QBO Integration Call - Independent Mechanical Contractors Inc & ServiceTrade | Meeting

Brett Griffith with Independent Mechanical Contractors Inc
Recorded on 11/1/23 via Zoom, 2 hour s 3 min.

Participants

SERVICETRADE

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OTHER

Phone Caller #1

Topics

Transcript

SAMUEL

0:00 I guess you've got a meeting now. We'll discuss first, unless you wanna talk about it on your, have him, okay?

SAMUEL

0:08 It looks like he's trying to raise price on us, right?

SAMUEL

0:11 I don't know where he's getting his counts for the number of end in unique user names.

SAMUEL

0:19 Yeah, e-mail, as.

SAMUEL

0:21 And he said 21. And then Trish has the us to be.

SAMUEL

0:31 I guess you're gonna.

SAMUEL

0:35 Hey, guys. How you doing good? How are you?

BRETT

0:39 Hanging in there is Wednesday. It's hump day. Can't complain?

SAMUEL

0:43 It's a Wednesday or is a day a?

BRETT

0:46 Is Wednesday? I've had to double check that about six times. How's everyone doing, good? We are just waiting on Diane from my side. She's running a few minutes late, but that's okay. We have a few things to talk about before she gets here. But for you guys, the goal for today's, meeting is, yes, obviously to go over the Quickbooks connector with service trade, Quickbooks online.

BRETT

1:09 That is, we're also gonna speak to how this is going to work with partsledger the last product you guys saw and then time permitting, we will go over project management capabilities, you know, from creating a phase project going over a quote, project proposal, creating a budget, creating change orders.

--- Invoicing ---

BRETT

1:29 And really that whole suite or side of service trade. Is there anything additional you guys would add to that list?

SAMUEL

1:38 Don't think so?

BRETT

1:40 Well...

SAMUEL

1:40 The invoice is created so that's going to be part of the Quickbooks demonstration?

BRETT

1:49 Can you say that again? Trish?

SAMUEL

1:51 So, I just interested in seeing an actual invoice being recorded and, you know, where that happens and where the options are for that to happen.

BRETT

2:05 And do you mean Trish... it sounds like you mean from the office? How does the office physically generate an invoice? And then push it to potentially Quickbooks?

SAMUEL

2:15 I wanna see the behind the scenes what's happening where, when your accounts are being affected by that invoice creation.

BRETT

2:26 All right.

--- Invoicing ends ---

BRETT

2:27 Well, we have the perfect person here for it guys. This is Dan Frazier. She's the lady I was telling you about that she actually used to be a former CFO for one of our customers, but she came to the dark side to help us out. So, I'm not sure how much of that you caught, but this is, I'll explain it. But this is Sam, Trish and Tim with independent mechanical.

--- Invoicing ---

DEANN

2:49 Nice to meet you. What we can do is I can go through a demo and show you how an invoice is created in ServiceTrade and how it's pushed over to Quickbooks, and then go from there with any questions, how?

BRETT

3:05 Can you also talk about how it works with parts?

--- Parts management (inventory) ---

DEANN

3:10 So, partsledger a little bit different ball game. So you would probably need to get Adam involved with that. Okay? Or what? I guess, what questions are you looking at on partsledger?

SAMUEL

3:24 Basically, once we receive our vendor invoice, how does that all play together with partsledger? And with Quickbooks, kinda wanna see the process of like an example of going through a service call, having to purchase parts or take parts of inventory and seeing how that ties together on the accounting side of things.

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

DEANN

3:49 Okay. And you're looking at adding partsledger?

SAMUEL

3:53 Yeah. We would definitely press ledger for any of this to work out. Our number one issue with our current system is not being able to tie vendor invoices to service work orders for jobs.

DEANN

4:08 Okay. All right.

SAMUEL

4:12 Is, when we in our office or?

DEANN

4:14 Let me ask you this. What is your current process when you're issuing POS? And?

SAMUEL

4:20 Yup. So we, it's completely separated. So, we, right now, when we go purchase something at a supply house, we issue a po based on, we have a po book with carbon copies and sequential numbers, and those are tied to specific customers. And then when it goes to invoice and actual work order, our accountants literally have to read and try and mix, basically draw lines to see what parts from what vendor invoices go to each work order. There's no tie unless the technician, right? To.

SAMUEL

4:55 It gets recorded in Quickbooks. And...

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

DEANN

4:58 Was gonna say, are you not using the?

SAMUEL

5:00 It gets recorded in Quickbooks, and that's where we tell it what customer, you know?

DEANN

5:05 Which job we?

SAMUEL

5:07 Get, we get it that far, we get it as far as, you know, as there but we have no way of tying that to a particular service that it's just.

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

DEANN

5:21 Issuing the po in Quickbooks, you're not assigning the service call to it. No. Okay. So for accounting purposes, so what we do is partsledger because you know, it's a separate from the service at core. So you would receive the POS in part and through what we call stack, it sends the information over to Quickbooks that you've received it and it would actually send the information over the job number. So then it ties it together, which is the same process that in Quickbooks. If you're issuing the po out of Quickbooks, you can tie it to the job... to the service call. Does that make sense?

SAMUEL

6:21 Not really? So.

DEANN

6:24 So, when you write a po in Quickbooks, and you go in and you put this is the vendor. So we're going to say it's acme vendors is your vendor, then you go down on the line items and you put your line items. One of the options on your line items is to actually tie it to a service call.

SAMUEL

6:42 Well, when you say service call, the way we handle service calls is obviously different.

--- ST app contracts and pricing ---

SAMUEL

6:48 I think this is where the disconnect is, we have a, we use all TM service, we have a customer, we have TM service set up as a job. So it's all one big job. And then we have, so if we have a project for a customer that also gets listed under the customer. So TAM is the first job. So anything we go to do on a TAM basis.

--- Recurring maintenance ---

DEANN

7:17 In your hierarchy, it's all landing under that, it's...

SAMUEL

7:22 And so, in that way, we have no way of matching it to.

DEANN

7:28 Part of how your Quickbooks is set up because you're doing it all under one tier in your hierarchy instead of actually having like your hierarchy setup as your main customer, then your location, and then all the calls under that location. So it's like a three tier, you know what I'm saying?

SAMUEL

7:47 Yeah.

DEANN

7:48 So if you're doing it all as one T NM under this customer. So are you doing like say you have a walmark, walmart is one of your customers, but then you have four different stores you're servicing. Are you just setting up one T NM under the main company, walmark for all the stores?

SAMUEL

8:10 Yes.

DEANN

8:11 So that's how you're not getting your breakdown on. Is this location making me money or this location making me, do I need to change some things?

SAMUEL

8:20 Well, mostly is only one location?

SAMUEL

8:22 Our customers.

SAMUEL

8:23 Customers that have multiple?

DEANN

8:25 Locations? Okay. So when you have multiple locations, you're still just doing it on a one two.

SAMUEL

8:32 Yes.

DEANN

8:34 Okay. So I'm gonna strongly suggest that you look at revamping that a little bit especially on multiple locations. Because if you want to be able to break down those actual profit margins, you're gonna wanna have that hierarchy setup in your Quickbooks. So it does tell you that this location, these are the service calls or the maintenance calls, whatever I ran on that location. And it all feeds to that top hierarchy of the main company. But then it gives you the breakdown of individual locations and it's also easier to find. So when you're looking for history instead of having to click on one thing and go through, well, was it, this place, was this invoice, this place or that place?

--- Recurring maintenance ends ---

DEANN

9:22 It's it's broke down. Then also, when you pull up your profit and loss reports, you can then see here's how much this whole customer generated and this is how much of each location went in to make that to?

SAMUEL

9:39 Yes, but how do you, how do you do that as a question?

--- Recurring maintenance ---

DEANN

9:45 It's in your Quickbooks in setting up your customer, you set it up. So like I was given the example. So like wall marks your main customer, then you have store

number four seven six. You set that up as a sub to walmart. So it's...

SAMUEL

10:01 When you said customer?

DEANN

10:04 Correct. It's a sub account, sub, it's considered a location. We call the location normally because that's the physical location. But in Quickbooks, it basically comes up with like a customer. And then it will say like sub. And, when you check the box, when you select the box sub, then it says who's the parent to it basically is a parent child relationship.

--- Recurring maintenance ends ---

SAMUEL

10:32 Thanks.

SAMUEL

10:37 Okay. So, yeah, I have, we could have a call perfect.

DEANN

10:43 A whole session. So do you all have a me ask you this? Do you all have an account or a cpa that you work with?

SAMUEL

10:51 Yeah, me.

SAMUEL

10:52 You...

DEANN

10:55 Lucky you.

SAMUEL

10:58 Now we also have a cpa that does the, you know, through.

DEANN

11:05 Right, right. So that would be a conversation that you would have with them and say, hey, rather than have to swim under every customer, you know, whether they have multiple locations... if I wanna get metrics broken down further. How do I set this up?

SAMUEL

11:27 Yeah... yeah, they're not certainly not Quickbooks experts. I know a lot more about Quickbooks and.

--- Invoicing ---

DEANN

11:36 That's that's kinda what happens when you do it for years. It's like you learn quickly. But anyway, let me show you a demo. Let me just show you how to create invoices in ServiceTrade and then how it comes over to Quickbooks. And we're doing Quickbooks online. Is that correct?

--- Accounting integrations ---

SAMUEL

11:52 So, we, we're gonna have to, we are in the process of exploring our options for operating and, we currently work on desktop, but it looks like from multiple regions are pushed in the direction of the online version. And this being one of them.

DEANN

12:09 Okay. Well, we have what we call a native integration and we have it with both with desktop and Quickbooks online. So is a plan to do the change over for both of them at the same time or are you gonna start with desktop and then change to online?

SAMUEL

12:28 I thought it would be best to probably upgrade the Quickbooks and if we're going to a different system, maybe get used to that for a little while before we.

DEANN

12:37 Okay. All right. So you tell me, do you wanna see what integration? I mean, I can show you both. Do you wanna see the integration of what it is with Quickbooks?

BRETT

12:45 You...

SAMUEL

12:47 May as well show is desktop because I'm not familiar with version and it just not make a lot of sense to me right now.

--- Accounting integrations ends ---

DEANN

12:54 Perfect. So let me give me about two minutes here just to kind of reset up and get my Quickbooks desktop logged in because I work from a remote server on

desktop or desktop demo is on a remote server. So let me get that going. And then I will.

--- Purchase decision ---

BRETT

13:17 While as doing that guys you mentioned on our last meeting, essentially this meeting, Quickbooks, how it's gonna work with server straight for you guys is probably a last step. Have you since thought about anything else that we might have to do in this process?

SAMUEL

13:35 Well, I think you wanted them private.

SAMUEL

13:38 Be nice and then obviously pricing.

BRETT

13:42 Got it. We can cover all that today. Do you guys have a hard stop time wise today?

SAMUEL

13:48 Nope.

BRETT

13:51 Okay. We might go a little over the hour, but I can cover the project management and pricing.

BRETT

14:01 And then other question, have you thought about a time line? And initially you told me January one quite frankly guys that's just not possible right now?

--- Purchase decision ends ---

SAMUEL

14:09 Morning?

BRETT

14:11 Right. I can get close to that. You're probably looking.

SAMUEL

14:16 As possible if we get the green light and we decide it's the way to go, we'll push and try and get it to happen as soon as possible.

BRETT

14:25 I got it. Cool. I'll let you know if things change from.

SAMUEL

14:28 Our end.

--- Accounting integrations ---

DEANN

14:40 And if we're talking about desktop, I can elaborate a little bit more on a pleasure and how desktop works. So let me get this ready. And then I'll share my screen.

BRETT

14:56 Fresh for you. What are the, what are the other reasons you might switch from desktop to online?

SAMUEL

15:02 Well, the pricing was the cost. Yeah, they're clearly pushing you in that direction.

BRETT

15:10 Gotcha.

