



Manual PestScan

Applicable to version 6.2

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Right and duties

This manual is for customers of PestScan and their customers. You are not allowed to show or send this document to people or companies that are not within those categories. Besides, you are obligated to destroy this document if your supplier is no longer a customer of PestScan.

Requirements for your computer

The following software is needed to make use of PestScan:

- A modern browser

Below there is a list of browsers supported by PestScan, although you need to use the last or second-last version:

- Microsoft Internet Explorer
- Microsoft Edge
- Mozilla Firefox
- Chrome
- Opera
- Safari

PestScan could also work on older versions, although the layout may be rendered less than optimal.

How to find PestScan

Your supplier needs to give you the address of PestScan. This address is constructed in the following way:

https://logbook.pestscan.eu/ps_web/default.aspx?EXT

The **yellow** part could be different, depending on the server your supplier uses.

The **pink** part contains the code of the supplier. You are not able to log in without this code at the end of the address.

It would be very easy to use of a link to PestScan on the website of your supplierso you don't have to look for the right address.

Note: If you make use of bookmarks (favorites) to special pages, there will be an error if you try to make use of this bookmark for PestScan. You are only be able to login with the address explained above.

Login and language choice

Within PestScan you can use different languages. At this moment, PestScan supports English, German, French and more than 20 other languages.



Note: Only the languages mentioned in the contract are offered. If there is no possibility to choose a language, only the 'standard language' will be available.

Before login in, click the flag of your choice:

Your choice will be saved (by a browser cookie). If you make use of the same computer, you do not have to make the choice repeatedly.

Now you can log in with the login name and password, given by your supplier. The login name is not sensitive to capital letters. The password is sensitive to capital letters.

If you make a mistake when filling in the login name or password, there will be the following error: 'login failed'.

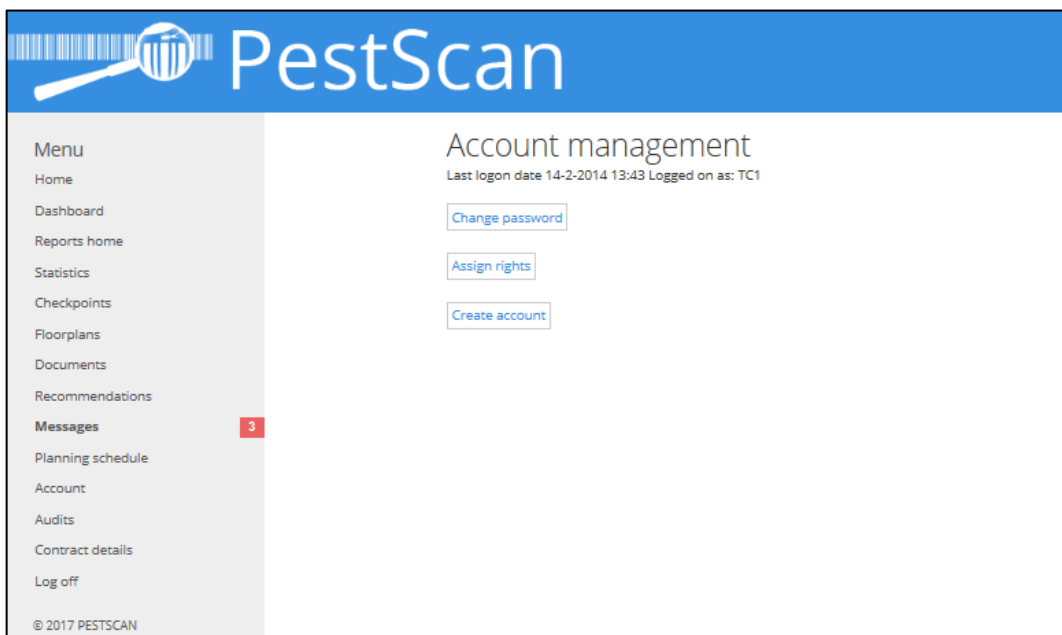
Check if your CAPS LOCK button is not on. To be sure this button is not on, you could type your password in Notepad.





It is possible to make a login combination for every person of your company. You can assign rights to the different locations to these accounts. With writing rights, this person can have a look at the data and enter new data (for example Messages or comments to Recommendations). Go to Account (in the left Menu) to open Account Management. Here you can add new accounts and change passwords.

Note: It is only possible to add new accounts and assign rights if your supplier bought this license from PestScan.



