



# DAILY OPERATIONS REPORT

The Daily Operations Report (DOR) is a valuable Management tool. On a daily and month-to-date basis, it is used for reporting and monitoring the following areas of our business:

1. Sales (future revenue)
2. Production (Current revenue)
3. Backlog (services sold and not started / completed)
4. Collections

The DOR will be completed by Service Center Administrative personnel daily and will summarize the previous day's sales, production and collection results for each part of our business (Residential and Commercial Pest Prevention, Termite Protection, Bait Protection, and Lawn Services). Besides the numbers you enter daily, the DOR carries month-to-date totals. The DOR form above is used to record this information.

The DOR must be completed by 10:00 A.M EST every Monday through Friday. The following procedures provide step-by-step instructions for its completion (except for the headers, each item number corresponds to a column number on the form).

## RESIDENTIAL DOR

Daily Operations Report - Main  
for February 2019  
North Orlando (001)  
Created 10/25/15 4:23:05 PM  
Working Day 17 of 20 this Month - 85% Elapsed

<b>Pest/Lawn</b> PP Sales Prior Year 64,153 Budget 65,070 PP Revenue Prior Year 229,510 Budget 229,510 L718 Sales Prior Year 0 Budget 0 L718 Revenue Prior Year 0 Budget 0 Deferred Pest 0 PP Prod Scheduled 2,882 \$ 207,918 L718 Prod Scheduled 0 \$ 0				<b>Termite</b> Termite Sales Prior Year 23,935 Budget 29,688 Completions Prior Year 14,873 Budget 29,688 Renewal Collection Prior Year 41,803 Budget 42,987 Reinspections-Future # 166 \$ 42,641 Reinspections-Currend # 102 \$ 22,215 Reinspections-Backlog # 8 \$ 1,993 Pest L718 Termite Beginning Backlog # 65,239 @ 5,232				<b>Bait</b> BENTRICOB Sales Prior Year 17,159 Budget 24,300 Monitor Revenue Prior Year 18,644 Budget 24,300 Monitor Revenue Prior Year 119,903 Budget 134,331 Renewal Deferred Revenue Prior Year 0 Budget 0 Monthly Monitoring Scheduled # 336 LP 99,103 BENTRICOB Beginning Backlog # 2,765				<b>Reinspections-Future #</b> 406 \$ 142,116 <b>Reinspections-Currend #</b> 213 \$ 72,848 <b>Reinspections-Backlog #</b> 20 \$ 6,889 Deferred Monitoring 10% 0 Deferred Renewal 40% 0			
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Total	MTD	Prior Year	% Prior Year	Budget	% Budget
Revenue	60,050	105,247	76.1	118,958	67.3
Revenue	355,373	424,542	63.7	471,316	75.4

Date	Pest										Lawn										Termite										Bait									
	Staff	Office	Jobs	Daily	Annual	PP	Daily	Daily	Annual	L718	Daily	Daily	Annual	Termite	Daily	Daily	Annual	Termite	Reinspec	Reinspec	Jobs	Daily	Annual	Bait	Daily	Daily	Annual	Daily	Daily	Annual	Reinspec	Reinspec	Reinspec							
MTD	Deferred Rec:																																							
01 F	1.5	2	4,018	360	3,668	9,662	2,074				1.5	1	1	126	3.0	2,729	2,729	9	2,196	1,642																				
02 S	1.5	2	416	2,210	-1,796	4,602					1.5	1	1	126	3.0	2,729	2,729	9	2,196	1,642																				
WTD	3.0	2	4,433	2,670	1,863	14,263	2,074				3.0	1	1	126	6.0	5,458	5,458	18	4,392	3,284																				
04 M	1.5	3	4,087	999	4,088	12,214	14,595				1.5	1	1	200	200	8	1,606																							
07 T	2.0	3	3,833	770	3,063	11,347	9,703				2.0	1	1	1,973	3.0	158	128	8	1,997	666																				
08 W	2.0	1	2,238	4,040	-1,802	13,200	11,981				2.0	1	2	2,766	3.0	128	128	10	2,224	730																				
09 T	2.0	2	6,284	600	5,684	10,760	6,895				2.0	1	3	790	3.0	200	200	5	1,303	501																				
09 F	2.0	5	2,008	2,478	-470	10,528	11,129				2.0	1	2	1,099	3.0	1,099	1,099	9	1,651	918																				
08 S	2.0	4	1,689	470	1,219	2,760					2.0	1	1	95	3.0	95	95	1	325	140																				
WTD	11.5	9	20,148	9,387	11,789	60,848	64,302				11.5	1	9	6,879	15.0	1,715	1,615	41	3,005	716																				
11 M	2.0	4	6,332	1,634	7,966	11,682	10,371				2.0	2	2	190	3.0	190	190	12	2,852	961																				
12 T	2.0	1	1,770	2,310	-540	9,077	5,727				2.0	1	3	2,566	2,566	4	538	1,650	190	-2,550																				
13 W	2.0	2	1,058	468	589	9,132	7,416				2.0	1	2	276	3.0	76	76	4	882	309																				
14 R	2.0	3	3,827	2,140	1,687	12,106	12,783				2.0	1	1	96	3.0	720	720	8	1,948	968																				
16 F	2.0	6	4,297	1,585	2,712	10,590	22,547				2.0	1	1	875	3.0	62	62	4	528	258																				
16 S	2.0	1	1,300	1,039	-260	3,883					2.0	1	1	290	3.0	3	480	180																						
WTD	12.0	11	24,081	9,164	11,427	66,374	62,304				12.0	3	7	1,688	18.0	3,661	3,661	37	7,771	829																				
18 M	2.0	2	1,080	3,796	2,716	11,243	11,163				2.0	1	3	328	3.0	328	328	4	937	421																				
19 T	2.0	1	1,949	1,615	334	10,781	12,877				2.0	1	200	3.0	1,225	1,225	7	1,828	1,018																					
20 W	2.0	3	1,260	886	376	9,964	10,700				2.0	1	200	3.0	6	1,512	904	1,518	200	4	974	3	2,151	2,151																
21 R	2.0	1	3	948	1,374	-426	8,190	10,727			2.0	1	1	2,917	3.0	6	2,100	700	2,917	7	1,030	21	893	893																
22 F	2.0	3	1,122	1,860	-738	9,897	8,918				2.0	3	2	245	3.0	645	645	10	2,364	970																				
23 S	2.0	2	980	3,703	-2,723	8,383					2.0	1	1	96	3.0	296	296	1	384	226																				
WTD	12.0	4	18	6,906	12,782	-8,846	58,257	56,076			12.0	5	4	3,657	18.0	2,290	2,290	34	9,228	640																				
SEM																																								
MTD	38.5	26	74	83,076	33,843	84,822	189,339	174,776			38.5	10	21	12,146	87.0	10,286	10,088	121	28,197	675																				
Daily Budget				3,998		16,730										6,814		6,434	-1	3,330																				
MTD Budget				56,310		203,601										25,190		25,190	34	20,577																				
% Prior Year				83		82										83		83		100																				
% Collections/Production							52																																	

