



cya

AFRICA (PTY) Ltd



# About

## CYA AFRICA (PTY) LTD

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CYA Africa (Pty) Ltd, is a provider of specialised integrated systems for the management and engagement of clients and their respective suppliers within the hygiene and pest control industry. Our system aims to provide you with a holistic end to end solution to manage enterprise risk, enhance productivity management and to facilitate digital transformation to ensure regular real time compliance of services offered by your vendors.

*The MOST complete software for Pest Control Companies. We make it simple to run your pest control business efficiently by digitizing all your work as a pest controller*



*You want to deliver superb professional services to your customers that meets the latest demands of the market which also meets the requirements of IPM. Therefore, Cya Africa (Pty) Ltd delivers the best pest control management software and app with a customer login.*



## Our SERVICES

Our unique service offering will provide the following key benefits to your organisation with a strong emphasis on customization for the long term:

**REDUCTION**  
of paper-based administration



**REAL TIME MONITORING**  
and control of work performance



**WORKFLOW MANAGEMENT**



**COMPLIANCE REPORTING**



**AUTOMATED NOTIFICATIONS**  
for scheduled maintenance events



**AND MUCH MORE...**

# Introducing PestScan

**24/7** Support    **30+** Countries

**80K+** users worldwide

## Why PESTSCAN

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PestScan offers the best service control management solution and consists of office software, a technician app and a customer portal. You can work simultaneously at the office, with several technicians in their apps and with lots of customers in the portal. The app can be used offline, enabling you to continue working in places without internet such as basements or remote countryside. All information is stored in an organized way, because everybody works in the same pest control management software system.







## Key FEATURES

PestScan is the leading software in the pest control business

**Residential or B2B  
Jobs or Contract Visits  
Configurable Customer Portal**

CUSTOMER MANAGEMENT 

INTERACTIVE FLOOR PLANS 

TECHNICIAN PLANNING 

ON-SITE PRINTING 

STOCK CONTROL 

BAR-CODE SCANNING 

INVOICING 

SIGNAL TRAP INTEGRATION 

## 1st of its kind IN SOUTH AFRICA

As sole licensed distributor of this unique system, we offer a modular solution that provides for the core functionality akin to a combination of features available on a traditional Customer Relationship Management (CRM) and Enterprise Resource Planning (ERP) system however is not limited to the functionality of such systems. Our solution to address your distinct needs makes use of various additional modules to address your specific requirements to best enhance and promote productivity, no matter what business model you have implemented in your organisation.

## All the work IN ONE APP

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The pest control technician opens the PestScan app on their phone/tablet every morning and then sees which companies they have to visit. When they arrive at the site, they can open the work order and will see the floor plan with all the traps and monitors on it. They can enter their observations while being offline so that he can work uninterrupted in basements or remote areas.

During the inspection, the technician can immediately and easily create new check points on the map if necessary. With photos and recommendations, they instantly give their customers a list of all tasks that must be followed up. They finalize the visit on their phone/tablet and the customer's signature can be added if needed. In addition, the app has many other options as indicated on the previous pages.

## Clear PLANNING

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With PestScan Planning you always have an overview of what the technicians do and which companies they visit that day. You can easily manage their schedules from the office and you can easily move or schedule new visits when a customer calls.

In addition, you can schedule all visits in one go for a year and then adjust this at a later stage. The screen on the computer shows the adjacent calendars for several employees side by side. The technicians in turn can see the visits for the whole week on the app. PestScan is pest control software for any size business and Optimising efficiency in clear planning will make your load easier to handle.

## No longer work **FROM MEMORY**

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At the end of a working day, you no longer have to work overtime on your administration because all data is automatically synchronized from the app as PestScan is cloud based pest control software. As soon as the technician connects to the internet, all data is sent from the app to your office.

Follow up visits are immediately planned, trend analysis are extended to include the last visit, recommendations can be viewed by your customers on their computers and all stock is updated. All visits are ready to be invoiced.



## Service

# COMPLIANCE

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The PestScan software has been used effectively by small and mid-sized companies, the biggest one having 70+ technicians and the second largest having +30.000 end customers in the system.

A great many of Supplier's customers are subject to audits by HACCP, IFS, Tesco, BRC and others. So far, our customers are very happy with the feedback they receive from such auditors who state that PestScan fulfils their requirements easily.



Download for Android



Download for iOS

## Let's Talk

# SUPPORT

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Top class support comes free of charge with our systems and software. If you have any questions or need solutions, we will be right there with you.

# 01

**Help desk -support** will include: fixing bugs, crashes or hang-ups of the PestScan software; requests for new features. Performance issues. Inexplicable behaviour.

# 02

**Support materials**, such as manuals, videos, knowledge base and FAQs. Customers or prospects are welcome to attend online instructional or promotional webinars.



## Ease of use ON ANY DEVICE

Although our software can be accessible on any device, it works absolutely the best on iOS and android phones and tablets. If you don't own any of these devices you can easily use it on your Desktop Computer or Laptop.



# The Back-end Systems

## How it works

The PestScan Software uses 3 primary solutions. Office software and a Technician App for your business, and a Customer Portal for your clients

### For your company

## YOUR BUSINESS PORTAL

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As a service provider your back-end system will allow you track progress on Job orders and the status of each. This in turn will sync with your technician apps to always be on par with streamlining a paperless system of scheduled site visits, the job sheet of each of those visits and scheduling ahead so that you, your customers and your technicians will be notified and keep track of future, current and past visits. Further more you will be able to download reports and upload documents, checkpoints and stations that is essential to your administration and customer expectancy.





## For your company **TECHNICIAN APP**

With the technician app downloaded onto your technicians device, they can work either on-or-offline. Technicians will be able to login on-site to track their work progress and their time spent with each visit by syncing the app when they are on-line, the data will be automatically fed into your business portal, which in turn will keep you and your costumers up to date with previous, current and future site visits.

