



ServiceTrade/Pueblo Mechanical Call

Maribeth Steffen with Pueblo Mechanical & Controls Inc
Recorded on 3/29/22 via Zoom, 32 min.

Participants

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Transcript

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MARIBETH

0:00 It looks like you're muted, maybe you need a minute that's okay. There you are. No, I lost you again.

STEVE

0:08 Can you hear me? I?

LAUREN

0:09 Can...

STEVE

0:10 Okay. Yeah.

MARIBETH

0:14 Sorry?

STEVE

0:16 No worries.

MARIBETH

0:18 It's like, you know, they're Zoom there's, Microsoft teams. There's, all these different applications that we need to figure out these days.

STEVE

0:25 Hello, and we just moved into the new building. You know, we're all set up for teams and we've been trying to do Zoom meetings and we're communicating and listening through somebody, his laptop, and it's just, I can't work well.

MARIBETH

0:37 Yeah, the move... the move throws a... a whole nother level of complication into it. So.

STEVE

0:44 Hi, I'm sorry?

MARIBETH

0:45 Did you guys move?

STEVE

0:47 So, well, it depends. We have three offices in Phoenix, and I was in the north west valley, which is the office that you guys came to. And for me, that was about a 25 minute drive and the new offices at the airport. So, with traffic, it can be an hour and 20 minutes to an hour and 10 minute drive now. Yeah.

MARIBETH

1:07 Okay. Alright.

STEVE

1:09 Match the pockets, right? You know, if you... if you leave the right time in the morning and the right time in the afternoon, just... just about an hour, just under an hour.

MARIBETH

1:19 Well, I'll keep that in mind next time I come and visit you guys to schedule it around the rate... the rate with the.

STEVE

1:24 Well, you don't have to, because if you fly in, we're right on the tarmac of the airport. So, we are like, right there, you got one thing I should fly in?

MARIBETH

1:34 Right.

STEVE

1:35 Really close.

MARIBETH

1:37 Good.

STEVE

1:38 Before you guys, yeah... how are you?

LAUREN

1:44 Good. How are you see that? It's been a while?

STEVE

1:47 I know industrial the last.

LAUREN

1:48 Meeting. I know I was, where was I was in either Seattle or Portland last week?

STEVE

1:55 Hello?

LAUREN

1:56 There's a long week... yeah.

STEVE

1:59 Good. How was... how was the trip then you guys go to Utah?

MARIBETH

2:04 I did. Yeah, I went with Billy, our CEO, yeah.

STEVE

2:10 Good, good. Did you meet with Rocky?

MARIBETH

2:12 Not there, no, no, but, you know, we actually one of my colleagues just called in to them to prospect and that was my mistake. I told her I was like alright this engaged. They're part of Pueblo now. So, I know, I don't know, but I've spoken with this link in the past over at that office and Bob, I think who's the CFO? I can't pronounce his last name, I think has like starts with an, I think, but... yeah, well, but next time for sure. So I appreciate you. I know you're I think you're headed out of the office tomorrow or Thursday?

STEVE

3:00 Laterally us, I'm gonna be, I'm gonna be driving over to palm springs and... probably about three hours from now, I'm gonna take off and drive over to palm springs. Yeah, they'll be off Wednesday. He'll be in a hold on just a moment. Let me.

MARIBETH

3:16 No worries.

STEVE

3:17 Pilot Cisco. I'll be over in palm springs, Wednesday through Sunday, driving back some time on Sunday.

MARIBETH

3:25 Right. Well, that sounds nice and relaxing. Lauren and I were just talking about how each of us is ready for vacation too.

STEVE

3:34 It's it's a vacation, but my son's fiance plays on the LP GA tour, the golf tour.

LAUREN

3:41 No.

STEVE

3:42 Way, this is their first major championship of the year. So we're going to follow her. So as far as relaxing, you know, you feel, you know, when they play well, it's wonderful. When they're... when they're struggling. It's you know, it's just, it's not very relaxing so.

