

Glossary Dashboard (PNL)

KPIs	Definition	Data Source
Total EBITDA	Revenue - Cost	NetSuite (Monthly File from Finance)
Adjusted EBITDA	EBITDA- PA Replacement Cost	NetSuite (Monthly File from Finance)
Total Revenue	Revenue for a service order is calculated as sum of all expenses charged for the call. Total Revenue: Total Paid Labor + Total Parts Sales. Revenue includes what the Customer Paid and the B2B Client Paid. For B2B and PA-Assurant if Claims are not submitted, revenue as per ratecard is taken	NetSuite (Monthly File from Finance)
Total Labour Revenue	Revenue for a service order is calculated as sum of all expenses charged for the call. Total Revenue: Total Paid Labor + Total Parts Sales. Revenue includes what the Customer Paid and the B2B Client Paid. For B2B and PA-Assurant if Claims are not submitted, revenue as per ratecard is taken	NetSuite (Monthly File from Finance)
D2C Paid Labour	Labour Revenue from D2C Service Orders	NetSuite (Monthly File from Finance)
B2B Paid Labour	Labour Revenue from B2B Service Orders	NetSuite (Monthly File from Finance)
PA Assurant Paid Labour	Labour Revenue from PA Assurant Service Orders	NetSuite (Monthly File from Finance)
IW Branded Labour	Labour Revenue from IW Service Orders	NetSuite (Monthly File from Finance)
Total Parts Revenue	Total Parts Revenue is the sum of charges applied to parts involved in a service order	NetSuite (Monthly File from Finance)
D2C Paid Parts	D2C Paid Parts is the sum of charges applied to parts involved in D2C service orders	NetSuite (Monthly File from Finance)
B2B Paid Parts	B2B Paid Parts is the sum of charges applied to parts involved in B2B service orders	NetSuite (Monthly File from Finance)
PA Assurant Paid Parts	PA Assurant Paid Parts is the sum of charges applied to parts involved in PA Assurant service orders	NetSuite (Monthly File from Finance)
IW Branded Parts	IW Branded Parts is the sum of charges applied to parts involved in IW service orders	NetSuite (Monthly File from Finance)
PA Revenue	PA Revenue for a SO is the PA sales adjustment factor for the district for the month multiplied by total SPD amount for the call. PA revenue adjustment is the total PA revenue of technicians for the district for the month divided by total SPD amount for the district for that month.	NetSuite (Monthly File from Finance)
Home Warranty Commission (Revenue)	Home Warranty Commission for a SO is the Home Warranty Commission adjustment factor for the district for the month multiplied by home warranty revenue for the call. Home Warranty Commission adjustment factor is Actual Home warranty commission revenue for the district divided by the Expected home warranty revenue as per ServicePower.	NetSuite (Monthly File from Finance)
DE Coupon Commission (Revenue)	DE coupon commission is DE coupon commission rate for the district for the month multiplied by no of decline calls for SO. DE coupon commission rate is calculated as Total DE coupon commission revenue for the district divided by total number of decline calls for that district	NetSuite (Monthly File from Finance)

