

Transaction Volume by Platform & Status

MonthYear

Jan 2026

Week Start

All

Date

All

Blaze Status

- ☐ Select all
- ☐ Canceled
- ☐ Canceled diff...
- ☐ Completed
- ☐ Completed di...
- ☐ Duplicate
- ☐ RefundWithl...

5,723

All Transactions

4,472

Total IO

418

Total CO

843

Nextiva

1,158

Total Inbound

Blaze Status Distribution

Blaze Status	All Trans	Total IO	Total CO	Nextiva
Completed	4,940	4,187	5	751
Completed different date	274	240	1	33
Canceled	487	39	393	61
Duplicate	14	9	6	
Canceled different date	30	7	19	4
Total	5,723	4,472	418	842

Platform Volume Distribution

Platform	All Transactions
GetNugg	21
Google Voice	15
Leafly	94
Meadow	962
Nextiva	826
Phone	24
SlideBase	11
Total	5,723

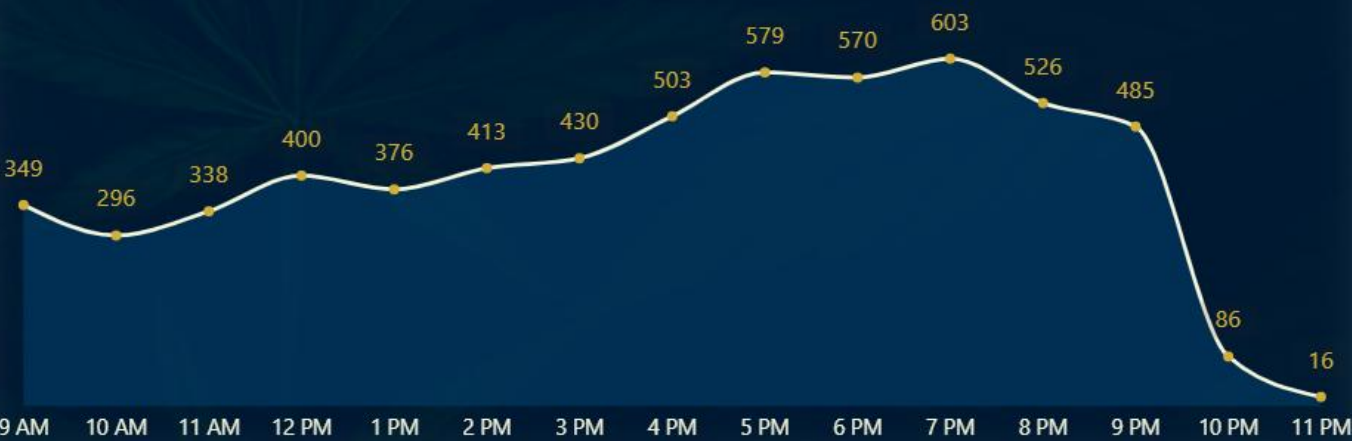
Cancellation Reasons

Dispatch Status Reason	All Transactions
Payment type not accepted	15
Other (specify in notes)	134
Order total too expensive	65
Item(s) out of stock	48
ID or med rec issue	19
ETA too long	52
RefundWithl...	4
Total	5,723

Transaction Volume by Day



Transaction Volume by Hour



Team Performance & Quality Metrics

MonthYear

Nov 2025

Week Start

All

Date

All

Lead

☐ Select all

☐ Bernie

☐ Jessica

☐ NoLead

☐ Rod

WIW Position

Multiple select...

Hubstaff Position

Multiple select...

