

Office management software

The operational and administrative aspect of your business is run through Dispatch Plus and supplemented by QuickBooks software. The following is an outline of the two different software systems and how they are used your business.

Dispatch Plus

All TMA Franchisee must utilize Dispatch Plus is our proprietary database management software that provides the tools for the operational and administrative functions of the business.

Dispatch Plus is your primary tool for managing the day-to-day operation within your franchise. Below is a variety of tasks that must be done through Dispatch Plus. This includes:

- Maintain all customer information
- Schedule events for customers
- Maintain customer notes
- Maintain Billing Information
- Route optimization
- All clients' notification (pre & post event, inclement weather, and pre-season, post-season and mid-season "mass email/letter" communications to the entire customer base)
- Maintain all information that is required for the state audit.
- Ability to invoice/charge a customer's CC after an invoice is complete
- Maintain all accounts receivable/collections.
- Print "mail merged" preseason PDF letters custom to each client with their unique login info and pricing displayed.

QuickBooks

TMA franchise owners will use QuickBooks to track the following business transactions for reporting and income tax purposes.

- Business expenses.
- All company credit cards
- Payroll (either through payroll processing inside of QuickBooks or importing or entry of the information from a third party).

Approved vendors

The successful operation of your franchise will require periodic purchases of inventory and supplies. The following guidelines have been prepared to maintain consistency among the services and products we offer to our customers:

SOFTWARE & APPROVED VENDORS LIST

As you know, the chemicals we use in a customer's yard is one of our largest liabilities. Therefore to ensure that all TMA franchise locations are using the same chemical protocol. All TMA franchisees must purchase all chemical from TMA HQ. (See List Below)

Approved Items/Vendor List for Chemicals

Items	Vendor	Website
Repel Plus Maxx Pro	TMA HQ	BugShop/ Dispatch Plus Shop
Suspend PolyZone	TMA HQ	BugShop/ Dispatch Plus Shop
All Pro Sustain MBG	TMA HQ	BugShop/ Dispatch Plus Shop
Altosid Pro G	TMA HQ	BugShop/ Dispatch Plus Shop
BTI Mosquito Dunks	TMA HQ	BugShop/ Dispatch Plus Shop
Deltgard G	TMA HQ	BugShop/ Dispatch Plus Shop
Bifen LP 0.2% Granules	TMA HQ	BugShop/ Dispatch Plus Shop
Bayer Advanced (Complete Insect Killer)	Bayer	Lowes or Home Depot
Dominion 2L Insecticide (Aphid)	TMA HQ	BugShop/ Dispatch Plus Shop
Essentria IC3 (Natural)	TMA HQ	BugShop/ Dispatch Plus Shop
Martin Permethrin 10%	TMA HQ	BugShop/ Dispatch Plus Shop
Sector Misting Concentrate	TMA HQ	BugShop/ Dispatch Plus Shop

SOFTWARE & APPROVED VENDORS LIST

For brand integrity, all TMA franchisees must purchase all apparel and market materials from TMA HQ. (See Lists Below)

Approved Vendor List for TMA Apparel

Items	Vendor	Website
Specialist Shirts	TMA HQ	BugShop/ Dispatch Plus Shop
Specialist Pants	TMA HQ	BugShop/ Dispatch Plus Shop
TMA Hats	TMA HQ	BugShop/ Dispatch Plus Shop
TMA T-Shirts (Short & Long Sleeved)	TMA HQ	BugShop/ Dispatch Plus Shop
TMA Polos (Short & long Sleeved)	TMA HQ	BugShop/ Dispatch Plus Shop
TMA Pullovers	TMA HQ	BugShop/ Dispatch Plus Shop

Approved Vendor List for TMA Marketing Materials

Items	Vendor	Website
Yard Signs	TMA HQ	BugShop/ Dispatch Plus Shop
Yard Flags	TMA HQ	BugShop/ Dispatch Plus Shop
Event Signs	TMA HQ	BugShop/ Dispatch Plus Shop
Door Hangers	TMA HQ	BugShop/ Dispatch Plus Shop
Magnetic Signs (For service Vehicles)	TMA HQ	BugShop/ Dispatch Plus Shop
Koozie	TMA HQ	BugShop/ Dispatch Plus Shop
Referral Cards	TMA HQ	BugShop/ Dispatch Plus Shop
Trade Show Material	TMA HQ	BugShop/ Dispatch Plus Shop
Stationary (Notecards, letterhead, etc.)	TMA HQ	BugShop/ Dispatch Plus Shop
Customer Packages	TMA HQ	BugShop/ Dispatch Plus Shop
Business/Capture Cards	TMA HQ	BugShop/ Dispatch Plus Shop
Free Treatment/ 50% off cards	TMA HQ	BugShop/ Dispatch Plus Shop
State Notification Yard Flags	TMA HQ	BugShop/ Dispatch Plus Shop
Gift Certificates	TMA HQ	BugShop/ Dispatch Plus Shop
Holiday Cards	TMA HQ	BugShop/ Dispatch Plus Shop

SOFTWARE & APPROVED VENDORS LIST