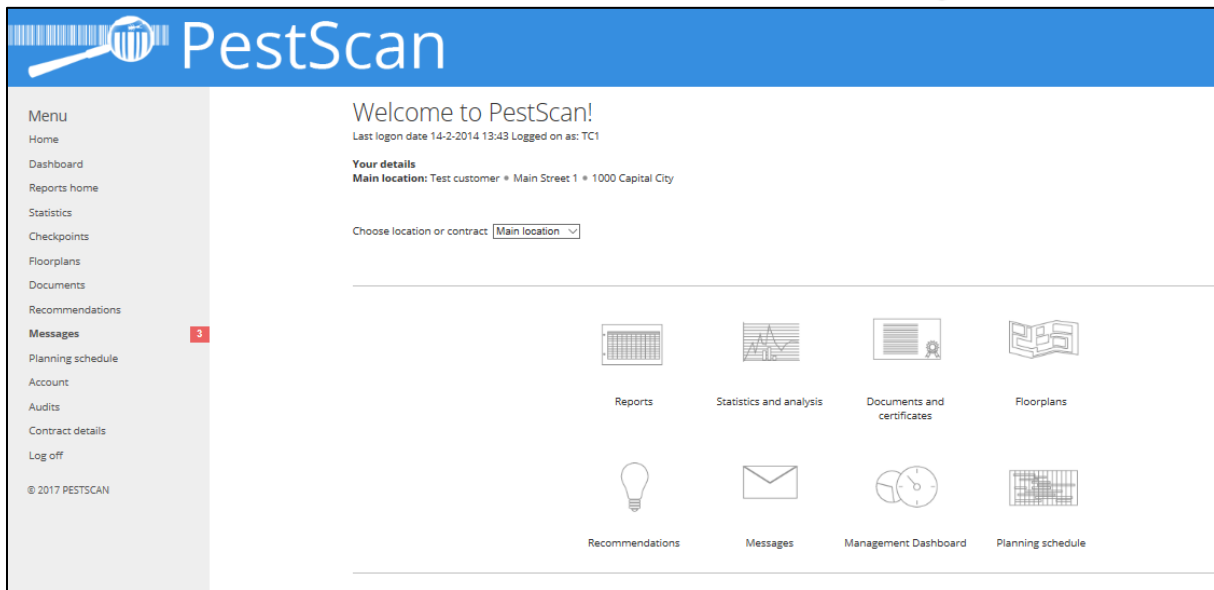
Tip: Some suppliers made it possible to link back to their site, by clicking on their logo above the page. If this happens accidentally you can use the 'previous'-button of the browser to go back to the page you worked on. Also, after logging off you will be redirected to the supplier site.

Welcome screen and Location choice

After logging in you will see the Welcome screen or the Dashboard, depending on the settings your supplier made. More information about the Dashboard will be given later in this manual. Eight large buttons are shown here. Those buttons give access to the most common options. The menu at the left shows these options as well as some more advanced options. The menu (almost) always stays on the screen, no matter at what page you are.

If your company has more contracts or locations, you need to choose the location you want to see. You can do this by selecting the correct location from the drop-down list (visible above the eight buttons):





At every moment you can go back – through the menu – to the Welcome screen, to switch the location or contract.

The eight buttons and the menu give you the following options:

- Dashboard – the management dashboard to get a quick insight into the status of the location through charts and tables.
- Reports – here you can have a look at visit reports and period summaries: tables with observation data.
- Statistics and analysis – shows the pest activity in charts and trend analysis.
- Checkpoints – shows all the information about the checkpoints.
- Floorplans – of your location, with all checkpoints.
- Documents and certificates – documents that your supplier has put online for you. Documents like information sheets, technician certificates, safety sheets or contract details.
- Recommendations – recommendations, intended for you to follow-up.
- Messages – with this function you can send messages to your supplier within PestScan.
- Planning schedule – here you can see the planned visits of your supplier.

In this manual, we will explain these subjects. Dashboard

The Dashboard gives a clear display of the actual situation of the location. There are different views and we will discuss them below.

The data of last year is automatically shown on the Dashboard. Above the page, it is possible to choose another period by changing the data. It is also possible to filter for only full visits, by placing a checkmark before the option 'Only full visits'. Click on 'Refresh' to load the right information. (Full visits: this excludes partial visits, such as interventions. During partial visits, probably not all checkpoints were inspected).