SYNC 

CALENDARS 

WORK ORDERS 

SCAN QR & BAR CODES 

JOBS 

TIME REGISTRATIONS 

## For your clients **THE CUSTOMER PORTAL**

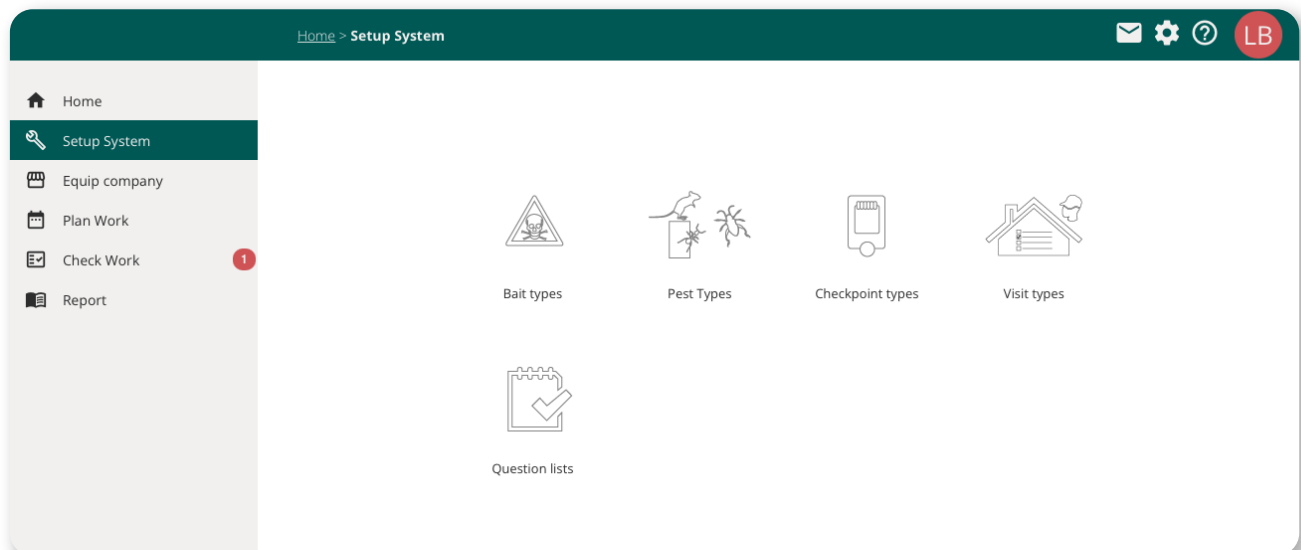
The customer portal will be accessible to you and your customers. They can login to the portal to look at each visit, past and scheduled, to see what exactly was done , and view recommendations allocated to their site. Furthermore clients will be able to view floor plans with positions of checkpoints and the activity on them. The customer dashboard displays a summarised graphical view of activity - past and current - which is all downloadable in various formats.

# The System

# Business Portal

## 1

### Business portal **SYSTEM SETUP**



#### **BAIT TYPES**

Add different type of baits and consumables your company uses.



#### **PEST TYPES**

Add different types of pests you target to control.



#### **CHECKPOINT TYPES**

Add a description of all the checkpoint types that your company uses. You can also assign a category to each checkpoint type.



#### **VISIT TYPES**

Initial, Routine, Emergency or Follow ups.

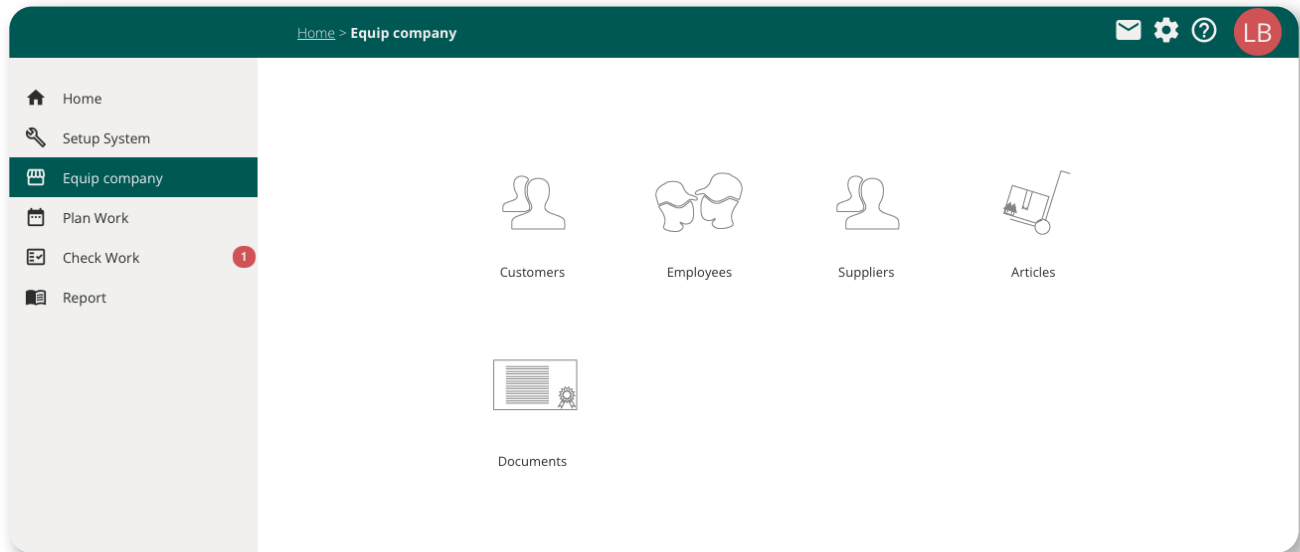


#### **QUESTION LISTS**

Add a selection of question lists for your customers and technicians.



# Business portal EQUIP COMPANY



## CUSTOMERS

Add Customers details and onsite contact persons.



## EMPLOYEES

Add employees and assign roles to each.



## SUPPLIERS

Add suppliers and link stock items.



