



ServiceTrade/ Sasco Integration Call

Clint Mathis with Sasco Contractors
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Participants

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OTHER

AKoning

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Transcript

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CLINT

0:01 Hello? How are you? Hi, how?

AKONING

0:04 How are you?

CLINT

0:05 I'm good, busy today, not gonna stop one meeting to the next. I'm trying to come up for her.

AKONING

0:12 I...

CLINT

0:13 Get a couple of minutes after this before I jump back on the phone. Hi, Lauren, hi, telling you.

LAUREN

0:20 Okay.

CLINT

0:23 So, Amanda did respond that we're still good on the e-mail so, she should be joining here in a second, just waiting to see her in the meeting room.

CLINT

0:41 Cool.

LAUREN

0:42 That made me think of like this little jingle. There used to be the segment almost station. Yeah, what I'm saying is not important to 10, but the segment was called meeting and latest.

CLINT

0:56 Yeah. And...

LAUREN

0:58 You know, meeting in the ladies room?

CLINT

1:00 I've heard it. Yeah.

LAUREN

1:01 Were they, were they like take out like a microphone and they go out to the clubs and then they just interview girls, the bathroom, the clubs and the Saturday night?

CLINT

1:13 This is.

LAUREN

1:14 My favorite... there's no better vibes than a women's bathroom on a night out. My God, you looks.

AKONING

1:25 Hello? Que, where's your top?

LAUREN

1:30 My gosh. Girl, you're too good for him. Don't let him do that to you.

CLINT

1:45 Yeah, Amanda... I'm about to kill this dog. I guess the Gartner showed up.

LAUREN

1:53 Is it raining there?

CLINT

1:54 Yeah, that's why I was shocked that my Gartner showed it.

LAUREN

1:59 Minor barking at the funder.

CLINT

2:02 I haven't heard any thunder.

LAUREN

2:04 It's like crazy here, which is weird.

CLINT

2:10 But, you know?

AKONING

2:11 That's...

CLINT

2:21 Kind of do this means.

TANYA

2:29 Do you know who asco partner is?

CLINT

2:34 I do not.

TANYA

2:35 Is the answer company?

CLINT

2:39 Okay. Amanda?

LAUREN

2:42 Let's ask Amanda, is she coming in?

CLINT

2:45 She said, I'm logging in, but Zoom has decided once to update before I can proceed.

TANYA

2:48 I hate. That seems like it takes forever to.

CLINT

2:57 I just had no worries. So you soon.

CLINT

3:05 Yeah, we can ask her, but I do not now, let me double check.

TANYA

3:08 Based on it, I'm just curious.

LAUREN

3:11 Do we have a field for that in Salesforce?

TANYA

3:16 So, you can, on the account, it's like at the top where you can like click on opportunities and contacts. There is a thing that says partners that you can click on and then you can add the partner and then you could go to a partner like, you know, a cord or pies or dynamics and see all the accounts associated with it. So I try to add them as I get them, what I find out about them.

CLINT

3:41 A demo went good. Here we go. Here she is.

AKONING

3:47 Okay. It's...

LAUREN

3:48 My...

CLINT

3:50 I'm the only one with test as I'm coming in this one.

CLINT

3:57 Good thing. I took my astros, I'm good on this one.

CLINT

4:11 You might be on mute. Is your, no, it's not on here.

TANYA

4:15 And, I think I get a false to mute when you join.

CLINT

4:20 Yeah, she's not on mute. Sometimes the computer or something gets hit.

CLINT

4:37 Yeah. Now, it works. We can hear you. How are you doing?

AKONING

4:41 All right. And yeah, sorry, I don't new Zoom very often when I went to click on the link at the started and hit update. So.

CLINT

4:48 Yeah, I think they just did a bit. We use it all time, but they did a big, not too long ago for us.

AKONING

4:54 Yeah, we use teams for the most part.

CLINT

4:58 Gotcha. How's the weather up there?

AKONING

5:02 It's actually, okay. Today. It's been let drag yesterday. It was all right.

CLINT

5:05 So, I didn't take the sun with me when I left.

AKONING

5:08 No, I think he left us with some.

CLINT

5:10 Okay, good.

AKONING

5:13 Yeah, yeah. So.

--- *Purchase decision* ---

CLINT

5:15 It was, it was nice when I was up there, I don't think the cold was there yet, but I wouldn't be getting cold. Well, good. Well, I don't want to take up too much of your time. Yeah, absolutely. I just wanna make sure we get these questions answered and that sort.

--- *Purchase decision ends* ---

CLINT

5:33 But before we get a discussion, I know you met Lauren when I was there on video and then we also have Tanya and Diane, there are counting gurus and handle all that stuff that I have no idea what you talk about, but I try to learn, but I'll leave it to the smart people.

AKONING

5:50 Okay.

CLINT

5:52 But since I was there last week, how's, the feedback?

AKONING

5:58 Good. I don't we haven't we still try to figure out this part before we actually like do a decision and it's obviously between you and BuildOps. So no, no more has happened since they're kind of waiting on me now to figure out.

--- Purchase decision ---

CLINT

6:15 Gotcha. So.

AKONING

6:16 So...

CLINT

6:17 We got the right. Well, good. Well, I don't know if you guys, I'm gonna let you guys talk and I'm sure I'll think of some questions to ask you as we go. Lauren, is there anything that you wanted to add before we get into the discussion on the integration piece?

