

Dear customer,

It's been our pleasure to be your partner in protecting your property from pest. As part of our efforts to enhance customer experience and our company's direction towards digitizing our services, we are pleased to introduce ServiceTrak.

Q1. What is this ServiceTrak all about?

ServiceTrak is Rentokil Initial's innovation to replace paper-based service reports with a smartphone application to capture service data. It is designed to help automate, accelerate and digitize service documentation in a seamless and robust manner. With a user-friendly and easy-to-read interface, customers' service information is safely uploaded to the system, which facilitates both the front line specialist and customers on site. This means that customers will not receive paper-based service reports upon completion of our service, however an e-version of the report will be sent to your designated email address (es). Your reports can be conveniently retrieved via an email search or re-arrangements can be performed at ease.

eService Report

Service Report
Report to Customer
Rentokil Initial (Philippines), Inc.
No. 73 Elisco Road, Brgy. Kalayaan, Pasig City, 1600
VAT REG TIN: 000-142-878-000

CUSTOMER INFORMATION
Purpose of Treatment: _____ Type of Premise: _____ Qty: _____ Freq: _____
Account Number: _____ Type of Pests Covered: _____
Contract Number: _____
Customer Name: _____
Contact Name: _____
Contact Number: _____
Address (Site of application): _____

Site Risk Assessment

APPLICATOR'S INFORMATION
I declare the information below is true and correct:
Signature: _____
Name: _____ Date: _____
Time In: _____ Time Out: _____

PEST STATUS
Pest: _____ Level: _____ Remarks: _____

RECOMMENDATIONS BY RENTOKIL PCI
Type: _____ Recommendations: _____ Priority: _____

SERVICE VISIT NOTES
Product (s): _____ Visit Notes: _____

T 02 333 8888 F 02 333 8801 e customercare-ph@rentokil-initial.com w rentokil.com.ph
BIR Permit No. XXX-CAS-VXXXX issued On XXXX-XX-201X
THIS DOCUMENT IS NOT VALID FOR CLAIM OF INPUT TAX.



The Experts in Pest Control

Current Manual Service Report

Rentokil Initial (Philippines), Inc.
No. 73 Elisco Road, Brgy. Kalayaan, 1600 Pasig City
VAT REG TIN: 000-142-878-000

SERVICE REPORT
Office Copy (Record of Pesticides Usage)
Rentokil Initial Philippines, Inc.
Reference No.: 01104242038

A. CUSTOMER INFORMATION
Planned Date: 08/20/2018 Purpose of Treatment: Routine * Proof of Service Required
Contract / Job No: C71302050 1 Type of Pests Covered: _____ Qty: _____ Freq: _____
Service Area: 3417 Pests: Flies, Mosquitoes
Type of premises: Food Retailer (Local)
Plan Number: 1112
Customer's Name: Emika's Mart
Contact Name: Santa Hernandez
Contact No.: 045 477-0494 | +0390264242
Address: Site of Application: _____
BRC Mail: _____
Makers Road 2, _____
Bago, _____
Cebu 4106 PH
Special Instructions / Call Out Remarks: _____

B. PESTICIDES APPLIED

1	Active Ingredient (%)	Trade Name	Class	Method of Application	Total Area Treated	Total Qty Diluted Solution used (ltr + kg)
1	Class: Chlorinated Solution Applied (%)	Area Pesticide Applied				
2		Area Pesticide Applied				
3		Area Pesticide Applied				
4		Area Pesticide Applied				
5		Area Pesticide Applied				
6		Area Pesticide Applied				

Low Pesticidation Statement: Class IA _____ Class IB _____ Class II _____ Class III _____ Class IV _____
Extreme Toxic High Toxic Moderate Toxic
Keep Away From Foodstuff and Children