KPIs	Definition	Data Source
	as per ServicePower.	
Warranty Transfer Credits (Revenue)	IW transfer credit is IW transfer credit rate for district multiplied by IW internal rate. IW transfer credit rate is total IW transfer credit for the district for the month divided by IW internal rate for the district and month.	NetSuite (Monthly File from Finance)
PA Service Reimbursement (Revenue)	PA Revenue for a SO is the PA sales adjustment factor for the district for the month multiplied by total SPD amount for the call. PA revenue adjustment is the total PA revenue of technicians for the district for the month divided by PA internal rate for the district and month.	NetSuite (Monthly File from Finance)
Other Revenue	Miscellaneous income	NetSuite (Monthly File from Finance)
Total Parts Cost (Variable Cost)	Total Parts Cost in the PnL. includes last mile UPS shipping cost	NetSuite (Monthly File from Finance)
Paid Parts Cost	Parts Cost under Coverage of CC (Cash Collect) and PT (Payment Transfer), from any payment type. however, mainly includes D2C, B2B and PA-Assurant	NetSuite (Monthly File from Finance)
PA Parts Cost	Parts Cost under Coverage of SP (mainly contains PA-Backbook, and certain PA-Assurant Parts not covered by Assurant).	NetSuite (Monthly File from Finance)
IW Parts Cost	Parts Cost under Coverage of IW, (mainly contains IW, IWBND, and D2C parts which are covered by Kenmore Warranty)	NetSuite (Monthly File from Finance)
Parts Depreciation/Parts Write Off (Parts Cost)	Expense for parts that are found to be missing after reconciliation.	NetSuite (Monthly File from Finance)
Margin Adjustment (Parts Cost)	Adjustment of parts cost after reconciliation	NetSuite (Monthly File from Finance)
Total Payroll Cost	Total Contractor Labor + Outside Shop Repair + Commission + Regular Pay + Overtime + Training + Supervisory Payroll + Clerical Payroll + Other Payroll + Associate Benefits	NetSuite (Monthly File from Finance)
Total Contractor Labour (1099)	Contractor Expense is calculated as total contractor expense cost divided by total overflow labor expense and then multiplied to the overflow labor expense for the particular SO, if any.	NetSuite (Monthly File from Finance)
Outside Shop Repair (Service Payroll Cost)	Total Outside Shop Repair expenditure divided equally for all completed calls.	NetSuite (Monthly File from Finance)
Commission (Service Payroll Cost)	We can derive Commission Payroll by multiplying the Tech Commission rate to the sum of repair time and travel time. Tech rate for commission pay is calculated by dividing the total amount earned as commission by the technician on the call by the total of worked hours (converted to minutes).	NetSuite (Monthly File from Finance)
Regular Pay (Service Payroll Cost)	Calculated based on TravelTime+RepairTime by the Tech. Tech Rate is based on Tech Payroll divided by Hours worked during the month.	NetSuite (Monthly File from Finance)
Overtime (Service Payroll Cost)	Calculated based on TravelTime+RepairTime by the Tech. Tech Rate is based on Tech Payroll divided by Hours worked during the month.	NetSuite (Monthly File from Finance)
Training (Service Payroll Cost)	Technician Training Cost refers to the expenses incurred by a company during the first 90 days of an apprentice's/new joinee	NetSuite (Monthly File from Finance)

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	employment, where they are trained and are accompanied by a Lead Mentor Technician. It also includes cross training techs (e.g. a Service Tech 1 (Cook Dish Laundry) trains a Service Tech 2 (Refr Tech) for generalization	
Supervisory Payroll (Support Payroll Cost)	Tech Managers Payroll. Needs details from Finance	NetSuite (Monthly File from Finance)
Clerical Payroll (Support Payroll Cost)	Non Field Clerical Payroll. Needs details from Finance	NetSuite (Monthly File from Finance)
Other Payroll (Support Payroll Cost)	Other Misc. Payroll including Incentives etc. Needs details from Finance.	NetSuite (Monthly File from Finance)
Associate Benefits (Support Payroll Cost)	Benefits of both Technician and Non-Technician Associates (both field+corporate)	NetSuite (Monthly File from Finance)
S.S. & UNEMPL OYMENT TAXES(BENEFITS)	Social Security and Unemployment Taxes of both Technician and Non-Technician Associates (both field+corporate)	NetSuite (Monthly File from Finance)
Vacation & Holiday Pay(BENEFITS)	Vacation and Holiday Pay of both Technician and Non-Technician Associates	NetSuite (Monthly File from Finance)
Health Insurance (BENEFITS)	Health Insurance of both Technician and Non-Technician Associates (both field+corporate)	NetSuite (Monthly File from Finance)
Illness Pay(BENEFITS)	Illnes Pay of both Technician and Non-Technician Associates (both field+corporate)	NetSuite (Monthly File from Finance)
ALL OTHER(BENEFITS)	All Other Benefits (e.g. 401K) of both Technician and Non-Technician Associates (both field+corporate)	NetSuite (Monthly File from Finance)
Total Truck Cost (Variable Cost)	Fuel + Maintenance Repairs + Truck Insurance. Annual Truck Insurance is not included in Truck Cost, it is included Auto Fixed Charge (Fixed Cost).	NetSuite (Monthly File from Finance)
Fuel (Truck Cost)	Fuel Cost	NetSuite (Monthly File from Finance)
Maintenance Repairs (Truck Cost)	Maintenance Repairs Cost	NetSuite (Monthly File from Finance)
Truck Insurance	Truck Insurance Third Party. Calculated based on TravelTime.	NetSuite (Monthly File from Finance)
Total PA Service Cost (Variable Cost)	Unrepairable Merchandise + Food Reimbursement + Equipment Rental + Policy Adjustments	NetSuite (Monthly File from Finance)
Unrepairable Merchandise (PA Service Cost)	Unrepairable Merchandise is Unrepairables rate for the district for the month multiplied by Unrepairables cost.	NetSuite (Monthly File from Finance)
Food Reimbursement (PA Service Cost)	Food Reimbursement Cost is Food reimbursed adjustment rate multiplied by total food reimbursed for technician for the service order.	NetSuite (Monthly File from Finance)

KPIs	Definition	Data Source
Equipment Rental (PA Service Cost)	Equipment Rental rate is calculated as Equipment Rental cost divided by PA internal rate calls. This is applied only if Service order is PA internal rate calls	NetSuite (Monthly File from Finance)
Policy Adjustments (PA Service Cost)	Policy Adjustments rate is calculated as Policy adjustment cost applied only for PA INTERNAL RATE CALLS (calls with PA and SSA).	NetSuite (Monthly File from Finance)
Total Transactional Cost (Variable Cost)	Overs/Shorts/Bad Check + Other Transactional Expense	NetSuite (Monthly File from Finance)
Overs/Shorts/Bad Check (Transactional Cost)	Overs / Shorts / Bad Checks are calculated as Overs/Shorts/Bad Checks cost multiplied by total orders with credit cards 1 i.e. calls with cash Payment method.	NetSuite (Monthly File from Finance)
Other Transactional Expense (Transactional Cost)	Miscellaneous transactional expenses	NetSuite (Monthly File from Finance)
Total Other Operational Cost (Variable Cost)	Delivery/Cartage + Variable Expense + Travel/Meetings/Entertainment + Occupancy Expense + Supplies + Communications + Contest/Awards + Inventory Related Service + Recruiting/Hiring Expense + Non-Cap Tools & Equipment + Other Misc Expense	NetSuite (Monthly File from Finance)
Total Fixed Cost	This. Cost Includes - Non-Cap Fixtures and Quipment + Fixed Insurance + Data Processing + Corporate Legal Expense + Taxes + Auto Fixed Charges + Losses Inter- Company Shipping	NetSuite (Monthly File from Finance)
Auto Fixed Charge (Fixed Cost)	Truck Insurance Cost	NetSuite (Monthly File from Finance)
Total Shared Cost	MSO Cost+Parts Distribution Expenses +Advertising Expenses + Lease Cost +Centralized Payroll	NetSuite (Monthly File from Finance)
Parts Adjustment Amount	Adjustment of parts cost after reconciliation	NetSuite (Monthly File from Finance)
MSO Costs	MSO (Member Services Organization) cost is the cost incurred on the MSO/call center.	NetSuite (Monthly File from Finance)
Parts Distribution Expenses	Cost of Freight from OEM to PDC, and PDC Maintenance Costs	NetSuite (Monthly File from Finance)
Services Provided (STAC)	Line Entry for Parts Research Teams spend.	NetSuite (Monthly File from Finance)
Advertising Expense	Advertisement cost. We are working it to bring it at a individual zipcode.	NetSuite, working with Jonathon to get details on Paid Search Spend
Lease Cost	Lease cost refers to the recurring payments made for the temporary use of an asset or property, like parts depot etc.	NetSuite (Monthly File from Finance)
Central Payroll	It is the corporate/Non-field payroll billed to SHS	ServicePower, NetSuite(Monthly File from Finance) (Costs)
Completes(W2+I	Number of Service Orders Completed.	ServicePower