LAUREN

6:36 Not at this point, but maybe later, I reserve the right to ask questions.

CLINT

6:43 Well, good. Well, I don't know how you want to start this, Amanda, do you want to go like kind of what your processes are or what you're looking at now? Because I think it's important to know like what you kinda want pushed and pulled over and that type of thing there's a couple of ways that we can do this just based off of what I've learned from Tanya in the past and working with other people. So I'll kinda let you kinda lead the way and kinda tell us what you're envisioning...

--- Accounting integrations ---

TANYA

7:10 May also help to just sorta talk about what the integration does and like a, you know, I guess I got a few questions too. So you guys are using service management currently and say.

AKONING

7:20 We are, but not properly. So the only thing we're using service manager for is to create a work order basically and just keep track of our customer locations, but we're not using it to necessarily schedule. We don't use it a lot and we use it to invoice, but we're not keeping track of any.

--- Parts management (inventory) ---

TANYA

7:41 Costs.

AKONING

7:42 Payrolls all run directly through the payroll module and Sage and all material costs. We don't have inventory. So all material costs are expense directly to the work order, and that's done through a third party platform called HH2, which once the invoices are coded approved by the project managers, they're actually, they're directly imported into Sage ap and job cost.

--- ST app contracts and pricing ---

TANYA

8:13 Okay. So with those invoices that are coming in through HH2, are you said work? Are they also hitting service management? Are there just a cost just going to job cost. So with the going to job cost, are you, do you have just like a service job that you put all that cost to or how?

--- Parts management (purchase orders) ---

AKONING

8:35 Have job numbers which we call catches. But within those, we use the extra field as our work order number. So when we're invoicing from SM, that work order number, the revenue is applied to that extra and the job cost. And then all the costs will go against that same extra, so we can capture the revenues and the expenses against any particular web order.

--- Accounting ---

TANYA

9:06 And are you manually creating each of those extras, you create the work order an SM? And then you go into job cost.

AKONING

9:13 Yeah, extra. Okay. Yeah.

TANYA

9:17 Okay. We'll have to think about that. So we'll talk about the, what the integration does and then we can talk about side of stuff. So let me share my screen here.

--- Accounting integrations ---

TANYA

9:33 Okay. You see my screen now?

AKONING

9:35 Yes, yeah.

TANYA

9:36 Okay. So service trade partnered with a company called E dynamics. I don't know if you're familiar with dynamics. They've been a long time Sage development partner, Robert Vera who is the owner, main developer over there. He's he's been a timberline consultant since like the early nineties. I think 91 is when he said he started with timberline. So he knows his way around Sage very well, and he's written several integrations for not only us but payroll products as well as other applications. So, we went to him and he's helped us really build a great integration because as you know, Sage is old and say, and so, you know, we had another partner that we worked with and had integration. So we've been integrating with Sage 300 for a long time. We opted a switch partners to have a little this because our original partner build an integration, but he didn't know Sage super well. We want somebody that really could, you know, get in there and be like, you know, this file and, you, know, all, the words that we just use like.

AKONING

10:39 Yeah.

TANYA

10:40 Job cost. And so we've had this integration. Now, we've got, I would say close to 10, 12 growing customers. We've added a lot of new customers just recently. You just, I mean, I think it just shows how Sage and service management module is just getting older and older.

AKONING

10:58 Yeah.

TANYA

10:59 Are moving to looking for other options. So... we tweak this a lot. It's a very flexible it's been a great integration. So this is the main touch points of our integration. So we sort of like how service management pushes information out of service management into stage. Like when you create an invoice and service management, it push close to a, we say we're gonna eliminate service management.

--- Accounting ---

AKONING

11:27 Right.

TANYA

11:28 And service trade becomes your service management. And then we're gonna push to the directly to core Sage. So companies in service trade align with Ar, customers. An Sage. Now... the arrows go both ways which mean you pick which direction because some customers say, hey, Sage has got to be the start of things other customers say, know, service trades, the start of things.

--- Invoicing ---

TANYA

11:51 So that's just a choice you would make during implementation. Then the other main point is pushing those invoices from service trade similar to what you're doing right now with SM, you create the invoice and they push or we're doing the same thing. So we create a much nicer looking invoice than Sage.

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

AKONING

12:09 Yeah.

TANYA

12:09 And my favorite part is that there's a link embedded in the invoice that the user can click on, and that takes them to all of the, do you know, details of the job pictures, videos, recommendations everything. And the other favorite part as a former controller is that I can tell if my customer has opened the invoice.

--- Invoicing ---

TANYA

12:33 So I know they got to the right person or I know can sit there and wonder why they've not paid me in 30 days and even though they've opened the invoice, so invoices will push over to our invoices. We, and as part of the implementation, this is where some mapping is done because you may have multiple revenue accounts.

--- Accounting ---

LAUREN

12:52 We...

TANYA

12:52 May use, you know, prefixes that we need to write to. So we will in the implementation, you know, build out the logic of where those invoices need to land and be coded and.

AKONING

13:03 Eric, then.

TANYA

13:06 Invoices now are in Sage, they hit the new Ar file. So they would be then posted.

