



# ServiceTrade Demo with Parkway Plumbing Inc.

John Oconnor with Parkway Plumbing Inc.  
Recorded on 10/21/21 via Zoom, 1 hour 6 min.

## Participants

### **SERVICE**TRADE

John Oconnor  
*Territory Manager*

Tommy Polcari  
*Associate NorthBoundary Account Executive*

### **OTHER**

Parkway Plumbing

Matthew Egizii

# Topics

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# Transcript

*"This English transcript was generated using Gong's speech-to-text technology"*

--- Call Setup ---

JOHN

0:00 Hello? Hey, Matthew?

PARKWAY

0:05 Yeah. Can you hear me? Yeah, can you hear me?

JOHN

0:08 Yep. How are you doing today?

PARKWAY

0:11 Good. How are you?

JOHN

0:12 Good. Is it... is it matter Matthew?

PARKWAY

0:14 Hey, call me Matt.

JOHN

0:15 Cool. Well, hey, I appreciate you taking the time to meet with me today. My name's John. Give me some background. I'm the territory manager here at service trade for the midwest. So, I'm working with all the companies who are all the commercial service companies that are... are looking at service trade. And my job is really just to see if this is a good fit for you guys and your business over there. So the plan I had for us today was just to learn a little bit more about you guys and then I can kind of give you a background on us. And then I have like a mock job I had set up. We can kind of walkthrough what that looks like from beginning to end in the platform. Now, I have about an hour blocked off for us about till like 11 o'clock eastern. Does that work for you? Did you have a hard stop at all?

PARKWAY

1:01 No, it'll be free for the next hour.

JOHN

1:03 Okay. Cool. Feel free to stop and ask any questions. If you want clarification.

--- Call Setup ends ---

JOHN

1:08 Don't hesitate to interrupt. I'm more than happy to answer any questions you have. So I... I do have some... some good notes from Tommy the gentleman you spoke to. He mentioned you guys are currently not on a software, right? For... for your work orders or anything?

PARKWAY

1:25 Correct.

JOHN

1:26 Okay. So you're just a, are you guys doing like paper tickets out in the field or?

PARKWAY

1:30 Yeah. And then they get sent back to the office. We kinda just hard copies and build through Quickbooks?

JOHN

1:39 Okay. So you're using Quickbooks for your accounting? Do you know which version of Quickbooks? Your... your...

PARKWAY

1:45 Early, and, you know, quick version of Quickbooks, we're using.

PARKWAY

1:53 41 desktop 21.

JOHN

1:55 Okay. We do have a integration with Quickbooks desktop. So I'll after our meeting, I'll... I'll send you a video of kind of what that looks like in a recap email. So the... the technicians are sending those... those work orders back to the office. How, what does that process look like? Are they doing that daily or how often are they kind of bring those back to the office?

PARKWAY

2:17 God, I wish daily. Yeah... yeah, it's usually... usually by towards the end of the week making phone calls and tracking people down for they're supposed to, they're supposed to send an email wise. And then I have my office either printed offer, include me in on the email and then I just go on there and, you know, do it paperwork check work. But yeah, they're... they're doing it. Probably, I don't know at the end of the week, if I'm lucky two weeks... constantly playing catch up.

JOHN

2:52 Yeah. And that's something you... you, one of the things you're kinda hoping to... to solve with the software is just getting those, that information back to you guys a little bit faster.

--- Pricing ---

PARKWAY

3:00 Right.

JOHN

3:01 Okay.

PARKWAY

3:03 Yeah, because I mean, I, so I just said mentioned this before, like because of... because of such the delay and miscommunication, you know, there's times where like a big job, we're gonna have to go out and then I mess material like 1,200 dollars worth of stone and stuff like that. That's the... that's the really, the big thing is consistency and then just making sure everything's covered, making sure all the material the stone deliveries the hallways whenever took place on that job is accounted for.

JOHN

3:33 And are the... are the guys in the field doing a pretty good job of marking that down or are you running into issues with them not... not filling that stuff out?

PARKWAY

3:42 Filling that stuff out? I've made. I mean, we've had we've provided all the guys with log books, ticket work and our paper like platforms for just, you know, blank tickets. We did like checklists for, you know, like how service techs have like that page that reps out like the pink and yellow slip and stuff. We've done that with it. But no matter what someone's still missing something?

JOHN

4:08 Yeah. And do you... do you think if there was an easier way for them to come to add parts or... or add what they used, you think they'd be more likely to kind, have, I guess make sure you guys aren't missing that, okay?

PARKWAY

4:21 Yeah. I think if it was just simply laid out for them, it would be a lot easier.

JOHN

4:30 And I'll hopefully, I'll be... I'll be able to show you that with our mobile application, it's... it's pretty simple. Everything's right in front of them and it's a couple of clicks and making it so... far as... far as once those work orders get back to

the office... is it taking me a while to kinda get that information into Quickbooks and get it sent out to the customer? How long from, I guess work orders out?

PARKWAY

4:53 Really just depends on the job because, you know, some... some invoices for material like from my supply house, I can usually track down the day of and just go on my online account and find it. But, you know, other places like stone concrete and stuff like that or sub contractors that we use. You know, it... it takes... takes a little bit of time for them to either get the Bill over to me for using them or... or whatnot so it all just depends on what kind of what... what job we're talking about.

JOHN

5:27 Okay. And that's more so on, I'm... getting... getting the... on your vendors and the parts kinda reconciled as... as far as really.

PARKWAY

5:40 But the simple job that I can just go on my suppliers website. I mean, I can have it done in a matter of a couple of minutes.

JOHN

5:47 Okay. Cool. And are you guys see as soon I have notes you're saying you guys have about four for service techs? Is that correct? Or?

PARKWAY

5:56 We have about, we have 10 or 12?

JOHN

6:02 The twelfth, okay.

PARKWAY

6:03 All depends on how busy we are.

JOHN

6:06 Yeah. Okay. And are you guys... I know you're doing a decent amount of installations and construction, right? Or... or?

PARKWAY

6:17 Correct. Yeah, we're about, I would say 60 this. Yeah, I would say about 60 percent search commercial service, and then about 40 45 percent just a actual like contract jobs, the new builds and renovations.

JOHN

6:36 Okay.

PARKWAY

6:39 That's another thing is just like change orders, you know, because that could help too.

JOHN

6:43 Yeah. Do you... do you have guys that, are they all kind of cross trained where they're doing both? Or is it guys dedicated to... to service? And then some guys dedicated.

PARKWAY

6:52 I'm a crew that's dedicated to the jobs and then grew that's dedicated to service.