MARIBETH

3:58 Yeah.

STEVE

3:59 But what's great about it is we'll get a lot of exercise walking on the golf course, which is good.

MARIBETH

4:04 That's that's to me. The... the best part about... about playing golf is the... the exercise and being outside but I kind of lack the patients for it. And I'm also known to be extremely loud and that's not as appreciate it on a golf course as it is and maybe other circumstance.

--- Purchase decision ---

STEVE

4:25 Group, so I play with a pretty loud... had had some fun out there.

LAUREN

4:33 Well...

MARIBETH

4:33 Lauren and I just wanted to catch you before... before you head out and we appreciate you taking the time. I know that when we talked last week, you had plans to kind of sit down with the team and make a pro calm list then we just kinda wanted to get an understanding of, you know, what that discussion has been like and, you know, maybe what you might be unsure of if you need anything from us.

STEVE

4:56 Yeah. So the team met last week with you guys and then we had a follow up meeting with BuildOps as well too. We finally got the references. Bernie has talked to a couple of references. He still has not connected with all of them yet. He's got a

couple of scheduled. So we're going to be doing that. When I return on Monday, we have month end close on Tuesday. The team is gonna get together and we're going to list the pros and cons and kind of get the, they're gonna make their recommendations which direction they feel would work best for them. Okay? So we'll go through it, but I do have some questions and if you guys have time today, I'd like if you can bring up the pricing sheet, I wanna make sure that I understand that correctly.

MARIBETH

5:39 Okay.

STEVE

5:41 Like to be able to do that with you as well.

MARIBETH

5:43 Yeah, absolutely. Yeah. I know that burden me had talked with the first reference that we sent to him bread box at the end W in Atlanta. He said that... that was a really good conversation and there was a couple more. I know he was trying to coordinate with. And of course, I did wanna kinda talk about the contract and get kind of some of your initial feedback and of course, we can talk about the specifics as well.

STEVE

6:15 Right. Yeah. Can you blow this up a little bit for me?

MARIBETH

6:18 Of course.

STEVE

6:18 Still on my laptop... my eyes a little while ago.

--- Pricing ---

MARIBETH

6:23 Is that any better?

STEVE

6:24 That's better. Yeah. Okay.

MARIBETH

6:27 Okay. Let's go to the first page?

STEVE

6:31 Okay. Alright. So, so the licenses, this for 60... and it's for two years, right? It's 1900 bucks per license. Is that correct? Like, you know, eight?

MARIBETH

6:46 Yeah, exactly. And, you know, typically companies your size are interested in a multi year agreement because what that does is it secures the pricing for the course of the contract in the event that there is a price increase in the future?

STEVE

7:02 Yup. I would agree at the end of two years, what's the, is there an escalation clause? And?

MARIBETH

7:08 Yeah. So there is.

LAUREN

7:12 Hi, I'm happy to speak to that. In the, if Mary best rolls up onto the first... that's curious. Are there, it is in the master subscription agreement which is linked and not that'll... that'll show you all of our t's and c's and legal ease of that rhymes that's fun.

--- Customer engagement (quoting and invoicing) ---

LAUREN

7:35 And there's a section, I believe that... maybe... maybe section 11 or 12, we can find the specific paragraph but it states that the pricing... is... is subject to increase only if our approved pricing increases and you would only be subjected to a seven percent increase in the event that does happen... on... on a, on the basis of recurrence of your term.

--- Pricing ---

LAUREN

8:11 And if it until you would get up to that new approved pricing.

STEVE

8:18 So, I think I heard you say seven percent... and my question would be, I noticed that the fourth item there, the April eighth signing document has a discount of 40,000... that discount be applied if there was a renewal or would that go away? So the price would be more like 276 and seven percent on top of the 276.

LAUREN

8:44 It would go away.

STEVE

8:47 It would guy. So the price would be, the base price would be 276 and then escalation would be on top of that.

--- Pricing ends ---

LAUREN

8:55 That's right? Okay. Unless you ask otherwise link... link.

STEVE

9:03 Yeah. What... what, what's in writing usually stands? Because if I'm not here, Lauren... Lauren or you're not here, what would that comes? Right? So whatever reason, usually... usually I get it right? But usually what's... what's in the writing of the contract really applies.

--- Pricing ---

STEVE

9:20 Okay? That makes sense to me. So, alright, I understand that, and we're looking at... was it November first 2022? These are the payments.

MARIBETH

9:33 Yeah. So we actually structured this with the semi annual payment versus everything upfront for the year. So we have your contract term starting on December first.

--- Implementation and ongoing support ---

MARIBETH

9:47 I know that when you and I had discussed, it sounds like January first is... is truly the goal, go live date. Is that correct?

STEVE

9:56 It really is. I mean we want to be fully 100 percent socks, it'll come January.

MARIBETH

10:01 Right.

STEVE

10:02 Well, I do like to have some time under our belt in the month of December as well, too?

MARIBETH

10:07 Yeah. So I think that this is kind of like giving you a little bit of a... of a buffer. And then what we also did as it relates to, well, do you have any other questions

about the subscription before I talk about the implementation?

STEVE

10:22 Yeah, no, I don't... I don't know more protection.

--- Purchase decision ---

STEVE

10:24 I think further down, I probably will when we get to this piece, but yeah, let's you want to talk about the implement?

MARIBETH

10:32 Yeah. Yeah. So I know that... that you and I had previously discussed and this is not all uncommon with the bank chemical companies that we work with that the busy season is really not a great time to fully implement a whole new product that process.

--- Implementation and ongoing support ---

MARIBETH

10:49 However there are some things that we can be doing to help get your team prepared before you really hit the ground running. We would suggest that you hit the ground running on September first at the absolute latest to hit that goal, go live date. But in a couple of months leading up to that, you know, if your team can, you know, just send us some raw data. We can connect you with a project manager as an additional resource. We wouldn't necessarily need you to commit to that.

LAUREN

11:17 Weekly.

MARIBETH

11:18 Meeting starting in July. But I do think that there's some things that we could be doing to help support you in preparation of the full implementation starting on September first.

STEVE

11:29 So, what kind of, what kind of data would you request that we would send to the?

MARIBETH

11:35 Yeah. So as it relates to getting your account setup included with the implementation and onboarding fee, it's customers, locations and items, list, your recurring services, list, your asset list and information regarding that.

--- Forms ---

11:57 There's. Maybe if you guys have any type of like paperwork that needs to be converted to fill ubl forms... what else am I missing one?

LAUREN

12:11 I think you hit everything I was looking and the second point in the scope of work and not those are sort of the things we can import companies, location, services, items, asset and contract pricing.

--- Accounting ---

STEVE

12:24 Yeah. The, and as... as both of you know, it's you know, we can... we can pull out the data and put it on an excel spreadsheet and send it to you immediately, right? That's... that's nothing, it is the clean up of the crap that's in the system that when we pull it, we wanna make sure that it scrubbed clean before it gets uploaded into a new program, right?

--- Accounting ends ---

STEVE

12:46 And that's... that's where the time comes and that's we're in the middle of July, we're really pressed and Arizona because we're just, you know, it's the phone's ringing off the hook. We're... we're running service and they're busy and I really want it to be done correctly and I want it to be, it will not be 100 percent clean, but I needed to be a hell of a lot cleaner than it is now, right? And that's the time consuming piece, pulling customers and locations and assets. It's easy to do. But if it's not accurate, it's kinda crap in crap out on the... on the... on the backside of it?

LAUREN

13:21 Yeah, I definitely hear you. We've... we've done this enough times to know that, you know, everyone wants to do a bit of data clean up before they had anything to us.