## STOCK / INVENTORY

Add and edit inventory items and stock quantities

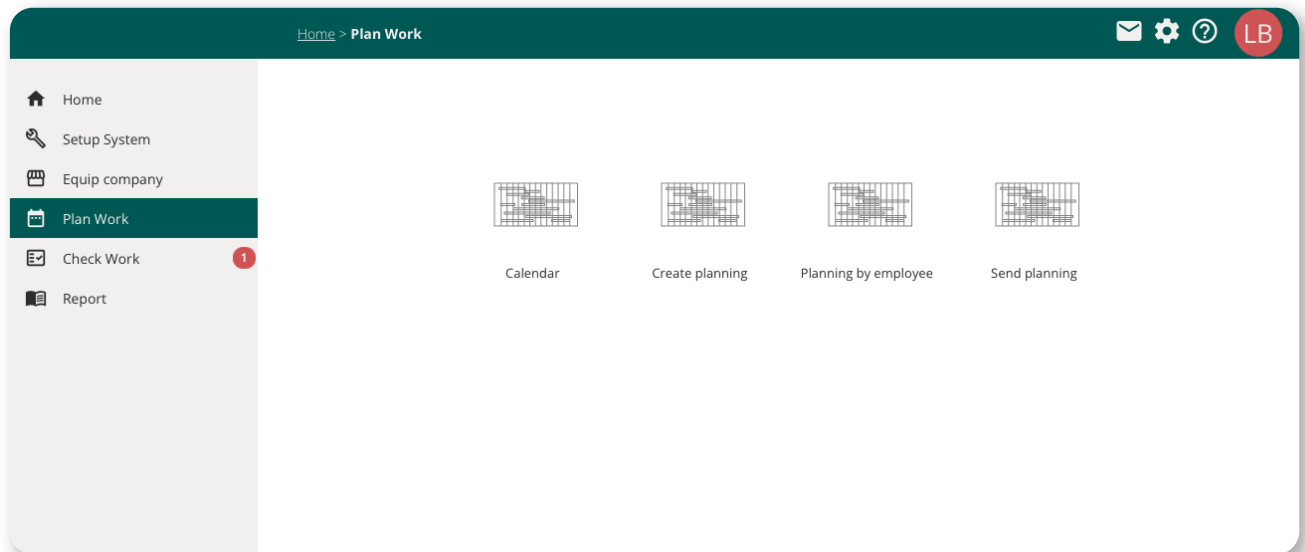


## DOCUMENTS

Upload relevant documents such as Safety "Data" sheets and "certificates".

# 3

## Business portal PLAN WORK



### CALENDAR

View your calendar for upcoming, pending and completed work orders.



### CREATE PLANNING

Schedule upcoming work orders or delete previous work orders.



### PLANNING BY EMPLOYEE

View all planned work orders by employees and view the status of each work order

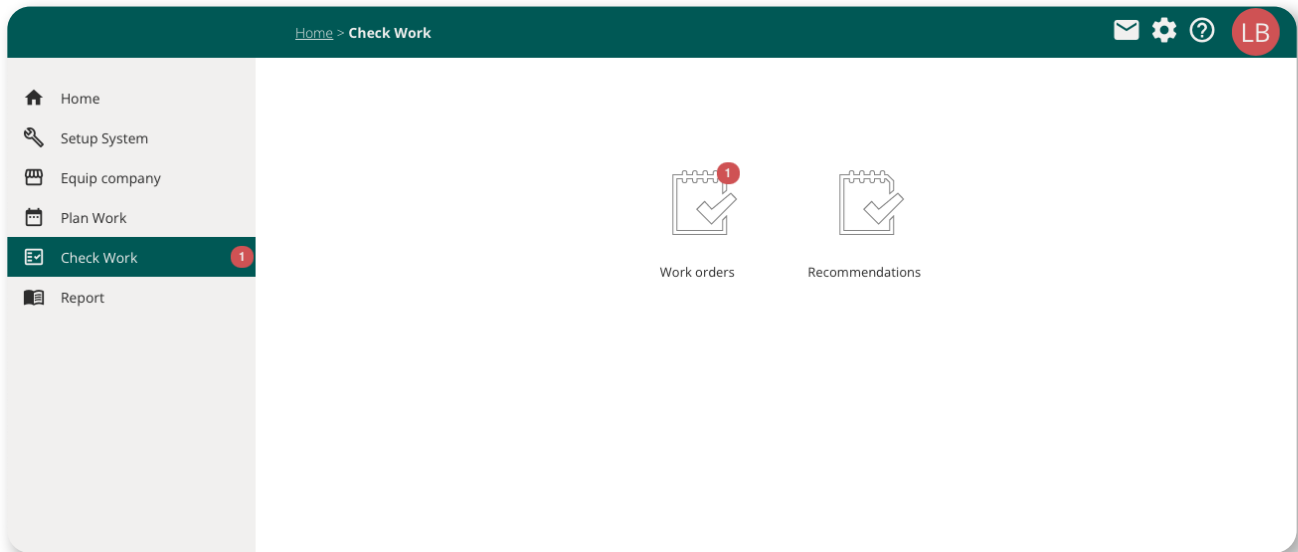


### SEND PLANNING

Send your schedule to any number of your employees.

# Business portal

## CHECK WORK



### WORK ORDERS

View all work orders . You have the option to review these orders before sending them to the client. Completed work orders will show you the complete job card with details like signatures, observations, material usage and efficient working time.



