Call with Megan Mitchell

Sarah Bartkus with Superior Resources LLC
Recorded on 3/7/23 via SalesLoft, 28 min.

Participants

SERVICETRADE

Sarah Bartkus
Account Manager

SUPERIOR RESOURCES LLC

Megan Mitchell
Manager, Business Office

Jori Guidry
Project Admin

OTHER

Phone Caller #1

Topics

Transcript

--- Call Setup ---

PHONE CALLER #1

0:00 Resources is OSHA. Can I help you?

SARAH

0:02 Hi, Natasha. My name is Sarah. I was calling for.

PHONE CALLER #1

0:05 Joe. Okay. Hold on a second. Hold on second.

PHONE CALLER #1

0:14 Your call is being see resources? This is.

SARAH

0:19 Hey, good morning, Jori. This is Sarah calling you from service trade. Is this a good time to have a quick chat?

PHONE CALLER #1

0:22 Hey.

PHONE CALLER #1

0:25 Yeah, we can hang on one second. Let me get my headphones on.

SARAH

0:26 Okay, great. Okay. Thanks.

PHONE CALLER #1

0:38 Far.

SARAH

0:39 Yes.

PHONE CALLER #1

0:40 Okay. I have my headphone, so, and I can speak with you now.

SARAH

0:41 Okay, great. Yeah, I hear you loud and clear.

SARAH

0:47 Okay. All right. So, I just wanted to confirm a few things.

--- Call Setup ends ---

SARAH

0:50 I have some notes in here from last time, but I know things have probably changed since then, so I just want to make sure everything's updated. And then I'll let you go. Yeah. Yeah, exactly. So first things first, I am gonna have to ask for your last name because for some reason, no one got that for you from you last time. So, how do you spell your last name?

PHONE CALLER #1

0:51 Okay.

PHONE CALLER #1

0:55 Probably, yeah, because it's been a year. So, yeah.

PHONE CALLER #1

1:07 IGUIDRGUIDR?

SARAH

1:15 Gui? Dry?

PHONE CALLER #1

1:18 D as in dog RRY?

SARAH

1:20 Dry. Okay. I got you. Okay. And then Jori, is Jori...

PHONE CALLER #1

1:26 Yes, ma'am.

SARAH

1:28 Okay, perfect. All right. Good. And then I have you as your title role as the office manager. Is that still accurate?

PHONE CALLER #1

1:34 No.

SARAH

1:36 Okay.

PHONE CALLER #1

1:38 I am now, I mean, Jack of trade.

SARAH

1:41 Like the VP.

PHONE CALLER #1

1:42 I am, but on, yeah, on paper, basically, you can put project administrator.

PHONE CALLER #1

1:51 But I mean, I help manage the office. So, I mean, either way, don't matter.

SARAH

1:57 Okay.

SARAH

2:04 Alrighty. And you would be considered the like an influencer or a decision maker or like, would you be like the final decision maker or would it go through you like to another channel?

PHONE CALLER #1

2:13 No, it's gonna go through it's gonna go through me and then I'll patch it on to the, basically the owner of the company.

SARAH

2:24 Okay.

SARAH

2:27 Here.

SARAH

2:29 All right. And then as far as kind of a little bit more in detail about your company, as far as like the background of your company last time, you know, our notes say here that you do a lot of maintenance and Construction on overhead doors. So, facility maintenance, like hvac, electrical, stripping kind of things like that.

2:34 Okay. Huh.

PHONE CALLER #1

2:44 Plumbing concrete, I mean, you name it, there's not, we don't specialize in one thing. We do it all and that's been the problem of trying to find software that's going to accommodate everything because most of these softwares only accommodate. Well, they specialize just in plumbing. Well, just in service. We'll know we have on one end, we have a lot of projects that we did off of a certain price and we got to be able to track those costs and change orders. But then on the other side, we also have some PM work which is based off a time and material kinda like service work. So we need something that's gonna accommodate both sides.

SARAH

3:15 Okay. No.