MTD Bait Takeover # | MTD Bait Takeover #

**DOR Headers:**

**Daily Operations Report - Main  
for February 2019  
North Orlando (001)**  
Created 02/25/19 4:23:08 PM  
Working Day 17 of 20 this Month - 85% Elapsed

<b>Pest/Lawn</b> PP Sales Prior Year 54,153 Budget 65,070 PP Revenue Prior Year 229,559 Budget 239,530 L/T/S Sales Prior Year 0 Budget 0 L/T/S Revenue Prior Year 0 Budget 0  Deferred Pest 0 PP Prod Scheduled # 2,882 \$ 207,918 L/T/S Prod Scheduled # 0 \$ 0	<b>Termite</b> Termite Sales Prior Year 23,935 Budget 29,588 Completions Prior Year 14,573 Budget 29,588 Renewal Collection Prior Year 41,803 Budget 42,967 Reinspections-Future # 166 \$ 42,641 Reinspections-Current # 102 \$ 22,215 Reinspections-Backlog # 8 \$ 1,993  Pest L/T/S Termite Beginning Backlog \$ 65,289 0 5,232	<b>Bat</b> BENTRICON Sales Prior Year 17,159 Budget 24,300 Install Revenue Prior Year 18,544 Budget 24,300 Monitor Revenue Prior Year 0 Budget 0 Renewal Initial Revenue Prior Year 119,963 Budget 134,931 Renewal Deferred Revenue Prior Year 0 Budget 0  Monthly Monitoring Scheduled # 336 LF 99,103  BENTRICON Reinspections-Future # 406 \$ 142,115 Reinspections-Current # 213 \$ 72,848 Reinspections-Backlog # 20 \$ 6,889 Deferred Monitoring 10% 0 Deferred Renewal 40% 0  BENTRICON Beginning Backlog \$ 2,755
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Total	MTD	Prior Year	% Prior Year	Budget	% Budget
Sales	80,050	105,247	76.1	118,958	67.3
Revenue	355,373	424,542	83.7	471,316	75.4

**Headers: These figures are brought forward by the Reporting Department at Corporate as specified below:**

**1 - Sales:**

1. Sales Prior Year – Figures are obtained from prior year DOR for the same month.
2. Budget – Figures are obtained from the current month budget sheets, which were prepared and agreed to by General Manager and Regional Managers during their budget session.

**2 – Revenue = Completions = Installs:**

- a. Prior Year – Figures are obtained from prior year DOR for the same month.
- b. Budget – Figures are obtained from the current month budget sheets, which were prepared and agreed to by General Manager and Regional Managers during their budget session.

**3 - Production Scheduled:**

- a. Total Pest Production Scheduled – Figures are obtained from the Production To Do.
- b. Monitoring Scheduled – Figures are obtained from the Production To Do.

**4 – Beginning Backlogs Figures:**

- a. Reporting will fill in the Backlog numbers for the sales that were not started the previous month.

**5 – Service Center Daily Progression:**

- a. This section displays the service center name, month and year, as well as the current day of the DOR.
- b. Working Day # – How many days have elapsed in the month.
- c. Out of Monthly – How many working days were available at the start of the month.
- d. % Elapsed – Working days divided by how many days were available reflects the percentage of month gone.

**PEST SECTION**

Date	Pest							
	Sales Staff #	Office Leads #	Jobs Sold #	Daily Sales \$	Annual Contract Started \$	PP Backlog \$	Daily Production \$	Daily Collections \$
<b>MTD Deferred Rev.</b>								
01 T								
02 W	2.0	3	2	1,036		1,036	10,025	1,698
03 R	2.0	3	6	15,296	2,181	13,115	10,457	9,339
04 F	2.0		8	3,015	2,580	435	10,103	17,566
05 S	2.0	5	1	520	1,090	-570	4,237	
<b>WTD</b>	<b>8.0</b>	<b>11</b>	<b>17</b>	<b>19,867</b>	<b>5,851</b>	<b>14,016</b>	<b>34,822</b>	<b>28,603</b>



**Total Sales Staff-** Enter the number of sales inspectors working that day. (Divide the total sales staff number between Pest, Lawn and Termite.)

**Office Lead-** Enter the total number of Pest Office and Web Leads received for the day. (This figure will be obtained from the *Call Log Reconciliation Report* found in the reports tab of the *Lead Log*.)

**Jobs Sold #** - Enter the total number of **PPP/CPP** and one-time Special Services sold.

**Daily Sales \$** - Enter the annual value of all **PPP/CPP** and the total value of all one-time **Special Services** sold.

**Annual Contract Started** - Enter the combined **PPP/CPP** and **Special Services** annual value of all the **INITIAL** services completed.