KPIs	Definition	Data Source
SP)		
Completes - W2	Number of Service Orders Completed by W2 technicians.	ServicePower
Completes - ISP	Number of Service Orders Completed by 1099 technicians.	ServicePower
Completes - D2C	Number of D2C Service Orders Completed	ServicePower
Completes - B2B	Number of B2B Service Orders Completed	ServicePower
Completes - PA Assurant	Number of PA Assurant Service Orders Completed	ServicePower
Completes - Cinch HW	Number of Cinch HW Service Orders Completed	ServicePower
Completes - Backbook PA	Number of Backbook PA Service Orders Completed	ServicePower
Completes - IW	Number of IW Service Orders Completed	ServicePower
Completes - W2 (%)	Percentage of Service Orders which were completed by W2 Techs	ServicePower
Completes - ISP (%)	Percentage of Service Orders which were completed by 1099 Techs	ServicePower
Completes - D2C (%)	Percentage of Service Orders which were classified as D2C	ServicePower
Completes - B2B (%)	Percentage of Service Orders which were classified as B2B	ServicePower
Completes - PA Assurant (%)	Percentage of Service Orders which were classified as PA Assurant	ServicePower
Completes - Cinch HW (%)	Percentage of Service Orders which were classified as Cinch HW	ServicePower
Completes - Backbook PA (%)	Percentage of Service Orders which were classified as Backbook PA	ServicePower
Completes - IW (%)	Percentage of Service Orders which were classified as IW	ServicePower
Estimate Declines	Completed Service Orders for which customer declined the repair estimate. This is a subset of the completes count for the week and we are paid the trip charge for these.	ServicePower
Recalls	Number of Service Orders that had Recall. Recall happens when a Customer calls back for the same appliance Repair within 90 days. Recall Days is different for each of the B2B Clients and D2C.	ServicePower
FTC	First Time Completes(FTC) number of Service Orders completed in first attempt by W2 Techs.	ServicePower
Total Repair Time	Total Repair Time for the Service Order	ServicePower
Repair Time - W2	Total Repair Time for the Service Order which were completed by W2 Techs	ServicePower
Repair Time Per Attempt - W2	Repair Time for the Service Order which were completed by W2 Techs for each Attempt	ServicePower

KPIs	Definition	Data Source
Repair Time - D2C	Total Repair Time for the D2C Service Order	ServicePower
Repair Time - B2B	Total Repair Time for the B2B Service Order	ServicePower
Repair Time - PA Assurant	Total Repair Time for the PA Assurant Service Order	ServicePower
Repair Time - Cinch HW	Total Repair Time for the Cinch HW Service Order	ServicePower
Repair Time - Backbook PA	Total Repair Time for the Backbook PA Service Order	ServicePower
Repair Time - IW	Total Repair Time for the IW Service Order	ServicePower
Repair Time - Recalls	Total Repair Time for the Recall Service Order	ServicePower
Repair Time - FTC	Total Repair Time for the FTC Service Order	ServicePower
Total Travel Time	Total Travel Time for the Service Order	ServicePower
Travel Time - W2	Total Travel Time for the Service Order which were completed by W2 Techs	ServicePower
Travel Time Per Attempt - W2	Travel Time for the Service Order which were completed by W2 Techs for each Attempt	ServicePower
Travel Time - D2C	Total Travel Time for the D2C Service Order	ServicePower
Travel Time - B2B	Total Travel Time for the B2B Service Order	ServicePower
Travel Time - PA Assurant	Total Travel Time for the PA Assurant Service Order	ServicePower
Travel Time - Cinch HW	Total Travel Time for the Cinch HW Service Order	ServicePower
Travel Time - Backbook PA	Total Travel Time for the Backbook PA Service Order	ServicePower
Travel Time - IW	Total Travel Time for the IW Service Order	ServicePower
Travel Time - Recalls	Total Travel Time for the Recall Service Order	ServicePower
Travel Time - FTC	Total Travel Time for the FTC Service Order	ServicePower
Total Calls - Parts Ordered	Number of Completed Service Orders where parts were ordered.	ServicePower
Total Repair Time - Parts Ordered	Total Repair Time for Service Orders where parts were ordered	ServicePower
Total Travel Time - Parts Ordered	Total Travel Time for Service Orders where parts were ordered	ServicePower
Total Order Time - Parts Ordered	Total Order Time for Service Orders where parts were ordered	ServicePower