SARAH

3:23 Yeah.

SARAH

3:28 Yeah. I know that is kinda difficult to find something that does all of that because usually most companies do one or the other or they do such a small amount of the other that it's like... yeah, we do everything. Okay. Well, I hope that we'll be able to help you in the way that you are wanting it to be done. So we will, I'm gonna let the itm know as well that, that's something that's very important to go over with first hand. Just so that way, you know, you can get a feel for it immediately and...

PHONE CALLER #1

3:32 Very much.

PHONE CALLER #1

3:36 Nope.

PHONE CALLER #1

3:38 And we do not.

PHONE CALLER #1

3:41 We do it all.

PHONE CALLER #1

3:48 Huh.

PHONE CALLER #1

3:54 Yeah. I need something. So basically, right now, what we're using is we're using Quickbooks online, which is like the app and then we also use like, so the Quickbooks is mainly for job costing is what we use that for. And then we use a database called blue folder and blue folder is more for our job tracking like labor materials, our guys that's where they code all their time to their jobs. So, if they're on five different jobs in one day, they break it out on each job. And that's how we know who did what to charge for what trucks, sub contractors, you know, equipment, everything. And so we're working between those two, you know, those two databases right now and we need something that's going to be just more efficient. And we're outgrowing it extremely fast.

SARAH

4:33 Right.

SARAH

4:48 Yeah.

PHONE CALLER #1

4:49 And we also want something that's going to be, you know, worth the time because it's a big decision. So, and then on the Quickbooks side, you know, me, I am in to the job calls. So change orders, POS on all the job materials, subcontractors, everything I'm issuing POS, I need something that I'm gonna be able to issue POS very easily efficiently and keep track of change orders right now. We don't have a very good way to keep track of those change orders that we have to kinda like manipulate it basically.

SARAH

4:53 Yeah, it is.

SARAH

5:17 Okay.

SARAH

5:26 And when you say manipulate, what do you mean by manipulate exactly? So, I just know.

PHONE CALLER #1

5:28 So, basically, I just have to go on the back side and we have to create some tags called change orders. Then in a memo box, I have to put a change order. And then I have to create a whole category just to tag it to because otherwise, you wouldn't be able to keep track of it. There's no way to track a change order. You have to kinda make up your own customization rules just to be able to track it.

SARAH

5:51 Okay.

SARAH

6:03 Let's see here. So, and then as far as like any additional needs. So this is gonna be more of your Construction side, it sounds like. So on your service side, is there anything specific that you're wanting to that you need a little bit more of?

PHONE CALLER #1

6:26 I mean, besides tracking those costs, being able to track the cost, I mean if there's a way to, you know, with our guys, if it comes with like a log in or an app, that way we can schedule our guys be able to assign our guys dispatch them, they can put their notes that's something that we are looking for. That way they can add in all their notes. If they, you know, like an inventory system, they can, we can create an inventory and system and if they use something on a service call like a plug or a spring or anything and they can pull it from... their inventory, that, that's what they use and it drags in the cost automatically with that inventory system.

SARAH

7:10 Okay. Good.

SARAH

7:23 Okay.

SARAH

7:25 And I know we can definitely go over that with you as well. So that's good.

SARAH

7:32 And...

SARAH

7:35 Let's see here. And then as far as so I know you do, I know you do, so you do service, do you do a lot of installs as well with your, I know you're doing instruction? Are you doing installs with your Construction?

PHONE CALLER #1

7:52 We do like there's sometimes where we do repairs or we'll do modifications, but there's sometimes where we have big large projects like where we're putting like doing like a new install for a canopy or adding onto a building which is considered a new install. So, there are times where there is, yes a complete new install or like I said, a large bid project that has phase billing, phase invoicing phase work. But then there's also the smaller projects like go and install some lighting that's not a very big project, but it is still something we're betting off of a certain price.

SARAH

8:06 Yeah.

SARAH

8:10 Yeah.

SARAH

8:23 Huh.

SARAH

8:27 Okay.