JOHN

6:57 Okay. How many... how many guys do you have dedicated to... to service? If you don't mind me asking?

PARKWAY

7:02 That's about the 10 to 12?

JOHN

7:04 Okay. Alright. That's the 10 to 12. I got you. Okay. And... those... those... new jobs, those installs as construction jobs, how long I know there's probably varies too, but how... how long are those jobs typically taking?

*--- Pricing ends ---*

JOHN

7:21 Or is it something that takes about six months? Or is it... is it like kind of smaller projects that they're...

PARKWAY

7:26 That, yeah, that all depends on the job. I mean, right now, we have a job that's massive that will probably take at least a year.

JOHN

7:34 Okay.

PARKWAY

7:35 Other times, I mean, I could be in there for just a couple of weeks, you know, to a couple of months. So it all... it all ranges from what kind of job are doing, how big... how big the job as?

JOHN

7:47 Yeah. Yeah. The reason I asked that is because we were designed for service and we... we can kinda handle some of those smaller projects. But when it comes to those six month long jobs or your alarm jobs were not probably not gonna be the best platform to... to handle those things. So I just kinda wanted to get clarification on that.

PARKWAY

8:04 Not super concerned about that. And yeah, because I'm the senior project manager, you know, I kinda take good care of the change orders as they come.

JOHN

8:15 Okay. And are you... are you guys doing a decent amount of like recurring services and like preventive maintenance jobs or having?

PARKWAY

8:26 So, we have a very good client basis that rely on us regularly for sure and several properties that we probably visit... very regularly constantly actually. But we don't have per SE preventative maintenance like agreements and that's something that I am working on. Okay, trying to obtain more. But that's kinda like, you know, because it's not in written. It's kind of just that we trust them and they trust us and they just calls every time they need something.

JOHN

9:06 Okay. Cool. I gotcha. Are you guys ever like sending quotes out for like additional repairs? Like say you're out there for one thing and then you find something else on... on the.

PARKWAY

9:19 The time?

JOHN

9:19 Okay. What... what does that process look like?

PARKWAY

9:23 The quoting is either the president, my father who started the company or me usually if I have a service tech guy... guy call and they say, hey, this customer wants us to put a number towards this and we say, well, either... either the guys capable of giving us, you know, estimated amount of labor and material and then we'll come back to the office and put it in a formal writing kind of thing and then send it back or if it's a little bit bigger and the customer calls us personally and says, hey, we need you to take a look at this. One of us will drive out there in the next day or so, you know, put eyes on it and then make a materialist an idea and then... and then get back to the office and again put the formal quote together and then shoot it over. Okay?

JOHN



10:14 And is that, that's typically taking if it's one of the smaller ones, it's taken out like a day or two or a couple of days.

PARKWAY

10:21 Yeah, I mean a lot to, if it's a smaller one. I, if I get eyes on it or I can just do it over the phone, I'll get it out there within a couple of hours.

JOHN

10:30 Okay. Do you ever get questions from your customers about quotes?

PARKWAY

10:36 Yeah, all the time.

JOHN

10:37 Okay. Is that... is that something where they're just wondering what it is or?

PARKWAY

10:41 Yeah. They, I mean, either they're wanting a little bit more detail breakdown of labor and material or, you know, they just thought it was gonna be a little bit cheaper because they just want it to be cheaper. So, okay, just the nature of the business.

JOHN

10:58 Yeah. People always want cheaper things. Okay? And as far as... like communicating with the text in the field, do they call you? I'm assuming that they would kind of go to you or maybe someone else in the office. But when... when they have questions, when they're out in the field, how do they... do they have like certain information they can access in the field or are they there's just kind of relying on you calling you from?

PARKWAY

11:26 You mean like advice for how to do a job or?

JOHN

11:29 Error, maybe like specific equipment, information, location, information, like.

PARKWAY

11:35 Yeah. And.

JOHN

11:36 About customer or something like that?

PARKWAY

11:38 Stay calm, either my father.

JOHN

11:40 Okay.

JOHN

11:48 Are you guys kind of actively trying to grow the service apart?

PARKWAY

11:53 Gotcha. Okay. I'm taking... taking a, several advances into how to grow it. So my brother and I are taking over the next decade or so and we would like to see this, you know, doubled tripled in size.

JOHN

12:12 Okay. And I know you guys were kind of have Tom... Tom, you mentioned you guys were kind of actively looking for software, are kind of evaluating software, trying... trying to find something for the service department. Yeah. Have you guys talked about or... or thought about how much you're kind of looking to invest in the software?

PARKWAY

12:33 I have had don't really have an idea of what the kind of ballpark range is for the software. And I will be honest, I have this meeting at one tomorrow and then one Monday with all different companies. And I was kinda just waiting talked all... all three of you and see... see, you know, get an idea of where the ranges that, and then get back to how much we are looking so like for our estimating software, I think we spent about... totally, what would you say like 810 for the estimating software? Perfect? Yeah, I think, yeah, I think we said it's been about like eight to 10,000 for estimating software.

--- Pricing ---

PARKWAY

13:21 So I wouldn't recommend going over that for ourselves but, you know, within that range, probably, I would, I wouldn't be shocked by.

JOHN

13:31 Okay. And I'll... I'll get into pricing at the end. We can kind of go over what that looks like as far as evaluating software and kind of looking into this. Obviously you'd... you'd be involved, I'm assuming your... your brother would be involved in the process or is... is there anyone else that would kind of take a look at this or be involved in a valid?

PARKWAY

13:52 I'm gonna make the most of the decisions. But when it comes to price, that will be obviously my father, the owner. But yeah, I mean, my brother and then I am going to get the input on my service guys just to see what's the best solution for them and what they're most comfortable with because, you know, I want it to be easily

navigating and accessible by them. Something that makes their lives easier in my life a lot easier. But yeah, the decisions will be for sure, me, my brother... my dad, but I'm going to be doing the most, yeah.

JOHN

14:32 Yeah. Okay. And the reason I asked that is we typically... typically the first meeting is meeting with... with whoever is kind of spearheading that. And then if we find it's the right fit where we're meeting those needs, you're kinda looking for, we'll... we'll set up a second meeting just with kind of everyone on the call just to make sure... we answer all like basically everyone's questions because different people have different questions from different perspectives. So, so I guess so if we find that... that today we are the right fit for you guys or this is something you wanna move forward with, we can hopefully kind of bring them in to take a look at it and answer those questions?

PARKWAY

15:10 Right.

