**Description of Operations**

Oakville Yards is a landscaping company that has been in business for over a decade.

Oakville Yards' business is to offer several services to customers. Services include "Lawn Cutting", "Garden Planting", fall "Leaf Clearing", and winter "Snow Shoveling". Each customer may require one or more of these services at a time; and the customer may require the same service repeated several times each year.

Teams of employees deliver the services offered by Oakville Yards. Each team can carry out all types of service, and more than one team can carry out each service. All of Oakville Yards maintenance employees are organized into a team. Each employee can belong to only one team. We will also store each employee's OHIP (health card) number in case an employee is injured on the job.

Finally, Oakville Yards also sells lawn and garden products to customers. A customer can purchase one or more products; and we have several of each product in stock to allow sales of the same product to any number of different customers. To help Oakville Yards organize it's products, each product is given a single classification. For example, Oakville Yards sells the classification of "Garden Tools" which include products such as: "Garden Rakes", "Shovels", "Pics", "Axes", "Pitch Forks", and "Hand Shears". Oakville Yards also sells a classification of "Shrubs" which include products: "Cedar", "Golden Cedar", "Mullberry", and "Juniper".

Below are shown 2 sample invoices for the services our business sells. (An invoice is the same as a receipt). We write a customer invoice once all services are completed for a customer visit. This invoice will itemize many details including the services provided, the time it took to complete those services, the charge for those services, the total of all service charges.

**Sample1**

**INVOICE #:** *1355*

**Invoice Statement**

**INVOICE DATE:** *5-Jun-17* **CUSTOMER:** *56 - John Adams* **WORK TEAM:** *2* **ADDRESS:** *234 King St.* **EQUIP. USED:** *20 hp John Deer tractor/ mower Oakville*

*10" tree pruning shears M2S 4S3*

*2 hp Johnson grass trimmer*

**SERVICES:**

**SERVICE CODE DESCRIPTION**

**HOURLY CHARGE**

**WORK DURATION (hours)**

**TOTAL CHARGE**

*LC Lawn Cutting $25.00 0.75 $18.75*

*LW Lawn Weeding $35.00 1.15 $40.25*

*LF Lawn Fertilizing $15.00 0.25 $3.75*

*TG Tree Pruning $45.00 0.50 $22.50*

**SUBTOTAL:** *$85.25*

**GST (7%):** *$5.97*

**PST (8%):** *$6.82*

**TOTAL DUE:** *$98.04*

**Sample2**

**Invoice Statement**

**INVOICE #:** *1412*

**INVOICE DATE:** *19-Jun-17* **CUSTOMER:** *34 - Ashley Riley* **WORK TEAM:** *3* **ADDRESS:** *156 Avindale Cresc* **EQUIP. USED:** *20 hp John Deer tractor/ mower Oakville*

*2 hp Johnson grass trimmer M4T 4R7*

*Haggmann garden-tiller*

**SERVICES:**

**HOURLY WORK DURATION**

**TOTAL**

**SERVICE CODE DESCRIPTION**

**CHARGE**

**(hours)**

**CHARGE**

*LC Lawn Cutting $25.00 0.75 $18.75*

*GW Garden Weeding $25.00 1.15 $28.75*

*GP Garden Planting $30.00 0.25 $7.50*

*GF Garden Fertilizing $10.00 0.50 $5.00*

**SUBTOTAL:** *$60.00*

**GST (7%):** *$4.20*

**PST (8%):** *$4.80*

**TOTAL DUE:** *$69.00*

Below is a listing of Oakville Yards teams of lawn care specialists that do the services for our customers. The Operations Manager uses this report to schedule which teams will be sent to which customers on any given work day. Team members work together when visiting a customer site.

**Team - Employee Reports**

**TEAM DESCRIPTION**

1 General Contracting

**POSITION NAME EMP ID: OHIP HOME PHONE START DATE SKILLS**

Supervisor Wendy Ames 120 219032002 905-338-1234 1-Jan-98 Electrical , Plumbing ,

General Contractor

Lawn Care Terry Wilson 122 34111991 905-338-1234 30-Jun-99 Irrigation ,

Lawn Maintenance

**TEAM DESCRIPTION**

2 Pruning and Planting

**POSITION NAME EMP ID: OHIP HOME PHONE START DATE SKILLS**

Lawn Care Mary Wells 121 325443001 416-458-4562 30-Jun-98 Pruning , Irrigation , Fertilizing

Supervisor Peter Wong 123 54222991 416-932-4533 30-Jun-00 "A" License , Electrical ,

General Contractor

**TEAM DESCRIPTION**

3 General Maintenance

**POSITION NAME EMP ID: OHIP HOME PHONE START DATE SKILLS**

Lawn Care Carrie Fisher 124 43524532 905-345-5366 23-Aug-98 Pruning ,

Lawn Maintenance

Supervisor Brad Phillips 126 32543555 416-435-6599 3-Mar-01 Irrigation , Plumbing , Electrical

Oakville Yards also sells products to its customers. Below is shown a sample product sales report list. This type of report is required by the Purchasing Manager to evaluate which products are selling well and which ones are not selling well. When placing new purchases to replace items already sold, the Purchasing Manager will analyse this report first. The list shows a sample of products purchased over a 3-day period.