DEANN

15:10 They're they're trying to push in that direction for sure. Again, that's something that you have to look at too on. Of course, I don't know your business matrix. So I don't know how robust your accounting system is broken out. Keep in mind, Quickbooks online is not as robust accounting system as desktop just because desktops been here for years. So again, it just depends on how much you break it down.

SAMUEL

15:42 So, you're saying online is not as robust?

DEANN

15:45 It's still. So they're what they're doing online is all their development is going to online.

--- Implementation and ongoing support ---

DEANN

15:51 So like a prime example is project management features. In November last year, they finally start rolling out a project management feature and Quickbooks online.

So, it's kind of been like as they're going and they're developing, they're adding more features to it. So it's still a little behind desktop as far as some of the features.

--- *Accounting integrations* ---

DEANN

16:13 And again, it depends on the parts that you use. So it's kind of a, we have a lot of companies on Quickbooks online. We have a lot on desktop. Again, it's more of your business metrics and how things are set up and, what areas you use, right? So, all right. I'm gonna share my screen.

--- *Invoicing* ---

DEANN

16:40 And are you seeing the ServiceTrade invoice? Yeah.

BRETT

16:44 Yes.

DEANN

16:46 Okay. Invoice. It's a job. So here's a job that we have completed in service straight. So our next step with this job is going to be to invoice the job. So the first thing we're gonna do is create a button. And one thing I do wanna show you before I do that, one of the options with desktop that is not available with online is you can send this job over prior to invoicing. What that does for you is if you have any job costs that you need to add to the job before you've invoice it. So say pay role, for example, you have an ongoing job and you need, you know, you're paying your employees and you wanna cost that to the job, you can, this makes the job exist. It creates it in Quickbooks desktop so you can do your job posting to. So in order to do that, which I'll show you how it works. There's a button up here. When it's in the job status that it says send a Quickbooks. So this job is for fire mountain and it ends in three eight seven. If I jump over here to my Quickbooks desktop, let me get out of my screen.

DEANN

18:06 The way Quickbooks desktop works because it's not an open API system.

--- *Accounting integrations* ---

DEANN

18:10 It has a connector. If you've used Quickbooks desktop. Have you ever used the Quickbooks connector the, into a connector that they made?

SAMUEL

18:19 That's something that BuildOps is as well.

SAMUEL

18:22 No, we're looking at it. Yeah.

DEANN

18:25 Yeah, that's any. So Quickbooks, I stopped because it's not an open API system.

--- Accounting ---

DEANN

18:30 It's an import export system. You have to use a connector to get information over to it. This connector we use that serve state, we actually use the intuit connector. It's set, you set it to run in the background. It's not something that you would manually be pushing it runs in the background.

--- Invoicing ---

DEANN

18:50 You can set it two minutes, 10 minutes, however you want to set it for the demo purposes. I am gonna manually push it just for time site so you can see how it comes over. But I'm gonna push the button to update.

--- Invoicing ends ---

DEANN

19:11 And they did do an update, so.

DEANN

19:21 This will be terrible if it doesn't work from the update.

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

DEANN

19:34 It just excellent.

DEANN

19:40 And I'm gonna reopen it. There we go.

DEANN

19:59 Okay. So now here's my job. So you see it ends in three eight seven. There's no invoice on this job. All this does is allow me to job cost to this job, meaning that if you have payroll purchasing can be assigned to this job for your job cost.

--- Tech time tracking ---

DEANN

20:22 So now we come up here.

SAMUEL

20:25 Coming over from service tree?

DEANN

20:28 This would be for extra job costing. So, like I said, like time your payroll, if your payroll runs before you invoice it, you would wanna sign that. I assume are you running your payroll out of Quickbooks?

SAMUEL

20:41 No.

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

DEANN

20:42 You're using a separate.

SAMUEL

20:46 Yes.

DEANN

20:50 So...

SAMUEL

20:50 It's it's journal entry, for, the ledger and the job costing is sort of a workaround that I've been doing where we create sort of fake bills and zero the amount just to get the labor burden included in jobs. Okay?

DEANN

21:16 Okay. All right.

--- *Invoicing* ---

DEANN

21:17 So you're creating a Bill to do it? All right. Well, what we're gonna do then is now we're gonna invoice out of service, right? So we're gonna click this button first screen that pops up is all the items that you're gonna put on this invoice. The nice thing about this is if you do any progressive billing, you can uncheck the boxes that are on there. Say you wanna just go ahead and charge for the materials not finished with the job. If you do need to start generating some money back in, you can select individually what lines you wanna invoice... for the demo, I am going to invoice the whole thing. So we just click the button, create invoice.

DEANN

22:01 So now we have an invoice created... in this screen. When the invoice is created, you can edit. So if I come into this and I'm like, well, you know, what they actually, they use for filters. I can change that. If I look at a mark up, then I'm like that thing cost me four dollars.

--- Pricing ---

DEANN

22:24 I really should be charging them six dollars. I can make changes. Any changes. I wanna make 600 dollars for screen, but, I can make any changes. Once, you know that everything's on your, you can also add that's another thing I like to point out. So just some background on me.

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

SAMUEL

22:42 I come from a mechanical.

DEANN

22:43 Industry. I've been doing this for 30 years. I am very familiar with dealing with technicians in the field. And so I know how a lot of times they forget to put in the shipping charge on the particular part that we order, they'll just put in what the part costs, not the shipping charge at this point in time.

--- Assets ---

DEANN

23:00 You can add any of that. Another big thing for me was I'd see that one of my tech has been out and broke open a system and they had added refrigerant, and, you know, we kinda had a policy if you did that you replace the drier on the unit.

--- Assets ends ---

DEANN

23:15 And if I didn't see that drier charge on there, I'd call up and say, hey, did you replace the driver? Yeah, I did well. Why did you put it on your ticket? But in the screen, you can add, subtract whatever you would need to do. Once you know everything is complete on it, your next step would be to send it to your accounting system.

--- Quoting ---

DEANN

23:36 So a couple of things I like to point out here is you can see up here on the right hand corner, it gives you the status of the job and words out, this is very helpful when you're doing searches and you're looking for, hey, which jobs are completed and I need invoice, which ones have been sent to accounting and which ones are processed.

--- Invoicing ---

DEANN

23:57 The other thing I like to point out is right now... search rate is automatically given it an invoice. Number. One of our integration touch points is that we can follow your existing numbering sequence and Quickbooks. So once this sends over to Quickbooks, you're gonna see this number changed to match what I already have in my number sequence in Quickbooks. It picks up the next number available in Quickbooks, and sends the information back to service straight. So everything matches on a one for one match. So I'm gonna send this to accounting. The next, when you push that button, the screen that comes up will look like this. Yours will not have all these different options again in a demo account. So I'm like to multiple accounting systems, yours is just gonna have your main Quickbooks file and you click submit. So now you see that status has changed to pending account. So if we jump over here to Quickbooks. And again, there's no invoice here right now, but I'm gonna manually run this connector.

--- Invoicing ends ---

DEANN

25:17 I'm gonna have to get it on this.

--- ST app contracts and pricing ---

SAMUEL

25:39 You have a line item for every single service order, each customer.

DEANN

25:45 You can choose not to show all the line items, you can do a materials labor. You can choose that and Brett can show you more how you can change those settings.

SAMUEL

25:56 In quick box, I mean...

DEANN

25:59 In my Quickbooks, I do.

--- Parts management (inventory) ---

SAMUEL

26:01 Because they create every single.

SAMUEL

26:04 I, how do I, how would you?

SAMUEL

26:05 Get?

SAMUEL

26:06 But all day you could, it's it will be huge.

DEANN

26:10 So, yes, and no. So, if it's one off items that are not being used on a regular basis, I have a generic item in my Quickbooks list. It's called material NTL, and I dump everything into that.

--- ST app contracts and pricing ---

SAMUEL

26:26 I'm talking about every service call number under each customer.

SAMUEL

26:32 Like you have a customer, they have?

DEANN

26:34 In the hierarchy?

SAMUEL

26:36 Yeah.

DEANN

26:36 Yeah. So in the hierarchy, yeah, that's now, you can change the view to simple view. You can just do it as a flat view.

SAMUEL

26:45 No.

SAMUEL

26:46 But there's they'd be so many line items because we got hundreds of service calls.

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

SAMUEL

26:51 A week.

SAMUEL

26:53 Every week, you'd be adding probably close to 100 line item or call it 50 line items at least.

DEANN

27:02 Of jobs.

SAMUEL

27:03 Yeah. Each technician takes a service call, at least one service call per day. So, you service technicians times five days, that's 30 line items right there.

DEANN

27:12 34.

SAMUEL

27:13 Quarters wouldn't this list become astronomically large over time if you.

DEANN

27:21 You're viewing it like if you're viewing, it does, but at the same time, this is what gives you your transparency on your accounting for your pulling your reports on your profit. And then you can look at history on what you did on the, you know, if somebody calls in on this invoice, it's there.

--- ST app contracts and pricing ---

DEANN

27:41 But if you want, just add a customer here's, your overall so you can change your views. I have it showing all the higher on my view here.

SAMUEL

27:51 So, for example...

DEANN

27:53 This is what you're used to.

SAMUEL

27:55 These are the ones, one extra layer. And then it's actually.

SAMUEL

28:02 Yeah.

DEANN

28:03 It's just the view of how I have it set up to view.

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

DEANN

28:07 So you can see all of that there. But if you have it just set up at the customer level, then this is what you're seeing. Is that what you see on your screen as you click on the customer and it tells you all the invoices underneath them.

SAMUEL

28:18 Yes.

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

DEANN

28:19 Yeah, it's just the difference in the views.

SAMUEL

28:25 But normally, in order for those to be created, I have to create jobs and see.

SAMUEL

28:29 Every single one of those every single time.

SAMUEL

28:32 You wouldn't be able to do, that would?

SAMUEL

28:33 Yeah, that was, that's how we started this conversation where I said I could have a whole demo, just one that.

--- *Accounting* ---

SAMUEL

28:42 Is a multi user mode. You can't create a new like each one of those service calls, you can't create that unless you're in a single user mode, correct?

DEANN

28:51 It creates it a multi user mode.

SAMUEL

28:57 Are they generated through ServiceTrade or is, are you manually creating each one of those in Quickbooks?

--- Invoicing ---

DEANN

29:03 Sending it over from service trade. But again, this is just a view. So like I said, if you change this view of how you want it to look?

SAMUEL

29:11 No, I like the view. I like the giving me a better understanding of how it's set up.

SAMUEL

29:16 Questioning every time you create an invoice out of service trade and that comes over to Quickbooks automatically create each one of those, what do you call it say? Customers or job numbers?

--- Recurring maintenance ---

DEANN

29:28 So, so this is a customer, this is the customer, this is the location and these are all under that location.

SAMUEL

29:39 So that's how you'd have to enter it in service trade in order for it to come in here, like.

SAMUEL

29:44 So automatically in every...

DEANN

29:46 Yeah. If you, and it automatically sends over.

--- Invoicing ---

DEANN

29:49 So now, this invoice has dropped over that I just sent. So one thing before we open it, I just wanna show you. So it shows that the invoice numbers 89. And if I jump back over here to service trade and I refresh the screen, it's now change it to process and see how it's updated invoice number to match your Quickbooks... account, which is nice because you can come into the search bar.

--- Invoicing ends ---

DEANN

30:17 So, if, you know, I worked for a very large mechanical company, I mean, locations all over the state of Texas. So a lot of times the accounting side of it, you know, we get a call about an invoice or something, then you can turn around and call or tell that service manager.

--- Invoicing ---

DEANN

30:38 Hey, so, and so as questioning this invoice, can you look at that job and see if that's actually legitimate or we need to make adjustments. They don't need access to your Quickbooks to do it. You can give them the invoice number and service trade and they can go in and look at everything plus it has all the notes from the technicians, any attachments they've attached every to.

--- Invoicing ends ---

SAMUEL

31:00 State.

DEANN

31:01 Think.

SAMUEL

31:03 Multi user versus single user mode that's our problem because of the order?

SAMUEL

31:08 Yeah.

DEANN

31:08 Because...