JOHN

15:12 And timeline wise, are you, have you guys thought about when... when you're looking to kinda get... get up and running with something?

PARKWAY

15:17 Good as possible?

JOHN

15:18 Okay. The reason I asked that is just to kind of give you some idea of how implementation with us works is hypothetically say... say you signed up with us today, we have limited spots available to kind of get you on boarded where right now you, it would be. I believe it's December first or we have, I think four spots left for that date. And then from there, it takes anywhere from 60 to 90 days depending on if different things to kind of get you up and running with the software?

PARKWAY

15:51 60 to 90 days of, you know, like installment information?

JOHN

15:56 It's implementation training, making sure we're getting all your customers in there, getting all your data dedicated gathered and you'd be assigned like a project manager who would be having weekly phone calls with who would ever be the point of contact over there, right? They'd be kind of, I would say they'd be doing 70 percent of the legwork would you'd be doing about 30 percent?

PARKWAY

16:19 Right. How... how quickly are these spots getting filled on your end, right?

JOHN

16:26 It really just depends like I'd imagine the 12 one date. There's like four spots left. There were five yesterday. So they, it really just depends on who's coming in their first come first served. So, if someone signs up today, you know, I mean, that... that... that spot we'll go and I'd imagine by the end of next week, that date will be gone. And from... from there, it goes to December fifteenth and then it's every... every 15 days.

--- Pricing ends ---

PARKWAY

16:55 Gotcha.

JOHN

16:55 Okay. And then, so, yeah, I mean, if today we can kind of determine this is the right fit. I mean, we can set up next steps and... and try and move.

PARKWAY

17:06 Yeah. I was just out of curiosity, so, okay.

JOHN

17:10 And what... what other softwares are you looking at? I know you meant.

PARKWAY

17:13 Have a meeting with BuildOps, mobile logic. And... one other one. I'm just blanking right now.

JOHN

17:22 Okay. Cool. And did you... did you go to the... the conference last weekend?

PARKWAY

17:28 And I looked for you guys, but I didn't see.

JOHN

17:30 You didn't find us? I gotcha. Yeah, I... I... I don't know.

PARKWAY

17:36 Correct. What was that at a resource, correct?

JOHN

17:41 You broke up? I'm sorry?

PARKWAY

17:43 Yeah, I was looking for your tables data resource, correct? Can you hear me?

JOHN

17:49 Resource...

PARKWAY

17:49 Yeah.

JOHN

17:50 I... I don't know. I don't... I don't go to the conferences, so, I know we were, I think it was 17 be or seventh?

PARKWAY

17:56 I don't know.

JOHN

17:57 Yeah, I don't know much about the... the conferences unfortunately. Okay. And so, what I'll do is I'll... I'll share my screen with you. We can kinda hop into the... the platform and just a second. I just want to give you some background on us. Okay, me one second.

JOHN

18:23 Alright. Can you see... the service trade slide?

JOHN

18:32 You can?

PARKWAY

18:33 Yes.

JOHN

18:34 Okay, cool. So these are some of the companies were working with throughout the midwest like hearst mechanical, fast track. Some of the bigger companies like JC kind of straddle a read and we're working with them to really help them turn their service business into customer service business. So what we wanna do is we want to help you guys offer a really good experience for your customers. So they keep coming back to you guys as their service provider. And you guys, it sounds like you guys are doing a pretty good job with that with those long lasting relationships. But our... our mission statement is really to help commercial service contractors be more valuable to their customers and grow their business. So we were designed specifically for the commercial industry where we work with companies from three technicians all the way up to 300. So we understand the industry and... and we understand how you guys make money. But we also understand that the... the standard for customer services kind of changed throughout the years, and service trade is going to allow you to get valuable information in front of your customers to show them the great work

that you're doing for them. And that generally does help our customers grow their business. Companies like goober and Amazon have kind of set these expectations where people want to access certain service and information through their cell phones and laptops. Amazon does really good job of this with their packages kind of letting you know every step of the way what's going on and... and service trade is gone.

PARKWAY

20:02 Kinda trying.

JOHN

20:02 To do something similar, obviously your works a little bit more complicated than just a package, but we want to keep your customers in the loop of what's going on with their equipment, every step of the way the process. So they don't have to call, yes questions. They can just have all the... all the resources at their fingertips. Service trade is gonna help you on the number of ways one of them just operate efficiently. So we want to let the guys in the field have all the tools and resources that they need to get their job done with less administrative burden. So they can really just focus on working on the equipment that they're trying to work on. We also want you guys in the office to have a clear view of not only what's happened in the past but what's happening currently and... and what's upcoming in the future. So you can kind of plan effectively and make sure you're not missing anything. We believe that the... the customers are the most important aspect of your business. So we want to get your logo and brand in front of them more often with more detailed information to really build the value of the work you guys are providing them. And that's... that's information like pictures, maybe videos attached to invoices quotes, a work order, stuff like that. Just keeping I'm in the loop of... of what's going on... on their equipment. And then last is around like quotes. I'd say this is one of the coolest things we have in service trade. We wanna make it really easy for your texts and you guys in the office to turn repair opportunities and the quotes. But what we really want to do is make it easy for your customers to approve those quotes and... and going back to those pictures. We... we do this by providing those... those pictures videos. And this really gives the customer some insight into to what work needs to be done and why it needs to be done. And I think the reason the... the pictures and videos help so much and getting the... the quote approval rate up, it's just, it... it kind of lets the customer see what they're paying for. And I think people... people want to see what they're paying for. So that's that kinda... kinda helps them out in that regard. So.

PARKWAY

22:09 Yeah. Let me ask you this. I don't want my text to be able too.

JOHN

22:16 Send invoices.

PARKWAY

22:17 Out. I mean, the actual billing for customers has to be approved in the back office here. Is that something that we can make sure does not happen.

JOHN

22:27 That's everything and service trade is permission based. And I would say most of our customers feel the same way where, and the kinds of workflow I'm gonna run you through today is sending the invoice out through the office. It's yeah, that's I would say 90 percent of our customers do it that way where they... they don't let their technicians do that. Now, some... some customers do it where they have a lead technician, where that guy can send them out if they want them to. But it's all permission based. When you're setting up your account, you can kinda let whoever and your company do what you want them to do.

PARKWAY

23:02 Okay. And then when you said for customers to see like, so do they have like a customer? Like... I guess what's the word I'm looking for the... for the customer can see like what's going on through service trade as well. But like an exit viewing? Yeah.