--- Implementation and ongoing support ---

LAUREN

13:32 The nice thing is... is your project manager can kinda help with some of that... like... like... like review all the export files, see like, okay, I'm seeing some duplicates, you know, just... just kinda do the first pass and say, like here's... here's the format that will need it to be in. And here's what I'm seeing so far. And then when it is a better time for you all to kind of do that more energy towards that you already have like some guidance on where to start.

STEVE

14:01 Okay. Very good. Talk about the account setup and data migration services, the cost there.

MARIBETH

14:11 Yeah. So, so that does include I'm the account set up with, you know, all, getting all of your data, reviewing all of the data. It also includes weekly meetings with the project manager. Like I said, we would want to schedule that no later starting a weekly meeting then September first or the week of, you know, the first week of September. It includes some Q&A sessions, you know, kind of talking about some best practices and then the certification training for the technicians as well as all of the administrators. So just as a reminder, your administrators are going to go through the training earlier on in the implementation because that will be an system and... and kind of using and testing that sooner the technicians will go through their training, maybe a week before you go live a week or two, just because if they don't use it, they'll lose it and then they'll have access to that certification training for, you know, the... the time that you guys are a customer. And as we update the products, that training gets updated and it's a resource that they'll have available to them in addition to, you know, the frontline support, our... our vast knowledge base, I'm in the help center on our website, and then you'll have an account manager as well. So, so that's where that piece comes in. And then, you know, as it relates to... to our previous conversations, I know that you've kind of express some interest and... and having some onsite support throughout the implementation just to ensure that everything is... is kind of going along at the right time line. And, you know, filling kind of like that more personal white glove experience. So, we have included six days of onsite support. And after talking with our VP of customer success, his recommendation is doing and... and we can talk about this. It doesn't this isn't set in stone but doing two days upfront as kind of an initial discovery, two days either midway through or a month before you go live. And then two days as you guys are going live so that you have that person right there to field any of the... the... the Q and a or concerns as you're... as you're launching the new product.

STEVE

16:43 Understood. And if we wanted to increase that, we could do that, right? If I wanted to go to 10 days or 12 day, something like that?

--- *Parts management (inventory)* ---

MARIBETH

16:50 Yeah, yeah, absolutely.

STEVE

16:52 Alright. Fair... fair enough. And tell me a little bit. What is the part? The partial, what is it part portion part-time ledger? Yeah, what's the parts ledger setup and data feed? What does that for?

MARIBETH

17:06 So, so that is for the parts ledger inventory management piece and setting up your, I have included on the first page, 62 warehouses to include the 60 trucks for the technicians, and then the Phoenix in Tucson warehouse at each office, which now that you're saying that... that might, you might have more than one office in Phoenix. So I didn't not, I'm not sure. It took that into account, correctly.

STEVE

17:32 No, we have... we have... we have one office in Phoenix one in Tucson, but we're not using the offices for inventory warehouse locations. So the vehicles we are only, we're only inventory in the refrigerant on.

MARIBETH

17:48 Right, right.

STEVE

17:49 Right. So the trucks would be their own separate warehouse basically, and each one of them would have a warehouse. And the only inventory items like I mentioned would be just the refrigerants that they carry on the truck. Everything else is either ordered against jobs or supplies.

MARIBETH

18:05 Okay. So you are not holding any refrigerant in your physical warehouses? All of that inventory refrigerant is allocated to one of the 60 trucks.

STEVE

18:15 We do, I need to have a little further discussion how they want to do that internally with maker and some of the others in the office right now, they want to account for warehouse inventory. For the core service team. We just need to set up my truck.

MARIBETH

18:31 Okay.

STEVE

18:31 Okay. If your cost also includes a warehouse or two warehouses already, then, you know, the costs are already in here.