SAMUEL

31:09 We set up projects. They're numerical. So I like to see them in order so you have to move them and you have to be in single user mode to move them. And there's like three of us here. So, so I can move.

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

DEANN

31:24 Right. So, one of the things with service trade, when you send it creates an invoice, you can send an invoice link to the customers. This kinda shows you a view of the invoice. The nice thing about this invoice link is that the customer can click on this screen here and this gives them all the job information.

--- ST app contracts and pricing ---

DEANN

31:46 So it tells them the appointment tells them the services that were done. And again, this is a very basic job. So, there's a lot of information here. It tells you the parts and labor. So it, you know, six hours of labor, two filters. So, screws, et cetera. Any comments that were left by the technician would show up here... but it allows them to see not just the invoice but everything that was done in more detail.

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

DEANN

32:14 Any photo attachments, any documentation, they have access to all of that. So, instead of you having to send an invoice out of Quickbooks and add attachments to it to send over to the customer, it's all in this portal.

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

SAMUEL

32:33 I guess we missed the part. She didn't really go for the whole when we purchased some material, when we receive the invoice?

SAMUEL

32:42 Yeah.

SAMUEL

32:42 How any of that works? We've kinda seen this a little bit already from brag.

SAMUEL

32:48 Yeah.

SAMUEL

32:49 We never.

DEANN

32:51 You do a full partsledger demo? Brett?

BRETT

32:54 Yeah.

--- Accounting integrations ---

DEANN

32:54 You did. Okay.

BRETT

32:55 That's good.

DEANN

32:57 So, the way that partsledger works with Quickbooks, desktop because it's an import or we have what we call stack.

BRETT

33:05 Hold on.

SAMUEL

33:06 There for a second. I thought, right, I thought you had said that partsledger does not work with desktop. I thought you said we could not use it with desktop?

--- Invoicing ---

DEANN

33:13 He doesn't know that?

BRETT

33:16 All right. Go ahead, Dan.

DEANN

33:21 It is, that's something that we've been building and working on and we've had a beta testers using it. So we do have a stack recipe now that works with desktop. And what it does is it in partsledger, when you receive your vendor invoice in there, you run the stack recipe and it imports into Quickbooks desktop similar to what you're seeing here and it imports the bills. So it fills in all your bills. And then you just pay your bills like you normally would. When you receive a vendor Bill, vendor invoice, you create a Bill and then you pay, it does all of that for you and it will attach it to the job that it goes to because again, you don't have that loss of what you were talking about on like, we have these invoices.

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

DEANN

34:12 And now, I gotta figure out po number, which job it went to. All of that is done through partsledger. When you write the po, it immediately attaches to the job and comes over with those items on the job. And then when we send the Bill from partsledger to Quickbooks, all that information is sent over into the Bill. So your Bill screen, in Quickbooks, everything is filled in for you and you receive the Bill and you pay.

--- Accounting integrations ---

SAMUEL

34:47 Such, so we don't have to change to desktop is what you're telling.

SAMUEL

34:51 One, we don't...

SAMUEL

34:52 Have to change the online from desktop.

DEANN

34:54 Don't and again, it's a personal preference and that's something that I strongly suggest, you know, speaking with your accountant, you, since you're doing all of this, but speaking with your cpa and say, hey, you know, our business matrix. Do you think this would be a good idea? Or are they not very versed in Quickbooks?

--- Invoicing ---

SAMUEL

35:13 They're they're they are cpas, they are not immersed in this kind of detail with Quickbooks whatsoever.

DEANN

35:24 Okay. So.

SAMUEL

35:25 They want to generalize that's what they want.

DEANN

35:28 They're...

SAMUEL

35:29 And that's what they want.

DEANN

35:32 So, are you sending them like an accounts copy every month for them to close? Or?

SAMUEL

35:37 No. Okay. Just a trial balance at the year end with supporting documents.

DEANN

35:45 Okay. Yeah. So I mean, again, it's up to you and do some research on it. We do have a very good integration with desktop to online that the one thing that you will lose is that being able to send a job over prior to invoicing, the only way for, the job to show up in online is to invoice.

--- Invoicing ends ---

SAMUEL

36:05 Just for my understanding of how things happen... that I don't know.

SAMUEL

36:12 This whole connector of things seems really complicated.

DEANN

36:16 Well, the conductor is running in the background. Like again, in this demo, I'm manually running it, but you don't have to, as you see it had an option for, to run every two minutes every five minutes, every 10 minutes.

--- Invoicing ---

DEANN

36:30 It's running in the background. You never have to push that, but it's just for the demo. I'm doing that thing so you can see it come out.

SAMUEL

36:39 Well, that connector if ever we stop working or something you'd have to go into the computer and try rebooting, whereas the online I'm assuming is built an integration, it just, it's instant and automatic.

--- Invoicing ends ---

DEANN

36:52 It's not instant. It still takes two to three minutes, but yes, okay. Send over because it's basically got to go out and talk to into it servers and into it server has to put it to your account. So it's you know... I've seen it take as long as five minutes.

DEANN

37:10 But I can push a job to online if you want to see how that works.

SAMUEL

37:15 Yeah. Can we see what that looks like?

DEANN

37:17 Sure, absolutely. I mean.

--- Accounting ---

BRETT

37:30 And, and before you jump on the online side of things, is there a cost for partsledger connector for desktop?

DEANN

37:38 There is, I believe it's 2000 for the stack... and then I believe it's a 1,500. We'll have to look at what they, you know, I don't deal with the numbers... whatever the initial setup, you know, just to build the connector, the stack recipe.

--- Accounting ends ---

BRETT

37:58 Gotcha. You.

DEANN

38:04 So, let me figure out how to do, this.

--- Invoicing ---

DEANN

38:15 Child. So I'm just gonna use that same job and invoice it and send it to Quickbooks online and make sure we Quickbooks online. So no... that's one thing, if you are not constantly moving to Quickbooks online, it will sign you out.

--- Invoicing ends ---

DEANN

38:53 So this is quick works online. Have you seen it yet?

SAMUEL

38:58 Not really?

DEANN

39:00 So it's quite a bit different, real quick overview like your settings to find your lists and customer lists and stuff is up off I icon up here.

DEANN

39:17 Look at invoices.

--- Invoicing ---

DEANN

39:26 All right. So this is the invoice screen. They all kinda come in this way. Let me send a job over.

SAMUEL

39:44 This is.

DEANN

39:45 And it will.

SAMUEL

39:46 Different. This is like completely different.

SAMUEL

39:48 As you're creating the invoice, not in Quickbooks anymore.

DEANN

39:52 You're doing it in service, right? And sending because this is where all your information with your notes, your technicians. So everything and that's the idea is that interest me?

--- *Accounting integrations* ---

DEANN

40:02 I've been doing this for over 30 years and we all learn way back when, how to manipulate Quickbooks to be a service management platform at the same time as an accounting system, but it's actually, you know, it's built to be an accounting system. So, a lot of times, you know, you're having all these different spreadsheets and different files that you keep on your a computer for attachments for jobs and you're going back and forth and that's the idea of service, right?

--- *Invoicing* ---

DEANN

40:28 Is that it all lives in this one system, all your attachments, all your notes, everything it's much easier to find. You can drill down on it, find it a lot easier versus sitting in Quickbooks and clicking on each invoice that I said, trying to find the right job that I'm looking... for history. So let me send this over to Quickbooks online.

DEANN

40:58 So, it's showing pinning accounting, and then we'll jump over here too, but it's online... and I'm just gonna keep refreshing it. So it drops in.

DEANN

41:19 There it is. So here's the invoice... it's given it invoice number 10 76. So if I jump back over here, refresh... so it's processed and it's change the invoice number to

match the Quickbooks online account... Quickbooks online, to view the invoice. You have the edit button takes a minute. And this is kind of what your invoice looks like in Quickbooks.

--- Invoicing ends ---

DEANN

42:13 Here's your customer list and Quickbooks online... same thing at showing the hierarchy... with your parent, child relationships?

--- Parts management (inventory) ---

DEANN

42:40 So, any questions about that?

SAMUEL

42:45 Okay.

SAMUEL

42:51 Is it at this point that this all hits your ledger.

DEANN

42:59 Yeah, because it's gonna hit your letter just like if you had created an invoice in Quickbooks... and the one thing that it does do if you are tracking inventory, what you're going to parts, I didn't really show it. But if you have been existing tracking inventory on items every time an invoice comes over, it is hitting your inventory item list and subtracting from.

--- Invoicing ---

DEANN

43:33 So, it essentially is doing everything that you would do if you created an in... it's just we're creating it in service trade, sending that information over to Quickbooks.

SAMUEL

43:46 So you'll actually send it out of quick, you send it as the customer out of ServiceTrade. Still?

DEANN

43:52 Yeah. Ideally, that's what you would do is send it out of service stripe because then they get the ability... like I said, to click on this box and look at all the detail on.

BRETT

44:05 It's another one of those marketing impressions for your customer, get independence name in front of them.

SAMUEL

44:12 And then once you receive a payment check comes in, you still do that out of Quickbooks, correct?

DEANN

44:18 Correct, correct. And then with both systems because they don't talk Quickbooks, it's an inter lovely limitation with any intuit product, it will not, there are certain things that we'll talk back like an invoice number, but it will not talk back payments or financials. So, what you can do is rather than talk to every time you get a payment market pay and you want to receive that payment in Quickbooks, because that's your financials. But rather than every time a payment comes in, I got a market in here. Now, let me go into service trade and market, you can actually export. And we have a really good help sheet out there on it. You can export your recently received payment. So, a lot of people do it once a week... they'll export that information from Quickbooks, and they import it into service trade and it goes in and marks all those invoices pay. Yeah.

--- Invoicing ends ---

DEANN

45:32 So, I know that it's kind of a change or what you're doing? Do you have concerns questions?

SAMUEL

45:40 Yeah. I, I'm concerned with a lot of change at one time. That's why I was hoping to just, do you know, one one or the other because?

DEANN

45:48 Right.

SAMUEL

45:48 To have to be having problems on both ends of it and not having control over at least one side, you know, concerning.

--- Accounting integrations ---

DEANN

45:59 Absolutely. And you sound like myself and that's a, because that's I, where, I was like, no, you pick one or the other. We're not doing about the same time.

SAMUEL

46:08 I suggest having history and financials and mechanical contracting. Do you see any benefits to go into online?

DEANN

46:23 Frankly, I'm not a big online support fan just because it's you know, I started when Quickbooks online first came out, they were pushing it in. I was actually one of their beta testers and it was literally like using a beta version of Quickbooks. It was so basic and I was like absolutely not, why am I gonna switch to something that I don't have near the reporting project features just a lot of things. I've seen it come a long ways and is it going to get there absolutely because literally all of their development funds are going to Quickbooks online. Do I think it's...

SAMUEL

47:02 And I'm okay with maybe doing it in the future. I just have some serious concerns about doing both.

--- Accounting integrations ends ---

DEANN

47:08 And I'm with you on that. I don't think it's quite there. Yet again, it's a matter of your business matrix and, you know, where I see it used a lot is you have owners that are like, I wanna be able just to log in on my phone and check my accounting stuff.

--- Accounting integrations ---

DEANN

47:26 You know, I wanna see what my balances are. Quickbooks online is good for that because it is web based. So, you...

SAMUEL

47:32 Anywhere region? Yeah, yeah.

DEANN

47:34 Yeah. As desktop, you have to have that internal server and, you know, et cetera. So, so that's about the big, you know, the big thing to me.

--- Accounting integrations ends ---

DEANN

47:44 And again, I'm not like a huge I'm not against it. I think it's coming and I've seen a lot of advances just in the last year... but if you're comfortable with that, I mean, in my opinion, I would start with service rate used to using that. And then in the future if you wanna switch because, we can easily switch over to that. Yeah.

--- Accounting integrations ---

SAMUEL

48:07 That we have right now is we're on a 2014 version of desktop. So we're going to have to make a change to the enterprise version of Quickbooks desktop regardless or to book online. So we have to go in one of those directions no matter what really... I mean, I...