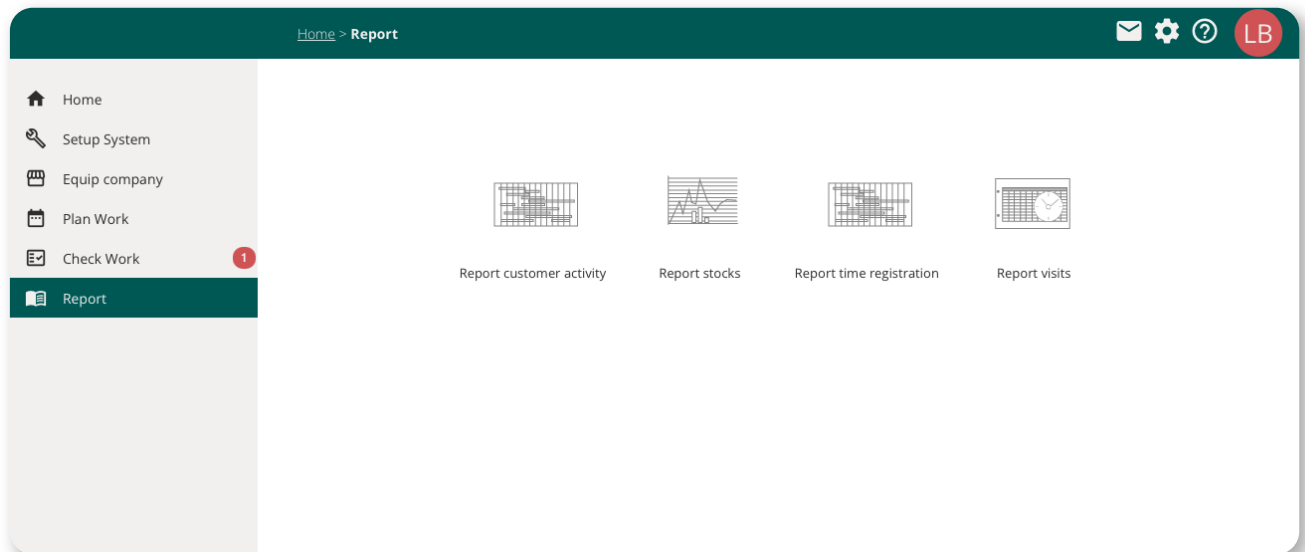
### RECOMMENDATIONS

View or edit recommendations set out by employees after a visit to a customer site. These can then be reviewed and the status changed from in progress to completed.





## Business portal **REPORTS**



### **CUSTOMER ACTIVITY REPORTS**

View reports of your customer activity



### **STOCK CONTROL REPORTS**

View a report of your inventory levels.



### **TIME REGISTRATION REPORTS**

View a report of time spent by employees at customer site visits.



### **VISIT REPORTS**

View a summarised report of your past and planned site visits to customers. View completed and scheduled visit times and quantities.



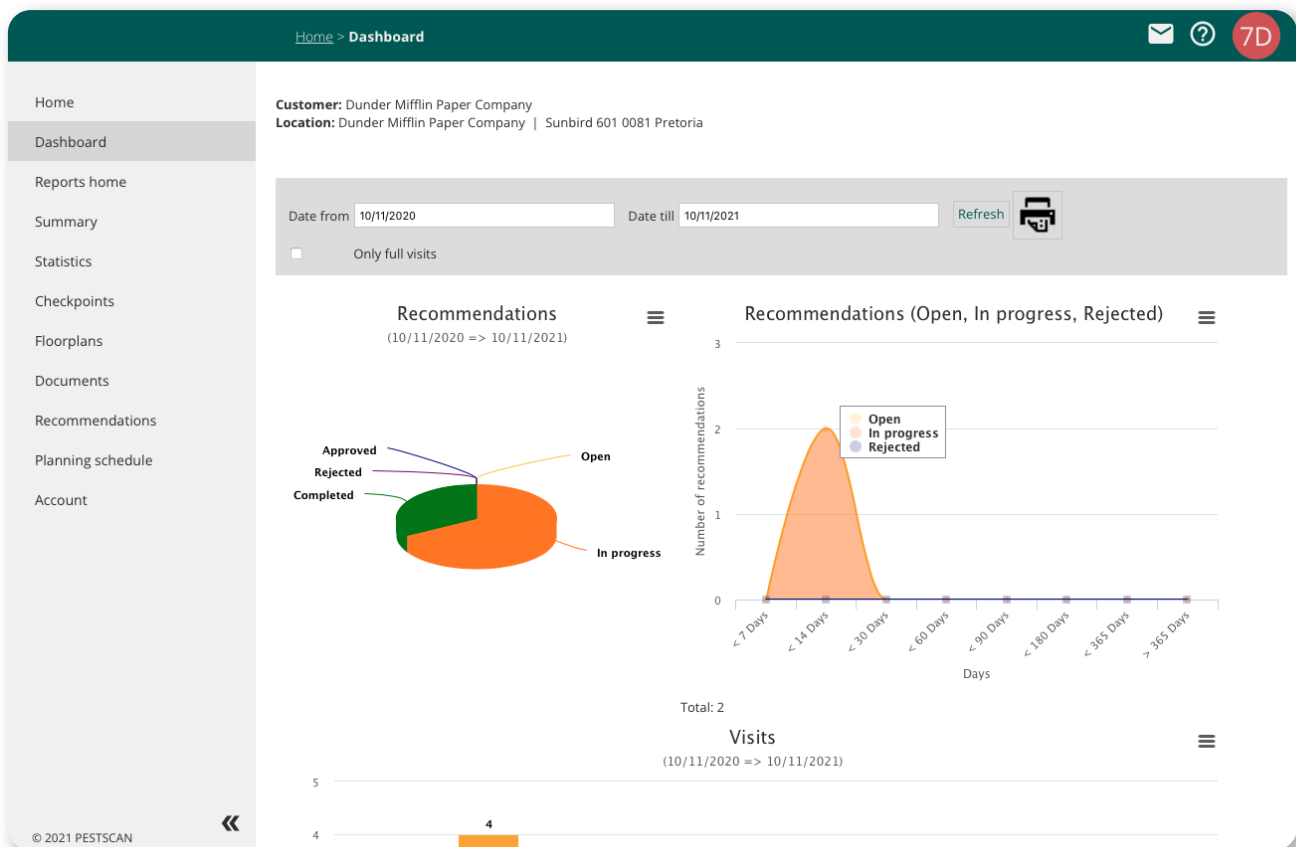


# The System

# Customer Portal

## 1

## Customer portal DASHBOARD



### GRAPHICAL USER INTERFACE

A Graphical user interface which provides at-a-glance views of key performance indicators (KPIs) relevant to managed programmes on site.

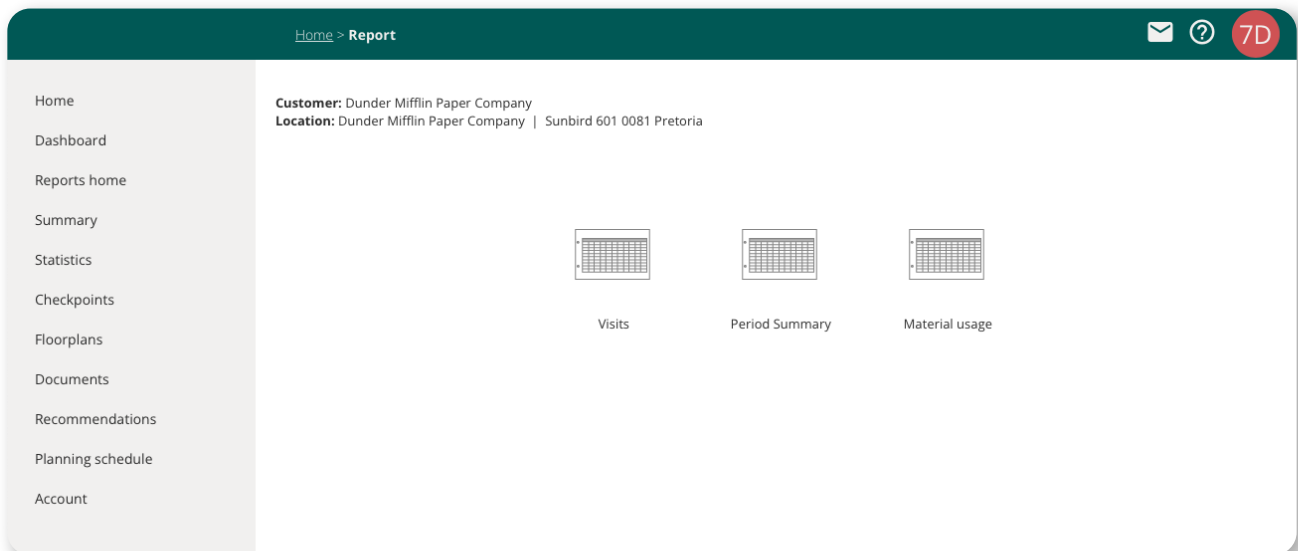


### OVERVIEW

Report summaries can be downloaded in various formats for your convenience



# Customer portal REPORTS



## VISIT REPORTS

View reports of all visits to the site. Each work order of these visits can be then viewed in detail or by room.



## PERIOD SUMMARY

View a summarised report of all work done on all visits within a selected period.



## MATERIAL USAGE

View a detailed or summarised report of material usage on set dates or over a selected period.



# 3

## Customer portal SUMMARY

[Home](#) > Overview observations

7D

Home  
 Dashboard  
 Reports home  
 Summary  
 Statistics  
 Checkpoints  
 Floorplans  
 Documents  
 Recommendations  
 Planning schedule  
 Account

**Customer:** Dunder Mifflin Paper Company  
**Location:** Dunder Mifflin Paper Company | Sunbird 601 0081 Pretoria

Visits
 

Activity last 5 visits
 ☒ Only full visits

Customers
 

Dunder Mifflin Paper Company

Locations
 

Dunder Mifflin Paper Company

**Overview observations.** Visits: 5

Visit date	Customer	Location	Address	AD	CD	ILT	PT	RBS	SD	
02/11/2021 11:12:00	Dunder Mifflin Paper Company	Dunder Mifflin Paper Company	Sunbird 601 Pretoria	-	-	-	-	2	-	
28/10/2021 21:40:00	Dunder Mifflin Paper Company	Dunder Mifflin Paper Company	Sunbird 601 Pretoria	1	10	24	1	5	1	

**Legend**

Code	Description
AD	AEROSOL DISPENSER
CD	COCKROACH GLUE TRAP
ILT	INSECT LIGHT TRAP
PT	PAPER TOWEL DISPENSER
RBS	RODENT BAIT STATION
SD	SOAP DISPENSER

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### ACTIVITY OVERVIEW

View reports of latest pest activity observed on site. Legends are provided for navigation.