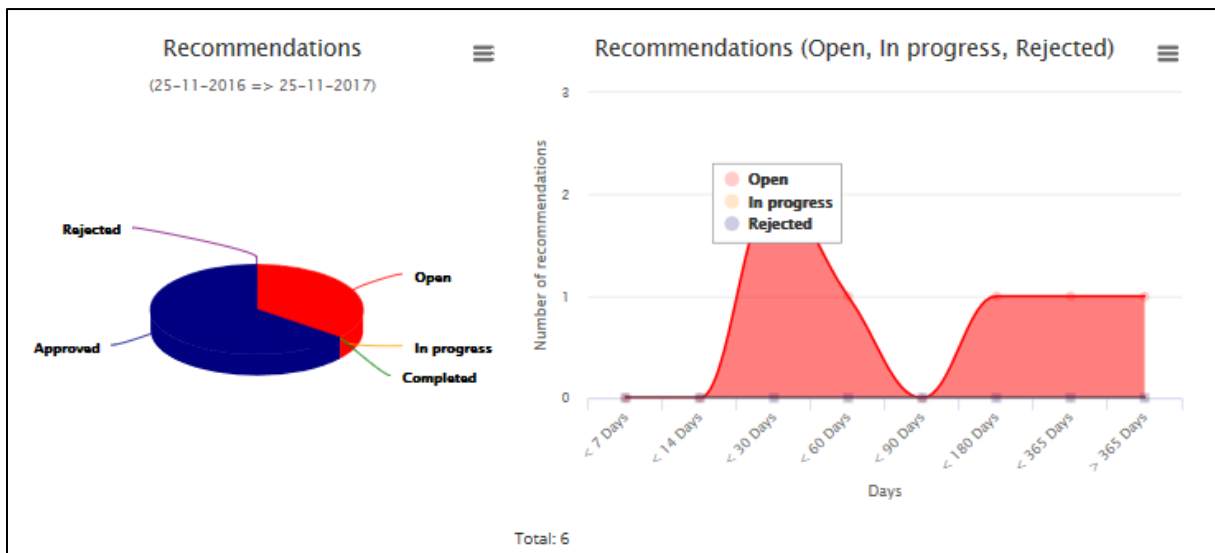
Recommendations

Here all the recommendations of the chosen period are shown. This is the recommendation per checkpoint and the recommendations for the whole location. The visit type does not matter: all recommendations are shown.

If no recommendations have been added during the chosen period, no data will be shown.

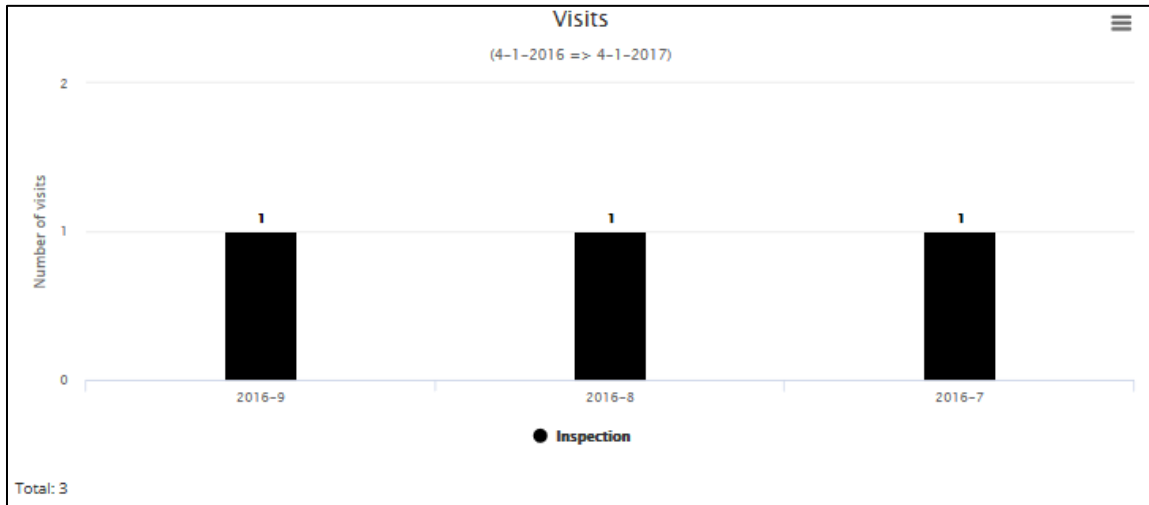
In the left chart, the status of the recommendations is shown. In the right chart, the number of recommendations in combination with their status is shown. Below both charts, the total number of recommendations is shown.

When you click on the chart with Recommendations, you automatically will go to the Recommendations page within PestScan. Clicking on the three horizontal lines allows you to download or print the chart.



Visits

In this chart, the number and different types of visits of the selected period are shown. At the left side below the chart, the number of visits is shown. When you click on the chart you automatically go to the Visits page of PestScan.



Checkpoints

This chart shows the number and types of checkpoints. All checkpoints are divided into categories, those are visible on the horizontal axis of the chart. Below the chart at the left, the total number of checkpoints is shown.

The last chart shows if threshold values have been reached.

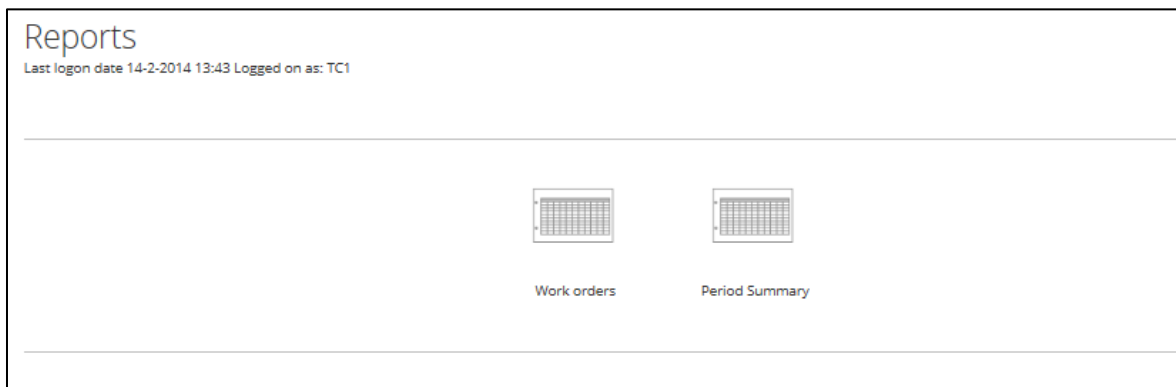
Note: threshold values are only shown if your supplier has bought this function from PestScan.