82.01%

Avg QA Score

3.66

Orders Per Hour

9.49%

Cancellation Rate

2.25%

Upsell Rate

151

QA Evaluations

Overall Rating

1.30

Poor

0.00 vs Last Week

Performance Overview					
Dispatcher	QA Rating	OPH Rating	Cancellation Rating	Upsell Rating	Overall Rating
April Dawn Sale	1	1	4	1	1.45
Bernie Role	1	1	5	1	1.60
Clifford Fajardo	2	1	5	1	2.10
Cristal Jane Petil	1	1	4	1	1.45
Gennis H	1	3	5	2	2.15
Gerald Paul Guballa	1	1	2	1	1.15
Germaine Visales	1	1	1	1	1.00
Total	1	1	3	1	1.30



Individual Performance Details				
Dispatcher	Avg QA Score	Orders Per Hour	Cancellation Rate	Upsell Rate
April Dawn Sale		2.48	8.57%	0.00%
Bernie Role		4.80	7.37%	0.00%
Clifford Fajardo	86.18%	4.89	7.49%	1.27%
Cristal Jane Petil	84.55%	4.24	8.42%	0.38%
Gennis H	77.68%	6.34	6.66%	4.72%
Gerald Paul Guballa		2.25	10.64%	0.00%
Germaine Visales		2.44	14.04%	1.67%
Janice Taganas	80.02%	3.62	9.09%	1.79%
Jessica Rosales		0.00		8.00%
John Rayster Gerbabuena		2.73	11.27%	4.76%
Jonathan (DISPATCH) Paypa		3.52	6.35%	1.44%
Kate Diane Posing	86.62%	2.37	6.85%	1.47%
Leeco Mamigo	83.18%	3.93	6.31%	2.69%
Maria Luisa Laurio		3.83	11.98%	1.06%
Maricel Paulin		1.80	17.65%	0.00%
Queenie Pagara	82.18%	4.27	10.53%	2.65%
Rasul Mamasaunda	69.24%	2.67	12.74%	0.00%
Total	82.01%	3.68	9.49%	2.25%

Dispatcher Productivity & Performance Report

MonthYear

Nov 2025

Week Start

All

Date

All

Lead

☐ Select all

☐ Bernie

☐ Jessica

☐ NoLead

☐ Rod

WIW Position

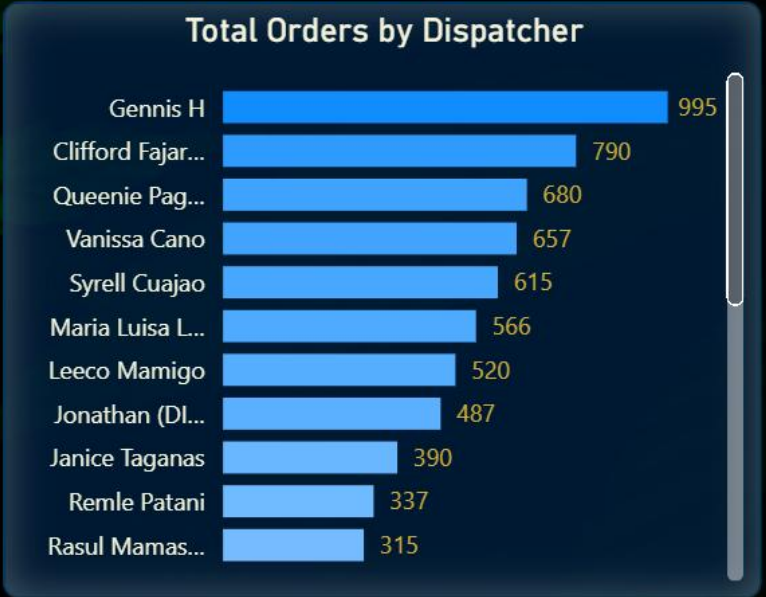
Multiple select...

Hubstaff Position

Multiple select...