**Pest Backlog - This is a protected formula field, and it is calculated automatically.** (This figure is calculated as follows: Daily Sales (Column 4) less the contract Value Started (Column 5) giving the daily backlog (Column 6)). MTD backlog is calculated by taking the beginning backlog (carried forward from previous month, Daily Sales \$, minus Contract Value Started.) (This number is balanced against the actual service center Backlog found in the G: directory in the Service Center Excel folder.)

**Daily Production \$** - Enter the dollar amount of all **PPP/CPP** services from all technicians' production totals, from their daily route sheets. The figures will include the initial service charge for new starts and the total charge for one-time special services. (These figures are balanced against the Completed Billing/Production Report found in Service Pro.)

**Daily Collections \$** - Enter the dollar amount of the service center and corporate PEST deposit, plus/minus any funds transferred to/from other service centers. (This figure is recorded and obtained from the Daily Deposit log, which has been balanced with the Payments in Total by Service.)

**LAWN SECTION**

**IF YOUR SERVICE CENTER IS AN ALL SERVICES OFFICE, OR A DEDICATED LAWN SERVICE CENTER, REFER TO THE GREEN-UP DOR.**

**TERMITE SECTION**

Termite														
Sales Staff #	Office Leads #	Jobs Sold #	Daily Sales \$	Techs #	Annual Contract Started \$	Termite Daily Production \$	Daily Rei #	Daily Rei \$	Avg. Daily Production \$	Daily Collections \$	Termite Backlog \$	Renewal Revenue #	Renewal Revenue \$	
2.5				3.0			9	1,534	511	225				
2.5		1	95	3.0	95	95	10	2,535	877			4	579	
2.0			2,087	3.0	2,448	2,448	10	2,061	1,502		-359	7	1,175	
2.0	2	2	2,000	3.0	2,000	2,000	2	480	827					

**Sales Staff** - Enter the number of Sales Inspectors working that day.  
(Divide the total sales staff number between Pest and Termite)

**Office Leads** – Enter the total number of Termite Office and Web Leads received for the day. (This figure will be obtained from the *Call Log Reconciliation Report* found in the reports tab of the *Lead Log*.)

**Jobs Sold #** - Enter the number of conventional Termite services and one-time Special Services sold that day.

**Daily Sales \$** - Enter the annual value of all termite treatments sold: total value of all subterranean, fume, termite transfer, WDO, one-time special services sold and the liquid treatment portion of any Total Coverage Baiting sales for that day.

**Tech #** - Add all hourly-paid termite technician hours from the Termite **Technician's daily reports**. Also, count the hours worked by any non-hourly employee performing termite treatments or reinspections. Divide the total by eight to determine the number of technicians.

**Annual Contract Started** – This is the dollar amount of all termite production completed from the Technician Summary, plus the amount of any liquid treatments on total coverage baiting contracts completed that day. This will balance to the Annual Value Started \$ on the backlog and the production portion of the Completed Billing/Prod in Total by Service Group.

**Termite Daily Production \$** - This is the dollar amount that was billed to the customer. This will match the Annual Contract Started on the backlog **except** when an upgrade was sold with a Bait Pay Plan. This will balance to the billing portion of the Completed Billing/Prod in Total by Service Group.

**Daily Reinspection #** - Enter the number of Conventional Reinspections (count each reinspection report).

**Daily Reinspection \$** - Enter the total dollar value of all the Conventional Reinspections (the value of each reinspection is at the bottom of the inspection report).

**Avg Daily Production** – **This is a protected formula field, and it is calculated automatically.** (this figure is calculated as follows: Daily completions plus Daily Reinspection \$ divided by Tech #. This figure lets management know if we are producing work according to company standards).

**Daily Collections** – Enter the dollar amount of the service center and corporate TERMITE deposits plus or minus any funds transferred to or from other service centers. (This figure is recorded and obtained from the Daily Deposit log, which has been balanced with the Payments in Total by Service report.)

**Termite Backlog** - **This is a protected formula field, and it is calculated automatically** (this figure is calculated as follows: Daily Termite Sales less the Daily Completions. The MTD figure is obtained by taking the beginning backlog (carried forward from the previous month and entered in the header section at the top of the DOR form) plus MTD daily sales, minus MTD daily completions).

**Renewal Collections #** - Enter the total number of service center and corporate renewal deposit units, plus/minus any funds transferred to/from other service centers. (This figure is recorded and obtained from the Daily Deposit log, which has been balanced with the Payments in Total by Service.)

**Renewal Collections \$** - Enter the total dollar amount of the service center and corporate renewal deposit, plus/minus any funds transferred to/from other service centers. (This figure is recorded and obtained from the Daily Deposit log, which has been balanced with the Payments in Total by Service.)

**BAIT SECTION**

Bait												
Jobs Sold #	Daily Sales \$	Annual Contract Started \$	Bait Backlog \$	Daily Production Install \$	Daily Production Monitor #	Daily Production Monitor LF	Daily Collections \$	Daily Rei #	Daily Rei \$	Renewal Revenue \$	Renewal Collections #	Renewal Collections \$ (100%)
1	354	850	-496	850	15	5,182		27	17,222	2,958	10	2,958
1	1,100		1,100		16	4,226	1,454	29	8,068	938	3	938
1	500	1,454	-954	1,454	10	2,347	95	15	3,941	3,018	15	3,018
					10	2,403		7	2,147			
3	1,954	2,304	-350	2,304	51	14,158	1,549	78	31,378	6,914	28	6,914

**Jobs Sold #** - Enter the number of baiting agreements sold that day.

**Daily Sales \$**- Enter the dollar value of all baiting services sold that day. Do not include the upgrade portion of any total coverage baiting contracts as this application is classified as a conventional termite treatment.

**Annual Contract Started** – This is the dollar amount of all bait installs that were completed from the Termite Technician’s Daily Summary. This will balance to the Annual Value Started \$ on the backlog and the production portion of the Completed Billing/Prod in Total by Service Group.