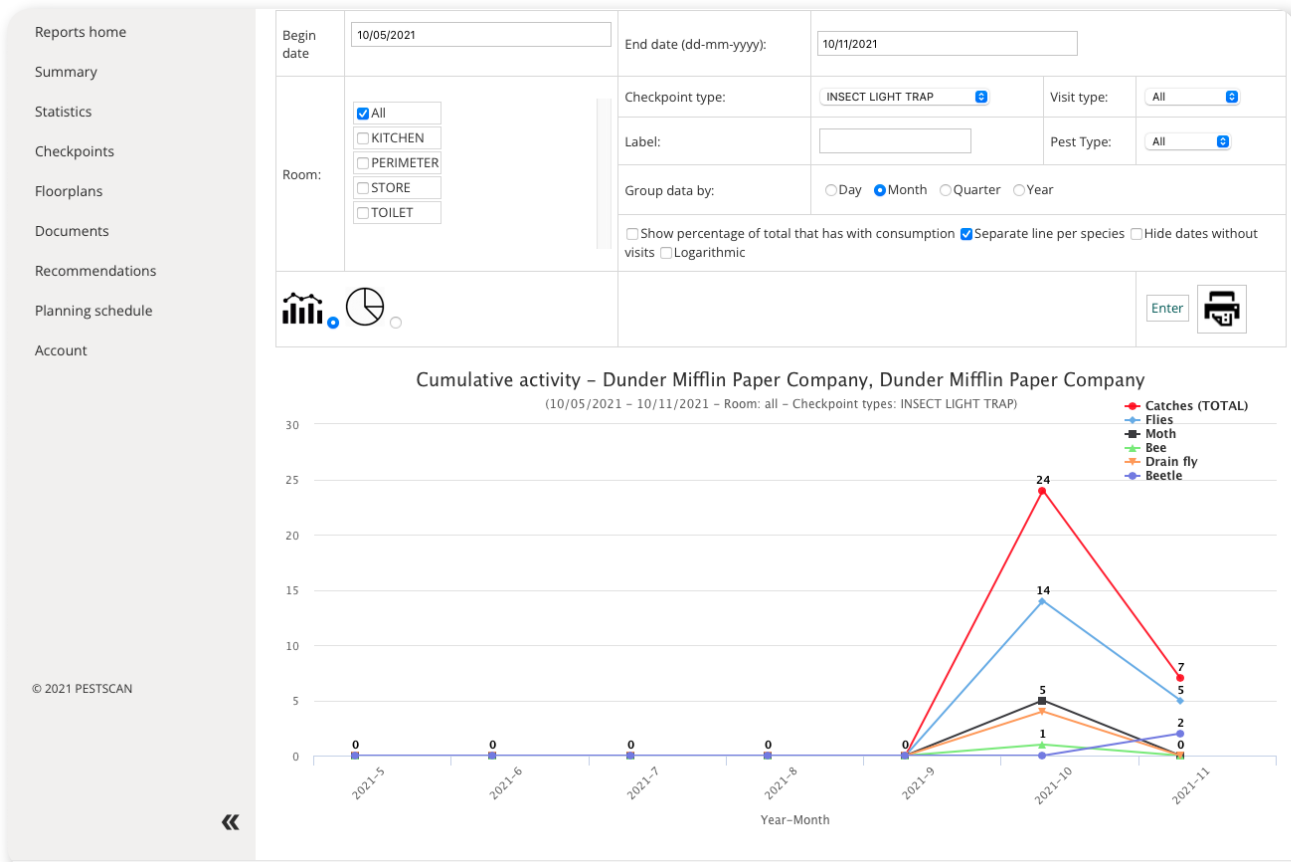


### EASY REFERENCE

From here you can easily navigate to the visit report by selecting the magnifying glass.

# Customer portal STATISTICS

4



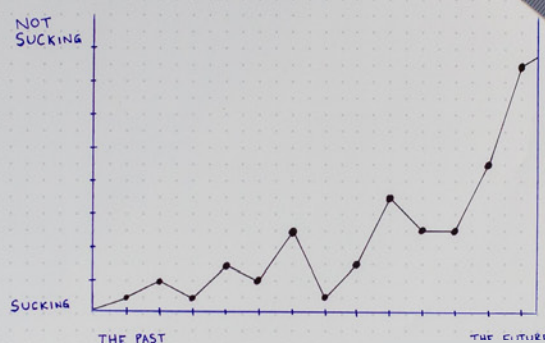
## TREND ANALYSIS

View activity within selected filters eg. checkpoint type or separated by species.



## CUSTOMISE YOUR VIEW

Select to view as either a graph or pie-chart.





# 5

## Customer portal CHECKPOINTS

[Home](#) > Checkpoints

7D

[Home](#)
[Dashboard](#)
[Reports home](#)
[Summary](#)
[Statistics](#)
[Checkpoints](#)
[Floorplans](#)
[Documents](#)
[Recommendations](#)
[Planning schedule](#)
[Account](#)

**Customer:** Dunder Mifflin Paper Company  
**Location:** Dunder Mifflin Paper Company | Sunbird 601 0081 Pretoria

Filter:

Sequence ▲	Label	Room	Exact location	Checkpoint type	Bait type
1	AD1	TOILET		AD - AEROSOL DISPENSER	AF01 - AIRFRESHNER
1	CD1	KITCHEN		CD - COCKROACH GLUE TRAP	CD001 - Glue trap
1	ILT1	KITCHEN		ILT - INSECT LIGHT TRAP	GB001 - UNIVERSAL GLUEBOARD
1	PT1	TOILET		PT - PAPER TOWEL DISPENSER	PP01 - PAPERTOWEL
1	RBS1	PERIMETER		RBS - RODENT BAIT STATION	AG001 - ANTI COAGULANT
1	SD1	TOILET		SD - SOAP DISPENSER	SR01 - SOAP REFILL 700ML
2	RBS2	PERIMETER		RBS - RODENT BAIT STATION	AG001 - ANTI COAGULANT
3	RBS3	PERIMETER		RBS - RODENT BAIT STATION	AG001 - ANTI COAGULANT

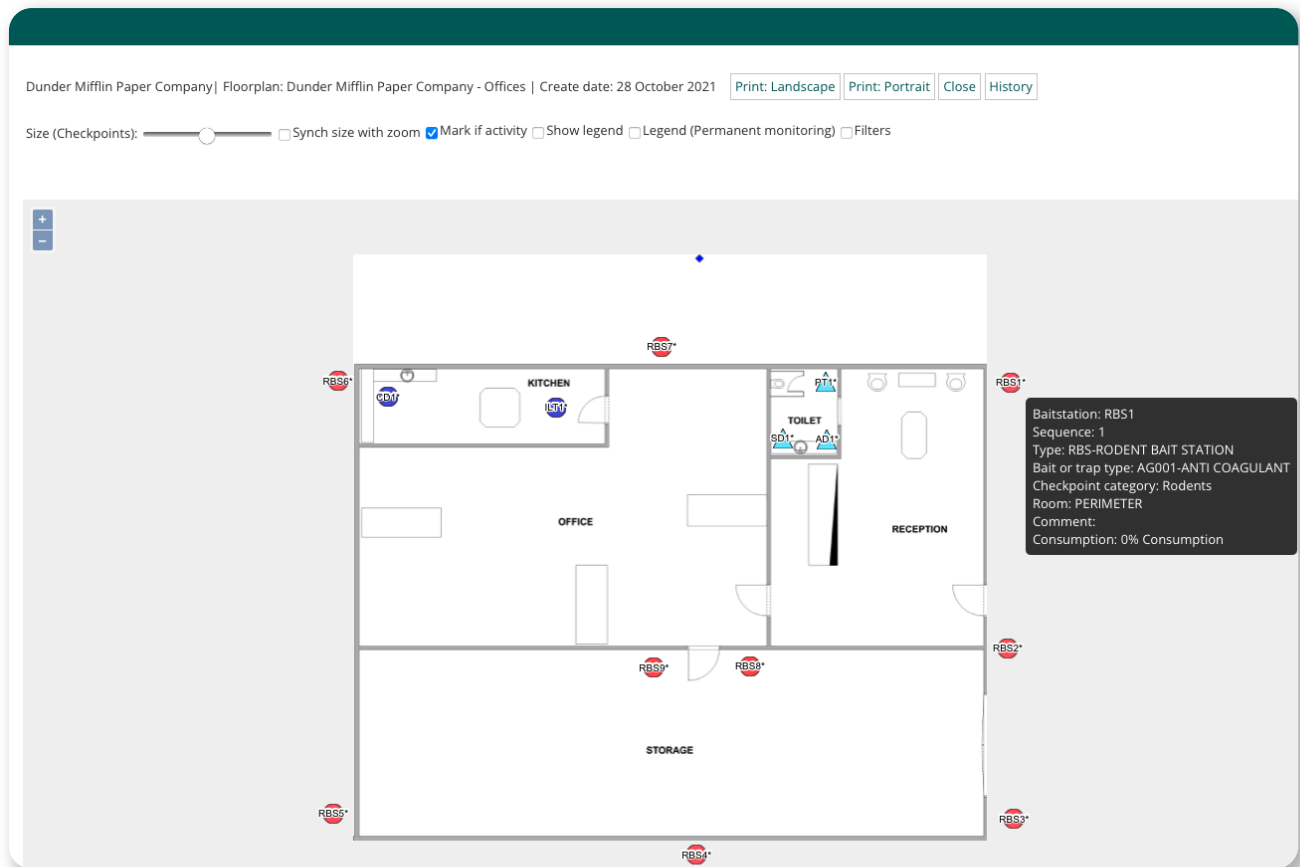


### VIEW YOUR CHECKPOINTS

View a summary of all checkpoints currently on site.