PHONE CALLER #1

8:28 And then there's sometimes like I have one right now, I'm going to replace the door threshold at one of our one more distribution centers and pluses, and that is just a TAM job. It's just service. They call us, give us a po and we go and we do service work.

--- Pricing ---

SARAH

8:45 Okay. And then as far as in between like just straight service, repairs and maintenance versus installs and projects, what would you say like the differences?

PHONE CALLER #1

8:59 Like percentage wise?

SARAH

9:01 Yeah. If you have, it doesn't have to be exact, just so roughly like would you say it's like 70 percent service, 40 percent installs or not by money more by like actual work on a day to day basis?

PHONE CALLER #1

9:11 Here, lately, we've had more of probably 30 percent of service and the rest is bidding and installing larger projects.

SARAH

9:25 Just recently using.

PHONE CALLER #1

9:27 Yeah, recently, because we've had like a fluctuating year, so it's been more of that. There's been a big.

SARAH

9:31 Okay.

PHONE CALLER #1

9:36 Increase in work that we've been projecting and bidding and whatnot, rather than just a call service call.

SARAH

9:51 Then... I know you said some of those projects are larger, like when you say larger to smaller, I know some people have different ideas of what that means. So, would you say they're between like three to six months or are most of them way bigger than that?

PHONE CALLER #1

9:57 Huh.

PHONE CALLER #1

10:04 I mean, no, like it just depends on like the project, like we just finished one where we did a new addition for a classroom. That one was probably like six a month, but like we just did a remodel and that was about a month and a half. So, there's a lot of times we'll have those remodels that will go, you know, a month, three weeks to a month. But normally, when we start our jobs like that, we'll try and start them. And then our goal is to start and then finish it, not stop until we finish, you know?

SARAH

10:24 Yeah.

SARAH

10:40 Right. So you guys don't normally split up your projects like some companies do.

PHONE CALLER #1

10:46 Sometimes we do. Sometimes we don't like for example, we've had four to five large projects in North Carolina at the one more distribution center, and it was like one big project that you had. Well, it's like probably four big projects, but we split like we did them all at the same time, but we subcontracted most of them out and that started roughly in April. Let me see. Where are we at? Right now? We, in March. I know it's so sad. So, a lot of it started last year, but then it creeps into the following. So, I mean, it went some of these projects.

SARAH

11:16 March.

SARAH

11:18 Yeah, I know, but so fast.

SARAH

11:26 Okay.

PHONE CALLER #1

11:30 They went, you know, four, three, five months. So it just depends. It's like I said, it's hard to give you. I can't give you a straight answer because it's not never gonna be the same. It's project to project, yes.

SARAH

11:41 It changes all the time?

SARAH

11:44 Everything's changing all the time? Okay?

PHONE CALLER #1

11:46 Correct.

SARAH

11:48 Okay. And then, I guess.

SARAH

11:51 Let's say, okay, just as like, I guess, would you say your text do like?

SARAH

11:58 I know you said you did like one month, so like six to eight months, but like would you say on average probably like in the whole of last year anyways, would you say most of them were kind of like under six months?

--- Pricing ends ---

PHONE CALLER #1

12:10 Yeah, definitely.

SARAH

12:12 Okay. Okay.

SARAH

12:19 Alrighty. And then let's see here as far as your text go. Do you have separate text as far as service text and install project text? Or do they all do everything?

PHONE CALLER #1

12:31 Not at the moment. We're working on that, but not at the moment. Basically. So what we have here in the office is we have, so is Maria, she's the owner and then her daughter is underneath her. Megan, she's halfway in college, and then she's trying to graduate college, and then she's gonna start taking over more responsibility, but she's basically like the business office manager. So she's kind of in the background.

She takes care of all of our accounting banking all that, which is also within Quickbooks and she takes care of all of that. And then you have me who's the project manager, but my hands are in literally everything from invoicing to jobs to small stuff, I mean, because that's sorted from the ground up. And then we have another little clerical office worker. But then within my group, I, it's me and then three other guys. So Brady, which he's the operations manager. So he's over pretty much the whole business. And then you have Joe who is like, he works with me a lot. He's like a project manager. So he helps us run the project and bid them and all that. And then you have John who's actually the physical estimator. He builds all of our estimates and send those out. So I need something that's going to accommodate him as well.