Reports

The specific consumption data, found at your location, can be found in Reports. This data is shown in tables.

Work orders (Visit Reports) give you the possibility to have a look at specific visits and the observations, used materials and recommendations of this visit.

Period Summary lets you have a look at the data of more visits in vertical columns.





Work orders

In the Work orders view, you can filter the work orders for a specific year. Only the years with visits will be shown in the list. In addition to that, it could be possible that you get the message: 'No data was found'. Probably there are no *finished* visits for the specific year.

You are able to see all relevant data by clicking *All* or *By room*.

The link *All* opens a report with the information of those three kinds of data.

Visits

Last logon date 14-2-2014 13:43 Logged on as: TC1

Back • Home • Reports home

Year: 2017

Visit date	Visit type	Observation			
ma 11 dec 2017	Survey		16	All	By room
ma 11 dec 2017	Survey		8	All	By room
za 2 dec 2017	Survey		9	All	By room
za 2 dec 2017	Survey		4	All	By room
za 2 dec 2017	Survey		5	All	By room
za 2 dec 2017	Survey		0	All	By room
za 25 nov 2017	Survey		0	All	By room

PestScan

Visit report (Order number 169757)

Customer name and sublocation:	Test customer - Main location
Address:	Hauptstraße 16 - Hauptstadt
Visit type:	Survey
Task:	
Work done by:	Test Guest
Visit date:	aterdag 2 december 2017
Customer signature:	
Signed by:	Bob
Comments:	
Lamp(s) replaced:	No
Scan order:	Free

Export: PDF, Excel, Word

Observations (Checkpoints)

Room	Label	Barcode	Bait type	Bait station type	Pest Type	Consumption
Kouken	MC2	52010B81376	Non-tox	Mice	Mice	2
Kouken	MC3	20081905	Non-tox	Mice	Mice	1
Küche	BR4	8223741	Non-tox	Ratze		2

Observations (Traps)

Room	Label	Barcode	Bait type	Bait station type	Pest Type	Number
Kouken	KK1	8200584	Lijmval	kalkertakken	kalkertakken	

Legend

Consumption: 0% - none 25% - some 50% - medium 75% - much 100% - Total consumption * - Extra observation (Number) NA - Not Present NB - Unreachable XI - Damaged WI - Cancelled Trap; number of individuals

Recommendations

These recommendations may have been created or changed before or after this visit

Recommendation for entire location

Room	Recommendation type	Remark	Create date	Last change date	Status	Alert limit
Living	Construction	Kieren tussen de houten platen. Deze moeten grotendeel worden aan engelande tegen te gaan.	2-12-2017	2-12-2017	inval	

Export: With this function, you can export the report to Pdf, Excel or MS Word. This makes it possible to save the documents on your computer. For printing, we recommend to first export the report to one of the three programs. In Excel or Word, it is even possible to edit the data.

Note: After downloading a Word document, the best is to first save the document on your computer before using the button to get rid of the security notification. Otherwise, you may get an error and it is not possible to read the document.





Work order - Details

The following information is included in the work order:

- Customer Name and Sub Location
- Address
- Visit type
- Task
- Performed work
- Visit date
- Signature customer
- Signed by
- Recommendations
- Replace lamp(s)
- Scan order

Below the heading Observations, all the observations are shown. These are divided into two categories:

- Observations (Checkpoints)
- Observations (Traps)

By clicking a specific Label, you will get the detailed information of this Label. This is also possible for Barcode, Bait type or Checkpoint type.

You can see the sort of pest below Pest Type.

Under consumption, the relative consumption is shown. This is for checkpoints with a bait type. This bait type is *fully, partly or not* eaten. The legend below the report explains the numbers. Some PestScan users make use of percentages (25% eaten), numbers (1-10 or 1,2,3) or symbols (-- t/m ++). The principle of all is the same: it is the amount of consumption.

Room	Label	Barcode	Bait type	Bait station type	Pest Type	Consumption
Kitchen	MC1	00540	Non-tox	Mice	Mice	75%
Kitchen	MC2	S2510B81576	Non-tox	Mice	Mice	6
Kitchen	HMB	S2510B81577	Non-tox	Mice	Mice	0%
Kitchen	HMB	S2510B81577	Non-tox	Mice	Brown rat	1
Kitchen	HMB	S2510B81577	Non-tox	Mice	Mice	2

The codes NA, NB, XX and VV are shown if it was impossible for the technician to reach the checkpoint. The codes are explained in the legend.