**Bait Backlog** - This is a protected formula field, and it is calculated automatically (this figure is calculated as follows: Daily Bait Sales less the Contract Value Started. The MTD figure is obtained by taking the beginning backlog (Carried forward from previous month and entered in the header section at the top of the DOR form) plus MTD daily sales, minus MTD value started.

**Daily Production Install \$** - This is the dollar amount that was billed to the customer. This will match the Annual Contract Started **except** when a bait was sold with a Bait Pay Plan. This will balance to the Billing portion of the Completed Billing/Prod in Total by Service Group.

**Daily Production Monitor #** - Enter the number of accounts monitored for that day.

**Daily Production Monitor LF** – Enter the total LF for all the monitors serviced

**Daily Collection** - Enter the dollar amount of the service center and corporate BAITING deposits plus or minus any funds transferred to or from other service centers. (This figure is recorded and obtained from the Daily Deposit log, which has been balanced with the Payments in Total by Service)

**Daily Reinspections #** - Enter the number of Bait Reinspections done for that day. (Count each actual inspection report).

**Daily Reinspections \$** - Enter the dollar amount of Bait Reinspections completed for that day. (The value of each reinspection is at the bottom of the inspection report.)

**Renewal Collections #** - Enter the total number of the service center and corporate Bait Renewal deposit units, plus or minus any funds transferred to or from other service centers. (This figure is recorded and obtained from the Daily Deposit log, which has been balanced with the Payments in Total by Service)

**Renewal Collections \$** - Enter the total dollar amount of the service center and corporate Bait Renewal deposits, plus or minus any funds transferred to or from other service centers. . (This figure is recorded and obtained from the Daily Deposit log, which has been balanced with the Payments in Total by Service.)

**DOR FOOTERS:**

These totals come from the figures entered on the DOR. It is a quick glimpse of where the service center is month-to-date.

Daily Budget	1,770			11,850	
MTD Budget	13,934			65,822	
% Prior Year	47			24	
% Collections/Production					92

**Daily Budget** – This breaks down the average sales per day and the average completions per day.

**MTD Budget** – This breaks down the sales for the month and completions for the month.

**% of Prior Year** – The Sales or Production/Revenue in comparison to same time last year.

**% Collections/Production** – Month-to-date collections divided by month-to-date production.

**GREEN-UP DOR**

**DOR Headers:**

**Daily Operations Report - Lawn  
for February 2019  
GreenUp Alpharetta (156)  
Created 02/25/19 5:29:39 PM  
Working Day 17 of 20 this Month - 85% Elapsed**

Landscape Sales Prior Year	8,283	Budget 24,645	Renovation Sales Prior Year	0	Budget 0	Landscape Revenue Prior Year	535	Budget 11,125
Landscape W/O Aer Prior Year	0	Budget 0	Irrig Install/Repair Sales Prior Year	0	Budget 0	Lawn & T/S Revenue Prior Year	25,385	Budget 24,018
Lawn Sales Prior Year	13,168	Budget 15,252	Irrig Maint Sales Prior Year	0	Budget 0	Irrig/Renovation Revenue Prior Year	0	Budget 0
Lawn W/O Aer Prior Year	539	Budget 0	Landscape Upsell	0	Budget 0	Total Revenue Prior Year	25,920	Budget 38,041
Trees/Shrub Sales Prior Year	0	Budget 0	Total Sales Prior Year	21,990	Budget 39,877			
Total Production Scheduled #	584	\$ 28,233	Beginning Landscape Backlog \$	0		Beginning Lawn Specials Backlog \$	0	
Aeration Production Scheduled #	0	\$ 0	Beginning Lawn & T/S Backlog \$	280		Total Beginning Backlog \$	280	
			Beginning Irrig Maint Backlog \$	0				

Total	MTD	Prior Year	% Prior Year	Budget	% Budget
<b>Sales</b>	8,197	21,990	37.3	39,877	20.6
<b>Revenue</b>	21,581	25,920	80.2	36,041	59.9

Headers: These figures are brought forward by the Reporting Department at Corporate as specified below:

**1 - Sales:**

- 3. Sales Prior Year – Figures are obtained from prior year DOR for the same month.
- 4. Budget – Figures are obtained from the current month budget sheets, which were prepared and agreed to by General Manager and Regional Managers during their budget session.

**2 - Revenue:**

- c. Prior Year – Figures are obtained from prior year DOR for the same month.
- d. Budget – Figures are obtained from the current month budget sheets, which were prepared and agreed to by General Manager and Regional Managers during their budget session.

**3 - Production Scheduled:**

- c. Total Production Scheduled – Figures are obtained from the Production To Do.
- d. Aeration Production Scheduled – Figures are obtained from the Production To Do.

**4 – Beginning Backlogs Figures:**

- b. During the first few days of the new month, reporting will fill in the Backlog numbers for the sales that were not started the previous month.

**5 – Service Center Daily Progression:**

- e. This section displays the service center name, month and year, as well as the current day of the DOR.
- f. Working Day # – How many days have elapsed in the month.
- g. Out of Monthly – How many working days were available at the start of the month.
- h. % Elapsed – Working days divided by how many days were available reflects the percentage of month gone.