DEANN

48:25 If she's if she's your accounting person and sit there and she knows Quickbooks desktop and she knows what she's doing, then that's gonna be your internal decision between you all. Like are you ready to take on a whole new accounting software? Because I mean, you saw a little bit of it's Quickbooks online and set up a lot different.

--- Accounting integrations ends ---

SAMUEL

48:41 It's a lot different. And, like I said, I need control over something... right? I really don't like we started this conversation just with the hierarchy. Like that would be change enough, you know, in introducing ServiceTrade into that, that's...

DEANN

49:05 I think that hierarchy change would make your life a lot easier because I've set in.

--- Invoicing ---

SAMUEL

49:10 Especially, if service trade is going to be the one that's creating that I have no problem with that I could use. I could use some help with that setup... you know, and how we would go about doing, you know?

DEANN

49:26 And that's the nice thing is that once you create a customer in ServiceTrade, so, if you create your main customer and you create a location, when it sends over to Quickbooks, it's gonna set all that up just like that. So, yeah.

--- Accounting integrations ---

SAMUEL

49:47 Yeah. Well, that's my God. We gotta stick with the desktop and till we get used to.

SAMUEL

49:56 Me enterprise, right?

SAMUEL

49:57 Yeah, no.

BRETT

50:00 Much of a change. Is that from QB D to the enterprise version?

SAMUEL

50:05 I versions pretty much the same, just more expensive.

DEANN

50:09 It has a lot more, yeah, it has a lot more features, so.

--- Accounting integrations ends ---

SAMUEL

50:12 Gotcha. Hey, maybe I like you.

SAMUEL

50:17 You...

DEANN

50:18 Sitting in your seat, I can tell you, will you'll be like, well, this is nice. So.

SAMUEL

50:27 Yeah. You know, I don't want the fact that I'm a creature of habit to prohibit advancement here. But I also understand the limitations with the way we do things right now, so.

--- Accounting integrations ---

SAMUEL

50:43 Supposedly, they already created a desktop app for the online that gives you, the look and feel of the regular desktop version, but it's still accessing the online service and doing everything through the online. They basically making it so that you're choosing between Quickbooks online or the enterprise. They pretty much killed the standard desktop version already. And basically.

--- Accounting integrations ends ---

DEANN

51:07 I did it so that's kind of a... it depends what you're rating and.

SAMUEL

51:14 I know what, it was something that we do.

SAMUEL

51:16 It went away.

SAMUEL

51:19 It wasn't included, you had to go to enterprise for job profitability, which what's the point, if you can't show profits on your job, right?

--- *Accounting integrations* ---

DEANN

51:30 Right. They did kill the desktop version in the UK. That's where they kill the desktop version. The desktop version is not going anywhere over here. A lot of people think that because they'll like Google it and it'll be like they're going to get rid of it. They're not, so I can tell you for a fact, like Canada and portorico, they have to use the desktop version because of their tax structure.

--- *Accounting* ---

DEANN

51:56 And I know recently online started trying to support the tax structure the there because they don't just have their sales tax, they have provincial tax. There's three different tax lines that have to go on every invoice. So desktop was the only one capable of doing that. I know online, they just released a version that suppose to do it.

--- *Accounting ends* ---

DEANN

52:20 We actually had a customer that dove off in it because they were super excited and they're in a nightmare right now. And literally my last conversation with them a week ago was I'm just going back to desktop. I can't do this.

SAMUEL

52:36 So I mentioned earlier that I have been doing this sort of because we use a third party payroll doing a sort of workaround Bill that gets, you know, a suspension account to capture the approximate labor burden.

--- *Tech time tracking* ---

SAMUEL

52:53 So now this would hopefully go away with service trade. So how are you capturing the labor burden in service trade for your profitability?

DEANN

53:08 That's a good question. So in service, right? When you set up your technicians, you can set their labor burden in there. And then also have you talked about time card, right?

BRETT

53:26 We have not, but we might need to.

DEANN

53:28 Yeah, I think maybe so. So we have what we call timecards and Brett can show you a demo on it. It's very interactive the text. But in their time, we can do it either, you know, by job or by either hourly or by labor. So, you know, if they, however you choose to track it either by clock in clock events or labor lines... that again, that information is sent over to desktop that you would be using. At that point, you would need to look into using not this payroll company but, you know, like into it has a payroll. Adp is another one that works with it. But basically what it does is it sends it over to your Quickbooks. It fills out the time sheets and then you pay it from that.

SAMUEL

54:26 Okay.

BRETT

54:28 What is, the third party you guys use for payroll? I didn't catch it earlier.

--- Invoicing ---

SAMUEL

54:32 Hey, check.

BRETT

54:34 Gotcha.

DEANN

54:37 Okay. Because if you're having to create a Bill just to a lot for that cost on a job, that's just kind of a red flag to me because like, you know, with adp or everything is done, if you use the intuit payroll portal or adp, everything is done in Quickbooks. You're just transferring information over to them. And then they kept your checks and every.

--- Invoicing ends ---

DEANN

55:07 Because that's what you want to be to have that cost on the jobs. And so when you let me pull up a time she me one second.

--- Tech time tracking ---

DEANN

55:37 So, this is a time shape in Quickbooks. This is.

SAMUEL

55:40 We use, we use this in order to track the hours for every job.

DEANN

55:45 Okay. Then perfect. So when we, when you use the time card tool, it's coming from information on the job. So either your text are clocking in or they're putting their labor line item on the.

--- Invoicing ---

SAMUEL

55:56 Service trade, send information to the time sheet, correct? It does.

DEANN

56:03 Correct. So then it fills all this in. And as you can see, it actually assigns it to the customer, the location and the job. So now your cost is directly attached linked in your financials to that job.

--- Invoicing ends ---

SAMUEL

56:27 Thank you.

SAMUEL

56:32 So that, so right here, sorry, I'm just trying to think of what's happening behind the scenes here. When, when, this information gets taken in from service trade, it gets thrown into the time sheet. And then...

DEANN

56:52 Then you would proceed if you're using time sheets now, is that what you're using? And then you send that information over to your payroll company.

--- Invoicing ---

SAMUEL

57:00 Hi, is a spreadsheet.

DEANN

57:02 Bless your heart. Okay. So do me a favor. And when you're looking at upgrading, talk to them about their payroll into its payroll feature or adp. Because normally you just export the file of time sheets and you send it to the company and they do it and

then they send you a statement just like our merchant statement, you get from your credit cards and you enter that into your accounts receivable to balance your.

--- Invoicing ends ---

SAMUEL

57:32 The other thing, to mention is that we are... a union employer. So there's some differences with.

DEANN

57:46 Yeah... but we're basically dropping this information into here. So then you can.

SAMUEL

57:54 Honestly, the spreadsheet is not... so time consuming. It, it, it's actually quite, it summarizes the quite nice.

DEANN

58:05 Got it. Materialized down. So.

SAMUEL

58:08 That wouldn't be one of the worst complaints. That bad is not that big of the deal... doing.

DEANN

58:16 Then you would have it. It would be getting attached directly to the cost of that job.

SAMUEL

58:22 So, what I'm thinking of in a job profitability report in Quickbooks desktop, when would this come up?

--- ST app contracts and pricing ---

DEANN

58:33 This would come in as a job cost or?

SAMUEL

58:37 So... this item, okay. So there you go, it's in that item that's... see.

DEANN

58:51 No, it's not the.

SAMUEL

58:54 And that time that would.

SAMUEL

58:56 Yeah.

DEANN

58:58 It would be, I probably don't have anything because I actually was testing that import for a customer. So I don't actually have this job actually, it should... capital. So.

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

SAMUEL

59:12 See, our items are gonna have to be revamped. So better, so, which is fine. They need...

DEANN

59:19 To be.

--- Tech On-site ---

DEANN

59:30 See, I don't have because the job has not... let's do this.

DEANN

59:49 Actually, it might show. Let's see.

DEANN

59:58 No, because I don't have a job that was imported from a customers file. They were having issues with it. So it's not gonna show me, but basically, we, sorry, I hit the wrong button. I apologize. Basically, you would be able to on the job click that job or Bill.

--- Tech On-site ends ---

DEANN

1:00:14 It would show your cost versus, and it would have that labor that you've attached to it in there. But because I have, so my demo account is not linked to an actual bank account. So I can never process a payout. So it never shows those process.

SAMUEL

1:00:31 Yeah, no, I think the, I think I understand is the item.

SAMUEL

1:00:38 I know the profitability reports and what they look like and how they're set up... that's how we, that's how we Bill based on time check off. And so we, to a customer and we pull up on billable time and that's how we invoice.

DEANN

1:01:02 Which is gonna be accurate because if you're going up, so you're doing it by clock events... is that what you're charging the customer?

SAMUEL

1:01:11 We based on the time enter right there in the time sheet.

DEANN

1:01:15 Yeah. So that would all be in service rate, it would Bill off the clock events.

DEANN

1:01:29 And I think it does, right? Correct me if I'm wrong. You kinda do more on that side of this. The core app, I think we do like 15 minute increments around. We round on the 15 minute increments.

SAMUEL

1:01:41 We're gonna be using the walking.

SAMUEL

1:01:44 No, yeah, we...

SAMUEL

1:01:46 They're gonna enter their own.

DEANN

1:01:50 So, they just entered in. So then, yeah, that's...

SAMUEL

1:01:52 Yeah. Three to.

DEANN

1:01:58 Yeah. So that would just be like I had on that invoice that I showed you where a general labor you have like I have in their general labor, I OT labor. We do have some union like again, it's a demo account.

DEANN

1:02:11 So, depending when we're testing for customers will set up different labor items that's generalized for that. And then once that technician is selected on that labor item, then it knows what the burn rate is for that technician because you've...

SAMUEL

1:02:25 This is where I, yeah, I need to, those items need to be updated. There's so many in there that are not useful. We need to make better use of.

--- Accounting integrations ---

DEANN

1:02:35 So this is a really good time and I can say as a former, like Brett said, they got me over on the dark side as a former ServiceTrade customer. And I was actually at the time using Sage 300, which is a lot larger accounting system. When we went to change the service trade.

--- Accounting ---

DEANN

1:02:56 That is when I exported all those customer lists and all those item lists and it took some time but I scrub through them and I was like, no, I don't need this anymore. I don't need this. So when I sent the excel files over to service, right? I had scrubbed what I didn't see... and that allowed for, to have kind of a clean cut. And I'm sure you probably got things in Quickbooks that you've marked inactive et cetera. And so on. That allowed me to have this clean cut. Not just switching the service trade, but it allowed all my lists and customer lists and stuff in Sage to be a clean one for one.

--- Accounting ends ---

SAMUEL

1:03:42 Okay.

DEANN

1:03:43 And the nice thing that I liked was once I had it cleaned up in service trade because they were creating calls, they were adding parts. They were doing all of this in service trade, then if it was... like a filter and it was a 20 by 30, that was the only option. There was like five options for a 20 by 30 filter that they can select. And sure it never failed. They select one that we weren't using. Yeah, as far as the item in it. So then you had to go in and fix.

BRETT

1:04:14 Trying to make it as easy as possible for your technicians because I know you guys have talked about through the process text don't do what they're supposed to do. It's a matter of life. So it's limit what they.

DEANN

1:04:23 Well, that's why they're good at what they do, the actual repair. They're not good for paper or that's a good shaking his head to.

SAMUEL

1:04:33 Do you happen to have a sample item list... or from anybody? Just a generic sample list that I could... use to update mine?

DEANN

1:04:53 Well, so it's gonna depend on what you. So, okay, let me ask you this. Do you keep inventory on your trucks?

--- Type of work ---

SAMUEL

1:04:59 No, this.

SAMUEL

1:05:03 But we have no idea what it is.

SAMUEL

1:05:05 We have no idea what they have in their trucks.

DEANN

1:05:11 Okay. All right. So, do you do H back plumme? And I apologize. I'm not.

SAMUEL

1:05:19 Mostly refrigeration?