Work order - Material usage

In Material usage, you can see the list of materials used for your location.





Category	Article	Used
Rodents	Detex blocs	2 Gram
Electrical traps	Insect spray	1 gram
Rodents	Plastic mouse box	1 Piece

Work order – Recommendations

In Recommendations you can find a list of recommendations made by the technician.

Room	Recommendation type	Remark	Create date	Last change date	Status	Alert limit
Living room	Hygienic	The floor is very dirty.	21-12-2017	21-12-2017	Initial	

Period Summary

You can find a complete report in Period Summary. Here, it is possible to compare the data of different visits.

You can choose different criteria for this report. Note: If your criteria are too wide (for example a couple of years), the system could refuse your data request. The system is not able to load too much information. If this happens, it is better to tune your criteria. You can export to Excel and merge the data again.

The beginning and end date are set to the latest quarter. If you click on the box, the calendar pops up. If you need a start date many years back, it could be easier to just type the date.

For Room, Checkpoint category and Type you can choose 'all'

Survey data by time frame

Last logon date 14-2-2014 13:43 Logged on as: TC1

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Start date	<input type="text" value="21-9-2017"/>	Room	<input type="text" value="All"/>
End date	<input type="text" value="21-12-2017"/>	Checkpoint category	<input type="text" value="All"/>
Observations display:	<input type="text" value="All"/>	Bait station type	<input type="text" value="All"/> <input type="button" value="Enter"/>

You can export the document to Excel where you can edit, sort or filter or make your own chart of the data.

Customer details						
Customer name and sublocation:				Test customer		
Address:				Main Street 1 1000 Capital City		
Sublocation/Contract:				Sub location 1		
Room:						
Checkpoint type:						
Checkpoint category:						
Timeframe:				4-8-2016 - 4-1-2018		
Details						
Room	Label	Bait type	Pest Type	4-1-2018	3-1-2018	2-9-2016
Kitchen	HM1	Glue trap		50%	-	-
Kitchen	HM1	Non-toxic		-	25%	-
Kitchen	HM1			-	-	50%
Kitchen	HM2	Non-toxic		-	25%	-
Kitchen	HM2			-	-	25%
Kitchen	HM3			-	-	75%
Restaurant	EV1		Blowfly	-	-	1

Within the list, there is no distinction between checkpoints and traps. This is because you have already chosen the checkpoint type. If you choose to see all types, they will all be shown. If this is the case, pay attention to the fourth column, that indicates the checkpoint type.

Extra catches are shown with an asterisk: *.

If the bait type is changed, this will be shown in the following way (see below).

Room	Label	Bait type	Pest Type	4-1-2018	3-1-2018
Kitchen	HM1	Glue trap		50%	-
Kitchen	HM1	Non-toxic		-	25%

Statistics and Analysis

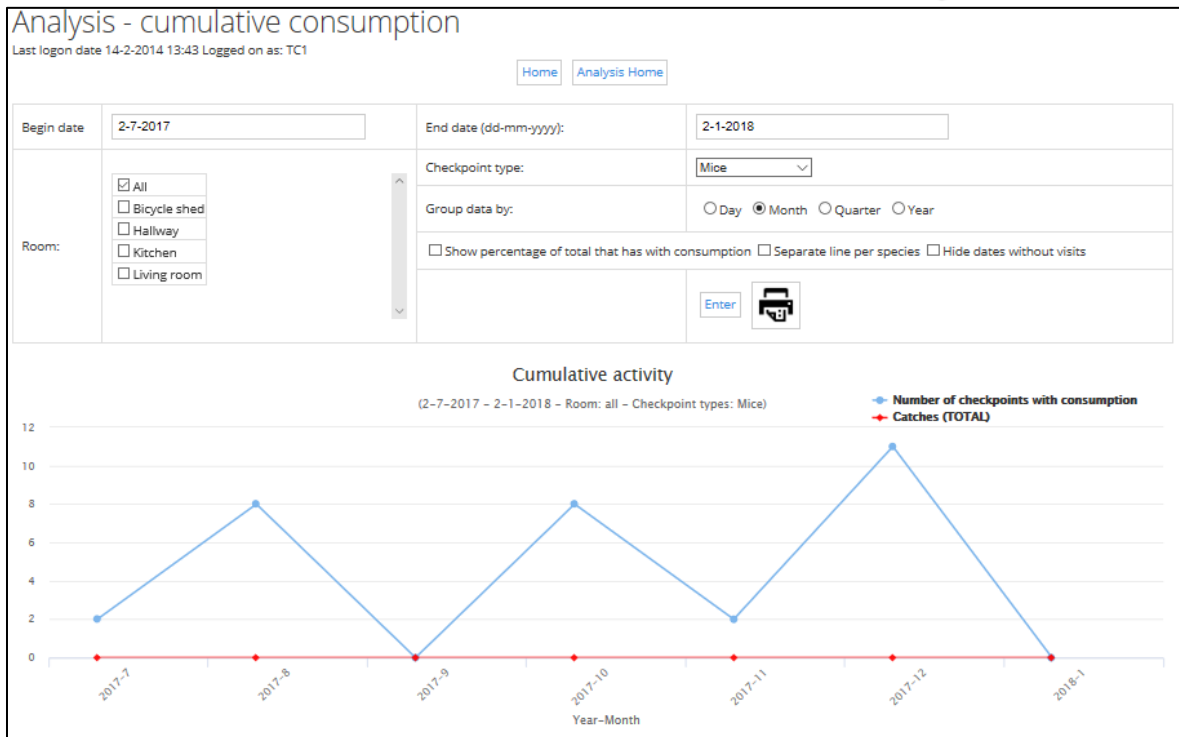
Within Statistics and Analysis, you can find charts and trend lines, that indicate the effectiveness of the pest control work.