JOHN

23:22 So service trade there's an kind of what I was referencing with the Amazon packages were throughout the process of a job, you'd send them different things throughout the process. So that would be sent to their email where they see a quote like this. We send like a service link and you can send this before an appointment or after. And that just kinda details what goes on during that appointment for them. Okay? And we, I... I don't have this to show you today, but we do have a customer portal and that... that is, I can kinda get into this with pricing where that's part of our premium.

PARKWAY

23:58 Right.

JOHN

23:59 Plan where that... that would be more so where they can access that information if that's something you want them to.

PARKWAY

24:04 Gotcha. Okay?

JOHN

24:06 Okay. So I'll... I'll hop into the platform. Give me one second. I'm gonna start off in the mobile view.

JOHN

24:16 It's weird. Give me one second.

JOHN

24:24 Alright. Can you see this the, where it says appointments right here? And then Bob Evans? Yes. Okay, cool. So this is kind of what the... what the technician will see

out in the field. Sorry, my iPhone cord doesn't want to stay in my phone right now, but we're... we're compatible with iOS android. So our customers use either smartphones or tablets, personal preference at that point. And this is kind of... of what their appointment list will look like for that day. So I can see it looks like they just have this one appointment for 10 o'clock you can see maybe on any unscheduled jobs that are assigned to that technician. So say they have extra time, they can kinda get to this job. And then they can see any completed jobs in the past. So I'll click into this work order and I can actually clock in on. So let's just say I want to clock in and route and you can notify the customer saying, hey, I'm on the way and I'll be there at. I don't know 28 and I could send you an email saying, hey, John will be there. I 10 28 so that your customer can find to know when they're going on right... now. You don't have to do that. That's optional, but I can clock in on site now, kinda work through the work order. So we have our services up here at the top left, so that's the work we're coming to perform at this job. And I just have routine maintenance on this plumbing equipment. And then this would be all your verbiage right here. So whatever you'd want to type in, there would be like check for the following actively X water pressure, whatever you want the technicians to do on that job, you can kinda type up there. Now, what I used on this one, we have the option for service templates. So for common services you guys are providing for your customers with those like common descriptions and parts, you can preset those up when setting up your account. So you're not manually typing that up for each job. So this one's just a service template for routine maintenance, right? We'll go here to assets. So this is the piece of equipment we're working on. It says plumbing system. I'll click into it further. And I can see any... any pertinent information about this piece of equipment, like a location system, type, model, number, serial number, barcode, number, and you can put any notes in there as well. Any... any other information about that piece of equipment you'd want on there, you can have under that piece of equipment, what's really cool. And I... I don't have a previous job under this piece of equipment because I just set this up, but you can see service history. So you can see any previous jobs that were completed on this specific piece of equipment. And then you could click into that work order further. So save a technician that wants to see what's gonna happen there in the past. They can click into it at two or three clicks and see what... what parts of your use last time or what?

PARKWAY

27:22 How, how long does... how far back does the, you know, the log go?

JOHN

27:30 It would be any... any jobs completed, and service trade will will show up there on that equipment.

PARKWAY

27:34 Is like, so I have had, I mean, I would not speaking in reference to just a specific piece of equipment. But like I'd say, just like, you know, vaulter, this building, I've had it where like, you know, we're... we're trying to figure out who is there a year ago, and everybody's like, I wasn't there. I wasn't there and I'm like I need to know who... who was there, you know?

JOHN

27:54 Yeah, yeah. So you could see that. Let me see. I'll... I'll try and hop into, let me say I have more probably at this one, this is an H back unit, but like this is what they



would see. So let's see. Look, I did that one on the September thirtieth September fourteenth, July sixth. And then they could click into it and that's the old work quarters.

PARKWAY

28:13 Okay.

JOHN

28:15 So, let me go back to that original one. Give me one second.

JOHN

28:23 Okay. Job items. So this is, these are the items that are added to this service template. So we have routine maintenance, a helper, labor standard labor. And that's just kind of what was assigned to this template. Let's say this job's a little bit different for this piece of equipment. They can just... go in and add a Jobvite him from your list of parts. So let's just say like a widget or something simple. I can just go add that in... item cost is 12 and you don't have to add that. Now, you could add that on the back end but that's just what it is in... in our system. And then if they want to source it to like a warehouse parts vendor, they can... and that just let you know kind of what's going on with that part. So I'd add that and that's that gets added to the work order after like two clicks of a button. So it's right there in front of their eyes. So then hopefully don't forget to kind of add that on there. Now, I know that was something that's kind of important to you. Do you think that would be a little bit easier than... how they're currently doing it or do you think that would help prevent them from kind of missing those parts?

PARKWAY

29:35 Definitely think that would be a lot better. And I already know like so the put to the point we are like we have to get a software. I just don't know exactly which one kind of learn and all as a second as I go.

JOHN

29:49 Yeah, it's... it's a lot. It's a lot different... and I mean, it's gonna be a different process and hopefully overall an easier process for you.

PARKWAY

29:59 Great. Right now, we just have, we have two binders with, you know, job numbers and I just fill it out as, you know, a service comes in and some days we have 12 new jobs that I end up and I gotta make sure both finders are up to date. And then when I go back and as I Bill through, I highlight and check it and you know, that's how I keep track of what's... what's been billed and what hasn't so I need something to do better than that.

JOHN

30:26 Yeah. Yeah. And I think this would definitely help with that reveal.

PARKWAY

30:32 Would that being said? What does your like I'm guessing? So like what... what... what does it look like when the jobs have, like how does it keep track of what's been billed? What's not been build like a... like a main excel sheet or something, you know, what I'm saying?

JOHN

30:46 As far as what jobs like that have been invoiced out or?

PARKWAY

30:50 Yeah. So like as my guys do the service and they send the ticket, like what... what has happened build out, you know, keeps track of all the jobs as kind of like my binder that I just said like I need... I need some sort of like master?

JOHN

31:05 Yeah. Let me... let me hop out of this real quick. Let me finish up with the mobile app, and then I can kinda show you what that looks like in the office.

PARKWAY

31:13 Mean to jump ahead.

JOHN

31:14 Now, you know, you're good. That's a good question. So I just, the last thing I wanted to show you on the mobile app, sorry, my phone cord, I need to get a new one... is last two things is attachments, so you can add like with a lot of our customers do is before and after pictures for the customer. So you can do just type in... before upload it. And then I can just do.

JOHN

31:45 After, and then that just gets attached to the work order. So you can, you in the office can see that. And then you could send that to the customer later on. Sometimes our customers will add like PDF manuals or repair manuals for equipment, stuff like that in there. So they're technician can reference that. Now, do you guys get your, when you're on site? Do you guys get their work signed off on by customers ever? Or is that something you guys do?

