

Pump-Due Quick Start

Answer one question from your own records: **which customers are due for service?**

1 Enter each site

One row per separately serviced system: a customer with two properties gets two rows. Add the customer or site name, the service address or site ID, a contact if you like, the **last completed service date**, and **your interval in whole months**. There's no default interval; use the schedule you keep for that system.

2 Review the due list

Each site shows its next due date and a status: **Overdue** (past the due date by your recorded interval), **Due today**, **Due in next 30 days**, **Later**, or **Check details** (something's missing or invalid). Fix Check details records first: they have no due date and stay off the due list.

3 Verify, then contact

Before you reach out, check the record: was the system pumped by someone else, or has the customer moved? Then contact the customer in your usual way. The Service Reminder Messages sheet has short wording.

4 Update after completed service

Change the last completed service date only when the pumping is actually done, to the date it was done. Contacting a customer doesn't count. The next due date recalculates from the new date.

Worked example

Made-up customer, dates and interval to show the math. Not a recommended interval.

Site / as-of date	Last service	Interval	Next due	Status
Sample Customer · 10 Sample Ln As of Oct 21, 2026	Oct 20, 2023	36 months	Oct 20, 2026	Overdue
Same site after pumping As of Oct 23, 2026	Oct 23, 2026	36 months	Oct 23, 2029	Later
Another site (month-end example) As of Oct 21, 2026	Jan 31, 2026	1 month	Feb 28, 2026	Overdue

Next due = last completed service + your interval in calendar months. A short month lands on its last day: Jan 31 + 1 month = Feb 28.

Printing the due list in Excel

- Open the **Due List** sheet and choose a list in cell B4: **Needs attention** (overdue, due today, or due within 30 days), **All records**, or **Check details**.
- Use **File > Print**. The page is set to landscape with the column headings repeated; Excel prints only the filled rows, with the as-of date at the top.
- In another spreadsheet app, select from A1 down to the last filled row and print the selection.
- A printed list isn't a backup. Keep saving the workbook (and a copy somewhere safe).

The dates follow the schedule you choose for each site. They don't diagnose a system and don't reflect any legal requirement. The 30-day window is just a reminder view, not a service interval. Intervals can be 1 to 240 whole months; that's a technical limit, not a suggestion.