--- Invoicing ---

TANYA

13:12 Once they're posted, they'll hit Ar, they'll hit GL, and then you get payments start to come in. You enter those payments as cash receipts and Sage as normal. We can then sync those paid invoices back to service trade as invoice payments. So when you look in service trade, you can tell invoice has been paid or not.

--- Accounting integrations ---

AKONING

13:33 Okay.

AKONING

13:38 Yeah, sounds good.

TANYA

13:43 The time. So, if you are gonna collect time in service trade, then time will push over to serve it to Sage payroll. Did you, are you doing payroll on a Sage?

AKONING

13:56 Yes. Yeah, we use a third party platform right now, the capture time and then it's imported into Sage.

--- Tech time tracking ---

TANYA

14:05 Okay. So.

AKONING

14:06 Payroll module? So it's just the time keeping is outside, but we use payroll module to process.

TANYA

14:13 Do you guys think you'll continue to use that for payroll time collection going?

AKONING

14:19 For, not for the service, because we're looking at either service trade or BuildOps to capture the time but the project side of the business, we're using site max for that, and that won't change.

--- Tech time tracking ends ---

TANYA

14:33 Okay.

CLINT

14:34 And that time piece is called that's the rub, right?

AKONING

14:39 Yeah. Right now, we're using mix just until we figure out what we're gonna.

CLINT

14:43 So, I was gonna answer that too. Yeah, we talked about an RM. So they have less software.

AKONING

14:49 Yeah.

AKONING

14:57 So, this time, these time entries will come straight off the work orders that are completed in service trade.

--- Tech time tracking ---

TANYA

15:05 Yes, we can pick up either the clock events or the labor items.

AKONING

15:09 Okay. What clock events?

TANYA

15:12 So, clock events are like punch on push out like I, you know, clocked in at eight a. M and I clocked out at 12 o'clock...

AKONING

15:21 Okay.

CLINT

15:26 And I know you didn't get to see that the first time Amanda, I know you had to leave the meeting once I showed him the technician side.

--- Tech On-site ---

CLINT

15:33 Once they do a job, they can clock in whether they start their in route. Once they, once they clock out of off site and stuff like that.

AKONING

15:41 Okay. Good.

AKONING

15:48 Yeah.

TANYA

15:52 So, question on the invoicing with tax. So on your service invoices, do you charge sales tax that tax?

--- Accounting ---

AKONING

16:00 G is ciony?

TANYA

16:02 GS. T. Okay. And that's just based on like your like zip code or?

LAUREN

16:10 I'm...

TANYA

16:10 Not super upon Canadian?

AKONING

16:12 Yeah, that's a Canadian sales tax across Canada. The GST. We don't charge our cost as PST because we're a sub contractor and basically, we eat the cost of the PST when we're buying the materials.

TANYA

16:29 Okay. So then you, when you mark it up, then you are not having to charge the PST, but you are charging GST.

AKONING

16:36 Correct. Yeah. Okay. Yeah, the rules are a little different in Construction when it comes to the P. ST.

TANYA

16:46 Okay. And so, is that, what is that based on? If there's the region there like zip code or?

AKONING

16:56 Yeah. The problem. So, all our work is in British columbia.

TANYA

17:01 So, it's all just one rate. It's not like variable. So, okay. So, one rate in there, it would pass over. Okay? And are you using Sage to run your sales tax report?

AKONING

17:12 Yes.

TANYA

17:14 Okay. Well, I will pass over sales tax. So it would calculate service trade, and then it would pass it over to Sage. So it sounds like it's pretty simple that you're just one province?

TANYA

17:33 So, this is just kind of a workflow diagram.

AKONING

17:35 Yeah.

TANYA

17:36 Depending on if you're Sage is your starting point for a customer?

AKONING

17:41 You...

TANYA

17:42 Know, you create your customer in Sage and it would sync to service trade and create the customer in service trade. And then some things would just live in service trade, like the location, the job.

--- Invoicing ---

TANYA

17:52 And then once it's invoice that's when it syncs to Sage as an invoice. And then once you enter payment in Sage, then the payment can sync over and update the status in service.

AKONING

18:02 It's three.

TANYA

18:07 And then the other workflow would be, well, this is our invoice. I'd like to show this one Sage invoice and the new, except Brian, I know that, the pay now is not available in Canada, but you would have the, this link. This is the link that I like you click on it, charge the details, and this would be the invoice that would go out. That we would then sync really the accounting data, the invoice number, the date, the line items, the amount, and then sales tax. If it, if it is on the invoice.

--- Accounting integrations ---

AKONING

18:35 Okay.

TANYA

18:39 Yeah. So this?

AKONING

18:40 Integration?

TANYA

18:41 Does get installed because sages, you know, server based, does it our partner? Yeah, dynamics does install the integration on your server where your Sage exists so that it can talk and connect between the two systems. So it receives the information from service trade. And then it uses this to push this to stage. Okay. Now.

AKONING

19:04 Question. We are looking at moving away from our server and going to cloud base. We say, is that, will that be a huge shift in terms of all of this? That's happening? Like?

TANYA

19:18 No, I mean, because you would be in a hosted environment. So, you know, whatever your hosted server is this?

LAUREN

19:25 We wouldn't have...

CLINT

19:25 A...

AKONING

19:25 Server, it would be part of state the cloud version.

TANYA

19:30 So, are you going to like the, they hosted like through wise or something?

