

# Understanding the 5 Key Areas

Documentation is one of the most critical steps in a proper pest management program. Without thorough documentation your ability to follow and understand how well your current pest program is working is extremely difficult. When a pest management professional (PMP) has performed a service, a service report should be provided. Understanding these reports can help you make informed decisions when it comes to your facility's pest management.



### LOCATION AND TECHNICIAN INFORMATION

This section will list out the service address and billing information for your business. It should also outline the services performed and information on the PMP responsible. This may seem like a basic section on the report, but this is where an outline of services and time associated are listed. Reviewing the duration of time spent can help determine if additional time is needed for proper service. Additional information may include the PMP's licensing information and signatures.

### SERVICE COMMENTS

The service comments section of a report may contain some of the most important service information. These comments can help alert you to potential pest findings and can report on what is happening within your facility at the time of service. Your PMP should include information regarding what services were completed, any pest findings, and who the PMP communicated with while onsite. These comments should be informative, but concise.



### MATERIAL APPLICATION

The material applications section is where any pesticide application is detailed out. Important information like material name, quantity, location and application method should be listed. Additionally, the EPA identification number should be included, which can help you quickly access the Safety Data Sheet (SDS) if the need arises.

### CONDUCTIVE CONDITIONS

Conductive conditions are the second most important section of your service report. Recorded by the PMP, these conditions can help prevent or eliminate a pest issue. Conducive conditions should include thorough details as to what actions you can take to keep the facility pest free. Acting early when conditions are first reported can help avoid major infestations down the road. You should work directly with your PMP to identify the opportunities and the best actions to eliminate any conducive condition.



### PEST SUMMARY

This section is a detailed overview of all the pests captured, sighted or evidenced during the service. Be sure to review it for any anomalies, such as a pest count jumping way up or new pests being recorded. This can help you to make informed decisions on pest activity response.

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