When I Work Metrics					
Dispatcher	Total Orders	Orders Per Hour	Adjusted WIW Hours	Off Hours	WIW Total Hours
Gennis H	995	6.34	157.04		157.04
Clifford Fajardo	790	4.89	161.71	0.22	161.93
Queenie Pagara	680	4.27	159.08		159.08
Vanissa Cano	657	4.13	159.24	0.08	159.32
Syrell Cuajao	615	4.12	149.22		149.22
Maria Luisa Laurio	566	3.83	147.86		147.86
Leeco Mamigo	520	3.93	132.21		132.21
Jonathan (DISPATCH) Paypa	487	3.52	138.40		138.40
Janice Taganas	390	3.62	107.76	2.58	110.34
Remle Patani	337	2.64	127.62		127.62
Total	7,877	3.68	2,140.33	41.50	2,181.83

Hubstaff Time Tracking Metrics					
Dispatcher	Total Orders	Orders Per Hour HS	Adjusted HS Hours	Off Hours	Hubstaff Total Hours
Veronica Abellon	250	2.25	111.15	0.67	111.82
Vanissa Cano	657	4.13	158.90	0.08	158.99
Syrell Cuajao	615	4.16	147.75		147.75
Socrates Alcoriza	227	2.04	111.23		111.23
Sheila Dancil	9	0.00			
Rodolph Paras	34	0.00			
Remle Patani	337	2.65	126.95		126.95
Rasul Mamasanda	315	2.73	115.28		115.28
Total	7,877	3.43	2,296.74	41.50	2,338.24



Sales Summary

Region

- ☐ Select all
- ☒ Antioch
- ☒ Berkeley
- ☒ Campbell / Cupertino
- ☒ Danville / San Ramon
- ☒ Dublin / Pleasanton
- ☒ East Bay
- ☒ Fremont / Milpitas / ...