AKONING

19:36 I have no idea.

TANYA

19:39 Okay. So Sage is always going to be server based if you're moving to the, to what Sage considers the cloud that would just be hosted somewhere?

--- Accounting integrations ends ---

AKONING

19:48 Okay. And...

TANYA

19:50 And we would be able to install.

AKONING

19:52 You...

TANYA

19:53 Would this would have to be installed in that same place?

AKONING

19:57 Okay. Give me, give me. Okay. Keep going. It's okay. I just wanna confirm the name of that software.

TANYA

20:07 Say, yeah, yeah, if you wanna let me know, I mean, I can confirm it, but...

--- Accounting integrations ---

LAUREN

20:12 Do I have a question? Are you planning to move away from stage 300 to contact?

AKONING

20:18 Yes, in tact? Yeah.

TANYA

20:21 Okay. So, thank you, Lauren for asking that question?

AKONING

20:24 Totally, I imagine. Yeah.

TANYA

20:26 So, that's a completely different stage. Are you guys planning to do that soon?

AKONING

20:31 In the next couple of months, like our contract with the Sage server that we currently have is coming up from new of.

TANYA

20:40 So, if that's the case, then I don't even think you want to purchase this integration because this.

AKONING

20:46 I was just wondering like what integration then would be needed if we did go with that? I mean, I don't know for certain. It's all early days, but.

TANYA

20:55 That...

AKONING

20:55 Was drastically different.

--- *Accounting* ---

TANYA

20:58 It's it's it is different. Let me pull up my intact integration. So if that's the case, then... let me pull up my is taken from. So we would then if that's the case, if you guys are migrating to intact, I don't think that there would be a need to... implement the Sage 300 integration unless it was like months and months or years and years off.

--- *Pricing* ---

TANYA

21:25 So then my...

AKONING

21:27 I like we're not doing any of this anyways in the next two three months... because it's gonna take some time to get set up and all of that.

--- *Accounting* ---

AKONING

21:35 But is it the integration, do we still need an integration or the service trade then automatically speak with Sage in tax?

TANYA

21:45 So, we do have an integration to Sage intact that it functions similarly. You know, this is the workflow, you create a new customer, you know, set, you can pick, you know, who's the quote record of truth. Either we start service trade, create customers, create locations, create jobs, and then we sync over to intact. So we, you know, with, you can choose to create every service trade job as an intact job.

AKONING

22:14 Okay.

TANYA

22:15 And so, or you can create or you don't have to create every service or job as an intact job, you could just send the invoice over. So how the integration would work is when you either created the job, you wanted the job to sync to intact. Then once the job is created, it will create a new customer. If it's necessary, new contact for the location and create, the job, an intact. Then when the job is invoice, it will sync over and create the invoice and intact.

--- Invoicing ---

AKONING

22:49 We have to create an intact or we could still use your invoice because you...

TANYA

22:53 You would create the invoice and send the invoice at service trade, then you would just sync over, the accounting data.

AKONING

23:01 Sorry, I don't mean to like switch gears. It was just a random thought.

--- Accounting integrations ---

AKONING

23:05 Can we go back to let's focus still on Sage, 300 because that's where we are today, for sure. Sure. I'll let you keep going.

TANYA

23:15 Okay. So this is the integration interface that, you know, depending on which piece of the integration you use, these things can be synced over to Sage. So they can either be set up on a schedule?

CLINT

23:32 Yep.

TANYA

23:33 Or they can, you could manually like push it?

AKONING

23:37 Okay.

TANYA

23:38 So... you would see a little like clock if it was, most people have it set up on a schedule that, you know, it syncs these different pieces over to into, excuse me, like now that we sit intact and sit in time, it syncs these pieces over to say 300.

AKONING

23:59 Right. So.

TANYA

24:01 It syncs over lands in Sage. One of the things that the integration has, which I really like is that there's ways that you can see if things maybe are hung up or I need attention. So it could be that, you know, something new was created, in, you know, service trade that is not, in Sage 300 yet. So here we've got some like invalid general ledgers are referenced when, so that needs to be addressed. You can also see things that are pending to be synced over to Sage. And then once it's completed, you'll see a section of completed work. So it's you know, we're talking to two different systems, especially Sage, being an older system, it's helpful to have visibility of that.

AKONING

24:45 Yeah, I like that because, yeah, you don't want to assume everything's gone through and there's issues you?

TANYA

24:51 See it... exactly?

LAUREN

24:55 Hey, hey, Tanya, I have a question. Would you recommend? I know there's a question of whether or not they would move to intact or not right now. Would you recommend waiting once like their service management system setup? So they could kinda bootstrap that implementation?

TANYA

25:21 I work, we got into.

LAUREN

25:23 Yeah. Waiting on like an accounting implementation that would kinda coincide with the service management implementation?

TANYA

25:31 I mean, we've done, we have done it both ways. You know, the thing with service trade is that we talked to both systems. So you can, you know, connect this, to Sage 300 and use it.

--- Accounting ---

TANYA

25:46 And then when you're ready to move to intact, we can like disconnect from 300 and now plug in over here to intact. And the nice thing is you don't have to mess with like getting service setup or anything because it's already all done. And it's just now instead of sending on those invoices to Sage 300, we're sending those invoices over here to intact.

--- Accounting ends ---

AKONING

26:07 Yeah.