The Trend Analysis Chart

First, you fill in (multiple) room(s), checkpoint type, begin/end date and choose between year/quarter/month/day. It is also possible to place a checkmark before the following functions: 'Show percentage of total that has with consumption', 'Separate line per species', 'Hide dates without visits'.

Note: you are only allowed to choose checkpoint types that have actually been used in this room. This will reduce the chance to get zero information as outcome.





Above the chart is an option to group the data by Day, Month, Quarter or Year (horizontal axis). After choosing the right time grouping, you can click 'Enter' so the chart will be shown.

Group data by: Day Month Quarter Year

Documents and certificates

You can have a look at documents by choosing 'Documents and certificates' on the Home page.

Your supplier can add all kinds of documents for you. Those documents are grouped in the following way:

- Documents for the main location: those documents are visible for every sub Location. No matter what location or contract you choose on the welcome screen, you will always see these documents.
- Documents for your location: only the documents for you sub location/contract are shown. Those documents are not visible if you choose another sub location/contract on the welcome screen.

Those documents of categories above are specific for your company. They contain contracts, appointments or descriptions of your situation

The documents below are visible to all customers of your supplier. Those are more general:


- Safety sheets: information about bait types. This gives you more information about the used products.
- Certificates: Certificates with the competence of the technicians.
- Miscellaneous: this contains all remaining documents that your supplier thinks are important to you.

Download documents



Last logon date 14-2-2014 13:43 Logged on as: TC1

[Show as tiles](#)

Documents for your location

Document name	Description	
TestD	2	

Safety sheets

Document name	Description	
DocC	1	
DocD		

Documents (Articles)

Document name	Description	
---------------	-------------	--

By clicking on the magnifying glass, you can have a look at the document. Dependent on the type document, the following will happen:

- For some documents you will see the text in a new browser window; this applies to pictures, photos and simple text documents.
- For pdf-documents, a new tab of the browser will open, or the pdf-document will be opened in, for example, Acrobat Reader.
- In rare cases, you will get the question if you want to save the document on your hard drive. After saving the document, you can find the document using your computer's file explorer.

Floorplans

By clicking on Floorplans in the main menu you will go to Floorplans. Your supplier can add one or more floorplan(s) to your location. If your site's surface is large, there may be several floorplans for one location.

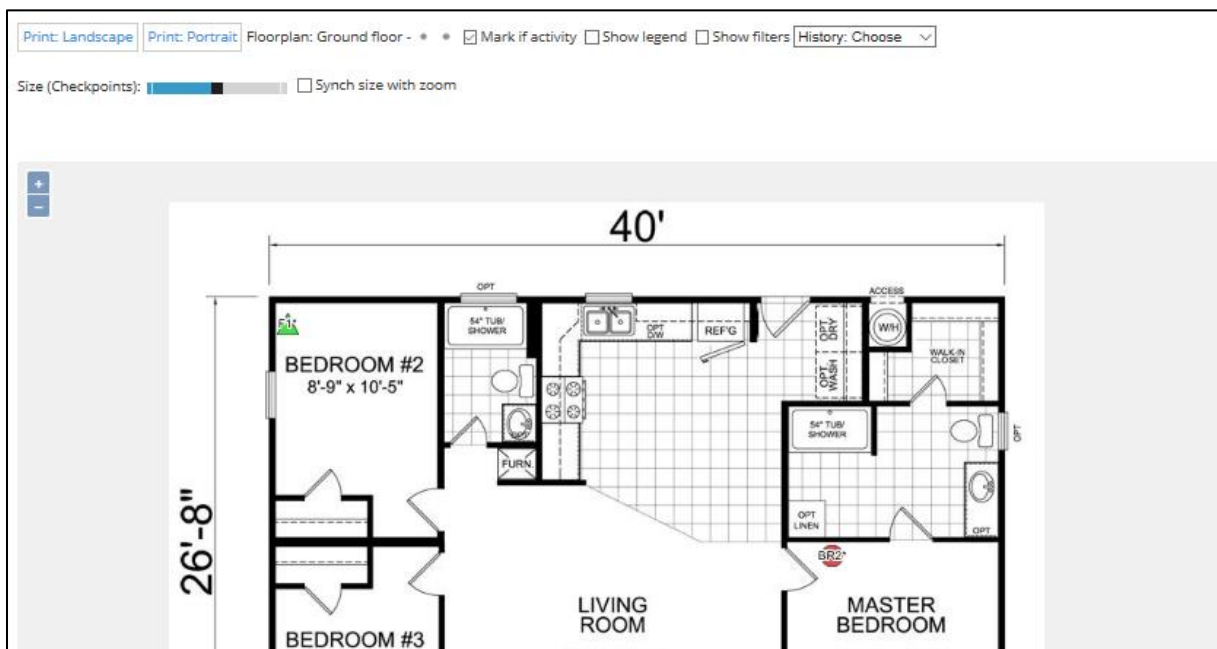
When loading the floorplan, first the map will load completely and after that, the checkpoints will be loaded.