SARAH

12:42 Yeah.

SARAH

12:54 Okay.

SARAH

12:59 Yeah.

SARAH

13:07 Yeah.

SARAH

13:10 Yeah.

SARAH

13:13 Right.

SARAH

13:41 Okay.

PHONE CALLER #1

13:46 Some kind of bidding program for him to build step by step because like I said, sometimes these bids are very small and easy and sometimes he has to bid line per line, scope per scope.

PHONE CALLER #1

13:59 And then from there, you go into the field and in the field, we have, let me see.

PHONE CALLER #1

14:09 Right now, I think four to five of them, and then we just hired two. And that fluctuates because some of these guys won't stay, you know, our main ones are, I see co... Britain like four to five main ones. Yeah. Yeah. And those are, you know, all...

those four or like our guys who a lot of like these guys need to have everything that they need like for accommodation, like, for instance, I'll let you know like we use company camp, makes it so much easier for us because the guys are out there whether they're performing the job, supervising the job or doing a field assessment that's a database that they're able to upload every detail about the projects, pictures, videos, notes, site, contact information, measurements, reports, you name it, and they upload it in there. And all of us are able to see if we're able to assign certain people to certain projects. And there's also a little chat board on the side on each project that I'm able to communicate with the guys because I'm sitting behind a desk, I'm not out in the field with them, you know, so that we use a lot.

SARAH

14:17 Yeah, yeah. I know how that is.

SARAH

14:22 So, you have like what? Five main ones?

SARAH

14:27 Okay.

SARAH

14:30 And then like there's always a couple that kinda come and go.

SARAH

14:59 Huh.

SARAH

15:21 Right. Yep.

SARAH

15:25 Well, you might not have to have that anymore if you end up signing on with us because we can do that as well. So, yeah, you can do there's like video memos, you can take pictures, you know, you can put any little notes in there. I know some people like to do the talk to text because like they don't wanna type or whatever, especially like some of the guys out. Yeah, the older guys on the field too, I know they like kind of are just like, hey, you know, so.

PHONE CALLER #1

15:30 Yes. Like my husband, yes.

PHONE CALLER #1

15:51 Yeah. My husband works with me and he uses that like a lot, so.

SARAH

15:54 Yeah. Yeah. Yeah. So, so we do have that option available in there for the guys and as well as everything is based on same time uploading. So, as soon as someone, like if a guy out in the field goes in and upload something in there, it'll automatically change and anyone in the office will be able to see that loaded up like as soon as it comes through. So, and then I know some people require.

PHONE CALLER #1

16:00 Okay.

PHONE CALLER #1

16:02 Huh.

PHONE CALLER #1

16:05 Huh.

PHONE CALLER #1

16:11 Okay.

SARAH

16:22 What's the word some people require? Like to have the office accept on certain things... before they can send out quotes and whatnot, but they do have the opportunity or the ability, excuse me to be able to send out the quote like same day within a couple of clicks, like if that's how you guys want it. That way, the communication between the office is streamlined right through the app. So it's so there's not going to be a bunch of phone calls coming in and out. So, it does definitely make that a lot easier. Okay. Yeah. And then as far as commercial versus residential, are you guys doing any residential at all?

PHONE CALLER #1

16:53 Okay.

PHONE CALLER #1

17:00 No, we do not do any residential, nothing, residential. It's all commercial.

SARAH

17:06 Okay.

PHONE CALLER #1

17:09 That's been hard too is because all these systems want to accommodate residential instead of commercial.

SARAH

17:15 Yeah. So we are like, we do residential, but we're more commercial.

PHONE CALLER #1

17:17 Like, like we've done, I can't tell you how many demos, how many demos we've done is ridiculous. But I know like one of them we did a demo with. I think they're called Jonas.