CLINT

26:08 Okay.

CLINT

26:13 That at least give you the option to wait to.

TANYA

26:16 Yeah.

AKONING

26:16 Yeah.

TANYA

26:17 You know, kind of not feel, you know, maybe pressure to switch to intact if you're not ready to give you time to get, you know, your service software up and running et cetera.

--- Accounting integrations ---

CLINT

26:40 I got a question, Amanda, I don't know, have you build out integration yet? Do they have a integration with Sage 300?

AKONING

26:47 I've actually got a meeting with them tomorrow, okay to see how their system works.

CLINT

26:53 Yeah. I was just curious if they had input to 300 because I thought I was told that they didn't but I don't...

--- Accounting integrations ends ---

AKONING

26:59 Yeah, yeah. I have no idea actually, but this is quite nice the way it connects. Yeah.

TANYA

27:06 It is, and there's a lot of little, you know, nuances, and each one of these things like I said with configuration and how you want things to land, you know, so... we worked through it with many customers.

--- Accounting ---

AKONING

27:21 Yeah. Now, on the ap side, the accounts payable and the invoice is related to work orders. How does that get handled?

TANYA

27:29 So, I think that would be a question because that your setup is definitely very unique, you know, that you're using extras as your work orders that's not kind of a common thing I see and the fact that you're using HH too, so.

--- Invoicing ---

AKONING

27:45 Would we not use, I mean, I guess the question is, can we use service trade to process our invoices? And would it be processed against the work order directly into service trade? Like how do other people handle the accounts payable side of things?

TANYA

28:00 Sure. So we do have a purchasing, you guys do purchase orders or?

AKONING

28:06 Not so much on work orders. Usually, the purchase orders are for bigger purchases on the actual project.

TANYA

28:15 So on, your jobs, when it comes to time to do the billing, are you just running like a job cost report for the?

AKONING

28:22 Actually.

TANYA

28:23 The past and everything?

AKONING

28:25 Yeah.

TANYA

28:26 So, what some of our customers do is, you know, you could continue doing that.

--- Accounting ---

TANYA

28:31 I mean, you know, as for setting up the extras, I think that would, I mean if you're going to continue that way, especially if you're using HH2 and HH2 is all configured to work that way?

AKONING

28:42 I was setting up these extras. Where would the work order number go? Could we not have that work order number from service trade, get pushed into the extra feel... in job costs?

TANYA

28:58 So, we don't write to the job cost module... because really, you're looking at service trade for a lot of that?

AKONING

29:06 Yeah.

TANYA

29:07 So that, that's really where?

TANYA

29:14 Yeah... I'd have to ask if, you know, if you were to continue with it... and, you know, could we sync over the job, you know, potentially as a.

AKONING

29:30 Yeah.

TANYA

29:30 Extra, on a job, a service trial?

AKONING

29:34 The question if it doesn't okay, if it doesn't sync to job. Got my first idea is that, well, scrap job cost, we don't really need it for our work orders because the payroll costs are on the time sheet, the work order, the invoicing is on the work order like coming from service trade that gets pushed to a R... the revenue will get captured on the general ledger because it's going into a RD into GL.

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

TANYA

30:04 Yeah.

AKONING

30:05 The only part left or the material costs, how do we capture those? Can we buy post job cost altogether?

TANYA

30:15 So, you know, some customers. So with our integration, you know, what some customers are doing. Let me get into when I say the service trade here. So, you know, as they buy things and do stuff that want to give you some visibility of cost that's coming up. And also to maybe record actual cost, you know, inside the start, this is, have you seen ServiceTrade?

AKONING

30:41 Yes.

TANYA

30:42 Okay. So here's a service trade job. So if I look down here, you know, here's some different costs. So like here's, a condenser here's, some refrigerant.

AKONING

30:51 So...

TANYA

30:52 The user could come in here and say, hey, I'm going some place to buy something like in reference, you know, this would be kind of just keyed into service trade to give visibility for billing purposes.

--- Parts management (purchase orders) ---

TANYA

31:06 You know, you could attach a picture of the pick ticket or the invoice, then actual cost when you get the bills could be just directly under Sage, maybe cross referenced against what's on the service trade job?

AKONING

31:21 Okay. But it's not gonna show up here. So if a technician forgets to log, he went and picked up materials from Jess can and the invoice comes through, it's gonna land up in ap, it's not going to have, well, I have a work order number if we're entering it straight into a P.

TANYA

31:47 So... I mean, based on your current setup, no, unless you guys continue to use the extra as your work order number or your service trade job number.

AKONING

32:02 Okay.

TANYA

32:02 So...

AKONING

32:04 Voicing this app, then where would our dispatcher go to see total cost on a whip order?

TANYA

32:14 So, I think that they would need to either a, how do, they look at the extra report right now?

--- ST app contracts and pricing ---

AKONING

32:20 Job costs, and they can see the labor and, the materials and that's the double catch because if the guy doesn't say he used materials on the work order or you see, our technicians don't know the pricing either. So they may, I use XYZ. It's not, I just had to have to go to say to see how much that actually costs.

--- Parts management (purchase orders) ---

TANYA

32:44 Right. So, I think it's going to be one of two things, you know, you either, you use this to enter in costs, you know, whether the, it's a technician putting it. And then the office is, when the bills come in, if it's referencing a service trade job number that somebody looks in service trade to see if it's listed. And if it's not listed to add it or they, you guys continue to create your extra using the service trade job number instead of the Sage job number. And then you continue to code, you know, let things land in job it is now.

AKONING

33:21 Okay. So just to recap, if...

TANYA

33:24 Sure. We...

AKONING

33:25 Wanted costs on here and we still wanted an ap because we need a place, we still need a process this invoice no matter what. So, I'm gonna assume that we're processing it through accounts payable, the person processing that vendor invoice, would need to manually come in to each work order and make sure those costs are added in order for the dispatcher to see what the total costs are on that work order.

TANYA

33:51 That's right?

AKONING

33:56 Okay. You got you.

CLINT

33:58 You don't have to break that down individually to the individual parts, right? So, if they just said that they went and bought a box of stuff, acme, whatever hardware and they took a photo of that, and then they just added just box of stuff inside this line item, as long as that total matched up.

--- *ST app contracts and pricing* ---

CLINT

34:18 Does that coincide with what you're doing? They don't have to know how much they spent on wire or how much they spent on piece of equipment?

AKONING

34:27 About dispatcher would, if they're going to invoice it out because every supplier has different pricing.

CLINT

34:32 Yeah, but I'm saying if you had a total cost, what if it just said box of stuff and it had 10 different items in there and she put the total cost of that.

--- Parts management (purchase orders) ---

AKONING

34:41 Our technicians don't get the prices though. So they'll get packing that, but they don't know what it costs.

CLINT

34:46 Gotcha.

AKONING

34:48 Right.

TANYA

34:48 So, they could still reference it because I think that's the, you know, and Dan, who is on the call? She...

AKONING

34:54 Was...

TANYA

34:55 You know, service manager in the office running the administrative side, and we've talked about this many times, you know, when you don't have a purchasing is like a po system, but you don't know that you're done receiving your costs.

--- Parts management (purchase orders) ends ---

AKONING

35:08 Yeah.

TANYA

35:10 You're just on like ego know, kind of thing. So, what sometimes we say folks do is that they come into service trade and they may say that they, you know, need to buy a compressor and they will list that it's you know, they don't...

AKONING

35:30 To your...

TANYA

35:31 Point, they don't know the price.

TANYA

35:33 So they may put it in there as like a dollar. So, and they may say that, hey, we went to this part's house. We went and bought it from this supplier.

AKONING

35:44 Yeah.

TANYA

35:45 So that now I know that I should be looking for an invoice from johnstone. So, as this, you know, gets closer to being, this is not completed and I may be getting ready to Bill sure, I go into Sage and see the cost, but I don't know of things that haven't even arrived on my doorstep.

--- ST app contracts and pricing ---

TANYA

36:04 So this becomes a nice place holder to sort of track all those things I'm waiting on. So then I come in here and I see, okay, obviously, we got an invoice there because I got an actual dollar amount, actual dollar amount that's a dollar. Hey, we can't build this. We need to find out what we spent here on this compressor from johnstone.

--- ST app contracts and pricing ends ---

AKONING

36:23 So, the, these costs are kept on the work order just to confirm they go nowhere like they're not gonna go into Sage... right? Example the time entries, right? Okay.

AKONING

36:51 Okay. I think that's good.

TANYA

36:59 So, I think the service trade can be the place for you guys, you know, see actual cost of if you're entering them in, but it can also let you know of what, what's out there.

AKONING

37:08 Yeah.

TANYA

37:09 Where your techs have been what you should be expecting in come he, Sage to your point could be to double check. I mean, I feel like today, everyone's you know, got dual monitors. So you have Sage pulled up on one?

AKONING

37:21 Yeah.

TANYA

37:22 Your job cost and you have service trend other. And then you invoice, you know, you can then invoice a service.

AKONING

37:27 I mean, I always thinking get rid of job costs like we don't really need it at this point. If an invoice comes in, we know it's related to a work order. The work order numbers usually a purchase order number on the actual vendor invoice. Add it. So now, all your costs should be on this work order and just process everything through a RN a P like normal.

TANYA

37:52 Yeah. Give me putting a.

AKONING

37:55 Service trade.

TANYA

37:55 Then you've got like your job post breakdown here.

--- Parts management (purchase orders) ends ---

AKONING

37:59 Yeah, the time keeping is not gonna go anywhere. It's just gonna go to payroll. And then that's it. Yep. Okay.

CLINT

38:12 And then another thing to add to that. If you do keep all of that inside of service trade to invoice, you're going to be able to see your gross margins.

--- ST app contracts and pricing ---

CLINT

38:22 Okay? It's automatic calculated for you. And so if they're going to send that out or whatever that's gonna stay with that job. And now you can see this particular one, you have your gross margin. So if you're capturing all that job cost where like sometimes it fell through the cracks maybe or whatever the case may be. I know this was big for Garrett as well as because when they go to invoice out, they're like, all right, I can see my gross margins on these jobs. And then you can manipulate those other numbers based off of what you want that margin to be. So if you want to work

backwards and say, hey, you know, what this particular contract, you can edit it and say instead of 78 percent margin, it should be 70 percent so you can discount or whatever items or whatever the case may be.

AKONING

39:07 Sorry, then the gross margin that's in these words should tie back to the gross margin on the income statement, then that would be check really it should.