SAMUEL

1:05:20 Yeah, refrigerant, electrical contractors time?

SAMUEL

1:05:23 Is refrigeration?

SAMUEL

1:05:25 Yeah.

DEANN

1:05:26 So you, I'm sure all your text, very, plenty of contact on the.

--- Parts management (inventory) ---

SAMUEL

1:05:34 Who's that?

DEANN

1:05:36 I'm sure they carry plenty of the different contractors on their.

SAMUEL

1:05:41 A lot of contact uses stuff like that.

DEANN

1:05:45 So, my suggestion would be, is those common items that, you know, they're gonna keep on their truck or, you know, like an easy way for you in the office, you see it come in on vendor invoices all the time.

--- Tech time tracking ---

DEANN

1:05:58 They're constantly buying... make sure that those items are set up that it's really hard for me to say we can get you a sample list because I don't know what materials you're using all the time that you.

SAMUEL

1:06:10 I would, I was thinking more on the lines, of, the other and like the labor and, you know, how do you like, do you have a separate item for like how do you account for like holiday or sick time? Like paid time?

DEANN

1:06:25 That's for the time card and you'll need to do a demo with them with time card, right?

BRETT

1:06:29 Yeah. I got perfect in that it will show.

DEANN

1:06:34 Yeah. So, that will account for holiday time, but like your labor. So on the invoice that I did, I had a gnlbr which is general labor, I have one that's otlbr for, OT, I have... I think it's holiday thing or, yeah. So you have those different, you set those items or the tech now, you have union. So you're going to have to figure out your different union classes, and then you just created in there. So then they know this job and you can put a tag on that job, you know?

SAMUEL

1:07:15 Yeah.

SAMUEL

1:07:20 I mean, a limit.

SAMUEL

1:07:21 Each technician, what labor line items they're allowed to access? No, it's just open with you.

DEANN

1:07:30 It's in the list, yeah.

BRETT

1:07:32 But if I sort, if I'm Brett, your technician and I say I use TAM overtime labor. You guys are going to catch that in the office, maybe you label your items that way?

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

SAMUEL

1:07:42 Hi, technician... we can go by last need.

DEANN

1:07:45 You're gonna, yeah, you would have more items in your item list, but it would cut down on the confusion on which one do I choose?

SAMUEL

1:07:55 I guess we can just do everyone the same except for one.

SAMUEL

1:07:57 Basically used to do this.

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

DEANN

1:07:59 A person?

SAMUEL

1:08:00 Has the word?

SAMUEL

1:08:04 We will have one non journeyman. So it should be fairly straightforward.

SAMUEL

1:08:13 I...

DEANN

1:08:13 I said you always have, the one person?

BRETT

1:08:17 That display interesting.

SAMUEL

1:08:19 Yeah, that's okay. And then that's like he's a different, he costs less, but he could generate the same revenue.

DEANN

1:08:29 Yeah. Well, that's so you have a journeyman probably, right? Is what you're talking about.

SAMUEL

1:08:36 The one I see her?

SAMUEL

1:08:38 Or are you having a printer?

DEANN

1:08:40 That...

SAMUEL

1:08:41 Can do journeyman's work?

DEANN

1:08:43 Right. So you just his burn rate because when his name goes on that labor rate, then it's gonna be less on the burn rate because you've set his burden rate service, right? So, when he assigns himself to that live, do you understand what I'm saying? Like because your burden rate set individually for technician?

--- *Invoicing* ---

SAMUEL

1:09:05 That work the same as in?

SAMUEL

1:09:09 Unfortunately, the a...

SAMUEL

1:09:11 All right.

SAMUEL

1:09:16 So that's all going to be done in service trade. So, yeah.

SAMUEL

1:09:21 Service can track all.

DEANN

1:09:28 You still have to have stuff set in Quickbooks. Because that is your true financial.

SAMUEL

1:09:33 Exactly.

DEANN

1:09:34 So, so, yes, you want it set in service stripe because you're going to be invoicing out of there, etcetera. So on. But your true financials would come reporting would come from Quickbooks?

SAMUEL

1:09:46 Exactly. Yeah, which is what I want.

DEANN

1:09:49 Right, right. So you're still going to have your employees created in Quickbooks. You're going to have the burden right? With what their burden is in Quickbooks. So in Quickbooks, just always remember this Quickbooks will always trump service stripe. So your quick book role, Quickbooks rules will always trump service rate. Because that is your accurate, correct financial rules.

--- Tech time tracking ---

SAMUEL

1:10:12 Yeah. So, I think I'm still.

DEANN

1:10:15 A little.

SAMUEL

1:10:17 Going back to that, and you might be pointing me again in the direction of this time card, but how that time sheet in Quickbooks is capturing then... is something I'm not seeing through.

DEANN

1:10:38 Are you talking about what the job cost is from that particular?

SAMUEL

1:10:43 Time that through because I'm trying to think of how we do it right now and why it didn't work and why we have to create that. I'm trying to see how I can avoid that step.

DEANN

1:10:54 Well, it should. So when you're creating the time sheet, are you assigning the actual job to the time sheet? I'm wondering if it's because you have this like generic ongoing job and Quickbooks, why you're not seeing?

--- Tech time tracking ends ---

SAMUEL

1:11:07 Well, so for instance, you go, you know, we have delmonti and then we have TAM for del Monte, and then we have 23 dash one, 23. So two, 23, all the separate projects that we do throughout 2023 so... Sam will identify if, it's a T NM, service call or if it's for one of those projects and that's where it does get entered.

--- Tech time tracking ---

SAMUEL

1:11:34 That's how we track the time per job. The only thing that doesn't get broken down is the TAM, you know, to...

DEANN

1:11:41 That's yeah. So by having the service call is having the actual job, existing Quickbooks. When that labor, like the screen I was showing you, it has the customer location in the actual job.

--- ST app contracts and pricing ---

DEANN

1:11:54 Yeah, by having the actual job, that cost of that labor is put towards the actual physical job as a job cost the same as if you went into that job and you wrote a po for it.

SAMUEL

1:12:09 Yeah.

DEANN

1:12:10 It's it's job cost. So that's all done in Quickbooks in the background. That's why we send it over in the time sheet in that format. Okay? By.

SAMUEL

1:12:20 I'm missing a connection and it could just be me, it could be that I've been looking at this one way for so long and I'm trying to expand my mind a little bit. And sometimes that's difficult.

SAMUEL

1:12:38 I guess, yeah, when you were trying to pull up that profitability, is that person's...

--- Tech time tracking ---

DEANN

1:12:44 On mine because I'm not late to bank out. So I don't actually pay out on those time sheets. So they're basically sitting there pending like they need to be paid.

SAMUEL

1:12:53 Okay. Perhaps it's the way it's mapped in the labor item... that could be my problem. If you go into that labor item. No, that's tells you were.

DEANN

1:13:11 That's just telling you about your.

SAMUEL

1:13:13 Yeah.

DEANN

1:13:14 Yeah. No, it's...

SAMUEL

1:13:16 Yeah.

DEANN

1:13:17 It's it's definitely on that time sheet of actually breaking it down to that job.

SAMUEL

1:13:22 No, we definitely do that. That's why my post somehow in the labor item, that item is. So it does come over but only from the Bill. It doesn't come over from the time card. That's why we have to create the Bill because the profitability will not take the cost from the time card. That's why I have to do that Bill, how did you get that time card onto the job profitability?

DEANN

1:13:50 By, just because so once you process the time card, so you have the time card, then you have to process?

SAMUEL

1:13:57 And the price is?

DEANN

1:14:01 Correct.

SAMUEL

1:14:02 Does it where it show it?

DEANN

1:14:06 Then it shows on that job profitability report what?

SAMUEL

1:14:09 What does that entail?

DEANN

1:14:12 So, that is where I was saying talk to it about maybe use their payroll system.

SAMUEL

1:14:16 Because we're not actually paying the money out.

DEANN

1:14:21 Correct.

SAMUEL

1:14:22 Correct.

--- *Tech time tracking ends* ---

SAMUEL

1:14:27 I mean, your... payroll is always going to be a journal entry.

DEANN

1:14:33 Yes, but you're not closing those time sheets or just seeing there. So it's the same thing. Okay. So, let's say a po, you write a po, yeah, it.

SAMUEL

1:14:44 It doesn't here, the brilliant, you book the invoice, and associate that the invoice?

DEANN

1:14:48 Correct. Same thing with the time sheets.

SAMUEL

1:14:51 So, you just have to pay for the module essentially the pro module sense?

SAMUEL

1:15:03 I mean, I did have adp at one point, but I still do it the same way.

DEANN

1:15:08 Yeah. So you have not had the actual module payroll module in fritoks which lets you process those type sheets.

SAMUEL

1:15:17 So, you can process it with actually creating a page from patient, you know, from, I'm certainly not interested in, right?

DEANN

1:15:28 And manually doing payroll.

SAMUEL

1:15:31 With...

DEANN

1:15:31 The old, the old irs book on how much do you take out if they have this many deductions? Yeah, it was fun times with the table.

--- Accounting integrations ---

SAMUEL

1:15:40 Service was like the best invention for accountants. Yeah, I would not want to go back there. So, yeah, so you can still use the payroll module but not actually pay from it. Okay?

DEANN

1:15:57 So, just like I said, try to into it and tell them what you're needing and they'll you know, and don't just take their word for it. Like when they tell, you got to have this, do research.

--- Accounting integrations ends ---

SAMUEL

1:16:08 Yeah, they're kind of useless. Yeah, they're not very helpful.

DEANN

1:16:11 Yeah. Well, the first trick is to get somebody in the United States on the call.

BRETT

1:16:16 Well...

DEANN

1:16:20 Then, you know, you're like going to be on their half day instead of all.

SAMUEL

1:16:22 Yeah, I think I need like... a professional consultant or something on.

DEANN

1:16:32 And those are out there too. That might be an option. It might be worth investing in, you know, some hours professional consulting.

SAMUEL

1:16:40 Yeah. While we're on the process of revamping things to start making that Bill, it's not. Yeah, it's... okay. All right. So, you, I'm sure you weren't interested in hearing about all of my accounting?

DEANN

1:16:57 That's all right. I have set in your chair. I, you know, it actually brings back bomb and race because I'm watching you. And then I'm watching Samuel over hear like chemo, whatever she's in.

BRETT

1:17:07 I feel like Samuel right now and Chris and are just talking it out.

SAMUEL

1:17:12 Speaking in English.

BRETT

1:17:14 Exactly.

SAMUEL

1:17:17 Well, Sam, you've got his mba. So he's got a little bit of a...

SAMUEL

1:17:21 You know, like the county, but I took college and an undergrad and I like all of it.

BRETT

1:17:28 To me, I took it and I hated it. I was like, let me just pass this and get out of it.

SAMUEL

1:17:37 Yeah. He's he's not going to be setting for that. CP example.

SAMUEL

1:17:41 No.

SAMUEL

1:17:45 That's fine. Okay. So, next step, what else?

SAMUEL

1:17:50 You want to briefly touch base with the project management? And then the pricing this whole thing just so we can see what the cost is like.

BRETT

1:18:01 Yeah. We can do that. Dan, while happy here. I did some searching. I couldn't find the price for that desktop connector.

--- Pricing ---

DEANN

1:18:08 It's just a one stack recipe. Got it. It's just stack. Just go to stack and it's gonna be one recipe.

BRETT

1:18:17 Okay. So, 2000 the setup hours, do you know how many hours?

DEANN

1:18:21 Probably 10, my guess, it's only around 13 to 1,500, I think.

BRETT

1:18:29 Got it. Okay.

--- Dispatch ---

BRETT

1:18:32 Well, then we appreciate you being here. You're more than welcome to stay if you want for project management. We don't have.

DEANN

1:18:39 All right. Well, again, it was nice to meet you.

SAMUEL

1:18:41 Nice to meet you too.

DEANN

1:18:43 If you have any other questions, just reach out to Brett. He's real quick to find me super quick.