Above the map, the name of the floorplan will be shown.

There are some checkpoints shown below 'bait boxes' at the left side of the page. Those checkpoints have been made for your location but have not been placed on any floorplan.

The buttons above the floorplan have the following meaning:

- Print – you can send the floorplan to a printer.
- + (zoom in) – click to zoom in.
- - (zoom out) – click to zoom out.
- Show Legend – this button shows the Legend. Within the legend, there is an overview of all checkpoints on the floorplan.
- Show filters – You can apply different filters to the floorplan.



Move the floorplan – you can move the floorplan when you click (and hold on) with your left mouse button on the map and move it in the desired direction. When you stop holding the mouse button, the movement stops.

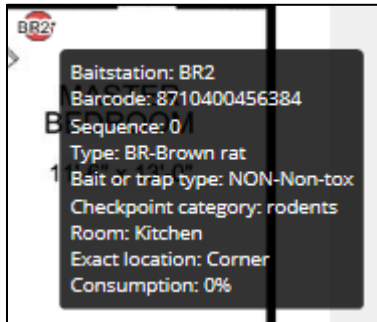
Size of the checkpoints – you can change the size of the checkpoint by using the slider bar. Also, you can place a checkmark before 'Synch size with zoom', so the checkpoints will synchronize with the zooming.

Information about the checkpoints – when you hover your mouse above a checkpoint, detailed information will appear. If there was pest activity during the last visit, a tooltip with an indication number regarding the consumption appears. For traps it is the sum of counted pests (all the sorts are



added up); for consumption checkpoints, it concerns the relative consumption (for example 25% or code 3, dependent on the settings)

If there was activity, an exclamation mark will also blink on the point.



When you click on the point, you will see the activity of the last visit. With a filter, you can indicate how many visits back you want to see. This will be shown in the small window (with a maximum of 9 visits back).

Recommendations

Recommendations may have been made for your location by the technician. The technician adds a recommendation if there are any problems with your location that make the work of the technicians more difficult or pests are attracted because of the problem.

Some examples:

- Your locations have not been cleaned properly, there are food leftovers, that attracts pests.
- The checkpoints are not easily accessible for the technician, because of boxes or pallets.

If it is an action point: you need to have a look at the recommendation and search for a solution of the problem.

You can find the recommendations via the Main menu → Recommendations.

By default, all recommendations are shown. It is possible to change the filter and have a look on recommendations with a specific status.

Status: <input type="text" value="Initieel"/>	Categorie: <input type="text" value="Alles"/>	Vervaldatum: <input type="text" value="Alles"/>	Locaties: <input type="text" value="Alles"/>	Wijzig weergave naar: <input type="text" value="Tree View"/>
---	---	---	--	--

There are two categories for recommendations:

- For checkpoints – The technician can create one or several checkpoints for a checkpoint.
- For the location – these are recommendations related to the entire location or a part of the location. *Examples: cracks and crevices in the walls. They must be closed.* The technician can create an unlimited number of recommendations for the location.



In the list of recommendations, you can see the locations of the recommendations. You can even see the Recommendation category, message of the recommendation (written by the technician), the creating date and the status.

The categories of Recommendation types are: Hygienic, construction, storage and miscellaneous.

The date 'Changed' is the last date that changes have been made to the Recommendation.

You can choose to view the recommendations in Table or Tree view. Choosing the Tree view, gives a clear view about the location that belongs to the recommendation. Below the Tree view is shown.