Date

All

Product Category

All

Product

All

Member

All

Transaction Number

All

Sunday

Monday

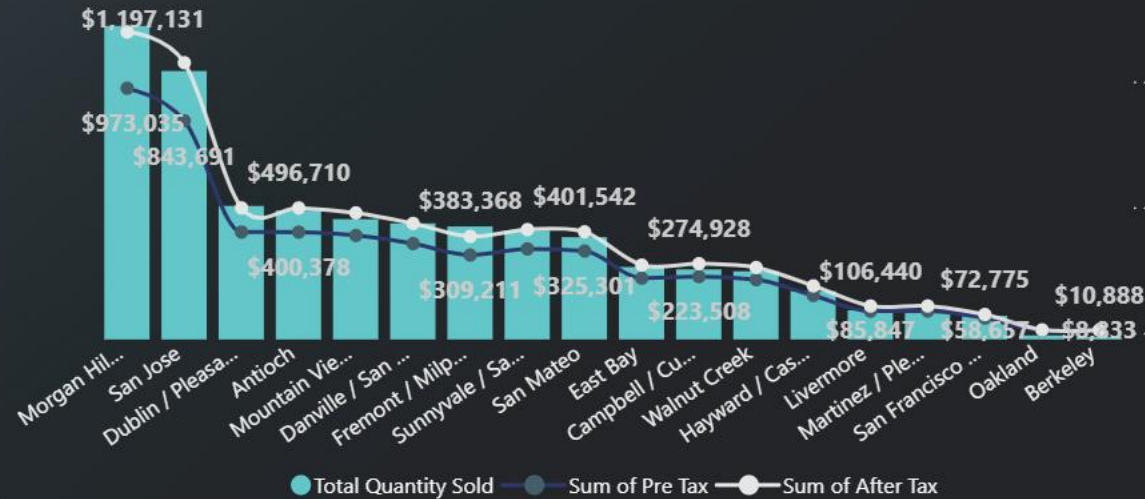
Tuesday

Wednesday

Thursday

Friday

Saturday



\$5,377,196

Pre Tax

\$6,672,014

After Tax

SALES

268,963

Total Quantity Sold

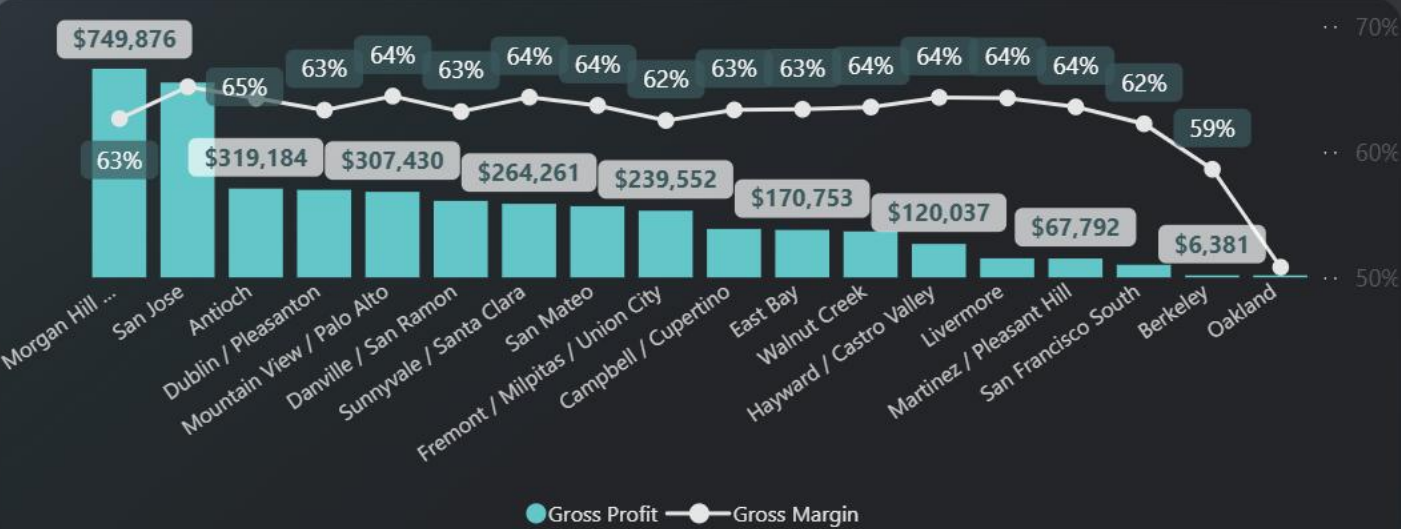
22,153

Count of Unique Members

Region	Month	Total Quantity Sold	Pre Tax	After Tax	Total Quantity Sold	Count of Unique Members	Count of Unique Transactions	Ave. Order Size (Pre Tax)	Ave. Order Size (After Tax)
Antioch		19,811	\$400,378.10	\$496,710.32	19,811	2,008	7,259	55.16	68.43
Berkeley		386	\$8,833.44	\$10,888.49	386	22	103	85.76	105.71
Campbell / Cupertino		10,774	\$223,508.02	\$274,928.12	10,774	1,023	3,609	61.93	76.18
Danville / San Ramon		17,847	\$354,790.09	\$435,076.96	17,847	1,429	5,872	60.42	74.09
Dublin / Pleasanton		20,532	\$400,484.85	\$496,772.83	20,532	1,635	6,668	60.06	74.50
East Bay	January	1,125	\$22,884.19	\$28,145.24	1,125	242	392	58.38	71.80
	February	1,011	\$20,876.57	\$25,674.42	1,011	189	354	58.97	72.53
	March	987	\$21,303.62	\$26,198.89	987	217	362	58.85	72.37
	April	1,016	\$20,625.23	\$25,370.37	1,016	197	362	56.98	70.08
	May	977	\$20,188.10	\$24,833.56	977	213	352	57.35	70.55
	June	1,055	\$20,223.00	\$24,859.79	1,055	200	341	59.30	72.90
	July	1,335	\$24,277.14	\$30,616.94	1,335	243	427	56.86	71.70
	August	1,125	\$22,884.19	\$28,145.24	1,125	242	392	58.38	71.80