PARKWAY

32:11 Not normally. Okay. Yeah, such a good relationship that, you know, yeah, I mean, all for us, we go out there and we get it done and then we'll just Bill for it. I'm time. Sometimes we will. Yeah, normally, the only time we need to get signed off is like 10 AM my time and material jobs. Would you do happen just not as frequently as a time and material and I'll have... I'll have lower supervising the job, sign off on my... on my guys a ticket. And then we keep track of it, you know, and... and... and those times, you know, it's usually about a week or two long so that I have to compile about two weeks of tickets and say, all right, this is the total for two weeks.

JOHN

32:55 Okay. Yeah. Yeah. If... if you were to do that, you could just create a working knowledge meant down here and have the customer signed, make sure everything looks good to them. And right now that would be attached to the surface like at the end to like, yeah. And then most importantly, I think with the... the mobile app is reporting these deficiencies. Are those repair opportunities you guys would be finding? So they could just let's just say you could see any open deficiencies. So, I have a lot here because I don't really fix them when I report them and then you can see any fixed at this location or all. But let's just say we're adding a new one. What's a... what's a common thing you guys are... are finding on... on your?

PARKWAY

33:38 Backflow providers failed?

JOHN

33:50 Okay. So I can add that as the description. I'll add an attachment so I can either I can do another photo or if I want to do a video, I could do that as well. A lot of our technicians are customers, technicians like this audio memo option where they can say, hey, I found this equipment. It was broken. You'll need these parts to fix. It will probably take an hour or so to fix. So they can just send that back to you guys in the office without typing anything up. And it just makes it a little bit easier on them.

PARKWAY

34:22 Okay.

JOHN

34:23 I'll select the severity. So I'll just let's just say it's an operable and then tied it to the right pieces of equipment. So I have this plumbing system working on and then I'll mark that as new. I could just put needs fixed if I want. And then that will notify either you or your dad, whoever is doing the quotes that it'll send you an email saying, hey, this repair opportunity was found and then it will let you know to send the quote out.

PARKWAY

34:49 Okay.

JOHN

34:50 So, I'll block out here and we can hop into the office, mark this service complete... and then we can... we can kinda go into the office and see what that... that work order looks like.

PARKWAY

35:04 I just... just briefly real quick. I slide you showed in the beginning. So there's a way to just kind have because that's the other big headache I, my dad and his deciding calling everybody and telling them where they're going to go. So like the... the guys can log on and see like, alright, these three jobs are scheduled for your day, yep.

JOHN

35:22 Yeah. So they can see their list of scheduled jobs, if they have any unscheduled job, say it's like a non urgent job more than I have to get to it by a certain date or something or just something you guys have. I don't... I don't know if that's something you guys do, but if they have an extra job that's unscheduled, say their... their schedules like.

PARKWAY

35:38 I like. But if he, if one, if someone finishes up early and what can I do today? And then they see something that's opened that, you know, like doesn't need to be done today but can get done this week. They could go to...

JOHN

35:50 Yeah, they, they'd be able to see that. So that's... that's probably the main benefit of those unscheduled jobs as they can get to it when they... they need to. And then, so this is kind of what this work order looks like in the office view is pretty similar. It's just laid out a little bit different where you can see the description of the service, part twos, clock events. You can see like, hey, it is, I was 546 Miles away. So you can kinda notice that a technician clocked out not on site. You can see the pieces of equipment. And then those deficiencies found. So let's just say we want to hop into this and take a look at this a deficiency.

JOHN

36:41 So from here, we can see deficiency history. So that's just any information about that deficiency found. So when it was reported, related deficiencies would be a past efficiencies reported on that piece of equipment. So you could see a history of hey, this is happening a lot on this equipment and kind of make the best recommendation there. But say we want to create a quote, we can just market repair... but an expiration date on it if we want. And then create the quote. Now we... we have the option for quote templates similar to those service templates for a common repairs you guys are finding. I don't know if we'll have one for backflow, but... basically this would be in your own verbiage. Yeah. And I'll just show you an example like a sprinkler head or something air compressor, just to kinda show you. This would be your own verbiage. You could have these this pre typed up in your words. So you're not manually typing up the quote each time for the description and then have those parts associated with it that are typically associated with that repair. And then you can make any changes. So you can edit it there. If that jobs a little bit different, edit the parts. If that's a little bit different as well. Now, from here, you can just send it to the customer, have these attachments on. So say you don't want that audio message added onto the quote to your technicians said something and you don't want the customer to here, you can just turn that off but definitely want to have that picture on there so they can see it. And then I can send that over to you and then we can take a look at it.

JOHN

38:31 I'll pull it up on my screen too. But so this is what the quote will look like. So you'll see your company logo up here where it says aardvark service, that description will work with the customer will see they'll see... services to be completed, those attachments on there, the parts. And then they have this big green approved button

here at the top where they could approve it or if they don't want to approve it, you can at least get a reason why they don't want to recruit.

PARKWAY

38:59 Right.

JOHN

39:01 Any questions about that process?

PARKWAY

39:03 No. The only thing I'm we're wondering about is I have one individual who is quite a bit older, not tech savvy, yup. I can add in, you know, I could add in like something later, correct? Like if... if he was unable to log on, I could just add it in later.

JOHN

39:28 Yeah, as far as like parts and stuff?

PARKWAY

39:30 Or just like a quote itself... like, so if I wanted to go back like, so if someone having a piece of paper with like, all right, this is what we think it's going to be. I could just go in and add it myself.

JOHN

39:41 Yeah, you can go to that deficient article page and, or deficiency page, add the parts yourself. And then if you want to upload attachments, stuff like that, you can upload files down there.

PARKWAY

39:52 All right.

JOHN

39:54 And then I'll approve it on my end but say, you can kind of see the quote history as well. So I can see when everything was submitted. I can see when the quote was approved and say you open the email that I sent over to you... you can see when the customer reviews the quote and that's timestamped too. So you can kind of run a report saying, hey, well, quotes are out there that are... submitted and viewed, but they haven't been approved yet. And then like this is kinda what this report is from August third and I can see this list. I can select all of them. And then I can resend that to the customer if they haven't approved it yet. So I'll just write, remind them the quotes out there. You can do that with invoices to where it's like outstanding and hasn't been paid yet. So that is a quotes. And I know... we want to complete this job, that the original job we... we went out to do is will complete it and create the invoice. We'll just create the invoice from the four items we had on there.