SARAH

17:28 Yeah.

PHONE CALLER #1

17:29 Jonas, that was horrible. My God. Whenever I saw that I'm like no... big negative. I told that guy, no, the closest one that like between we're waiting to do, I'm waiting to do one with you before we make a hard decision, but we've just recently done one with, I think it's called BuildOps and that's been pretty much the closest one that has been able to accommodate everything that we're needing and want except for a couple of minor things.

SARAH

17:31 Yeah.

SARAH

17:45 Okay.

SARAH

17:58 Yeah. What are the couple of minor things as well? If you, do, you know, do you remember?

PHONE CALLER #1

18:02 Like one of them, I remember, we did a, we did a demo. A second demo. Friday was like a, an chart.

PHONE CALLER #1

18:11 We looked into that.

SARAH

18:13 You said agent chart?

PHONE CALLER #1

18:14 It was, yeah, can chart, let me pull up my email, but I tell you hang on one second.

PHONE CALLER #1

18:22 Yeah, we looked into.

SARAH

18:25 What is a Gantt chart? If you don't mind me asking?

PHONE CALLER #1

18:26 Yeah. Again chart is like basically.

PHONE CALLER #1

18:33 It's like almost like a dispatch calendar schedule. I guess like that way we can like assign the guys to each project and... know where the guys are at. They know where they need to be, which job they're going to be on, and it's just like it's like a, an chart.

SARAH

18:50 Okay. I see what you're saying.

PHONE CALLER #1

18:52 It's basically like a location board I guess is the best way to, you know what I mean? Right? It's like a project. It's like a project schedule.

SARAH

18:56 Yeah. Yeah. So, you know, where everyone's at on the board. I know what you mean. Yeah, you pull up the map and you can see where everyone's at and what they're doing. You kinda keep track of them, clock in and out.

PHONE CALLER #1

19:06 Yes.

PHONE CALLER #1

19:09 Definitely integration with company camp. But if it eliminates as having to use company camp, then that's a whole nother subject leads and opportunity tracking. So let's like on a daily basis, we'll get calls whether it's overhead door or superior side of call requests basically is what we call them. And right now, we just put them in as a notification within blue folder and then emails all of us to let us know. Hey this person called, they're looking forward to overhead doors measuring TAM by TAM. This is their location, the company name is such and such, this is the contact name. And then that puts it on that's a quote or a bid that's needed that we need to submit. And we need to follow up with this customer to see if it's gonna turn into a bid or if we're gonna do away with it. And then if that lead turns into a bid, then that be turns into an estimate, then that estimate turns into approved job.

SARAH

20:06 Okay.

PHONE CALLER #1

20:08 And then obviously bidding and sub contractor management. So like on our subs, I need something to where I can track their insurance like general liability worker's comp right now. I have it somewhat, I'm able to do it in Quickbooks where it pulls like an expiration report and it'll notify us. But there's a spot where I attach all my sub contractors information like their, in their co. So there's a certificate of insurance. There's our sub information form. They're W9 because I put all of that in their customer in their subcontractor profile and I enter their expert ration dates for their insurance. And then it'll pull a report and then notify me when it's coming up for renewal. And then I'll have to make sure and see about that because that has to be current. So that's also something else. And then obviously an inventory management system, but it, we'd also like it to have photos of those products within the inventory system. That way when we're pulling something in from inventory, we could see what we're looking at and we know what it is and the guys can see it as well because we have like on doors you have like hand number one through 14. Well, all these hinges look the same unless you know, what you're looking for. So that's another thing.

SARAH

20:53 Okay.

SARAH

21:25 Right.

SARAH

21:28 So, like.

SARAH

21:30 Like you mean one, like your inventory tracking, like as far as like having the exact numbers for each thing or what is that exactly?

PHONE CALLER #1

21:38 Well, so, like when you have your inventory and like when you put your inventory in, it would be like overhead door hinge hand number one. And then a picture of it, and that's what it's gonna, that's how it's gonna pull up. Like, you know what I mean? Because it's the product number is literally hand number one, like on the hinge, it's number one because there's different hinges for the doors, they go on different parts of the doors.