--- Dispatch ends ---

BRETT

1:18:50 My best friend at service trade?

DEANN

1:18:54 So...

SAMUEL

1:18:58 I'm sorry, you got all the rinances.

DEANN

1:19:01 At times if not, I pretend to just kidding. All right. Well, you all take care.

BRETT

1:19:12 Bye. All right. Anyone need a drink of water? Need to go to the bathroom are good to go.

SAMUEL

1:19:18 Might be so a stronger.

--- Tech time tracking ---

SAMUEL

1:19:19 Water seems our way.

BRETT

1:19:21 Well, Tracy got two hours before that... all right. Let's get it shared here. I do want to confirm, do you guys want to?

SAMUEL

1:19:30 See the time card tool?

BRETT

1:19:31 Or would you rather go, the Quickbooks direction with the intuit module?

SAMUEL

1:19:36 Let's look at the time card tool.

--- Pricing ---

SAMUEL

1:19:40 So that's another one. Is it?

BRETT

1:19:43 It is an add on. It's a cheap one though it's 14 dollars a month to protect.

SAMUEL

1:19:48 Cool.

BRETT

1:19:50 Yeah.

SAMUEL

1:19:50 We're paying to protect right now. Actually, I don't know what we're paying.

BRETT

1:19:55 You?

SAMUEL

1:19:56 Pretty expensive recently. You're jacking up prices right now?

BRETT

1:20:01 Interesting. I'm still seeing a lot of companies like you guys that are on them that I'm talking to.

--- Pricing ends ---

BRETT

1:20:06 So I'm curious why they're jacking up pricing, but that's probably what I'm talking to a lot of them. But let me get... something pulled up.

BRETT

1:20:22 This is... we're good. Okay. So, guys, we're gonna look at a service trade job real quick. And what I was doing in the background while the interest you were talking there is I just generated a job and I applied a bunch of different labor rates and I source them all to myself.

--- *Tech time tracking* ---

BRETT

1:20:39 So this is the stuff that your technician is gonna physically do in the field. He's gonna say, hey, I worked one hour of labor. I sourced it to myself on November first. Maybe I had two hours of overtime labor again source it to myself and I just added another kind a labor rate in here. You guys are going to call it whatever you guys call it. And that's fine. I just wanted to show you multiple different options. The important thing is the technician needs to put in when they used it and who used it because that's what's gonna flow over to the time card and let me go grab my name.

BRETT

1:21:15 And so based on the labor items that I put in on that physical job, this is the job right here. It's linked to my time card before I get into this. Basically the time card process is, hey, your technician is gonna submit a time card at the end of the week, their manager is gonna review it. If there are changes to be had, their manager is gonna say, hey, right? They'll make your changes or this is wrong if it's approved, they're gonna approve it and you're going to be good?

SAMUEL

1:21:41 So, the time car, is created from the service orders that they entered.

BRETT

1:21:48 Correct. And in the field on the mobile app, they're putting in regular labor, I work two hours and then I had one hour of overtime... and that's the information that's coming down here. If you guys in the office, you need to go back and make sure all this is correct. Again, jobs hyperlinked. I can open that up. I can go straight to the service trade job and see did Brett really work these hours? Let's check the job. And obviously you guys will probably have a big list of jobs on this. It's not just going to be one job for the week. It's probably going to be 10 or 11 or 12. Additionally you guys can add additional rows here. So I have, you know, this over time sick time pto. This is just demo stuff that I have to track. But if you have specific things that you need to track on the time sheet that's changeable or editable. Let's say on Friday of this week, I have eight hours of pto. And this is the me, I'm the technician right now. So I put my eight hours of pto in. I make sure this is correct. I have the two hours or there... enter.

BRETT

1:22:58 We're good to go. So maybe I want to leave a comment for my manager. I say my pto if I can spell approved. So I certify this to be true. I submit it. Basically, what happens is their manager, whoever it is, whoever you guys set it up, it can be all of

you guys. They get an e-mail saying, hey, right. Just submitted a time card in that e-mail it'll take them right to the screen in which they will go view that time card.

--- *Tech On-site* ---

BRETT

1:23:21 They'll come in. They'll say, hey, everything's right? Or everything's not right? If I need to request a change, click, this button technician, gets an e-mail they fix it. They go through that process again. I, if everything is right, and this is going to be for all your technicians, not just one technician, we would simply export those labor items.

--- *Tech time tracking* ---

BRETT

1:23:40 And this is something that it depends on the, what Paychex can import. If Paychex can import this template, you don't need the intuit module. But basically, we're going to have all your technicians time on one sheet and that is what is going to be imported into Paychex. And with time card, we'll set up the export template to match up with Paychex.

SAMUEL

1:24:18 So without this module, how they don't how do, they don't do a time card?

BRETT

1:24:25 Without this module, you mentioned you did like your spreadsheet. So, I'm gonna show you one other thing. You can get all this information in a spreadsheet real quick. So I can say job items. I'm gonna run a report, show me everything from the middle of October... the end of October... and...

SAMUEL

1:24:49 We can basically generate a report for each week for each technician and go based on that. But then there's no communication for a technician to look at it and double check to make sure he's not missing anything because the technicians are gonna wanna see kind of what they're submitting each week, if it just goes based on TAM, service slips might get a little confusing on there. And obviously.

SAMUEL

1:25:13 Can go in. So when you were back to that time card thing... they put that pto in there, but like the time came from a service that came from that.

SAMUEL

1:25:27 But it's a visual thing in an approval process.

SAMUEL

1:25:31 Yeah. So I'm just trying to make them do this and make them have this stuff in here.

SAMUEL

1:25:37 Yeah, we're trying to, this is nice because it forces them to create the service order with the labor line item by the end of the week or else they don't get paid for.

BRETT

1:25:48 That's essentially why time card was created. Yeah, they wanna see what they're getting paid for, but it's also, we wanna make sure it's right? And between it, the technician looking at it and the manager looking at it, they're gonna catch any mistakes versus just, hey, you guys track my hours and send me a check at the end of the week.

BRETT

1:26:09 So, while, yes, I highly recommend the service time card. Most of our customers use it. You can totally run, you know, a report like this. Show me all the labor items used in this time frame. Yes, you can break it down to a specific technician if you really want. But here's what?

SAMUEL

1:26:26 I just thought of something we might run to an issue with.

--- Type of work ---

SAMUEL

1:26:31 Yes, it's good that the time card populates from labor line items from service work orders, but we also have pipefitters and Construction guys that work on quoted projects and they do not often create a service work order every time they're working on a project because it's...

SAMUEL

1:26:51 Now they have to, we want them.

--- Tech time tracking ---

SAMUEL

1:26:53 To force them to left it that's good.

SAMUEL

1:26:56 They have to... if they want.

BRETT

1:26:59 You cause you guys would... how, I guess, how do you track the job if there's not a.

SAMUEL

1:27:07 They manually fill up their time sheet. So they would just say the project name.

SAMUEL

1:27:11 I put that in box in the time sheet.

--- Tech time tracking ends ---

BRETT

1:27:14 Gotcha. Are those?

SAMUEL

1:27:17 Were spent on the job? You just don't know what he did that.

BRETT

1:27:20 Yeah. Those, those pipefitters, are they included in the technician count that you gave me? Like they would have service trade licenses? Yeah, yeah... yeah.

SAMUEL

1:27:33 I'm hoping retires by line.

BRETT

1:27:36 The only other thing I'm thinking of, I just process that. I'm hoping he retires maybe late. I hear that quite often, but they, I don't want to retire. Only other thing I can think of based on that use case as far as not creating a job is maybe you guys have just another row and it's projects and they go in and they say, hey, I use it. I worked eight hours on.

--- ST app contracts and pricing ---

SAMUEL

1:28:00 For every single project wouldn't work.

SAMUEL

1:28:02 You know, I can in my items and Quickbooks the way.

SAMUEL

1:28:06 For a year, they would.

BRETT

1:28:09 Yeah.

SAMUEL

1:28:09 We write it in, create line items, but that's...

BRETT

1:28:13 Yeah. Another question there is, I know you don't create the project today, but why wouldn't you create the project moving forward if it's just?

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

SAMUEL

1:28:22 To, is just getting the technicians are stubborn and getting.

BRETT

1:28:27 We're not gonna be the ones that create the project. It's it's. Gotta be you guys?

SAMUEL

1:28:31 I'll tell about creating the work order so that the captures the line item there's. We have technicians that want to do the bare minimum.

BRETT

1:28:40 Yeah.

SAMUEL

1:28:40 Their time card is based on them doing it. They, they have to do.

SAMUEL

1:28:44 Yeah, I'm only think that right now.

BRETT

1:28:46 That's the whole point of it. It's yeah, they need to do this. So they get their pay check.

SAMUEL

1:28:51 Yeah, cool.

SAMUEL

1:28:53 Two guys that are gonna have to go through major changes.

BRETT

1:28:56 Yep. And quite frankly guys, any software change you make it's gonna. So there's really no way around that. It's gonna be a lot of work but it's all about putting the time in to the change to make your life easier down.

SAMUEL

1:29:07 Road, yeah.

SAMUEL

1:29:09 Is Tom won't be so, but he only works four days a week and half a day a week is fine. I'll have to figure it out, okay?

--- *Accounting integrations* ---

BRETT

1:29:18 All right. Okay. So, yeah, based on whole project thing, not creating the physical work order, it might be best for you guys to use the intuit module... but then you wouldn't have the approval process that you just saw.

SAMUEL

1:29:37 What again, is the intuit module? Like why would I need that?

--- *Tech time tracking* ---

BRETT

1:29:40 The one that Dan was talking about, how she was getting the information in order to run payroll. Although you guys are not gonna run physical payroll and cut the checks through Quickbooks. It's it's the processing of the physical payroll. The last thing Dan was showing. Yeah... basically, it gets you to a point where you export out the information and provide pay checks with that.

SAMUEL

1:30:06 Yeah. So... I can still do this use as long as I have this information. If I have this, right, you know, a report, I can still do my.

SAMUEL

1:30:18 Yeah, the approval process won't matter to us. We're not gonna be sending time sheets back to technicians to have them fix this and that it's okay. That's not something that we will be doing.

BRETT

1:30:32 Fine.

SAMUEL

1:30:34 Whatever they send it is, what it is.

BRETT

1:30:38 Then, yeah, quite frankly, I wouldn't buy time card if I was you guys, I would.

SAMUEL

1:30:43 Just generate reports and export based on every work order that is complete and we tell them if you don't create the work order, you don't get paid for that time, you... but then there's still an issue with it to be able to fill like pto and vacation and holidays and stuff unless we do.

SAMUEL

1:31:05 How does that work you have to have time to, for that?

BRETT

1:31:08 Yeah. If they're not using time card for those items, honestly, some of our customers will just create like a dummy job. They'll call it vacation or they call it right? Vacation.

SAMUEL

1:31:18 Just towards.

BRETT

1:31:19 On vacation or?

SAMUEL

1:31:22 They actually wouldn't be terrible because you can actually track from there, how many vacation is they've used already just by pulling that up... in a sense?

BRETT

1:31:34 Not a bad way because yeah, you're right time in the office.

SAMUEL

1:31:36 Need it. So there are ways basically you have to create a work, a service work order for every hour you want to get paid, whether I go towards the project towards the customer towards your vacation.

BRETT

1:31:55 Kinda like that. And that's one standard process no matter what you do. You're creating a work?

SAMUEL

1:31:58 For...

SAMUEL

1:32:03 Yeah.

SAMUEL

1:32:09 Okay.

BRETT

1:32:10 Yeah. I'm thinking we leave time card out of it right now and down the road, if you want to change it, it's there. You can always add it. But based on what you're telling me, I don't think it's right now.

SAMUEL

1:32:22 I think it's more. The most useful aid is the visual way that technician can pull up the time card at any given time and see how many hours they have worked without... doing it manually. It's...

BRETT

1:32:37 Yeah. So that's the thing right there.

SAMUEL

1:32:38 They, they won't actually remember like at the end of the week, don't know how many hours they actually worked.