Gross Margin

- Sunday
- Monday
- Tuesday
- Wednesday
- Thursday
- Friday
- Saturday



4,249,540.73

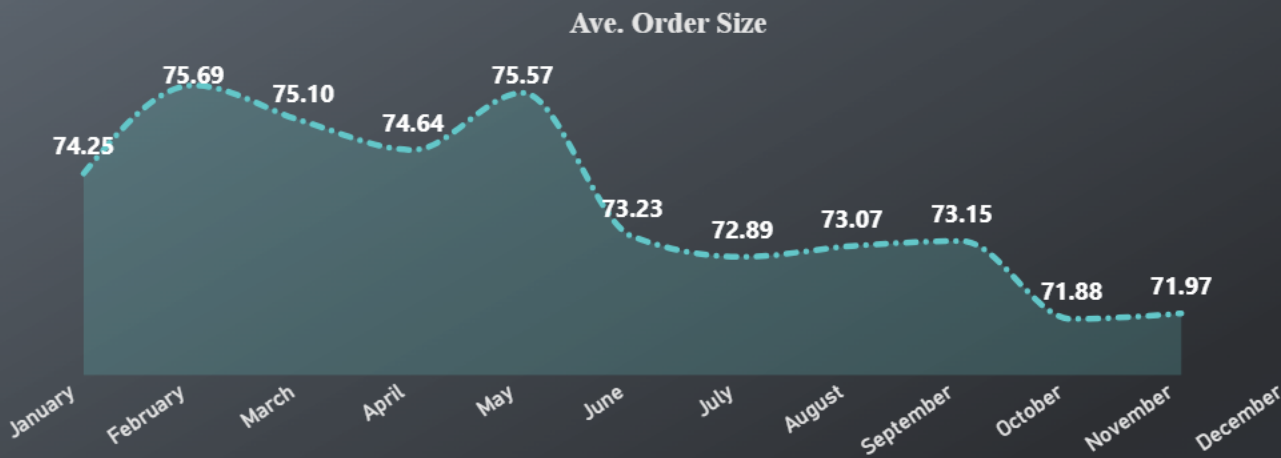
Gross Profit

63.69%

Gross Margin

Month	Region	Count of Unique Members	Count of Unique Transactions	Total Quantity Sold	After Tax	Ave. Order Size (After Tax)	COGS	Gross Profit	Gross Margin
January		5,345	9,165	27,262	\$680,525.20	74.25	\$247,979.42	\$432,545.78	63.56%
February		4,903	8,176	24,667	\$618,835.57	75.69	\$229,034.17	\$389,801.40	62.99%
March		5,250	8,927	26,798	\$670,441.41	75.10	\$247,211.69	\$423,229.72	63.13%
April		4,959	8,697	25,907	\$649,122.65	74.64	\$235,835.45	\$413,287.20	63.67%
May	Antioch	418	701	1,809	\$48,746.11	69.54	\$17,147.89	\$31,598.22	64.82%
	Berkeley	7	13	49	\$1,415.13	108.86	\$530.51	\$884.62	62.51%
	Campbell / Cupertino	228	366	1,076	\$28,790.62	78.66	\$10,501.97	\$18,288.65	63.52%
	Danville / San Ramon	340	543	1,786	\$41,379.33	76.21	\$15,742.97	\$25,636.36	61.95%
	Dublin / Pleasanton	383	682	2,085	\$51,427.99	75.41	\$18,834.20	\$32,593.79	63.38%
	East Bay	213	352	977	\$24,833.56	70.55	\$8,891.16	\$15,942.40	64.20%
	Fremont / Milpitas / Union City	282	498	1,655	\$37,438.96	75.18	\$14,140.58	\$23,298.38	62.23%
	Hayward / Castro Valley	155	270	783	\$20,057.87	74.29	\$7,063.25	\$12,994.62	64.79%
	Livermore	92	130	417	\$6,992.22	71.10	\$2,572.41	\$6,200.02	63.94%