JOHN

41:08 And then you'll see parts. So it looks like gross margin is not good on this job. I don't know what I did. Looks like you're losing money on this job, but so from here, you just send the invoice link. If you want to put like a description... on there, you can put add... add notes and I'll put job services and you can add that to the invoice. But we'll send the invoice link over to you right now and then I'll... I'll pull it up on my screen. Obviously, you don't want to be losing 330 dollars on a job, but... this is where your customer will see. They'll see your logo again, service, look the Bill to if it's different. They'll see the notes, what... what was completed on that job and what... what parts reviews, what labor was used, then they have the pay now option where they can pay with credit card or a CH. And then what's really cool is it comes with that service link I was referencing earlier, where they... they can see what work was done, what parts were used, any files attached to that. You can see those before and after pictures, they would see maybe any work acknowledgements, any stuff like that they can have on there. And then they have that alert of the repair opportunity found as well that this?

PARKWAY

42:28 Okay. Can you go back to that invoice?

JOHN

42:33 Yes.

PARKWAY

42:34 Is there a way to not a breakout labor? Yup. Okay.

JOHN

42:40 So, if you want to do like, can, do I'll just do grand total only.

PARKWAY

42:46 Cool. Yep. Yeah.

JOHN

42:47 You can do that. And then to go with this.

JOHN

42:56 You know, like I just see it's 154.

PARKWAY

42:59 Yeah. Yeah, that's perfect. Okay. Yep.

JOHN

43:04 I'll hop out of this... and then real quick, this is our location page. So this is that... that... site we just worked on. So here, you can see a list of the services you have committed. So this would be for like any like recurring services you guys had or... or something like that. Where if you do send sell a lot of those preventive

maintenance plans, you kinda keep track of that here. And you can track the intervals when... when the next jobs do, if it's overdue. And this isn't very clean just because I... I kinda show a lot of these jobs in this account. But you can see this is overdue. It's kinda highlighting, right? And you can see scheduling window is this month. This one's for a single day. You can see any jobs. So a history of the jobs that are completed on this location, pieces of equipment. And then you can kind of click into it further if you want to deficiencies, found a quote sent out. And then like comments about this location, like back door code is one, two, three four for the technician in the field. You can also put a scheduling note for Mondays and Tuesdays only however or whatever you need to put there. And then you can upload files like pictures or anything you might need for that location, too.

PARKWAY

44:25 Okay.

JOHN

44:27 And then kind of referencing that list of... of what needs to be completed, right? That's kinda.

PARKWAY

44:32 Yeah.

JOHN

44:32 You're asking about. So one of them is the service dashboard. So this is, I would say this is kind of like the homepage is service trade or the landing page, where when you sign in, this is what will pull up. And this kind of gives you a high level... level overview of what you need to do that day. So you have your daily schedule the technicians. So it looks like we just have two jobs out right now. You could see any overdo jobs without appointments. So those jobs that are passed that service state that needs to be scheduled, any jobs without appointments that are upcoming in the next two weeks. So jobs that you might have upcoming, say next week, but you haven't scheduled it yet. You would have that list there should make sure you're not missing any jobs. They're past jobs that need to be more completed. So, these are those jobs that were completed in the fields, but we just didn't check off in the office that it was completed. And then lastly completed jobs that need to be invoice. So list of jobs that you completed, you just have been sent out that invoice to the customer yet. And that kind of let you know this page really just make sure you're not missing any jobs and make sure you're getting paid on every job.

PARKWAY

45:44 That's big.

JOHN

45:46 And there's also like invoice reports do like where it goes into more detail where you can filter it any which way you want.

PARKWAY

45:54 I'm sorry, could you actually let me grab a person in the office with me? It's just so she can see that from?

JOHN

46:00 That front page?

PARKWAY

46:01 You mind taking a look at?

PARKWAY

46:09 Sorry, do you could just review that landing page again yep?

JOHN

46:12 Yeah. So this is our service dashboard and that's really like the homepage of service trade where you can see the daily schedule for the technicians out in the field. So you can see what it looks like. We have three jobs today. Then you have a couple of different buckets down here where you can see overdo jobs without appointments that needs to be scheduled. So these are jobs your past due on that you guys need to schedule out. You can see jobs without appointments upcoming in the next two weeks that's just to make sure you're not missing those jobs. And then you can see those past jobs that needs to be mark completed. So these are jobs that the technician completed out in the field. You just need to check off back in the office to make sure everything looks good on it. And then you have those completed jobs that need to be invoice. So you... you check that off, but you have not sent that invoice out yet. And that's just making sure you're... you're not missing any of those jobs that are upcoming, and making sure you're getting paid on those jobs that have already been completed.

PARKWAY

47:11 Okay. Yeah. Alright. Thank you.

JOHN

47:17 And then what I was getting into is the invoice reports. This is similar to that quote report where you can run a list of however you want to do it, but you can see like status is paid or unpaid. So you want to run a list of all those unpaid invoices. And then you can see there's five pages of that, and then you could just resend that out to the customer or give them a call if you want. And then you can also see partially paid, fully paid... process, anything pending accounting system, stuff like that?

PARKWAY

47:53 Integrate completely with Quickbooks?

JOHN

47:56 Yep. Yeah. So there is an integration where you can send it over to Quickbooks. From that job page, there's a button there that will say send a Quickbooks that's not



set up in my demo account or if you want to, you can bulk send them like from this list. I could just click all this. And then right here, instead of export to a spreadsheet, it would say export to Quickbooks.

PARKWAY

48:17 Okay. So as of right, I was gonna ask like, so usually we send it through Quickbooks. So if I send it through here, I don't know, I'm just trying to figure out how that would look like and then how they would pay for that through that.

JOHN

48:32 Yeah. So it would, and I'll have to get clarification on this, but it would send over... the invoice into Quickbooks and it should be marked as paid already. But I'll... I'll send you the video after the, after our meeting today, and that... that all kinda show you what it looks like in Quickbooks desktop... desktop.

PARKWAY

48:56 I mean, who is the integration with Quickbooks that can't change? So like I don't wanna have to be like, alright, send everything, you know, send the invoices that need paid to Quickbooks, and then go into Quickbooks and have to send invoices from Quickbooks to the customer. You know? Yeah.

JOHN

49:14 You won't have to do that. I know... I know that... I would say, so we have, I would say the majority of our customers are using the Quickbooks integration and sending invoices through service trade and then sending that information over to Quickbooks. We do have some customers that they just personal preference. They like invoicing through Quickbooks. And they still do that. So they would basically create an invoice and service trade, send it over to Quickbooks, not send it to the customer through service trade. Yeah, send it through Quickbooks. But I would say the majority of our customers are doing it the other way where they're getting paid through.

