
Head Office Statistics End of Service Unique Clients Screen

Updated on January 2024

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Business Purpose:

The [Head Office Statistics End of Service - Unique Clients](#) page displays aggregate **End of Service Dispositions – Unique Clients** (major End of Service category) and a more detailed **End of service Reason – Unique Clients** statistical data for the Head Office system based upon unique clients. The columns represent the various time periods including yesterday, current month to date, same full month last year, previous full month, current quarter to date, same full quarter last year, previous full quarter, current year to date and previous entire year.

For unique clients End of Service stats, repeated occurrence for the same client member in any particular time period are counted only ones. For example, if a client has 2 end of services during the column date range period, then it is counted as 1 unique client end of service only.

All stats are as of the official SMIS 4:00 a.m. threshold time. Therefore, yesterday's stats were/are taken as of 4:00 a.m. today.

How to:

1. Each row in the **End of Service Dispositions – Unique Clients** tab table is for one disposition type or a major category of end of service.
2. Each row in the **End of Service Reason – Unique Clients** tab table is for one detailed reason.
3. If necessary, click on the  **Export to Excel** action button to export the client services data to an MS Excel file.
4. Click on the  **Back to General** action button to go back to the General screen.

Important Notes: