

For **02-11-2025**, the total **walk-in count is 4**, consisting of:

- **1 Reissue**
- **1 Loss**
- **1 New Booking**
- **1 Booked**

Entry sources:

- **Reissue, Booked, and New Booking** were entered by **Test Staff 1**
- **Loss** was entered by **Test Staff 2**

DSR – FTD Bill Summary

1. **Test Manager 2:** 4
2. **Test Employee 2:** 1
3. **Test Staff 1:** 0
4. **Test Staff 2:** -1

Loss of Sale Calculation

The negative values are due to the formula:

Loss of Sale = Walk-in – Bill

Detailed calculations:

- **Test Manager 2**
Walk-in = 0, Bill = 4
Loss of Sale = **0 – 4 = -4**
- **Test Employee 2**
Walk-in = 0, Bill = 1
Loss of Sale = **0 – 1 = -1**
- **Test Staff 1**
Walk-in = 2, Bill = 0
Loss of Sale = **2 – 0 = 2**
- **Test Staff 2**
Walk-in = 1, Bill = -1
Loss of Sale = **1 – (-1) = 2**

Since there was no MTD record for **01-11-2025**, the system used the current day's FTD values as the starting point for the MTD calculation.

The exact walk-ins and DSR data from 02-11-2025 have been recreated for 18-11-2025 as well. Please verify it.

The Excel sheet provided had mismatches in the KPI points, so please do not consider it.