TANYA

39:18 Yeah, because this revenue, you know, this invoice amount is gonna send over me revenue, and then you will have put in your, you know, this cost will be Sage as well. Okay?

--- ST app contracts and pricing ends ---

AKONING

39:31 Well, I have some fresh ideas actually, it's pretty good. Good, good to think I, to the box we get so stuck with save 300. Yeah.

CLINT

39:42 That's why they put all those smart women on the call with the dummy like me.

AKONING

39:46 You know that.

AKONING

39:52 Thank you. Is there anything else that we should know about?

TANYA

39:58 I think for the integration that's really everything you know, let me go back to that slide here. You know, what goes back and forth unless there's you had any other questions?

AKONING

40:09 No, I don't think so. This was good.

CLINT

40:14 Outside of the counting and integration stuff, what are you most excited about service trade see?

--- Paper process ---

AKONING

40:22 I think just making it a lot easier for Ryan and Curtis and the guys in the field. And then, you know, what we're using is, I mean, it's like it's working but it's not ideal. And I think having something that's easy to use all in one place because right now the guys are using... lists and PDF and, you know, Rome. So having everything just in one spot for these guys.

CLINT

40:52 Right.

AKONING

40:53 Make it easier. And then just kinda kick me at happen notch with our customer service. So, if Curtis has visibility into where everyone is, we can get back to customers a little quicker or maybe even run on the spot. Like, hey, yeah, I've got a guy down town. He's in your area.

--- Purchase decision ---

CLINT

41:11 Right. So that totally makes sense. And I think.

LAUREN

41:17 At the risk of offending the three accountants on the call, that's a refreshing take from someone who's not always customer facing.

AKONING

41:27 Manage customers as works.

LAUREN

41:30 Good, good. I love that mind set. So.

CLINT

41:37 Is your meeting tomorrow the last meeting that you guys are supposed to have with BuildOps?

AKONING

41:41 Yeah.

CLINT

41:42 All right. And then I know that I've talked to Ryan about this stuff?

AKONING

41:47 Yeah.

CLINT

41:48 Obviously, you're the head on here. So I'm gonna ask you the same thing in your world. What do you, what do you think that you guys are looking at for timing on making a decision?

--- Purchase decision ends ---

AKONING

41:58 I mean, I think the decision I'm gonna say, give us.

TANYA

42:03 Say...

AKONING

42:04 Week, but things happen around here. And before, you know, the week is over, I would say, give us two weeks to kind of pin this down, okay? And...

CLINT

42:15 No, sounds good. I'm trying to think of anything else that maybe I was gonna, I left Ryan a message today. I know he's probably busy, but he'll call me back to see if you need anything. Maybe I'll give Garrett a call to see if he needs anything from me, but, are you needing anything else from anything on our?

AKONING

42:32 Very good. Are you able to share your slides with me Tanya.

CLINT

42:40 She's on mute. I think.

TANYA

42:41 Sorry. Yes, I can find my bounce quick enough. Yes, I can. Yeah, do you want the impact one as well?

AKONING

42:46 Yeah, that would be good. I mean, like I said, we're just looking at it now. Like I haven't done much. I'm waiting actually for our it provider to give me some references and we had a stage consultant, but we haven't been really happy with the service. So.

TANYA

43:04 Who is your stage business partner?

AKONING

43:07 Who it is the call now? The?

TANYA

43:11 Answer company?

AKONING

43:13 Yeah.

LAUREN

43:13 You know them?

TANYA

43:14 Yeah, Patrick Baker, is that who?

AKONING

43:16 Yeah, we were working with the think it is flat on it.

TANYA

43:20 Okay.

AKONING

43:21 Okay. Yeah. We didn't have a really good experience when we were looking at, they have a service module like an app based module. I guess that goes along with service management and wasn't all in all good experience.

TANYA

43:40 Yeah, I think it's very generic. You know?

AKONING

43:44 Yeah.

TANYA

43:44 I could be fixing windows to maybe I'm doing, you know, roofing repair it. So it's sort of like gotta be, you know, Jack of all trades for all sorts of businesses.

AKONING

43:55 Yeah.

TANYA

43:56 So...

AKONING

43:57 And it wasn't very put this like appealing to the eyes. You're the guy and I, using this app, it looks like?

TANYA

44:08 Yeah. On.

AKONING

44:08 The nineties. I don't even know. Did we have apps in the nineties? To?

CLINT

44:17 Yeah, that was the food you ate before a party?

AKONING

44:20 Let me tell you.

CLINT

44:21 The only apps you were getting in the nineties?

AKONING

44:27 Yeah. Awesome. Thanks guys.

CLINT

44:29 Amanda, is Ryan, I sent him over last week. Has he mentioned about what you call it? The references I sent him up in your.

AKONING

44:38 No, I will follow up with him.

CLINT

44:41 Yeah, because I hadn't heard back from him. And then I shot him a message earlier and just said, hey, I want to check and see if he got the references and stuff. So he should be hitting me back up. He's usually pretty good about that.

AKONING

44:51 I'll follow up with him. I'll run up there.

CLINT

44:53 Right. And then, is there anybody to that you can think of that would be like kinda in the same boat as Amanda is right now with Sage 300 that maybe she could talk to or anything like that if you needed to. Do you need to talk to someone that's using?