PARKWAY

49:50 You may not have the answer. So you said you might have to check in. So if I did send the invoice that needs paid to the customer from... service trade and they paid it then, so like would Quickbooks automatically mark that as paid? Or do I have to go back in to service trade and... and send it to Quickbooks saying, hey, this with paid?

JOHN

50:11 I think it would... it would be marked as paid... in Quickbooks already. Like when you're sending it over, it should be automatically mark. I will try and get clarification on that, and I'll... I'll put that in the email as well, but.

PARKWAY

50:27 I just... I just need like because I know I'm going to be asked this question. It just like how... how smoothly as it going to integrate and work through billing with Quickbooks?

JOHN

50:38 Yeah, I would say pretty smoothly. I just, I don't know all the details because I don't have a Quickbooks account, but... let me... let me get back to you on that.

PARKWAY

50:49 Problem. I just... I just know it's...

JOHN

50:51 That's gonna come up accounting or we always needs kind of that... that question answered so that that's fair. Yeah, I'll... I'll send the video and I'll do some research on. I just don't have 100 percent confidence.

PARKWAY

51:03 No problem. I can do.

JOHN

51:05 But, yeah, I would say like most of our customers figure it out, you know what I mean? Where... it's... it's... it's not an issue for them.

PARKWAY

51:12 Yeah. Okay.

JOHN

51:15 Now, say, and we can kind of go over this briefly for scheduling. So, you guys do end up doing a lot of those recurring services, preventive maintenance jobs. What this is, this runs a list of report are basically things every location in the service trade account for this timeframe, and you can... basically see what upcoming services you have within that timeframe from here, you can schedule it. So you would just pull create 60 jobs or whatever you have in that timeframe and then you can schedule it from there. Alright. And then you can see like kind of what kind of jobs they are, stuff like that now, from, go ahead.

PARKWAY

51:55 Can I make like, is it just gonna be one massive lists like that or can I make kind of like separate accounts, job accounts, like customer accounts. So like I have one customer, their project man or I'm not property managers. And I mean, we cover lots and lots of buildings for them and do a lot of jobs, run more than, you know, like they're... they're one of our main customers. So, can I create like a customer account for them and then just have their jobs separately from everything else?

JOHN

52:28 Yeah. So if you wanted to create that list, you would just filter that way. I can type in, let's just say Bob Evans because that's one we're working on. I don't know if any will show up here, but you would, yeah, you would just type in that... that customer right there and only their information will pull.

PARKWAY

52:42 Okay. Cool.

JOHN

52:43 And then you could do like say, you have a group of customers that have, I don't know like our property... managers or whatever. You could put a tag on those customers and it's... it's kind of like just put the tag on their account like property managers or whatever, and you could filter it by the tag so that group of customers football.

PARKWAY

53:05 Okay.

JOHN

53:06 Then real quick, this is just our scheduling map based scheduler. So once you create those jobs, if you don't... you don't have to schedule them if... if you don't want to, yet, you can kind of take a look at the map and see, and this is gonna kinda show the whole country just because we have a bunch of fake locations all across the country, but.

PARKWAY

53:27 Right.

JOHN

53:28 It's all color coordinated. So red would be tied to the, whoever the... the red technician is over here. A pin with a calendar icon in it just means it's been scheduled already. So if it doesn't have that calendar icon, I don't know if we'll have any. Yeah, it doesn't look like we have any. But basically, if it's just a color, been without a calendar, means it hasn't been scheduled. And then if it's a great pin, that means it's not assigned to a technician and you could just drag and drop that pin. Like I don't want to miss anyone's job up. So I won't drag it all the way. But basically I could drag this over to my name. It would turn green.

PARKWAY

54:04 Okay. And...

JOHN

54:04 Then I could drag it down here to the say, I want to schedule it for Friday at eight am. I could drag it to Friday.

PARKWAY

54:11 Okay.

JOHN

54:12 Now, if you don't want to drag it, you can also edit it here at a technician here. However you want to do it. You can kind of do that. And then jobs like this... this has four technicians that scheduled for four days. So that gets added to those four technicians, calendars for those four days.

PARKWAY

54:29 Okay.

JOHN

54:30 That, that just kinda let you visualize. Hey, this is what's going on if you have extra jobs or you can kind of plan your... your guys route. So a little bit more effectively just seeing the locations.

PARKWAY

54:41 Right.

JOHN

54:42 And then our dispatch board is for like those emergency services, I would say is where say a customer calls in and they're having... some type of issue but their equipment, you can, I'll just mark this as an emergency service call. I can add a technician if I want. I can schedule it if I want or if I want to leave it kind have a, in a list of jobs that you guys can get to... equipment. I can choose a piece of equipment and let's just say this H back unit needs fixed or whatever you would type in there. I can save that. Then I can Zoom icon. I didn't schedule it so I could go to available jobs. I can filter by service calls, priority urgent emergency. And then this is drag and drop as well. So I can just drag this to my... thing. I can schedule for two PM... now if I wanna see what's going on with this job or say, I don't remember it. You can kind of take a look at it. See the description of the problem. Now. If you want to add a technician and then not schedule it. So you don't have to schedule. It... it would be one of those unscheduled jobs, you would just add the technician, release it to the technician.

PARKWAY

55:56 Okay.

JOHN

55:57 And that just kind of gives you a running list of the service call if you guys have.

PARKWAY

56:03 If, because we get a lot of emergency calls. Like, so if I can't get in time to create the job before the service tech gets there, I mean, they can just do their invoicing and send it back, right? And I mean, that... that creates a job.

JOHN

56:19 It again.

PARKWAY

56:21 Like we get a lot of emergency calls. So if I don't have time to get to Scott, you know, to create a job on here before take gets there. And then he just, I just need him to write his, take it up and send it in here into service trade. And then like I'll see that as a job already or, you know?

JOHN

56:37 Yeah. Yeah. They could... they could create a job from their phone or tablet and then that would... they would just have to make sure it's assigned to that location. And then the, at... at that location.

PARKWAY

56:50 Yeah. Okay.

JOHN

56:53 And that, that's kind of have, I would say that's like a high level overview of service trade there's. Obviously, we didn't really talk about... like the... the portal too much. I don't know if that's something you guys would want to do or... or if you're interested in... what was that?

PARKWAY

57:12 Talk about what?

JOHN

57:13 Customer portal. I know we kind of touched on that briefly where that, that's and I can send you a link on that, where that would be.

PARKWAY

57:22 On that and I can check it out.