**LANDSCAPE SECTION**

Date	Landscape							
	Sales with Aeration #	Sales with Aeration Annual \$	Sales without Aeration #	Sales without Aeration Annual \$	Upsells Annual \$	Value Started \$	Annual Backlog \$	Daily Production \$
01 T								
02 W						720	-720	388
03 R	2	1,045					1,045	259
04 F	2	1,440					1,440	300
05 S								391
<b>WTD</b>	<b>4</b>	<b>2,485</b>				<b>720</b>	<b>1,765</b>	<b>1,318</b>

1. **Sales with Aeration #** - Enter the total number of **Landscape with Aeration** services sold that day.
2. **Sales with Aeration Annual \$** - Enter the annual contract value of all **Landscape with Aeration** services sold.
3. **Sales without Aeration #** - Enter the total number of **Landscape Non-Aeration Annual** services sold on the day you are working.
4. **Sales without Aeration Annual \$** - Enter the annual contract value of all **Landscape Non-Aeration** services sold.
5. **Upsells** – Enter the total value of all upsells. (An upsell is where a lawn customer wants to add Tree and Shrub, an annual aeration, or if there was lawn square footage we were not treating, but the customer wants it treated now.)
6. **Value Started \$** – Enter the combined Landscape Aeration and Landscape Non-Aeration contract/annual value of all the **INITIAL** services completed.
7. **Annual Backlog** - This is a protected formula field, and it calculates automatically.

8. **Daily Production-** Enter the dollar amount of all Landscape services from all the technicians' production totals, from their daily route sheets. The production figure will also include the INITIAL service charge for new LANDSCAPE starts.

**LAWN SECTION**

Lawncare & Tree Shrub								
Sales with Aeration #	Sales with Aeration Annual \$	Sales without Aeration #	Sales without Aeration Annual \$	Tree Shrub Sales #	Tree Shrub Sales Annual \$	Value Started \$	Annual Backlog \$	Daily Production \$
1	350						350	6,182
1	360						360	6,683
						710	-710	6,683
1	789						789	3,531
3	1,479					710	789	23,039

9. **Sales with Aeration #** - Enter the total number of *Lawncare with Aeration Annual* services sold that day.
10. **Sales with Aeration Annual \$** - Enter the annual contract value of all *Lawncare Aeration* services sold.
11. **Sales without Aeration #** - Enter the total number of *Lawncare Non-Aeration Annual* services sold.
12. **Sales without Aeration Annual \$** - Enter the annual contract value of all *Lawncare Non-Aeration* services sold.
13. **Tree Shrub Sales #** - Enter the total number of *Tree/Shrub Annual* services sold.
14. **Tree Shrub Sales Annual \$** - Enter the annual contract value of all *Tree/Shrub* services sold.
15. **Value Started \$** - Enter the combined **Lawn Aeration, Lawn Non-Aeration** and **Tree/Shrub** contract/annual value of all the INITIAL services completed.
16. **Annual Backlog** - **This is a protected formula field, and it calculates automatically.**
17. **Daily Production-** Enter the dollar amount of all Lawncare and Tree/Shrub services from all the technicians' production totals from their daily route sheets. The figure will also include the INITIAL service charge for new LAWNCARE and TREE/SHRUB services.

**IRRIGATION/RENOVATION**

Irrigation & Renovation								
Renov. Sales #	Renov. Sales Annual \$	Irrig Install Repair Sales #	Irrig Install Repair Sales Annual \$	Irrig Maint Sales #	Irrig Maint Sales Annual \$	Value Started \$	Annual Backlog \$	Daily Production \$
		2	1,405	2	820	650	1,375	500
		4	1,125	1	200	1,350	-25	1,902
1	1,680	2	177	1	300	875	1,282	925
						2,205	-2,205	2,715
1	1,680	8	2,707	4	1,120	5,080	427	6,042

18. **Reno Sales #** - Enter the total number of **Renovation Sales** sold that day.
19. **Reno Sales Annual \$** - Enter the annual contract value of all **Renovation** services sold.
20. **Irrigation Install Repair Sales #** - Enter the total number of **IrrigInstall/Repair Sales** sold.
21. **Irrigation Install Repair Sales Annual \$** - Enter the annual contract value of all **IrrigInstall/Repair** services sold.
22. **Irrig Maint Sales #** - Enter the total number of **Irrigation Maint Sales** sold.
23. **Irrig Maint Sales Annual \$** - Enter the annual contract value of all **Irrigation Maint Sales** services sold.
24. **Value Started \$** - Enter the combined **Renovation, Irrigation Install/Repair and Irrigation Maint** contract/annual value of all the **INITIAL** services completed.
25. **Annual Backlog** - This is a **protected formula field, and it calculates automatically.**
26. **Daily Production-** Enter the dollar amount of all Renovation, Irrigation Installation/Repair and Irrigation Maintenance services from the technicians' production totals from their daily route sheets. The figure will also include the **INITIAL** service charge for new RENOVATION, IRRIGATION INSTALLATION/REPAIR AND IRRIGATION MAINTENANCE services.

### ANNUAL AERATIONS

Aeration	
Daily Production #	Daily Production \$
19	125
20	202
39	327

27. **Daily Production #** - Enter the total number of **Annual Aerations** done on the day you are working on.
28. **Daily Production \$** - Enter the total BILLING value of the **Annual Aerations** done on the day you are working on.

### LAWN SPECIALS





38. **Daily Collections** – Enter the dollar amount of the service center and corporate accounts receivable department **LAWN** deposit, plus/minus any funds transferred to/from other service centers. (This figure is recorded and obtained from the Daily Deposit log, which has been balanced with the Payments in Total by Service report from Service Pro.)

**DOR FOOTERS:**

These totals come from the figures entered on the DOR. It is a quick glimpse of where the service center is month-to-date.

Daily Budget	1,938
MTD Budget	9,288
% Prior Year	12
% Collections/Production	

39. **Daily Budget** – This breaks down the average sales per day and the average completions per day.

40. **MTD Budget** – This breaks down the sales for the month and completions for the month.

41. **% of Prior Year** – The Sales or Production/Revenue in comparison to same time last year.

42. **% Collections/Production** – Month-to-date collections divided by month-to-date production.

