!**

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# Introduction

Preparing for a certification exam can feel overwhelming, but with the right tools, it becomes an opportunity to build confidence, sharpen your skills, and move one step closer to your goals. At Examzify, we believe that effective exam preparation isn't just about memorization, it's about understanding the material, identifying knowledge gaps, and building the test-taking strategies that lead to success.

This guide was designed to help you do exactly that.

Whether you're preparing for a licensing exam, professional certification, or entry-level qualification, this book offers structured practice to reinforce key concepts. You'll find a wide range of multiple-choice questions, each followed by clear explanations to help you understand not just the right answer, but why it's correct.

The content in this guide is based on real-world exam objectives and aligned with the types of questions and topics commonly found on official tests. It's ideal for learners who want to:

- Practice answering questions under realistic conditions,
- Improve accuracy and speed,
- Review explanations to strengthen weak areas, and
- Approach the exam with greater confidence.

We recommend using this book not as a stand-alone study tool, but alongside other resources like flashcards, textbooks, or hands-on training. For best results, we recommend working through each question, reflecting on the explanation provided, and revisiting the topics that challenge you most.

**Remember:** successful test preparation isn't about getting every question right the first time, it's about learning from your mistakes and improving over time. Stay focused, trust the process, and know that every page you turn brings you closer to success.

Let's begin.

# How to Use This Guide

**This guide is designed to help you study more effectively and approach your exam with confidence. Whether you're reviewing for the first time or doing a final refresh, here's how to get the most out of your Examzify study guide:**

## **1. Start with a Diagnostic Review**

**Skim through the questions to get a sense of what you know and what you need to focus on. Your goal is to identify knowledge gaps early.**

## **2. Study in Short, Focused Sessions**

**Break your study time into manageable blocks (e.g. 30 - 45 minutes). Review a handful of questions, reflect on the explanations.**

## **3. Learn from the Explanations**

**After answering a question, always read the explanation, even if you got it right. It reinforces key points, corrects misunderstandings, and teaches subtle distinctions between similar answers.**

## **4. Track Your Progress**

**Use bookmarks or notes (if reading digitally) to mark difficult questions. Revisit these regularly and track improvements over time.**

## **5. Simulate the Real Exam**

**Once you're comfortable, try taking a full set of questions without pausing. Set a timer and simulate test-day conditions to build confidence and time management skills.**

## **6. Repeat and Review**

**Don't just study once, repetition builds retention. Re-attempt questions after a few days and revisit explanations to reinforce learning. Pair this guide with other Examzify tools like flashcards, and digital practice tests to strengthen your preparation across formats.**

**There's no single right way to study, but consistent, thoughtful effort always wins. Use this guide flexibly, adapt the tips above to fit your pace and learning style. You've got this!**

## Questions

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- 1. Which plan is serviced most frequently in April-October?**
  - A. Basic**
  - B. Pro**
  - C. All Plans**
  - D. Premium**
  
- 2. Which pricing statement is true?**
  - A. The price is fixed for the entire contract.**
  - B. The first month is included for free.**
  - C. The first month can be priced differently than the rest.**
  - D. The price is determined by the day of service.**
  
- 3. Can we granulate wherever outside?**
  - A. No**
  - B. Yes**
  - C. Sometimes**
  - D. Only around foundations**
  
- 4. Who is allowed to keep the bait box key after service?**
  - A. The customer**
  - B. The technician**
  - C. The property owner**
  - D. The property manager**
  
- 5. Which statement accurately reflects how floor pricing varies by service type?**
  - A. The four service types share the same price range.**
  - B. The four service types each have a two-value floor price depending on ACV.**
  - C. Only the INITIAL service has two values; others have fixed pricing.**
  - D. All monthly services have the same two-value range.**

- 6. How far out do we granulate from the foundations?**
- A. 3 Feet**
  - B. 7 Feet**
  - C. 5 Feet**
  - D. 10 Feet**
- 7. Can we treat commercial properties?**
- A. Not specified**
  - B. No**
  - C. Yes**
  - D. Sometimes**
- 8. What granular do we use in freezing temps with no snow?**
- A. Niban Granular**
  - B. Ecovia**
  - C. De-Web**
  - D. Bifenthrin L/P**
- 9. Which two products treat cockroaches efficiently?**
- A. Advion Cockroach Gel + Gentrol IGR**
  - B. Advion Cockroach Gel + Tempo**
  - C. Bifen IT + Archer IGR**
  - D. Termidor + Gentrol IGR**
- 10. How should price objections be handled?**
- A. Listen, validate, present clear value, offer compliant alternatives, and escalate if needed; document the discussion**
  - B. Argue with the customer**
  - C. Ignore objections**
  - D. Refuse service**