BRETT

1:32:46 They can always come into service straight from the office and run this report and break it down to a specific technician, find out, you know, what or how many hours they specifically worked or it can be the time card, the time card. Yeah, it's definitely easier to read.

--- Pricing ---

SAMUEL

1:33:00 Visually.

BRETT

1:33:02 Visually, but I don't know if it provides more value other than that to you guys.

SAMUEL

1:33:06 Yeah, no, we probably stick without it. And then if people complain.

SAMUEL

1:33:10 One time, how many a lot?

SAMUEL

1:33:12 Yeah, to 140 dollars is easy.

SAMUEL

1:33:19 All right.

SAMUEL

1:33:21 That's a monthly bridal budget?

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

BRETT

1:33:25 You get it. But, yeah, let's leave that off for now. Just based on everything you guys are saying. Okay... project management. Do you guys want to start with? Do you want to start with a quote? Do you want me to just create a project?

SAMUEL

1:33:45 Yeah, just create the project. I think I've seen all this. You showed all this to me the, very first time we.

--- *Recurring maintenance* ---

BRETT

1:33:52 I think so too. It's...

SAMUEL

1:33:57 I'll figure it out. It is what it is for me.

BRETT

1:34:02 Okay. So just gonna go in and quickly create a project. I just made a job type Installation service vendor is going to be you guys, this is going to be your information. So instead of selecting any of these recurring services that I provide to my customers, I'm gonna come down and create a new service.

--- *Quote templates* ---

BRETT

1:34:17 And for the asset, we don't know yet because we're installing it service line. Just call it back and let me use a template here. We very much recommend you guys using templates. So I'm just gonna go grab phase one rooftop install. Hey, it's got all the information I need in there.

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

BRETT

1:34:33 You guys can definitely put estimated price and durations. I'm just gonna add this one service for now, but I will build out the project further as we get there. Let's...

SAMUEL

1:34:42 Hey, I'm gonna go.

BRETT

1:34:46 Select a bunch of days... here's. All the days that we're going that's what I forgot. Great.

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

BRETT

1:35:05 All right. So we have our job here. I did that wrong. I am sorry.

BRETT

1:35:18 Very good at the service side. The project side is a little bit newer for me. So let me just fix this. All right here's. What we wanna do. So, I'm gonna open up this service phase one that we just created. And I'm gonna change the timeframe in which we're going out.

--- Recurring maintenance ---

BRETT

1:35:36 So I'm gonna say this is a custom date range. We're going there from November first to November 20 first. Save that in during this time frame here's. Everything that I'm doing. I would then come in would add another service, use that template. We're gonna go phase two. There we go pick our asset, go through, build this out... custom day range. I'm gonna say, hey, from November 20 third through the end of the month, we are doing phase two here's. Everything we expect to use, add it in. And as you guys can see, I'm kind of building out the phases, but I'm keeping everything on one specific work.

--- Recurring maintenance ends ---

SAMUEL

1:36:20 Are...

SAMUEL

1:36:39 Sorry about that? My computer crashed?

BRETT

1:36:41 No, you're good. I don't even know. I lost. You. To be honest, my camera is not on my screen. What's the last thing you guys heard?

SAMUEL

1:36:49 You were just in the middle of creating the project?

BRETT

1:36:52 Okay, cool. So yeah, all I did there is I'm physically building out the project.

--- ST app contracts and pricing ---

BRETT

1:36:58 You guys saw me do phase one. The first time I did phase two, I could continue going with this project, build out phase three, phase four. I think the important thing to point out a couple of things. One of those is service granularity, meaning you're going to have multiple different services.

--- Quote templates ---

BRETT

1:37:11 You're gonna do different things on these services with that. You can tie the correct parts, labor items as well as attachments and comments to the individual service at hand that's gonna give you a job costing for each individual service. But you guys can also tie different technicians to different parts.

--- ST app contracts and pricing ---

BRETT

1:37:28 Every technician might not do every phase of the project. Does that make sense? Yeah... just a way for you guys to keep kind of everything in one place on one work order. So nothing's getting lost to take projects a little bit further. Let's go manage this job and let's create it as a project.

BRETT

1:37:54 All right. So we're just gonna say this is gonna last two months an Installation. All my information is in here. Stand here, my contact. So when I go to create this project as a project, excuse me, a couple of things happen. I can track the performance, but it tells me I need a budget. So we're gonna go create a budget for this. This is why I asked if you guys wanted me to start with a quote or just creating the budget. If you start from a quote, all of your line items that are approved are coming over into the budget automatically. If you're not, we're just gonna go ahead and build it out. So I'll use this because I already created the services had items on it. It builds out my budget for me. Essentially, at this point, what you guys can do is you can come in and lock said budget.

--- Quoting ---

BRETT

1:38:37 And from there, as changes do arise, you guys can create and change, send or create and send change orders to your customers. They would go out the same method as a quote goes out. So that one click approval button, they get notified via e-mail...

SAMUEL

1:38:56 If I really wanted to, I don't necessarily have to do all my quoting and estimating out of service rate.

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

SAMUEL

1:39:02 I can still do things if I really wanted to. I could do things the way I do it now. And then as jobs get approved, we just create these projects in service trade, right?

BRETT

1:39:12 You could, yeah.

SAMUEL

1:39:17 And then we keep things pretty simple on the line items. I mean, the way we break it down nowadays is crises, no breakdown of labor material on most projects. We don't really break it down past more than like four line items on any given project.

SAMUEL

1:39:35 Typically usually not.

SAMUEL

1:39:37 We rarely break down line item by line item. Okay? I get the idea of it is you can track budgets and stuff.

BRETT

1:39:47 You're just saying it's 2000 dollars a material. It's this much labor this X. Okay. Yeah, that's fine. Makes it easier for you guys, but you're right?

SAMUEL

1:39:56 We're I'm still probably gonna do my estimates for most of my projects in our current spreadsheet which is has access to. So we can look down granularity right there. But in terms of creating projects and service trade on probably gonna do my quoting and estimating kind of the way I do it now. And then as projects got approved, we'll create these jobs in service trade and we'll just update it by labor and material, break it down. Basically three to four line items for costing purposes to keep things simple.

BRETT

1:40:32 Yeah. And that will totally work as well. Mine's extremely granular again, demo account. You don't by any means need to be that granular. It's really, what information do you want out of it? If you don't want granular information, don't put that in. Yep. But I do think service trade is a really good spot for you guys to manage sad projects. You wanna put everything that you put in great. Have your technicians

put it in everything they do in their mobile app gets tied back here, especially, their labor. And then at the end of the day, Dan kinda showed it a little bit, but you guys do have the ability to do progressive billing through ServiceTrade. Yep. And so that's really without going too deep into it, that's really high level scope of service trades, project management. It's not gonna touch, the new Construction GC work, but owner projects. Yeah, it's really good.

SAMUEL

1:41:24 Yep. Okay. So... and then obviously, once a project is created, it's fairly easy for a technician when they are working on the project and create their service work order to tie it to the project, right?

BRETT

1:41:39 So, when the project's created, the work order is created, the project is the job?

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

SAMUEL

1:41:44 Yes. Okay.

BRETT

1:41:46 Yeah. So it's already there. Whoever created the exactly it's just a matter of signing. The person you want to send. Okay? Like time assigned is the technician?

SAMUEL

1:41:56 So they pick the right job?

SAMUEL

1:41:57 Yeah, they just have to pick the right. Yeah... exactly. In this case. Okay? So this was a problem that we actually have with BuildOps, say a technician is working on a job. They go out there for the first time. How will they know which job it is? Unless I specifically tell them the number?

BRETT

1:42:27 I guess what are you looking for them, to know? Basically in service trade, let me excel.

SAMUEL

1:42:34 We like, is there a description? Like project description? Because that was the problem with BuildOps, there is no project descriptions anywhere to be seen. So, when they go to log into a job like a visit, this, it wasn't a clear cut way to know which job was which, and I, that, that's a huge red flag.

SAMUEL

1:42:58 Like say we have like it, we have three different ongoing jobs. How do they know job number XYZ is the correct job without?

SAMUEL

1:43:08 By description? Yeah, they know, they're changing a compressor. They know, they're you know, putting in a new rank or whatever.

SAMUEL

1:43:15 He just showed it.

SAMUEL

1:43:16 Yeah.

BRETT

1:43:18 So, you've got every job. Every project has the job description. You guys are going to fill this out. I don't typically fill it out on demos because I'm just showing functionality. But, yeah, you put that in there. San is looking for a description here's. My mobile app. This is your project. And here is your project description. If you put it in?

SAMUEL

1:43:34 Perfect. That's pretty, some pros... easy enough.

BRETT

1:43:42 Cool. What other questions do you guys have?

SAMUEL

1:43:44 How expensive is this is a good one? Is there a black Friday deal or?

BRETT

1:43:50 Say that again?

SAMUEL

1:43:51 Friday?

BRETT

1:43:53 Cool. I might be able to help you. Let's find out what's your budget.

SAMUEL

1:44:00 Where's the negotiators?

SAMUEL

1:44:01 Negotiator walked away?

BRETT

1:44:04 I need him back. I'll be your best friend as far as getting you the best deal possible.

SAMUEL

1:44:12 Problem...

SAMUEL

1:44:13 That's a good old Irish. Good bye. Should be, let me.

BRETT

1:44:17 Okay. Say it again.

SAMUEL

1:44:23 He's he's checking the cameras to see if his truck has gone. His truck is probably gone. Okay? I can't see a window.

SAMUEL

1:44:31 I can't see that far.

SAMUEL

1:44:33 He's probably.

SAMUEL

1:44:34 On...

BRETT

1:44:36 Board with all that Quickbooks talk.

SAMUEL

1:44:38 Yeah, 100 percent.

BRETT

1:44:42 What the for, we have those for every subject matter. You said he was gone, yes. Okay. Well, let's talk some numbers.

SAMUEL

1:44:52 She approves the money. All right.

BRETT

1:44:58 Cool. So we break it down by line items just so I can kinda explain to you guys what your money is going towards.

BRETT

1:45:06 So we're gonna go through this entire quote right here... in a little more detail. And so tech license premium. This is your lead service technicians that are using, the program every single day in the field. It's one 39 per month per tech. We Bill that annually. So 1,668 a year, 1,668 times nine text gives you that 15 K number.

--- Tech time tracking ---

BRETT

1:45:28 The helper licenses are your pipefitters or your apprentices. Excuse me. They're the ones that have the ability to track their time from the mobile application and have it come back for payroll purposes. They can also take pictures. They can see service history, however they cannot add additional information... other than pictures.

--- Pricing ---

BRETT

1:45:50 Those are 59 dollars a month per tech. So it comes out to seven or eight for the year. Supports included 24 seven support, call us, e-mail, us, chat us whenever you guys want the partsledger subscription. So as we've mentioned a few times throughout this process, you guys are looking at a few products.

--- Parts management (inventory) ---

BRETT

1:46:07 We don't bundle our products. The reason for that is different companies require different things. We don't wanna make you buy everything, maybe something you don't need. So partsledger itself, it includes 10, warehouses mean both trucks and your main warehouse. That is 58 80 for the year occurring. The partsledger mobile users give your technicians the ability to do stock, lookups, generate the POS and transfer stock from the field. All the office staff can always create piece from the office free of charge... as your setup is your one time setup for the system. It's let's get your account set up.

--- Pricing ---

BRETT

1:46:46 Let's get everything in there. Let's train you guys how to use it. This is one thing that I need to change if you guys are staying with desktop. This is gonna change to Dan said it was 2000 dollars for the connector and then it's gonna be... 15 hours at our tnm rate, which is 175 which I will update a quote and share with you guys.