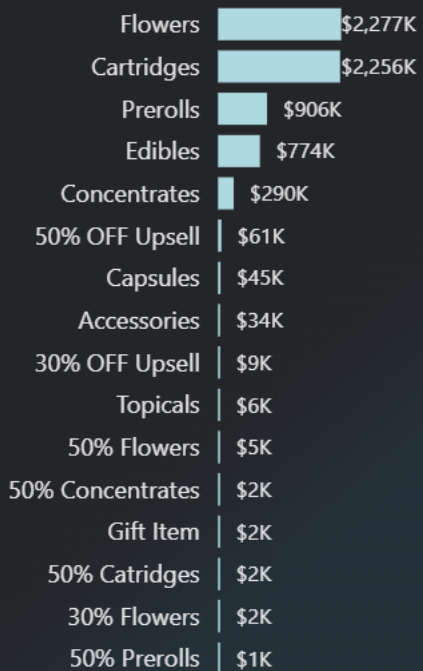
Average Order Size | After Tax by Product



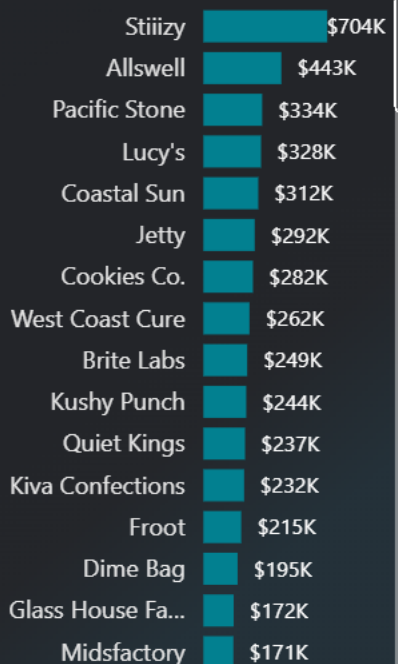
Ave. Order Size by Product Category



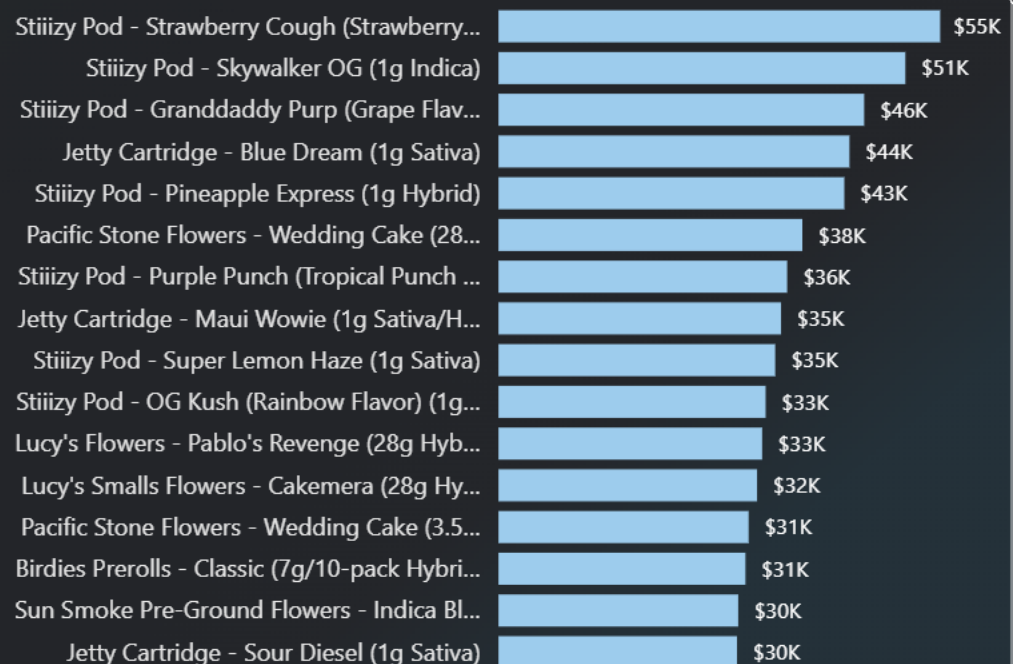
After Tax by Product Category



After Tax by Brand



After Tax by Product



Sales Performance (Pre tax)

Region

☐ Select all

▼

☐ Antioch

▼

☐ Berkeley

▼

☐ Campbell / Cupertino

▼

☐ Danville / San Ramon

▼

☐ Dublin / Pleasanton

▼

☐ East Bay

▼

☐ Fremont / Milpitas / ...