# Customer portal FLOOR-PLANS



## UPLOAD FLOOR-PLAN

Floor plans can be uploaded in either jpeg or png formats. Once uploaded the map can be populated with checkpoints in the business portal. Only outlines and area names are required the rest are simply dragged and dropped.



## VIEW YOUR FLOOR-PLAN

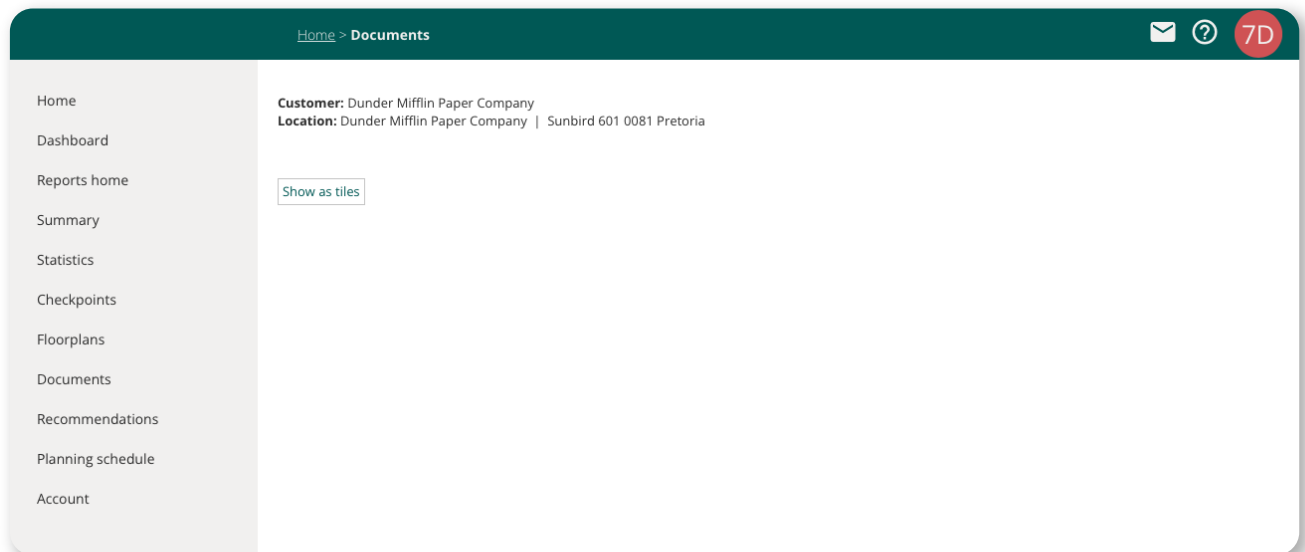
Floor-plans will bring you a live view of checkpoints and their activity, flashing where activity was reported and colour coded to your preference. Legends are customizable by the service provider.





## Customer portal

# DOCUMENTS



### VIEW YOUR DOCUMENTS

Safety data sheets, certificates and all other statutory documents can be uploaded for easy access to clients

# Customer portal RECOMMENDATIONS



Home > Recommendations

Home

Dashboard

Reports home

Summary

Statistics

Checkpoints

Floorplans

Documents

Recommendations

Planning schedule

Account

Filters

Columns

Max number of rows to show All

Go! Reset

Filter:

ID	Room	Label	Category	Recommendation	Create date	Status	Changed	Priority	Due date	
158430	Perimeter		Other actions	Rodent activity	30/10/2021	In progress	02/11/2021		01/11/2021	
158306	KITCHEN	CD1	Hygienic	Clean coffee station regularly	28/10/2021	Completed	30/10/2021			
158305	KITCHEN	CD1	Construction	Repair holes in door	28/10/2021	In progress	01/11/2021			

## RECOMMENDATION SUMMARY

View a summary of all recommendations as set out by technicians on specific visit dates.

## EDIT RECOMMENDATIONS

View or edit recommendations set out by service providers after a visit to a customer site. These can then be edited and the status changed from in progress to completed.









# Customer portal


## PLANNING SCHEDULE

[Home](#) > [Planning schedule](#)



7D

**Customer:** Dunder Mifflin Paper Company  
**Location:** Dunder Mifflin Paper Company | Sunbird 601 0081 Pretoria

Height of day: 

[Previous](#)

[Go to today](#)

[Go!](#)

[Next](#)





November 2021

[Day](#)

[Week](#)

[Month](#)

[Year](#)

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
31	1	2	3	4	5	6
	<div> 00:00-01:00 Perimeter Rodent Activity Follow-up, Dunder Mifflin Paper Company Dunder Mifflin Paper Company Pretoria, Ryan Joubert</div> <div> 12:00-13:00 Rodent activity Follow-up, Dunder Mifflin Paper Company Dunder Mifflin Paper Company Pretoria, Ryan Joubert</div>	<div> 00:00-01:00 Full Service Routine Visit, Dunder Mifflin Paper Company Dunder Mifflin Paper Company Pretoria, Ryan Joubert</div>		<div> 12:00-12:20 Follow-up, Dunder Mifflin Paper Company Dunder Mifflin Paper Company Pretoria, Ryan Joubert</div>		