JOHN

57:24 Yeah. And that's just where they can sign in access, stuff about their equipment, put in service requests, stuff like that instead of calling. But as far as...

PARKWAY

57:36 You right now, that, that's a big... big thing that I'm looking forward to it, it's not necessarily like a deal breaker right now because so like right now, like my phone and my father's phone, I mean, they rank constantly and like huge goal is to try and somehow deviate the phone calls from my father's from, at some point, I'm gonna take... take that load off of him. So I mean, yeah, if they could, if they could just go on schedule, it be great. What I get like, so like say I have my phone and I guess the master like what I get notifications when customers schedule some or try and request something. I honestly, so I'll... I'll be fully honest.

JOHN

58:17 No, I don't so I typically work with the smaller companies that are under 10 technicians. So I don't get a lot of questions about the customer portal going forward. Say this is something you wanna move forward with. I'm probably gonna put you in contact with my colleague Danny who's my counterpart who deals with the... the companies 10 technicians and up.

--- Pricing ---

JOHN

58:40 So I... I not 100 percent sure. But what I'm gonna do is I will reach out to him and I'm moving forward, we can kind have if... if we can basically have him show you the portal and it, yeah, it's...

PARKWAY

58:55 Like it might be something that we don't move forward with. But yeah, as you said, that... that... that just sparked an idea for me. So.

JOHN

59:01 Yeah, yeah. For sure. As far as pricing, is that... is that something you want to go over today? Did you have a couple of minutes to kind of go over that okay? To you said 10 to 12 technicians, right?

PARKWAY

59:16 At the max? Yeah. So we have about, I think eight guys on call regular E, but yeah, I have about 10 10 to 11, 12 guys think right now, I have like 10 or 11 guys off the top of my head that are doing service invoicing. Okay, mostly... mostly those eight guys are the core they're constantly going, but, you know, every once in a while, those two other guys will be in charge and have to set up an invoice.

JOHN

59:49 Yeah. So we... we have the it's the select plan which is it's per technician per month. And it's that's... that's our starting tier that 79 protect per month. So for let's just say 10 technicians... that's about first year total would be about just under 13,000. And then every... every year after that's about just under 9,500. Now locked as go ahead. I'm sorry.

PARKWAY

1:00:20 79 per technician per month, the 10 technicians that's about 1,300. And then every month after that, it's all or every year after that, it's 95 you said?

JOHN

1:00:33 Yeah. The first years with... with onboarding setup, it's about 13,000, just under 13,000. And then every year after that just under 9,500.

PARKWAY

1:00:53 Okay.

JOHN

1:00:57 Now that... that, so that's the... the first year that doesn't come with like the... the portal customer portal, the premium... which does come with the portal is... just under 18,000 the first year and also comes to like contract pricing. She got markup rules for each customer. And then every year after that is just under 14,300.

PARKWAY

1:01:39 Okay. So there's no like dr heard through... through the conference and stuff, you know, there's like a renewal date increase, stuff like that. So just a yearly basis after that, this is what you're gonna pay for.

JOHN

1:01:52 Yep. Yeah. So it's yeah, the... the first year is a little bit more just because that... that onboarding and account set up with training. Then every year after that is... it's about 3,500 dollars cheaper. Now we like if there is a price increase, I think there's only we can only increase the price a certain amount. I don't know... what that looks like, but it... it typically like we just had a price increase. So I don't see us changing anytime soon.

PARKWAY

1:02:24 Right. That would be something I would like to know though what's the amount of price increase? And like the notice that we get beforehand?

JOHN

1:02:32 Yeah. Yeah. That would that's a good question that I know that's in the contract. So that's something I'd have to look at... and I will, I guess if moving forward, I'll kind of have Danny talk to you about that and let him know you have questions about that.

PARKWAY

1:02:51 Okay. I'm just taking notes. Sorry.

PARKWAY

1:03:09 Okay.

JOHN

1:03:10 Yeah. So, I... I know you... you kinda didn't really have an idea of... of budget for software before this or... is that... is that, does that kind of fit with what... what you were thinking? Or is it... is it a little bit more? I guess where do you stand with that?

PARKWAY

1:03:26 It's a little bit more but not drastically. I had a feeling it was probably going to be in that ballpark you're on a little bit higher than I expected but not like I'm not

shocked by it. So... but yeah, I'm... I'm definitely very interested. I just need to learn a little bit more.

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PARKWAY

1:03:50 I'd... I'd like to get those links, those emails. And then like I said, I am, I'll be honest, I got like two other meetings throughout the next couple of days. I just like to not do an overview of and see what my options are.

JOHN

1:04:04 Yeah. Yeah, for sure.

--- Next Steps ---

JOHN

1:04:05 Do you think I can give you a call? Either I or Danny will give you a call next week like on Wednesday?

PARKWAY

1:04:14 I think if you gave me till about Thursday, that would be great. Absolutely.

JOHN

1:04:19 Okay. Yeah. So I'll... I'll either have him reach out or I'll... I'll give you a call Thursday. Are you going to be at Emma CA next weekend or no?

PARKWAY

1:04:31 What's next weekend?

JOHN

1:04:33 I don't know. I'm... I'm just looking at Danny's calendar. It looks like he's going to be at Emma... Emma CA, so I'm guessing, yeah, there's a conference in new England.

PARKWAY

1:04:40 No.

JOHN

1:04:40 Okay. Alright. Yeah. So I will, I'll have him reach out and if he doesn't I'll... I'll reach out to you and then we can kind of go forward from there if you want to have your... your dad and brother kind of take a look at this and... and get some.

PARKWAY

1:04:53 Okay.



JOHN

1:04:54 Yeah.

PARKWAY

1:04:54 Yeah, and send those emails over. If you could send that quick video to just because I would like to have some sort of... of example for them.

JOHN

1:05:05 Yeah, for a Quickbooks...

PARKWAY

1:05:07 Well, yeah, that too. And... and then, yeah, if... if I have time, you know, I might want my brother just to do a quick demo. I don't I mean, he doesn't have to sit here in the whole time like we get, but.

JOHN

1:05:18 So, not to cut you off, sorry, I'll also send a recording of our meeting today so you guys can reference that and it'll... it'll just have, he can kind of skip through it or watch it to time speed or whatever. Be great and run through it. So I'll do that. If you have any questions in the meantime, you'll have... you'll have my email and phone number, feel free to reach out.

PARKWAY

1:05:38 Awesome. Thank you very much.

JOHN

1:05:40 Yep. Have a good one.

PARKWAY

1:05:41 Too.

*The End*