**COMMERCIAL DOR**

Daily Operations Report - Main  
for February 2018  
PreventTech Boca (024)  
Created 02/25/18 5:20:30 PM  
Working Day 17 of 20 this Month - 85% Elapsed

<b>Prod/Lawn</b> PP Sales Prior Year 30,058 Budget 51,358 PP Revenue Prior Year 73,040 Budget 85,689 L/T/S Sales Prior Year 0 Budget 0 L/T/S Revenue Prior Year 0 Budget 0		<b>Termites</b> Termites Sales Prior Year 0 Budget 0 Completions Prior Year 0 Budget 0 Renewal Collection Prior Year 0 Budget 0 Retrospecions-Future # 0 \$ 0 Retrospecions-Current # 0 \$ 0 Retrospecions-Backlog # 0 \$ 0		<b>Batt</b> BENTRICON Sales Prior Year 0 Budget 0 Install Revenue Prior Year 0 Budget 0 Monitor Revenue Prior Year 0 Budget 0 Renewal Install Revenue Prior Year 0 Budget 0 Renewal Deferred Revenue Prior Year 0 Budget 0 Monthly Monitoring Scheduled # 0 LF 0 BENTRICON Beginning Backlog \$ 0	
Deferred Pest PP Prod Scheduled # 814 \$ 54,443 L/T/S Prod Scheduled # 0 \$ 0		<b>Pest</b> Beginning Backlog \$ 52,485			

Total	MTD	Prior Year	% Prior Year	Budget	% Budget
Sales	18,136	30,268	59.9	51,358	35.3
Revenue	62,897	73,846	85.1	85,689	72.6

Date	Pest					Lawn					Termites					Batt					
	Sales	Offices	Jobs	Daily	Annual	Sales	Offices	Jobs	Daily	Annual	Sales	Offices	Jobs	Daily	Annual	Revenue	Revenue	Revenue	Revenue	Revenue	
Staff	Leads	Start	Start	Start	Start	Staff	Leads	Start	Start	Start	Staff	Leads	Start	Start	Start	Revenue	Revenue	Revenue	Revenue	Revenue	
MTD Deferred Rev.																					
01 F 1.0	1	400	930	-530	3,887	690															
02 S 1.0			360	-260	1,218																
03 W 1.0	1	400	1,290	-860	4,908	690															
04 M 1.0	8	4,118	4,875	-557	4,083	498															
05 T 1.0	4	1,915	4,190	-2,275	2,844	418															
06 W 1.0	4	2,292	4,588	-2,294	3,129	3,633															
07 R 1.0			8,350	-8,350	4,125	1,862															
08 F 1.0	3	1,970	2,320	-350	5,422	1,686															
09 S 1.0					1,000	76															
10 M 1.0	17	10,294	22,111	-11,817	20,649	7,838															
11 W 1.0	1	350	4,390	-4,040	3,489	2,389															
12 T 1.0	1	200	4,880	-4,780	3,160	3,461															
13 W 1.0	4	2,180	5,550	-3,370	2,880	3,562															
14 R 1.0	3	380	2,912	-2,532	2,911	2,304															
15 F 1.0	4	1,770	590	1,180	3,376	4,758															
16 S 1.0	13	4,870	18,400	-13,530	17,152	16,463															
17 S 1.0	2	960	1,080	-120	3,170	3,098															
18 M 1.0	17	2,590	3,360	-810	3,772	8,398															
19 W 1.0	1	250	1,460	-1,210	3,762	3,159															
20 T 1.0	2	510	695	-185	2,387	2,143															
21 F 1.0	3	300	3,720	-3,420	3,831	664															
22 S 1.0			3,745	-3,745	3,489	4,289															
23 S 1.0	8	2,970	15,990	-13,020	20,191	19,949															
24 M 1.0																					
25 T 1.0																					
26 W 1.0																					
27 T 1.0																					
28 W 1.0																					
29 T 1.0																					
30 W 1.0	1	40	18,136	57,801	22,821	62,897	44,731														
MTD																					
Daily Budget																					
MTD Budget																					
% Prior Year																					
% Collections/Production																					

MTD Batt Takeover #	MTD Batt Takeover \$
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**DOR Headers:**

**Daily Operations Report - Main  
for February 2019  
Preventech Boca (024)**  
Created 02/25/19 5:20:30 PM  
Working Day 17 of 20 this Month - 86% Elapsed

<b>Pest/Lawn</b>	<b>Termite</b>	<b>Bait</b>
PP Sales Prior Year 30,968 Budget 51,368	Termite Sales Prior Year 0 Budget 0	SENTRICON Sales Prior Year 0 Budget 0
PP Revenue Prior Year 73,946 Budget 86,689	Completions Prior Year 0 Budget 0	Install Revenue Prior Year 0 Budget 0
L/T/S Sales Prior Year 0 Budget 0	Renewal Collection Prior Year 0 Budget 0	Monitor Revenue Prior Year 0 Budget 0
L/T/S Revenue Prior Year 0 Budget 0	Reinspections-Future # 0 \$ 0	Renewal Initial Revenue Prior Year 0 Budget 0
	Reinspections-Current # 0 \$ 0	Renewal Deferred Revenue Prior Year 0 Budget 0
	Reinspections-Backlog # 0 \$ 0	Monthly Monitoring Scheduled # 0 LF 0
Deferred Pest 0		SENTRICON Reinspections-Future # 0 \$ 0
PP Prod Scheduled # 814 \$ 54,443		Reinspections-Current # 0 \$ 0
L/T/S Prod Scheduled # 0 \$ 0		Reinspections-Backlog # 0 \$ 0
	Beginning Backlog \$ 62,488	Deferred Monitoring 10%
		Deferred Renewal 40%
		SENTRICON Beginning Backlog \$ 0

Total	MTD	Prior Year	% Prior Year	Budget	% Budget
Sales	18,136	30,968	58.6	51,368	35.3
Revenue	62,897	73,946	85.1	86,689	72.6

**Headers: These figures are brought forward by the Reporting Department at Corporate as specified below:**

**1 - Sales:**

- 5. Sales Prior Year – Figures are obtained from prior year DOR for the same month.
- 6. Budget – Figures are obtained from the current month budget sheets, which were prepared and agreed to by General Manager and Regional Managers during their budget session.