Test customer										
Main location										
Number	Ruimte	Label	Aanbevelingstype	Aanbeveling	Aanmaakdatum	Gewijzigd	Status	Prioriteit	Vervaldatum	
24477	Jkh		Bouwkundig	Hh	6-6-2018	6-6-2018	Initieel	●		🗑️
21951	Zolder		Opslag	Afval	5-4-2018	14-9-2018	Initieel	●		🗑️
18151	Gtfd		Bouwkundig	Hgff	6-2-2018	6-2-2018	Initieel	●		🗑️
15576	Kitchen		Hygiëne	test veranderen	2-1-2018	1-6-2018	Initieel	●		🗑️
11785	garage 1		Bouwkundig	grote rommel	8-8-2017	8-8-2017	Initieel	●		🗑️

Test customer										
Sister location										
Number	Ruimte	Label	Aanbevelingstype	Aanbeveling	Aanmaakdatum	Gewijzigd	Status	Prioriteit	Vervaldatum	
7697	Test		Hygiëne	Test	1-8-2016	1-8-2016	Initieel	●		🗑️

It is the intention that you correct the issues mentioned in the recommendation. The recommendations consist of improvement actions, that make your locations less attractive for pests. Therefore, it is important to regularly check the list of recommendations, to see if there are any no open recommendations.

The color of the screen shows the status of the recommendations:

- Red: an initial recommendation. No improvements have been made yet.
- Orange: you have started with the improvement, but not finished.
- Green: the recommendation has been completely improved.
- Blue: your technician approved of your improvements.

- Purple: your technician rejected your improvements.

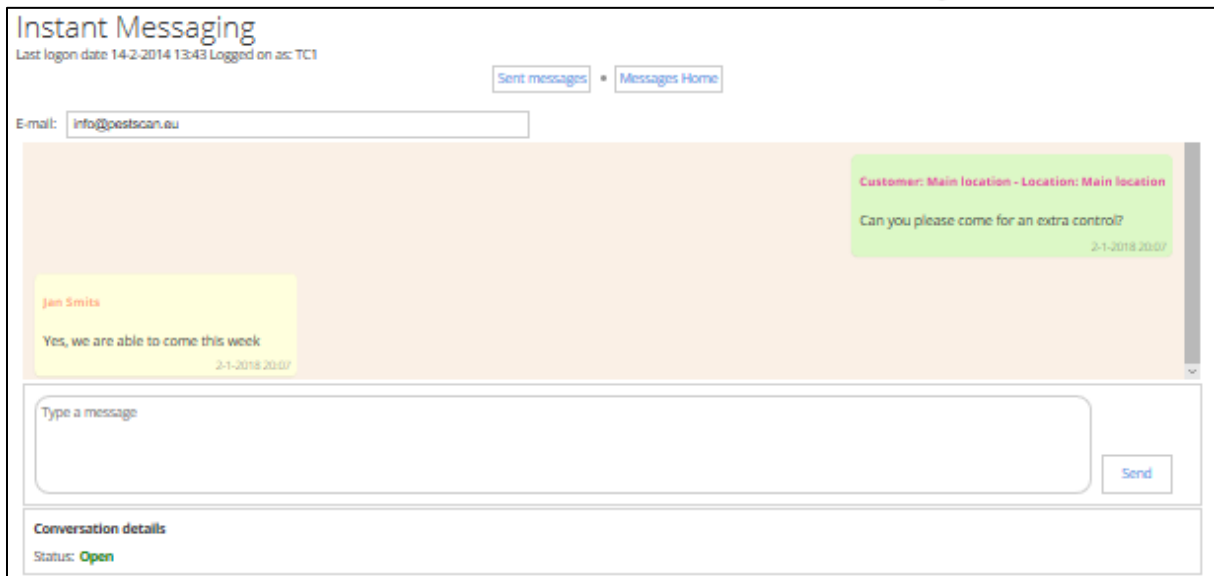
Edit	
Location:	Living room
Category:	Hygienic
Priority:	Medium
Recommendation	The floor is very dirty.
Customer comments	
Create date	21-12-2017
Last change date	21-12-2017
Status:	<div style="border: 1px solid black; padding: 2px;"> New In progress Completed Approved Rejected </div>
Alert limit	2000
Documents for this recommendation	
<input type="button" value="Print"/> <input type="button" value="Save"/> <input type="button" value="Cancel"/>	

There are two ways of follow up:

1. In the text box behind Customer comments, you can write down your actions.
2. You can choose another Status, dependent on the improvements you made.

Messages

If you want to send a message to your supplier, you can click on 'Messages' in the Main menu. You have the possibility to communicate with your supplier, this is possible in the Instant Messaging page. It is an easy and direct way to send messages in WhatsApp style. If you have sent messages, you can find those messages here and in 'Sent messages'.



Note: You are not allowed to use html-elements like
 or . The signs > or < are forbidden.

The message will be shown in Sent messages, the message will be shown with the status 'Open'. When the message is edited, it will be marked as 'Handled'.

The sent message will also be shown in 'Instant Messaging' in PestScan. If you click on 'Messages Home' you can go to 'Instant Messaging'. You have here the possibility to reply to messages sent by your supplier. Here you can also read all previously sent messages.

Messages also contain the function Notifications. Here you can see all the notifications sent by your supplier. Even the notifications of alarms are visible. All these notifications are first shown by a pop-up when you open PestScan. Afterwards, those notifications are shown in Messages below 'Notifications'