MARIBETH

18:39 Yeah, the... the cost includes 10 warehouses. And then, so like the... the base level parts ledger subscription includes 10 warehouses. So I'll make the adjustment from 50 to 250 additional warehouses. And then in the middle of implementation or at some point, you guys determine that you need to add a couple of warehouses that's... that's not a big deal but the setup and... getting all of your warehouse is set up training for the mobile application for the technicians so that they can allocate everything you know, in terms of going through the mobile application.

--- Type of work ---

STEVE

19:19 Got it. Of the 60 technicians that we've identified, probably 33 of them will... will need to set up not all six.

MARIBETH

19:29 Okay. Okay.

STEVE

19:30 Right. Somewhere service rector fit installation guys somewhere controls technicians that don't have refrigerant, the guys that every frigging are strictly the core service guys?

--- Pricing ---

MARIBETH

19:41 Which is about 30.

STEVE

19:43 About 33.

MARIBETH

19:44 33. Okay... okay. I'll make that adjustment.

STEVE

19:51 Okay. Imagined that this is subject upon renewal for the seven percent increase as well.

LAUREN

19:56 Hello, this is one time. Yeah, I'm to these aren't recurrent?

STEVE

20:04 Okay.

LAUREN

20:05 And happened to your account?

STEVE

20:08 Okay.

LAUREN

20:09 So, no, no increase.

--- Pricing ends ---

STEVE

20:13 Okay. Alright, I have a good, I have a very good understanding now, it's clear.

MARIBETH

20:19 Okay. And I can make this adjustment for the warehouses and I'm kinda resend the... the contract back over. I'd love to know. I mean, I know that you guys have your... your meeting next Tuesday.

--- Purchase decision ---

MARIBETH

20:36 There's a couple of things. I'd love to set up a call for next week for us to discuss what the potential next steps are. And obviously where you guys landed, is there any indication of which way you are... are leaning?

STEVE

20:51 Not, not, at this point. I think we have a mixed crowd, right?

--- Purchase decision ends ---

STEVE

20:55 We have service trade fans that I will tell you that. I think one thing that was beneficial for you when the last meeting was you bought someone in that was not a salesperson that was actually able to go into the system, show us how to move time from service trade into pro core that resonated well, right? And, you know, that's the feedback that I've got for build apps as well too. You know, you start to come to heavy with all salespeople having somebody from the technical side that could jump in and just go, hey here's how it's done, right? So, I think that help as well too. So we kinda got a mix crowd. I have a say in this, but day in and day out, the administrative team is gonna live in this and the service folders. So they're going to have, you know, their decision and their recommendation between them. After we do the pros and cons is going to really decide who we're going to go with. It's. Not so much based on price just so you know what? I want to understand the contract and what it looks like going forward because this is something that we're not gonna have for two years and watch it out and go to another system, right? It's something that's gonna, we're... we're looking to implement this in Texas as well... as well as our Colorado, Utah and some of the others that we're looking at as well?

MARIBETH

22:15 Yeah, absolutely. Do you have any type of indication as to when you would want to roll out some of the other offices just curious?

STEVE

22:24 I don't know one scots gonna be ready to do some of the offices we're... we're right now. We're... we're in the process of making an announcement the next couple of weeks on another office potentially too. So I'm not sure, you know, you don't want to come in and the first month or 90 days and say, okay, we're going to change stuff up, right? That. So I can tell you that the first acquisition was in Dallas at one will probably go first, which is X vanity. They've been with us for a while, right? So they're kind of used to the change already and then maybe Harland gym. And then after that, it would probably be Utah and then some of the others that we're looking

at closing on in the next couple of weeks, right? So we, it would be phased in. Mary, Beth, it's not gonna be.

MARIBETH

23:09 That, that's actually pretty typical of what we see especially companies who are in, you know, a pretty aggressive acquisition bay is, and of course, you don't want to say, hey, we're new here. We're gonna switch everything up that can potentially create some animosity with... with some of the team. So that's not uncommon to what we typically see.

STEVE

23:38 Right. Right. Yeah. So it's gonna be, it'll be faced in.

MARIBETH

23:42 Okay. Alright.