**2 – Revenue = Completions = Installs:**

- e. Prior Year – Figures are obtained from prior year DOR for the same month.
- f. Budget – Figures are obtained from the current month budget sheets, which were prepared and agreed to by General Manager and Regional Managers during their budget session.

**3 - Production Scheduled:**

- e. Total Pest Production Scheduled – Figures are obtained from the Production To Do.
- f. Monitoring Scheduled – Figures are obtained from the Production To Do.

**4 – Beginning Backlogs Figures:**

- c. Reporting will fill in the Backlog numbers for the sales that were not started the previous month.

**5 – Service Center Daily Progression:**

- i. This section displays the service center name, month and year, as well as the current day of the DOR.
- j. Working Day # – How many days have elapsed in the month.
- k. Out of Monthly – How many working days were available at the start of the month.
- l. % Elapsed – Working days divided by how many days were available reflects the percentage of month gone.

**PEST SECTION**

Date	Pest							
	Sales Staff #	Office Leads #	Jobs Sold #	Daily Sales \$	Annual Contract Started \$	PP Backlog \$	Daily Production \$	Daily Collections \$
<b>MTD Deferred Rev.</b>								
01 T								
02 W	2.0	3	2	1,036		1,036	10,025	1,698
03 R	2.0	3	6	15,296	2,181	13,115	10,457	9,339
04 F	2.0		8	3,015	2,580	435	10,103	17,568
05 S	2.0	5	1	520	1,090	-570	4,237	
<b>WTD</b>	<b>8.0</b>	<b>11</b>	<b>17</b>	<b>19,867</b>	<b>5,851</b>	<b>14,016</b>	<b>34,822</b>	<b>28,603</b>



**Total Sales Staff-** Enter the number of sales inspectors working that day. (Divide the total sales staff number between Pest, Lawn and Termite.)

**Office Lead-** Enter the total number of Pest Office and Web Leads received for the day. (This figure will be obtained from the *Call Log Reconciliation Report* found in the reports tab of the *Lead Log*.)

**Jobs Sold #** - Enter the total number of **PPP/CPP** and one-time Special Services sold.

**Daily Sales \$** - Enter the annual value of all **PPP/CPP** and the total value of all one-time **Special Services** sold.

**Annual Contract Started** - Enter the combined **PPP/CPP** and **Special Services** annual value of all the **INITIAL** services completed.

**Pest Backlog** - **This is a protected formula field, and it is calculated automatically.** (This figure is calculated as follows: Daily Sales (Column 4) less the contract Value Started (Column 5) giving the daily backlog (Column 6)). MTD backlog is calculated by taking the beginning backlog (carried forward from previous month, Daily Sales \$, minus Contract Value Started.) (This number is balanced against the actual service center Backlog found in the G: directory in the Service Center Excel folder.)

**Daily Production \$** - Enter the dollar amount of all **PPP/CPP** services from all technicians' production totals, from their daily route sheets. The figures will include the initial service charge for new starts and the total charge for one-time special services. (These figures are balanced against the Completed Billing/Production Report found in Service Pro.)

**Daily Collections \$** - Enter the dollar amount of the service center and corporate PEST deposit, plus/minus any funds transferred to/from other service centers. (This figure is recorded and obtained from the Daily Deposit log, which has been balanced with the Payments in Total by Service.)

**DOR FOOTERS:**

These totals come from the figures entered on the DOR. It is a quick glimpse of where the service center is month-to-date.

Daily Budget	1,770			11,850	
MTD Budget	13,934			65,822	
% Prior Year	47			24	
% Collections/Production					92

**Daily Budget** – This breaks down the average sales per day and the average completions per day.

**MTD Budget** – This breaks down the sales for the month and completions for the month.

**% of Prior Year** – The Sales or Production/Revenue in comparison to same time last year.

**% Collections/Production** – Month-to-date collections divided by month-to-date production.

## PRETREAT DOR, PRETREAT BACKLOG AND PRETREAT BALANCING

The Pretreat Daily Operations Report (Pretreat D.O.R.) reflects all Pretreat business generated solely by the New Construction Division. It will show, by category, what type of pretreat has been sold, completed, and collected for the month.

As with the regular DOR, the Pretreat DOR must be completed each morning by no later than 10:00 a.m. EST for a companywide DOR to be generated and distributed to our management team. Based on the pretreats set up and scheduled by New Construction, each morning you will record pretreats as follows:

New Construction will email the service center that there is pretreat set up and scheduled in Service Pro. These are main types of pretreats:

- Boracare
- Bait
- Borcare/Bait
- Block/Boracare
- Liquid / Exterior

Only after the pretreat(s) has been performed will the pretreat be added to the Pretreat DOR and Pretreat Backlog.

Pretreat	
<b>Boracare &amp; Baiting - Jobs Sold #</b>	0
<b>Boracare &amp; Baiting - Daily Sales \$</b>	0
<b>Boracare Only - Jobs Sold #</b>	0
<b>Boracare Only - Daily Sales \$</b>	0
<b>Baiting Only - Jobs Sold #</b>	0
<b>Baiting Only - Daily Sales \$</b>	0
<b>Conv - Jobs Sold #</b>	0
<b>Conv - Daily Sales \$</b>	0
<b>One Time/Exterior Conv - Jobs Sold #</b>	0
<b>One Time/Exterior Conv - Daily Sales \$</b>	0
<b>Pest Plus - Jobs Sold #</b>	0
<b>Pest Plus - Daily Sales \$</b>	0

**Data Entry Completed**

### PRETREAT SALE SECTION:

- a. Boracare & Baiting – Jobs Sold #: Enter the number of Boracare/Bait pretreats where the Boracare portion was completed that day.
- b. Boracare & Baiting – Daily Sales \$: Enter the total dollar value of all Boracare/Bait pretreats where the Boracare portion was completed that day.