C. PEST STATUS
Pest: _____ Level: _____ Location Found: _____ Remarks: _____

D. RECOMMENDATIONS BY RENTOKIL INITIAL
Type: _____ Recommendations: _____

E. SERVICE VISIT NOTES

F. APPLICATOR'S INFORMATION
I declare the information above is true and correct:
Signature: _____
Application Name: _____ Time In: _____
Location No: _____ Entrance Type: High Toxic Moderate Toxic
Treatment Date: _____ Time Out: _____
Company Stamp: _____
Name of Other Applicators & Contact Number: _____
Vehicle No: _____
Name of Customer: _____
Date: _____

G. CUSTOMER'S SIGNATURE / COMPANY STAMP
I acknowledge receipt of the above report:
Signature: _____
Company Stamp: _____
Name of Customer: _____
Date: _____

BIR Permit No. XXX-CAS-VXXXX issued On XXXX-XX-201X
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The Experts in Pest Control

Q2. Why is ServiceTrak being implemented?

In an effort to enhance customers' experience while promoting communication and process efficiency, ServiceTrak innovates the information system that sets higher service standards for the industry.

We also take pride of being Corporate Social Responsible (CSR) to the environment. Besides utilizing environment-friendly pest control solutions and conducting educational pest awareness talks, going "paperless" is one of the various CSR initiatives we have adopted. With the implementation of ServiceTrak, we aim to achieve a total paperless service progressively in the near future.

Q3. Do I need to pay additional for this new reporting feature?

There will be no additional charges for ServiceTrak. We are dedicated in adding value to our customers and committed to enhance your service experience with Rentokil Initial.

Q4. How will this impact or benefit the current service report procedure?

Services will be carried out by our service technicians as usual and there is no change to your account, service frequency and schedule. The information system is seamlessly synchronized and integrated to ensure your service requests are digitized and delivered efficiently. Instead of receiving a physical service report for your endorsement, our service technicians will be using ServiceTrak via smartphone to explain the services rendered before capturing your digital endorsement with a stylus. An e-service report will then be sent to your email address(es), do advise us on the recipients who required a copy of the report.

Q5. Will invoice be affected since the service report is in e-version?

There is no change or impact to the current billing process. The information system is a synchronized and integrated backend, and you will continue to receive your invoices accordingly.

Q6. Will I be able to view a list or breakdown of services rendered or delivered?

Yes, the e-report will provide you with a summary of services rendered and service notes against each product. The report will also display the signature of your appointed person in charge, along with the date and time when it was endorsed.

Q7. How could I verify and validate on the proof of service?

Our service technician will explain the summary of services rendered before seeking your endorsement that signifies the end of the service routine. There are fields available to capture your name and/or other relevant identification details to ensure there are no forgery/ alteration of the services provided. We follow strictly to our standard operating procedure that only our customer's endorsement is acceptable.

Q8. I am always on the move and I am the only assigned person to sign off. When I am not around, service technician would leave behind service docket for me to sign and collect it during the following visit. What happens now?

Service routine can be carried out as usual, however a representative from customer's site will need to verify the services rendered as proof of service. In the event that authorized signature is not available to sign off, "No signature" (with reason) will be used in the endorsement page (see sample below). But as much as possible we highly encourage having a representative to sign off in the event that authorized signature is not available.

Q9. Is my company information and data kept confidential? Are the system and devices secured?

The ServiceTrak is designed with multi-layer security features. You can be assured of full confidentiality of your company information and account details including digital signatures.

Q10. What if I do not have an email address?

If you do not have an email, we will be glad to assist you to create a free email account for you. If a hardcopy of the service report is required, that can be arranged from the office; chargeable at a nominal fee.

Q11. What if we are unable to locate our e-service report?

Service reports are saved as Rentokil Initial Philippines Service Report for C-<contract number> on <service date>. They are named as such to facilitate self-help search via your inbox. Alternatively, you may contact our branch to re-send a copy of the report to you should you experience difficulties in locating the files.

Q12. Is there any backup plan, in the event the technician's mobile phone or application is not working?

Yes, contingency plans have been designed to minimize any possible disruption to your services. Our technicians are trained to deal with these incidents and it is our commitment to deliver optimal service standards to our customers.

Should you have any further concerns or clarifications in adapting to the new system, you may call our branch or contact your customer care executive/ sales person for further discussion.