**Product Sales Report - 3 day Sample**

**PROD.**

**PROD.**

**INVOICE INVOICE**

**CUST.**

**CLASS:**

**ID: PRODUCT: CHARGE QTY:**

**ID:**

**DATE: SALES ASSISTANT:**

**NO.:**

*GT 10 6 foot garden rake $12.00 1 1356 5-Jul-02 155 - Gordon Brown 56*

*GT 40 Flat-nosed Shovel $8.00 1 1356 5-Jul-02 155 - Gordon Brown 56*

*FT 140 General grade lawn fertilizer*

*$10.00 3 1356 5-Jul-02 155 - Gordon Brown 56*

*SB 100 Golden cedar sapling $35.00 5 1367 6-Jul-02 158 - Susan Gill 7*

*SB 110 Mulberry sapling $15.00 2 1367 6-Jul-02 158 - Susan Gill 7*

*GT 50 Garden pitch-fork $7.00 1 1367 6-Jul-02 158 - Susan Gill 7*

*FT 140 General grade lawn fertilizer*

*SP 170 120 foot watering hose*

*$10.00 2 1367 6-Jul-02 158 - Susan Gill 7*

*$25.00 3 1401 6-Jul-02 155 - Gordon Brown 34*

*SP 190 Rotating sprinkler jet $19.00 3 1401 6-Jul-02 155 - Gordon Brown 34*

*GT 50 Garden pitch-fork $7.00 1 1405 7-Jul-02 158 - Susan Gill 56*

Below is shown a sample product listing and pricing schedule. This report is used by the Sales Staff to determine pricing to be charged for the products that we sell. The "charge" of product sold is determined by adding the markup percentage to the cost.

**Product Report**

**PRODUCT**

**CLASS: CLASSIFICATION**

**PRODUCT**

**ID: DESCRIPTION COST MARKUP CHARGE**

*GT Garden Tools 10 6 foot garden rake $9.23 30% $12.00*

*GT Garden Tools 20 7 foot leaf rake $7.69 30% $10.00*

*GT Garden Tools 30 Round mouth shovel $7.69 30% $10.00*

*GT Garden Tools 40 Flat-nosed Shovel $6.15 30% $8.00*

*GT Garden Tools 50 Garden pitch-fork $5.38 30% $7.00*

*GT Garden Tools 60 8 inch hand shears $11.54 30% $15.00*

*GT Garden Tools 70 12 inch trimming shears*

*$14.62 30% $19.00*

*GT Garden Tools 80 10 inch tamper $10.77 30% $14.00*

*SB Shrubs 90 Cedar sapling $20.00 50% $30.00*

*SB Shrubs 100 Golden cedar sapling $23.33 50% $35.00*

*SB Shrubs 110 Mulberry sapling $10.00 50% $15.00*

*SB Shrubs 120 Juniper sapling $16.67 50% $25.00*

*FT Fertilizers 130 Premium lawn fertilizer*

*FT Fertilizers 140 General grade lawn fertilizer*

*FT Fertilizers 150 Premium garden fertilizer*

*FT Fertilizers 160 General grade garden fertilizer*

*$12.00 25% $15.00*

*$8.00 25% $10.00*

*$14.40 25% $18.00*

*$9.60 25% $12.00*

*SP Sprinklers 170 120 foot watering hose $17.86 40% $25.00*

*SP Sprinklers 180 12 inch aluminum sprinkler*

*$10.71 40% $15.00*

*SP Sprinklers 190 Rotating sprinkler jet $13.57 40% $19.00*

Oakville Yards maintains a list of supplier information and inventory information for the products being sold. All of our products are stored and displayed in one of the aisles of our main office showroom. (Inventory is the number of products Oakville Yards has available for sale). Below is a sample Inventory Report

**Inventory Report**

**PRODUCT**

**ID: DESCRIPTION INVENTORY AISLE# SUPPLIER**

*10 6 foot garden rake 5 1 Sheffield-Gander inc.*

*20 7 foot leaf rake 5 1 Sheffield-Gander inc.*

*30 Round mouth shovel 4 1 Husky Inc.*

*40 Flat-nosed Shovel 2 1 Husky Inc.*

*50 Garden pitch-fork 6 1 Husky Inc.*

*60 8 inch hand shears 9 2 Sheffield-Gander inc.*

*70 12 inch trimming shears 10 2 Sheffield-Gander inc.*

*80 10 inch tamper 3 2 Husky Inc.*

*90 Cedar sapling 34 5 Northwood Farms inc.*

*100 Golden cedar sapling 23 5 Northwood Farms inc.*

*110 Mulberry sapling 12 4 Sherwood Nursery*

*120 Juniper sapling 15 4 Northwood Farms inc.*

*130 Premium lawn fertilizer 4 6 Sherwood Nursery*

*140 General grade lawn fertilizer*

*150 Premium garden fertilizer*

*160 General grade garden fertilizer*

*12 6 Sherwood Nursery*

*14 6 Sherwood Nursery*

*12 6 Sherwood Nursery*

*170 120 foot watering hose 9 3 Diemar Garden Center*

*180 12 inch aluminum sprinkler*

*5 3 Diemar Garden Center*

*190 Rotating sprinkler jet 4 3 Diemar Garden Center*