AKONING

45:10 In my, it's always helpful.

CLINT

45:13 Just from an accounting standpoint, I don't know comparable that would do her any good or whatever, or if this is just, a different the.

TANYA

45:21 Yeah, I think, I mean, you know, we obviously have people using the integration and everything. So, yeah, I mean, if we could go with somebody.

--- Accounting integrations ends ---

CLINT

45:28 Okay. Let me, let me work on that, Amanda as well with Tania. I just wanna make sure it's in the same boat as like your situation because there are some nuances about it that isn't just the normal workflow. So also don't wanna waste your time if it's not even relatable to you as well. If people using it different than you as well. So, yeah, I'll work on that. And then I think what else that I was gonna ask? Yeah, if you think of anything I know next week is thanksgiving for us. I know you guys already given, but you can call me on my cell phone any time I'll answer, just might have to get the Turkey and stuffing out of my.

AKONING

46:09 Try to bank you.

CLINT

46:11 And then I got a birthday right after it on Saturday.

AKONING

46:16 God, your...

CLINT

46:17 Birthday. Yeah. So I was actually, so when I was born, I was actually born on thanksgiving and then it happened. So every so often, not too often.

AKONING

46:28 So.

CLINT

46:29 I never get to do like any work birthday celebrations because we're always off.

AKONING

46:33 You kinda get dip your birthday at the end of the year so close to Christmas.

CLINT

46:39 Yeah. So.

AKONING

46:41 Birthday and Christmas.

CLINT

46:43 Well, plus, I got four kids and a wife, so my birthday is usually overlooked anyways, which is okay. I'm just looking for like a corner to rest and relax. It's like I just year most on.

AKONING

46:56 Well, good.

CLINT

46:58 You got anything else you want to add? Lauren before we let Amanda go and get some time back?

LAUREN

47:05 I think we're all set. We'll ping you if we have any other questions. Sorry, I...

CLINT

47:11 No, I just remember what the last question I wanna ask you that you're talking about, given about two weeks making a decision?

AKONING

47:17 Yeah.

CLINT

47:18 I know that I sent over some pricing a while back. Do you think it'll be beneficial for us to maybe set up a pricing call or whatever to go over stuff just because we can offer a few different things. I don't know. Are you guys even interested in like a multi year deal that?

--- Pricing ---

AKONING

47:35 See what you've got? Okay? Yeah.

CLINT

47:38 Cause we'd be able to help you out more as far as, some sort of discount and stuff as we're looking to do a multi year to.

AKONING

47:44 Include some pricing around the integration. Like, do you know how much?

CLINT

47:49 The integration I believe put on there and honest, Tanya, there would be a setup. Okay?

LAUREN

47:58 I think I have the setup as part of the proposal that was sent over but not what the subscription would be.

CLINT

48:06 So, that was one.

LAUREN

48:09 I don't think so. I just was looking at it when you brought it up and it wait, it does. I like.

CLINT

48:19 So, yeah, the recurring on that integration is 6,000, which would be your recurring cost. And just the one time setup to set up that integration... would be... I think that was done by the TM rate. So it's I think five grand, a little over five grand or something just to, okay?

LAUREN

48:44 Tanya, is that right? Or did the price go up for the Sage?

--- Accounting ---

TANYA

48:47 I think that's for our internal import export connector, not our integration with our partner. So I can get the pricing for that from him.

CLINT

48:57 Yeah, that data for me and then, Amanda, I'll get some updated pricing just on this that you see or that you've seen before because I think we were at that time originally talking about doing some stack accounting connectors.

--- Accounting ends ---

CLINT

49:11 Yeah, this is different on that. So I'll get some updated on that and then just keep in when you do see it or whatever. Like I said, if you guys are up for something that would be multiple or something, I can turn the screws on more that's the fun part is when I go, hey, no, they'll do the deal for this or whatever. I get put her in an awkward spot. So, boss back.

AKONING

49:39 Yeah.

LAUREN

49:40 Happy to do it. Happy to do it. Especially if things change rate being a difficult.

CLINT

49:46 Yeah.

LAUREN

49:47 I...

AKONING

49:47 Did...

CLINT

49:48 I didn't even realize it was that bad. I was like the dollar so bad. It's gotta be close. And then when I visited, I was like, my goodness, I didn't realize it was as drastic as I thought it was. I thought we were closer than that.

AKONING

50:00 Yeah, you...

LAUREN

50:01 Clint, you know, an, so brought it in, come on.

AKONING

50:04 Well, it's funny like lives in surry, so close up to the border. And, yeah, like cosco, you see the us card? Like, wow wouldn't they come, you use old days, it used to be the other way you go.

CLINT

50:20 They only.

AKONING

50:20 Have and you just see BC cars everywhere?

CLINT

50:23 Yeah, that's why I was like what's going on but.

AKONING

50:26 Well, good.

CLINT

50:27 I think we got everything that I need there. I'll get some updated stuff over to you. I'll just send it to you directly. So you have, thank you because I know that at the end of the day, you're the one that handles the finance stuff. So I want to get that in front of you. And then, yeah, if you need anything, please don't hesitate, to give me a call at any time. And then I'll plan on talking to you the week after thanksgiving.

AKONING

50:50 Thank you.

CLINT

50:51 Thank you so much.

AKONING

50:53 Bye bye.

The End