- c. Boracare Only – Jobs Sold #: Enter the number of Boracare only pretreats that were completed that day.
- d. Boracare Only – Daily Sales \$: Enter the total dollar value of all Boracare only pretreats that were completed that day.
- e. Baiting Only – Jobs Sold #: Enter the number of Bait Install only pretreats that were completed that day.
- f. Baiting Only – Daily Sales \$: Enter the total dollar value of all Bait Install only pretreats that were completed that day.
- g. Conv – Jobs Sold #: Enter the number of Conventional pretreats that were completed that day.
- h. Conv – Daily Sales \$: Enter the total dollar value of all Conventional pretreats that were completed that day.
- i. One Time/Exterior Conv – Jobs Sold #: Enter the number of One Time pretreats and chargeable Exterior treatments that were completed that day.
- j. One Time/Exterior Conv – Daily Sales \$: Enter the dollar value of all One Time pretreats and chargeable Exterior treatments that were completed that day.
- k. Pest Plus – Jobs Sold #: Enter the number of Pest Plus services that were completed.
- l. Pest Plus – Daily Sales \$: Enter the total dollar value of all Pest Plus.

Once the new pretreats have been entered on the DOR, they must be added to the Pretreat Backlog and then balance the DOR and Backlog to each other.

**PRETREAT COMPLETIONS (PRODUCTION):**

- Bora/Bait – Baiting Started \$: Enter the total dollar value of all Baiting installs of a Boracare/Bait pretreat that was completed that day. (The DOR automatically counts all other pretreats as completions once the sale is entered on the Pretreat DOR.)
- Techs #: Add all hourly-paid Pretreat Technicians’ hours for Pretreat work completed. Divide the total hours by eight (8) to determine the number of technicians for that day.
- Reinspections – Conv Completions #: Enter the number of Conventional Annual Inspections completed that day. This is used by the New Construction Service Center only.
- Reinspections – Conv Completions \$: Enter the production dollar value for all Conventional Annual Inspections completed that day. This is used by the New Construction Service Center only.
- Reinspections – Bait Completions #: Enter the number of Baiting Annual Inspections completed that day. This is used by the New Construction Service Center only.
- Reinspections – Bait Completions \$: Enter the production dollar value for all Baiting Annual Inspections completed that day. This is used by the New Construction Service Center only.

Pretreat					
Bora/Bait - Baiting Started	Techs	Reinspections			
		Conv Completions #	Conv Completions \$	Bait Completions #	Bait Completions \$
\$0.00	0	0	\$0.00	0	\$0.00
\$93.75	0	0	\$0.00	0	\$0.00
\$131.25	1	0	\$0.00	0	\$0.00
\$0.00	0	0	\$0.00	0	\$0.00
\$225.00	1	0	\$0.00	0	\$0.00
\$0.00	0	0	\$0.00	0	\$0.00
\$0.00	1	0	\$0.00	0	\$0.00
\$0.00	0	0	\$0.00	0	\$0.00
\$131.25	1	0	\$0.00	0	\$0.00
\$0.00	1	0	\$0.00	0	\$0.00
\$0.00	0	0	\$0.00	0	\$0.00
\$131.25	3	0	\$0.00	0	\$0.00
\$0.00	0	0	\$0.00	0	\$0.00
\$0.00	0	0	\$0.00	0	\$0.00
\$0.00	0	0	\$0.00	0	\$0.00
\$0.00	0	0	\$0.00	0	\$0.00
\$0.00	0	0	\$0.00	0	\$0.00
\$0.00	0	0	\$0.00	0	\$0.00
\$0.00	0	0	\$0.00	0	\$0.00
\$0.00	0	0	\$0.00	0	\$0.00

To make certain the DOR and Backlogs are in balance, you will need to run the *Completed Billing/Prod in Total by Service Group*.

**Completed Billing/Prod in Total by Service Group**

Winter Garden  
From 01/01/2014 to 01/12/2014

1/14/2014  
jvazquez@masseyservices.com - Janet Vazquez  
Page 1 Of 2

Category	Service	BillingCnt	Billing\$	ProdCnt	Prod\$
<b>Winter Garden</b>					
<b>Bait</b>					
<b>Initial</b>					
	Bait Reinstall	1	\$355.00	1	\$355.00
	Baiting Installation-Ttl Cov TP	1	\$500.00	1	\$500.00
	Baiting Install-Pretreat Sub TP	3	\$356.25	3	\$356.25
	Total Coverage Upgrade	6	\$1,770.00	6	\$1,770.00
	<b>Initial Totals</b>	<b>11</b>	<b>\$2,981.25</b>	<b>11</b>	<b>\$2,981.25</b>

<b>Termite</b>					
<b>Initial</b>					
	Drywood Treatment TP	1	\$3,088.00	1	\$3,088.00
	Pretreat-Wood Treatment	18	\$747.27	18	\$747.27
	Retreatment Drywood Non Fume	0	\$0.00	1	\$0.00
	Total Coverage Upgrade	2	\$554.00	2	\$554.00
	<b>Initial Totals</b>	<b>21</b>	<b>\$4,389.27</b>	<b>22</b>	<b>\$4,389.27</b>

If the DOR and/or Backlog do not balance, you will need to run the Initial Services on 017-60

Region:  From Date:

svctr:  To Date:

Show Bora Bait:  True  False

Navigation icons: back, forward, refresh, search, zoom (100%), save, print, and search bar (Find | Next)

**Initial Services on 017-60**

Run Date: 01/09/2019 08:49 PM

GLPrefix	Region	Svc Ctr	Acct	Billing Name	Comp Date	Event	Amount	Route	Svc Type
007	East FL	Daytona	8094127	Adley Homes	12/04/2018	Pretreat-Wood Treatment	75.00	017-60	Termite
007	East FL	Daytona	8094135	Adley Homes	12/04/2018	Pretreat-Wood Treatment	75.00	017-60	Termite

PRETREAT COLLECTIONS:

- See main DOR section for deposit procedure.