

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 digitising 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 digitise service documentations in a seamless and robust manner. 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

Form H Service Report
Report to Customer

A. CUSTOMER INFORMATION

Report to Customer	Customer	Type of Pests Covered	Qty	Freq
Contract Number	0907000140	U/L Maling	0	12
Type of Premise	Highrise/Block & Supermarkets	U/LK1		
Customer Name	Tanaka Super Sdn Bhd			
Contact Name	Abdul Halim Bin Ibrahim			
Contact Number	+60320207016			
Address (Site of application)	Tanaka Super Sdn Bhd No. 2 Jalan Selayang, 11150 Selayang, Selangor 47301			

B. RISK ASSESSMENT
Involving breeding, machines, children/elderly/disabled, traffic, stairs, unsafe surface, electrical hazards, fire/explosion

B. APPLICATOR'S INFORMATION

I declare the information below is true and correct.

Signature: *[Signature]* Name: Bin Fattis Ismail License No: PA2021 Date: 10-08-2017

C. CUSTOMER'S SIGNATURE/COMPANY STAMP

I acknowledge receipt of the report below.

Signature: *[Signature]* Name: Abdul Halim Bin Ibrahim Date: 17-10-2017

D. PESTICIDES APPLIED

Active Ingredient	Trade Name	Class	Method of Application	Total Area Treated	Total Qty Used
Conc. (Plant Solution Applied %)	Conc. (Plant Solution Applied %)				
1. <i>Imidacloprid</i>	<i>Imidacloprid</i>	<i>IG</i>	<i>Spot</i>	<i>10</i>	<i>10</i>
2. <i>Permethrin</i>	<i>Permethrin</i>	<i>IG</i>	<i>Spot</i>	<i>10</i>	<i>10</i>

E. PEST STATUS

Pest	Level	Location Found	Remarks
No Pest Activity	Indication	No indication	normal

F. RECOMMENDATIONS BY RENTOKIL INITIAL

Type: *U/L Maling* Recommendations: *U/L Maling* Priority: *U/L Maling*

Current Manual Service Report

Service Report

A. CUSTOMER INFORMATION

Contract No.	012000191	PNOI	Purpose of Treatment: Routine
Contract Job No.	012000191		Type of Pests Covered
Service Area	0120		Pests: Cockroach/Cyprus/Ants/Flies/Termites
Sign Number	4181		Inspection
Customer Name	Ng Yen Seng		

Contact Name: *Ng Yen Seng* No. *012000191*
Contact No: *03-7820201 / 03-19221183*
Address (Site of Application): *21, 22, 23, 24, 25, 26, 27, 28, 29, 30, 31, 32, 33, 34, 35, 36, 37, 38, 39, 40, 41, 42, 43, 44, 45, 46, 47, 48, 49, 50, 51, 52, 53, 54, 55, 56, 57, 58, 59, 60, 61, 62, 63, 64, 65, 66, 67, 68, 69, 70, 71, 72, 73, 74, 75, 76, 77, 78, 79, 80, 81, 82, 83, 84, 85, 86, 87, 88, 89, 90, 91, 92, 93, 94, 95, 96, 97, 98, 99, 100*
Pinang Jaya 47301 Selangor Darul Ehsan

B. PESTICIDES APPLIED

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Type: *U/L Maling* Recommendations: *U/L Maling*

Q2. Why is ServiceTrak being implemented?

In an effort to enhance customers' experience while promoting communication and process efficiency, ServiceTrak is an information system enhancement that is setting higher service standards in the industry.

We take pride in being corporate social responsibility (CSR) to the environment. Besides utilising environmentally-friendly solutions and conducting educational 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 is no additional charges for ServiceTrak. We are dedicated to adding value to our customers and committed to enhancing 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 synchronised and integrated to ensure your service requests are digitised 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 synchronised 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 authorised signature is not available to sign off, "No signature" (with reason) will be used in the endorsement page (see sample below).

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?

Our technician can save a PDF version from ServiceTrak and send to you via Whatsapp. 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 Malaysia Service Report for C-<contract number> on <service date>. They are named as such to facilitate self-help search via your inbox. The report will be made available in your myRentokil account in the near future, you may then be able to retrieve a copy from myRentokil 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 minimise 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.

ServiceTrak will be made available progressively to Rentokil contract customers from now till Q3 of 2018, starting from Klang Valley area. A parallel approach is in place to the ServiceTrak implementation, which will ensure that our customers continue to receive service reports after the completion of each service.

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