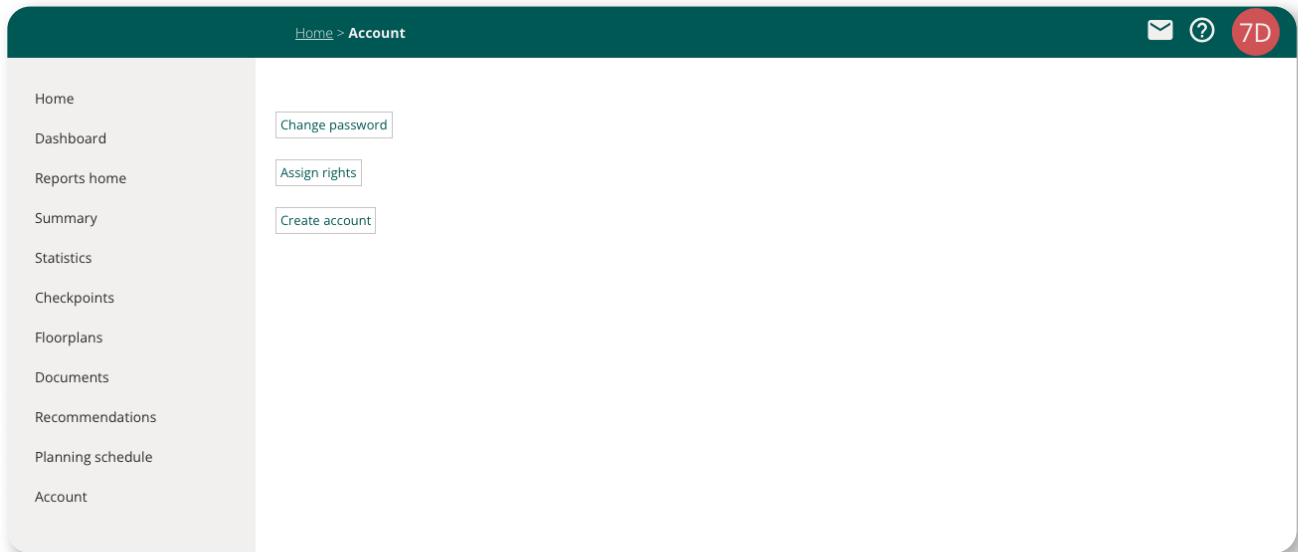
## CALENDAR

View your calendar for upcoming, pending and completed work orders.



# Customer portal

## ACCOUNT SETTINGS



### CHANGE PASSWORD

Change your account password



### ASSIGN RIGHTS

Assign rights and roles to your account to management or team members



### CREATE ACCOUNT

Create a new account for management or team members

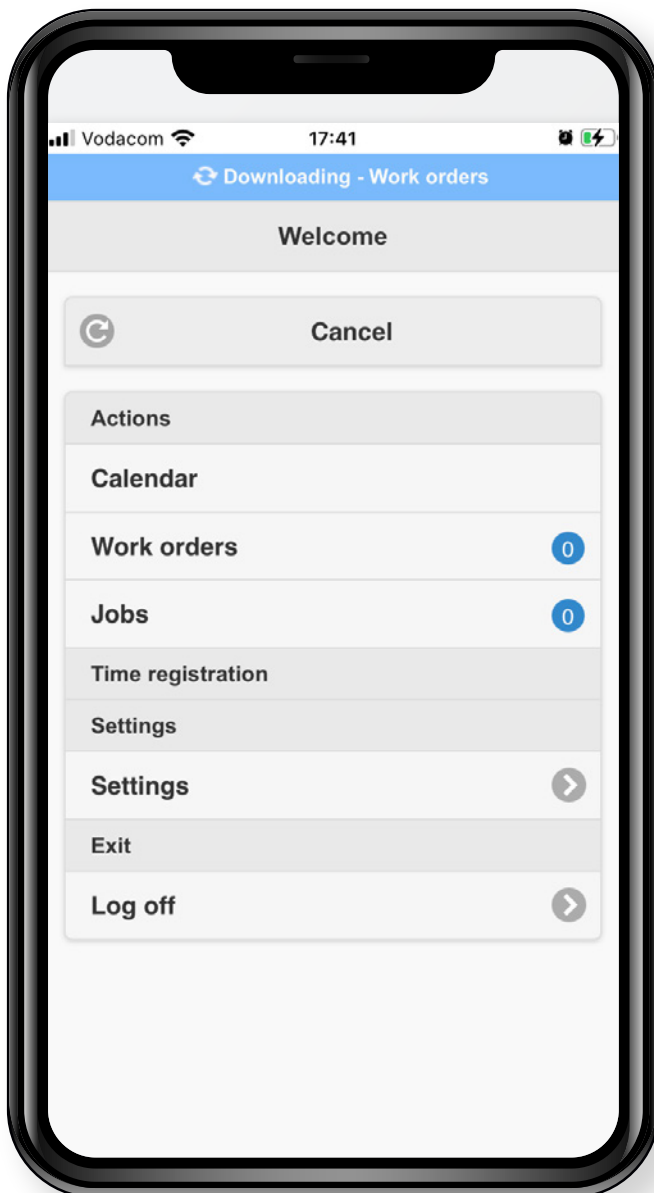


# The System

# Technician App

1

## Technician App AT A GLANCE



### SYNC

The technician will be able to use the app offline, but needs to synchronise the app with the business portal when connecting to the internet to update to the latest information.



### SCAN FUNCTIONALITY

This added app feature can scan either bar-codes or QR codes, which gives you a real time view of when the technician serviced the checkpoint, as well as GPS location of said checkpoint, however this feature does not have to be enabled for the app to be functional.



### WORK ORDERS

Technicians can view work orders. Once synced, the information will be live on the business and customer portal.



### JOBS

Once-off visits can be scheduled and completed in this function.



### TIME REGISTRATION

Technicians can log their time or hours spent at a site here. Once synced, the information will be live on the business and customer portal.



### CALENDARS

Technicians can view the synced calendar for upcoming, pending and completed work orders.



### SETTINGS

In the settings panel there are various settings to control how the technician's device will automatically download, update and sync to work orders and the Business Portal.



[www.cyaa.co.za](http://www.cyaa.co.za)

## Contact Us



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[info@cyaa.co.za](mailto:info@cyaa.co.za)



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Pretoria,  
South Africa