## Answers

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1. D
2. C
3. B
4. B
5. B
6. C
7. B
8. D
9. A
10. A

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## **Explanations**

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### 1. Which plan is serviced most frequently in April-October?

- A. Basic
- B. Pro
- C. All Plans
- D. Premium**

The question tests how service frequency is tied to plan type during peak season. Higher-tier plans are scheduled for more frequent visits, and from April through October pest activity generally rises, so the plan designed for the most frequent visits is used most often in this window. The Premium plan typically includes the highest cadence of service during these months, more visits than Basic or Pro. The All Plans option isn't a single plan with its own cadence, but a category that covers multiple plans, so it doesn't indicate a specific service frequency. Therefore, the Premium plan is serviced most frequently in April through October.

### 2. Which pricing statement is true?

- A. The price is fixed for the entire contract.
- B. The first month is included for free.
- C. The first month can be priced differently than the rest.**
- D. The price is determined by the day of service.

Pricing in service contracts often includes a first-period difference to cover onboarding and promotional opportunities. The statement that the first month can be priced differently than the rest is true because many agreements use an introductory rate or onboarding charges for the initial period, and then switch to the standard rate in later months. This approach accounts for setup, training, or promotional incentives that aren't part of the ongoing value in subsequent months. The other options don't fit typical contract pricing patterns: having a price fixed for the entire contract would mean no adjustments at all, which is uncommon when onboarding promotions or inflation adjustments exist. A first month being free is a promotional exception rather than a standard practice. And pricing by the day of service implies daily fluctuations, whereas most contracts bill on a consistent cycle, like monthly, with a clear rate after the initial period.

### 3. Can we granulate wherever outside?

- A. No
- B. Yes**
- C. Sometimes
- D. Only around foundations

Granulation outdoors is a versatile method used to build a pest barrier around a home. When a product is labeled for outdoor use, you can apply granules to many exterior areas—around the foundation, along walkways, in landscape beds, under eaves, and similar spots—to reduce pest entry and harborage. The idea behind granulation is to create coverage that stops pests from getting inside, not to limit treatment to a single location. So the best choice reflects that outdoor granulation is generally permissible in a wide range of exterior spaces, as long as you follow the product label for where it's allowed and any safety precautions. Remember to avoid runoff into water sources and keep pets and children away until the granules have settled, in line with label directions.

#### 4. Who is allowed to keep the bait box key after service?

- A. The customer
- B. The technician**
- C. The property owner
- D. The property manager

Key custody and security after service is the main idea here. Having the technician keep the bait box key ensures controlled access by trained personnel, maintains accountability for the property, and keeps future service visits seamless without you needing to manage or store keys. This arrangement also reduces the risk of loss or unauthorized access. If you prefer to hold onto the key, you can set up a different plan, but the standard practice is for the technician to retain the key.

#### 5. Which statement accurately reflects how floor pricing varies by service type?

- A. The four service types share the same price range.
- B. The four service types each have a two-value floor price depending on ACV.**
- C. Only the INITIAL service has two values; others have fixed pricing.
- D. All monthly services have the same two-value range.

Floor pricing is driven by both service type and contract value. It isn't the same minimum for every service; different service types have their own minimums, and those minimums shift based on the annual contract value (ACV). In this setup, each service type has two floor-price values, chosen according to which ACV tier the customer falls into. That's why the statement that applies is that each service type has a two-value floor price depending on ACV. This reflects how pricing floors are tiered: lower ACV bands yield one floor, higher ACV bands yield another, and this pattern holds for every service type.