--- Implementation and ongoing support ---

BRETT

1:47:09 Lastly, we have account set up in data migration. This is your service trade setup and your service trade training, the core application. So this is where we take all of your customers, location, items, prices, pieces of equipment, etcetera, put it all in the system. We also train you guy. Your technicians are going to get trained. Your office is going to get trained. You guys are probably going to be the admins on your account. So you're going to do both training because you need to understand how the program works. And then this service delivery window extension, this will say zero dollars, on your agreement with us. Basically, it's just visibility for you guys. So we're going to provide you with a 90 day implementation window. If you guys wish to extend that, for any reason, this would be your rate to do. So, it is 30 percent of your account set up in data migration... but just know that we'll say zero on your agreement, more for your visibility.

--- Pricing ---

BRETT

1:48:03 So... grand total, 34 K flat. That includes 9,640 dollars of setup one time only, and then 24 three of subscription services.

--- Purchase decision ---

SAMUEL

1:48:41 Yes, a promo. Is that come on 2000?

SAMUEL

1:48:45 I...

BRETT

1:48:49 What did you guys when you signed up with BuildOps? When did you pay there?

SAMUEL

1:48:56 You remember... yeah.

BRETT

1:49:00 Okay. Like a lot less or?

SAMUEL

1:49:04 I have to go dig out my notes.

BRETT

1:49:07 That's cool. Well, I think the important thing is we're not talking about that, but do you guys have concerns, what are your thoughts?

SAMUEL

1:49:18 It's a lot of money?

SAMUEL

1:49:19 Yeah, it's a lot of money.

BRETT

1:49:23 What are you looking to spend?

DEANN

1:49:28 As little as?

SAMUEL

1:49:28 Possible?

SAMUEL

1:49:29 Yeah. What be best deal?

BRETT

1:49:32 I need you to help me by giving me a budget.

SAMUEL

1:49:39 Nice to know what we were about to spend with BuildOps. We have an idea.

--- Pricing ---

SAMUEL

1:49:44 Yeah. I mean, it was pushing it to get into a great of that.

SAMUEL

1:49:48 Yeah, that was a special pricing. I think so, we're just gonna go crowd that.

SAMUEL

1:49:59 There's one time cost and then let's see. So.

SAMUEL

1:50:06 The...

SAMUEL

1:50:07 Technician 1,668, by nine... 85 dollars a month per technician.

BRETT

1:50:18 So, it's one 39 per month per tech for, the lead licenses.

SAMUEL

1:50:25 The math out around.

SAMUEL

1:50:26 One 1,668 dollars about by nine is 185.

BRETT

1:50:33 So, do 1,668 because that's for the year and then divide that by 12 months... not by.

SAMUEL

1:50:45 One 39. So that is basically divided by this 20 business days in a month approximately. It's almost seven dollars a day each.

BRETT

1:51:02 Let me tell you how?

BRETT

1:51:08 Yeah. So let me tell you how ServiceTrade customers are paying for this. I've taken you guys through the, what we call the deficiency loop. Do you guys remember technicians? You know, identifying repair opportunities on site and you guys maybe sending quotes out for those?

SAMUEL

1:51:25 Yeah, you explain that to us.

BRETT

1:51:27 Yeah. So that's really the, that's the moneymaker on service trade right there. It's if your technicians go out and they do X amount of job the week, if they can find one additional deficiency per week per tech, give it the average ticket value. I'm gonna play it very conservatively call it 500 dollars. I actually did this math.

--- Deficiencies ---

SAMUEL

1:51:51 With the way our company works, we're such a niche company that our technicians when they find a problem, we don't really need to quote things for like

especially small things, they just go ahead and do it. Our technicians are fairly open with us. And if there's a problem that it needs to get fixed, we just go ahead and fix it. We get the parts. We go back out there. Very rarely. Do we need to quote things unless there are more major. And when they are major, we obviously quote them. So it's not like we're really missing out on things that need to get fixed, it's something to get fixed. It's getting fixed.

--- ST app contracts and pricing ---

SAMUEL

1:52:28 Pretty good margins at 35 percent.

BRETT

1:52:31 What are your guys margins?

SAMUEL

1:52:35 After operating calls?

SAMUEL

1:52:37 Yeah.

BRETT

1:52:38 I am. I'm...

SAMUEL

1:52:42 Yeah. We have, we have some pretty high costs with union labor.

SAMUEL

1:52:47 Basically, service would add at least a dollar per hour to each technician cost minimum. It's kind of the way to look at it.

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

BRETT

1:53:00 Do you?

DEANN

1:53:00 Do you?

BRETT

1:53:02 You guys feel that by providing your customer with more information on the work that you guys do is a reason that you could raise your prices?

SAMUEL

1:53:14 For...

SAMUEL

1:53:15 Sure. No.

SAMUEL

1:53:16 Absolutely. Not.

BRETT

1:53:18 Interesting. So, what I've been here and kinda across the board, I talked to a lot of mechanical contractors in the northeast. I talked to a lot of fire protection contractors... customer engagement. It's a currency. Your, your customers always want more information. And so, I mean, I know what you're providing them with ServiceFusion? I don't know what you're providing them with outside of ServiceFusion, but we've found by being in business for 10 years.

--- Customer engagement ---

BRETT

1:53:41 Customers want more information. If you can provide them with more information, they're okay with paying a premium price for your service, but not if you're not going to provide them a premium service. Yeah.

BRETT

1:53:58 So, I understand this is a lot of money. You guys are 100 percent, right? That said service trade is a revenue generator. So, service trade is not just a cost center for your business.

--- Customer engagement ends ---

SAMUEL

1:54:09 I think the way you really look at it is we need to obviously see at the end of the year, how much money we have to write off because parts aren't unable to be sold and they never got billed out. And just in.

SAMUEL

1:54:23 Yeah. If I could put a value to that.

SAMUEL

1:54:24 If you.

SAMUEL

1:54:25 Did be built out, yeah, the situation?

SAMUEL

1:54:30 Yeah. You have a ton of and parts that go into limbo because they don't get built out at the time of service, and then they get built up at the end of the year and you've got all these parts that, that's never paid for... that's what money on.

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

BRETT

1:54:47 I mean, that makes a lot of sense. It sounds like, correct me if I'm wrong here, but it sounds like with partsledger, you're going to have a lot more visibility into that information. So that doesn't happen in the future.

SAMUEL

1:54:56 Yeah, basically forcing that po to be tied to the service work order without the technician having, because right now, we completely either depend on the technician writing in the po number that they use it by the items or they have to write in exactly what parts they used.

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

SAMUEL

1:55:13 And then it's the job or account is to make sure that they tie costs to each one of those items and say they use the fuse and never even mentioned the word fuse and it came out of the truck. Well, now, we just lost how much money... we see all the time where a purchase never gets noted.

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

SAMUEL

1:55:34 A customer technician will write a po or the user job name or customer name. It sits in that account. They don't mention that they use the part. And now we just paid for a fuse or contact or whatever that the customers never gonna pay for.

SAMUEL

1:55:50 That they asked, you know, for.

SAMUEL

1:55:53 That, that's why?

SAMUEL

1:55:54 And I don't put it in.

SAMUEL

1:55:57 I think that's really where the cost savings is and only real way for us to justify the cost of the software.

BRETT

1:56:06 Yeah, I understand that.

SAMUEL

1:56:09 And obviously time we're saving time by... the actual time it takes to invoice everything out and... opportunity cost.

--- Paper process ---

BRETT

1:56:21 Yep. You're right?

SAMUEL

1:56:22 Out on the streets soon work.

BRETT

1:56:27 You're exactly right? I, you know, from our conversations guys, I think there is a lot of value in server straight for you guys with getting accurate information back to the office faster. I think there's a lot of time savings to be had.

--- Paper process ends ---

BRETT

1:56:37 I think there's a lot of getting accurate information back with the POS tied to the job. So, you guys, to your point, Sam, this is how we see the ROI open. I think there's a lot of it there for you guys. It's just... can you make the move or can't you make the move? And when I say that, like I'm here to work with you guys, you tell me what you need. I can't guarantee that I'm gonna get it approved, but I'll go fight with my manager. Let let me do that.

SAMUEL

1:57:03 What's the biggest discount you've seen?

BRETT

1:57:07 Who you wanna do a three year deal? I mean.

SAMUEL

1:57:10 If we do something like this, we're gonna have to go all in so.

BRETT

1:57:16 Us.

SAMUEL

1:57:17 To invest this kind of money and only do it for a year. And then where you basically are going into this, knowing that this, it's a one way... street. There's no turning back. It's one way ticket.

BRETT

1:57:32 Yeah. Then at the end of the day, I'm not trying to sell you guys ServiceTrade for here. I'm trying to create a partnership between businesses. That is all we do. We have a 97 percent retention rate. Customers that buy service trade, stay with ServiceTrade because we're always innovating the product specifically for contractors that look exactly like you guys.

--- Pricing ---

BRETT

1:57:51 That is all we care about. So, what's the biggest discount I've given? You know, it depends because like I said, different customers buy different things. Have I seen a customer by this specific thing? Probably? But I can't pull it off the top of my head... that said multiple year deals where we will do up to a three year deal.

--- Pricing ends ---

BRETT

1:58:12 The longer contract term you do, the more discount you will get. Okay. So we're open to that. Yeah. Did you happen to grab that sheet that says what you spent with BuildOps?

SAMUEL

1:58:29 I can't...

SAMUEL

1:58:31 It's been over.

SAMUEL

1:58:32 It, you have it in the e-mail as quarter. I think I e-mail.

SAMUEL

1:58:38 Let me pull it up. I didn't know if they had given it to me an e-mail...

SAMUEL

1:59:23 Okay. This is right.

SAMUEL

1:59:38 Me too.

SAMUEL

1:59:46 This was a down payment which we'd be for fitting. So this is the quarterly amount. So it'd be this times for...

SAMUEL

2:00:00 Looks like we're around 16 eight per year. It was 4,200 dollars per quarter.

BRETT

2:00:09 100 per quarter. Gotcha. What it was. I don't really know how they do things. Did you, was that to buy like all the products? Yeah.

SAMUEL

2:00:18 Is the entire suite for everything we needed?

SAMUEL

2:00:21 It's 100 dollars a month per user?

SAMUEL

2:00:24 Yeah, that sounds about right. Yep. At the time we have users, people asked a couple of people, but I'm also hopeful that.

SAMUEL

2:00:33 That's 40 percent cheaper.

SAMUEL

2:00:36 Yeah. So we're here, you're at 140 plus the partsledger. So we're actually a little bit more.

BRETT

2:00:47 So here's how this process is gonna work for me guys. I'm asking you guys for numbers because I have to go present this to a team and say, here's why I want a discount. And here's why you should give it to me. I will try my, I don't know that, I can't get you to 100 dollars a month user.

--- Pricing ends ---

BRETT

2:01:03 I know I can't do that. However, I can say that you guys are open to a three year deal and I can figure out what we can do. That will take me a little bit of work to do. I probably won't get it done by this afternoon, but I can have it by tomorrow, sure.

SAMUEL

2:01:20 We'll go from there.

BRETT

2:01:21 Yeah. And let me get just a little bit more information. So, we do our contracts or our agreements annually. Would an annual payment be a problem?

SAMUEL

2:01:31 For...

SAMUEL

2:01:31 You guys, I think so.

BRETT

2:01:35 It would help me discount probably.

SAMUEL

2:01:37 Year. This year would probably be okay.

--- Pricing ends ---

BRETT

2:01:40 Okay. That's just another thing I'll use to say, hey, Jack, that discount a little more. They'll they'll pay in full. Let me double think here and you guys want to get started as soon as possible. That's fine. Okay. Let me go talk to my manager. Let me see what I can do, Sam. I will send you an e-mail as soon as I get it. It probably won't be today but it'll probably be first thing in the morning. And then from there, I'll probably include like some dates and times for us to chat just to kinda go through it again. And, what we did specifically for you guys on that quote, if that's okay with you, yep? Cool. Is there anything else that you guys need from me right now?

SAMUEL

2:02:22 I don't think so.

BRETT

2:02:24 Okay. Well, Trish, Sam, thank you for your time. I, my thanks as well. I will be in touch.

SAMUEL

2:02:30 Shortly. Thank you.

BRETT

2:02:33 Thank you guys. Take care.

The End