LAUREN

23:44 One thing I like to think about with all that in mind is... we... we can offer that onsite launch support. I think maybe that's why you were asking Steve is like, what if I wanted like 10 days of onsite launch support?

--- Implementation and ongoing support ---

LAUREN

23:58 That is something that we would consider when... when rolling out to your new branches as well. Of course, we'll do a great job of training the trainers and your Phoenix in Tucson branches when you all the go live. But that, that's something that we would make sure to... to want to... to offer for your... your new branches as well?

--- Purchase decision ---

STEVE

24:17 Yeah, I think we wanna make sure I wanna make sure that feels very... very comfortable and has the local support. I will tell you that your competitor talks highly about onsite support right now. You know, sure the price may, yeah, afraid at the end of the day, it's that's what I'm saying the money is not a different.

--- Purchase decision ends ---

STEVE

24:37 Their price may be higher protect. I don't know yet. I haven't seen the pricing. I'm expecting that any... any moment now, but I would think it's... it's in there somewhere but they talk specifically about their onsite support that they deliver, right?

LAUREN

24:53 Well, I am in a way that's what I heard.

STEVE

24:57 Give it away or they don't give it away?

LAUREN

24:59 They give it away.

STEVE

25:00 They do well. Yeah, you can better.

LAUREN

25:05 Wow. What's interesting is that since they're so new that, that's something that they may be able to offer now which he potentially could benefit from. But as their company skills, I think they will have to adapt a little bit to the more of a cost effective process if you.

STEVE

25:29 Makes sense. Yeah, that's it. Then that's... that's fair. Yeah. Yeah. Yeah. I just think that that's why I talked is out of the team's. Gonna be comfortable pay for a few more days here there to have onsite support. I'm not opposed to it.

LAUREN

25:42 Yeah. Well, you just tell us what you need from... from a support standpoint.

--- Implementation and ongoing support ---

LAUREN

25:48 We... we actually, Mary Beth and I had pretty extensive conversations about how to... how to structure this to... to best meet your needs. But the service delivery window, she said September would be the latest. I would say August. I mean, we really need to... to give you a nice long runway especially if you want that month buffer between December and January to... to really get... get good route, screw those good roots for going fully live in January.

--- Implementation and ongoing support ends ---

LAUREN

26:18 But with your team and how thoughtful they are, that... that doesn't really concern me and then the busy season as a little bit of an annoyance, but I think it'll be fine.

--- Purchase decision ---

LAUREN

26:27 But at the end of the day, when it comes down to it, like if you fill service trade is the right fit for you, which we were confident that... that it is as you may be able to tell. But if... if these words and numbers need to look a little bit different to make you guys feel more comfortable, you just tell us what you need.

STEVE

26:48 Fair enough. No, I enjoy. I go. I'm glad you reached out Mary, Beth and that we were able to review this. You know, I've gone through the contract several times now and I did have just a few questions. Wanna make sure I understood with reports ledger setup was it was all about right?

--- *Parts management (inventory)* ---

STEVE

27:05 And how that's going to be structured? I think you said you were gonna rework this on the warehouses, but the warehouses you say are already included, correct?

MARIBETH

27:13 Hello, the warehouses, I don't know why this is giving me such an issue. So I'm gonna adjust this to... three... because you said you need a total of 33 warehouses?

--- *Pricing* ---

STEVE

27:30 Hi, this.

MARIBETH

27:30 Point. So I have you at 62 warehouses for one truck for every technician, but it's... it's obviously that's not how it's structured. And then the 10 warehouses are included in this.

STEVE

27:45 I...

MARIBETH

27:45 Scratch and.

STEVE

27:47 Got it. Let's... let's... let's... let's take that. That's a 52 number. It looks like to me here. Maybe my eyes were bad that 62 or 52.

MARIBETH

27:55 It's 52, but there's it's unclear because this part Fletcher subscription includes the initial 10 warehouses.