#### 6. How far out do we granulate from the foundations?

- A. 3 Feet
- B. 7 Feet
- C. 5 Feet**
- D. 10 Feet

The distance to granulate from the foundation is five feet. This creates a practical outdoor barrier that covers common pest entry points along the base of the home, such as cracks, gaps, and areas where soil, mulch, or landscaping meet the foundation. Five feet balances effective coverage with efficient product use, ensuring pests coming from outside encounter treated soil as they approach the structure. If you only apply closer—say three feet—the outer perimeter remains partially untreated, leaving a corridor for pests to approach. If you extend beyond five feet, like seven or ten feet, you're spreading material where it provides diminishing returns relative to the added product cost and effort, since the primary risk area sits right along and just beyond the foundation line.

## 7. Can we treat commercial properties?

- A. Not specified
- B. No**
- C. Yes
- D. Sometimes

This question tests the scope of our service coverage. Our programs are designed for residential properties, with licenses, safety procedures, and service approaches tailored to homes. Treating commercial properties isn't part of that scope and would require different licenses, terms, and risk management. Because of this, we do not offer treatment for commercial properties, so the correct stance is that we cannot treat them. The other options would imply coverage or flexibility that isn't part of the established policy.

## 8. What granular do we use in freezing temps with no snow?

- A. Niban Granular
- B. Ecovia
- C. De-Web
- D. Bifenthrin L/P**

When temperatures are freezing but there's no snow, you need a granule that is designed to perform in cold outdoor conditions. De-Web is formulated as a granular product that can be applied on exterior surfaces and remains active in near-freezing temps, making it suitable for winter spider and web control. This contrasts with liquids or products not labeled for cold-weather exterior use, which either don't perform well when the air is that cold or aren't designed to be applied as granules in winter conditions. So the best choice for winter, snow-free conditions is the granule designed for cold-weather exterior application.

## 9. Which two products treat cockroaches efficiently?

- A. Advion Cockroach Gel + Gentrol IGR**
- B. Advion Cockroach Gel + Tempo
- C. Bifen IT + Archer IGR
- D. Termidor + Gentrol IGR

Combining a highly effective bait with a growth regulator delivers both quick knockdown and long-term suppression. Advion Cockroach Gel attracts and is ingested by cockroaches, delivering a strong toxin that reduces the existing population quickly as roaches feed and share bait. Gentrol IGR (hydroprene) disrupts the maturation of immature roaches, so fewer nymphs reach adulthood and the population grows more slowly over time. This combination tackles the current infestation while preventing rebound, making it a particularly efficient pairing. Other options mix products that may rely more on immediate contact or residual kill, or include components that can reduce bait uptake, so they don't provide the same balanced, long-lasting control as the bait-plus-IGR approach.

## 10. How should price objections be handled?

- A. Listen, validate, present clear value, offer compliant alternatives, and escalate if needed; document the discussion**
- B. Argue with the customer**
- C. Ignore objections**
- D. Refuse service**

Handling price objections effectively means turning cost concerns into a clear understanding of value and options that fit the customer's budget while staying within policy. Start by listening fully to the objection so you understand exactly what's driving the concern. Validate the customer's feelings to reduce defensiveness and show you're on their side. Then present the value clearly by tying each feature to tangible benefits and, when possible, quantify the impact in terms of time saved, fewer disruptions, or long-term cost savings. If price remains a hurdle, offer compliant alternatives such as different service levels, bundles, or payment options that align with their budget without breaking company rules. If an exception or discount is needed beyond your authority, escalate to the right person for approval. Finally, document the discussion, including the objection, the value you presented, the alternatives offered, and the agreed next steps. This approach keeps the conversation collaborative, preserves trust, and creates a solid record for follow-up. Arguing, ignoring objections, or refusing service breaks the connection with the customer and ends the opportunity.

## Next Steps

**Congratulations on reaching the final section of this guide. You've taken a meaningful step toward passing your certification exam and advancing your career.**

**As you continue preparing, remember that consistent practice, review, and self-reflection are key to success. Make time to revisit difficult topics, simulate exam conditions, and track your progress along the way.**

**If you need help, have suggestions, or want to share feedback, we'd love to hear from you. Reach out to our team at [hello@examzify.com](mailto:hello@examzify.com).**

**Or visit your dedicated course page for more study tools and resources:**

**<https://aptivesalespaytechservices.examzify.com>**

**We wish you the very best on your exam journey. You've got this!**

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