Date

All

▼

Product Category

All

▼

Product

All

▼

Member

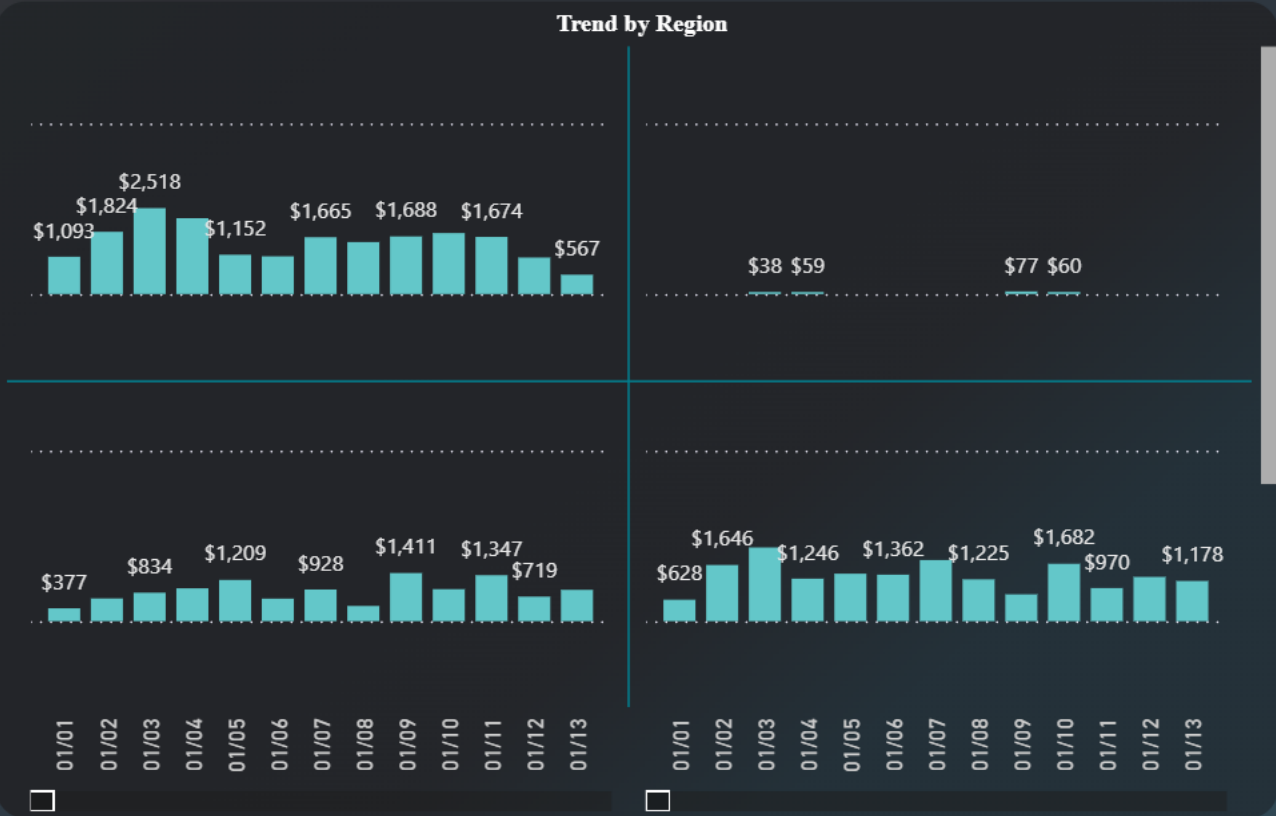
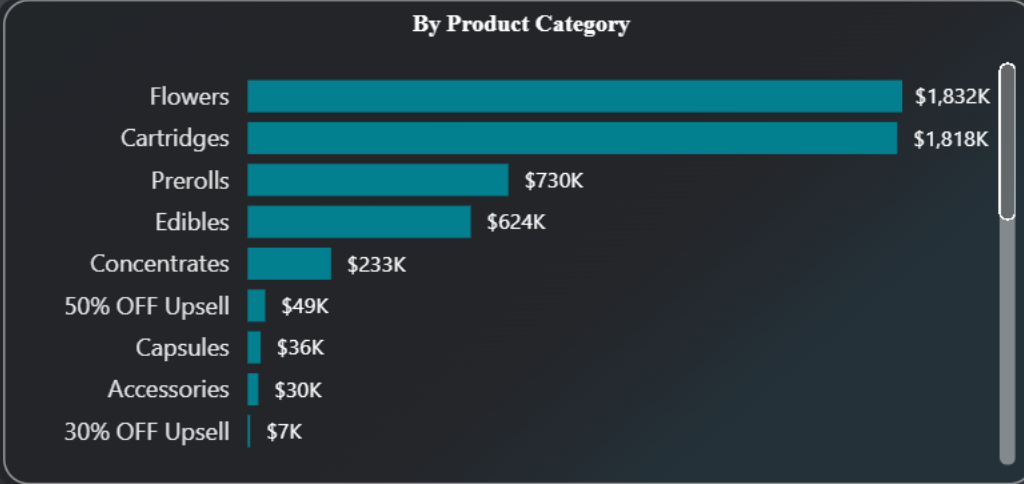
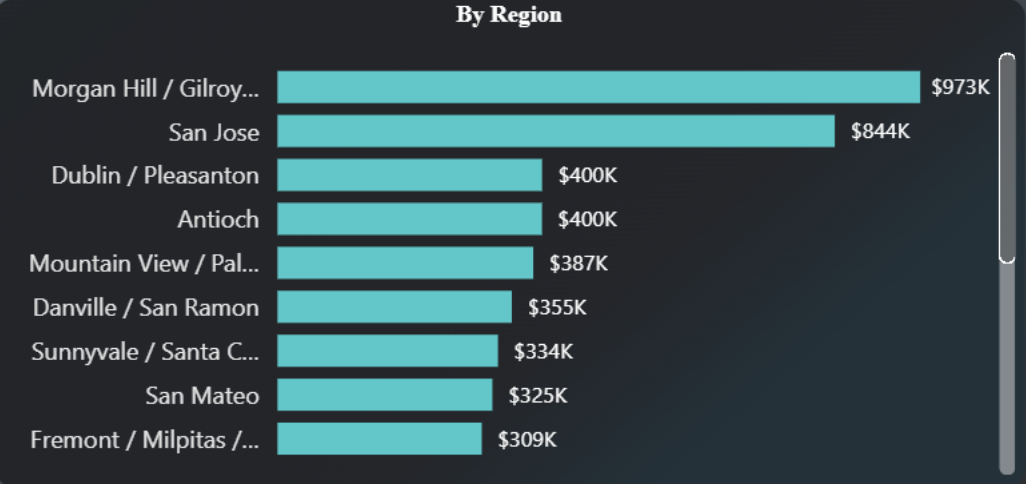
All

▼

Transaction Number

All

▼



Sales Performance (After tax)

Region

☐ Select all

▼

☐ Antioch

▼

☐ Berkeley

▼

☐ Campbell / Cupertino

▼

☐ Danville / San Ramon

▼

☐ Dublin / Pleasanton

▼

☐ East Bay

▼

☐ Fremont / Milpitas / ...

Date

All

▼

Product Category

All

▼

Product

All

▼

Member

All

▼

Transaction Number

All

▼