STEVE

28:02 So...

MARIBETH

28:02 If you need 33 total warehouses, I'm going to bump this down to 23.

STEVE

28:08 Alright. I would for technicians, I said 33, I want you to bump that to 40 because... we are... we are ramping up and we just landed some very nice big contracts are that are gonna, thanks for manpower. So we're gonna need to grow. So I would make it 40 technicians, 40 warehouses that.

MARIBETH

28:27 Hi.

STEVE

28:27 Okay. Alright... alright.

LAUREN

28:30 Hello? Hey, other, all the other numbers are right from the... the standpoint of the technician license?

--- Pricing ends ---

STEVE

28:36 Yeah, 60 total. That's right. Right. Okay.

MARIBETH

28:42 Awesome. So, when Steve, since you guys have your meeting on Tuesday, do you want to try and connect next Wednesday or... or what will work for you?

STEVE

28:51 Yeah. Let me check my schedule for next Wednesday.

MARIBETH

28:53 Here.

MARIBETH

29:01 It looks like Lauren and I are free really any time after 10 AM your time?

STEVE

29:20 Sixth...

MARIBETH

29:21 Yes.

MARIBETH

29:31 Anytime after 10 AM your time.

MARIBETH

29:39 Let's...

STEVE

29:39 Go one o'clock...

MARIBETH

29:41 Okay.

STEVE

29:44 Yeah. Send me an invite for the sixth.

MARIBETH

29:48 I will do it, and then if anything does come up during your discussion on Tuesday and you guys do some more questions answered, you can shoot me an email. I think you have my cell. It's at the bottom of my signature, but I'm just pick up the phone and call me if you need anything.

STEVE

30:09 Think I've got your North Carolina phone numbers.

MARIBETH

30:12 Right. Yeah. I haven't committed to a change quite yet. I've had that number since I was in college.

STEVE

30:19 Understood...

MARIBETH

30:23 But I'll send you a calendar invite.

--- Dispatch ---

STEVE

30:25 The Zoom...

MARIBETH

30:26 Link and Lauren, any other questions that you have before we?

LAUREN

30:32 I don't think so. Other than I, it sounded like you guys are. So I'm coordinating with references if there's anything like maybe... maybe Mary, Beth, we'll touch base with Bernie, and if he needs us to coordinate any calls, we can help with that team.

--- Dispatch ends ---

STEVE

30:47 Yeah, I think... I think the customers have been responsive is just between Bernie schedule their schedule, getting the time, right? But I know that Burmese done and he's calling, you know, build... build apps, references as well as service trade. So, and he's got some, he's got some very good notes, right? So maybe we can show you those next Wednesday.

MARIBETH

31:08 Yeah, for sure.

LAUREN

31:10 Less...

MARIBETH

31:14 Well, have a great time in palm springs. Hey, what's... what's your daughter in law's? Name? I'm curious. Maybe all my dad is actually gonna be in town and he loves both. Maybe it will check out the tournaments.

STEVE

31:26 There you go. It's down and it's set mission hills country club. It's the old, buying a short term and call the ama, and her name is Stephanie metal. She's from... she's from ireland.

MARIBETH

31:38 Alright. Well, they like to golf there from what I...

LAUREN

31:41 Stand.

STEVE

31:42 Yeah. Yeah. Yeah. This is a private country club tough... tough to get on this one. Yeah.

MARIBETH

31:49 Awesome. We'll have so much fun. I hope it's I'm much more relaxing than it is stressful.

STEVE

31:55 Yeah. So, it'll be fun... exactly, right?

LAUREN

32:02 Gonna be hot.

STEVE

32:04 It definitely, yes, right. Palm springs is not nice and call this time of the year... very windy there too. So.

LAUREN

32:11 Yeah. Well, best of luck to her. And we will talk with you next Wednesday if not sooner.

STEVE

32:18 Hi, sounds good guys. Thanks very much. Great day. Bye-bye...

The End