SARAH

21:50 Yeah, you want pictures? Okay?

PHONE CALLER #1

22:04 So, we have to be able to identify them within the inventory system?

SARAH

22:08 Okay. So you want, if you can do like numbers and pictures or as long as it's easy to see and understand like, you know... okay, all right. You said that was something that you need or that's something that they don't that BuildOps doesn't have?

PHONE CALLER #1

22:12 Right.

PHONE CALLER #1

22:16 Correct.

PHONE CALLER #1

22:23 All of those that I just went over all going starting from the GA chart on down. Those are the ones that were in this other management system that they were not able to accommodate.

--- Pricing ---

PHONE CALLER #1

22:36 But it's of concern and it's things that we kinda want. We know, we're not going to get everything all in one. We understand that these are just things that are, you know, on our minds and of concern.

SARAH

22:36 Okay.

SARAH

22:38 Yeah.

SARAH

22:43 Yeah.

SARAH

22:48 Well, I guess you could always also like depending on what, you know, how you feel about ours and theirs and whatever, you know, whichever one you decide to choose, you know, there are always like sometimes there's like add ons or like small smaller like cheaper add ons or some kind of like smaller things that you can integrate with, you know, either or with them or with us, that would possibly supplement those.

--- Pricing ends ---

SARAH

23:12 You know what I mean? So if it's just like that, one little thing that you just like aren't quite getting from either platform, you can oftentimes integrate to a, I know,

well, I don't know about BuildOps exactly, but I know we have an open API so we can integrate with anything that will allow us to integrate with them. So... it's not on us. It's on them, you know? So you can oftentimes find like smaller little like add ons to kind of like integrate into us. That would help if there's anything that you are finding that you want in the specific way. But the, it can definitely go over all that with you. He's gonna be the well, it could be. I'm not sure. Yeah... they will be the professionals on that on exactly how that works. So the first, so the first demo is going to be more like showing you what we do and how we can work for your business. And then from moving forward from there, if you are interested in a second demo, we usually will do a lot more like in detail of, you know, like all the extra nitty gritty dirty stuff. So, but they'll walk you through that and let's see here. Do you have any other questions for me at this time? I think I've gotten pretty much everything.

PHONE CALLER #1

23:27 Right. Okay.

PHONE CALLER #1

23:31 Right.

PHONE CALLER #1

23:37 Huh.

PHONE CALLER #1

23:42 Okay.

PHONE CALLER #1

23:55 Okay.

PHONE CALLER #1

24:11 I know.

PHONE CALLER #1

24:17 I don't think so. I think we've been able to cover a lot more than we did last year, so.

SARAH

24:20 From you. Yeah. Yeah. Okay. Good. I'm pulling up my calendar right now, so we'll figure out a good time for us and are you gonna be the only one on this?

--- *Small Talk* ---

PHONE CALLER #1

24:33 For now, because I need to see if it's even gonna work for us. And then if I see that it's worth doing another demo and pulling miss Maria, and then I'll wheel from there, we'll request a second demo.

SARAH

24:34 On this or did you want someone else?

SARAH

24:37 Sure.

SARAH

24:44 Okay. Okay. Sounds good. All right. So, let's see here. And then you're on Pacific Time. Is that correct?

PHONE CALLER #1

24:54 Central?

SARAH

24:55 Central? Okay.

PHONE CALLER #1

24:57 Yeah. So right now, it's 10 seven a.

SARAH

25:01 Here we go. I've got you on Central Time.

SARAH

25:16 And which, sorry, which state are you in? I just wanna confirm?

PHONE CALLER #1

25:22 Which way?

SARAH

25:24 I don't know why they have you, they have you here listed as an la. So that's why I was like, I'm glad I'm going over this with you. What state are you in Louisiana? Okay?

PHONE CALLER #1

25:29 No, we're in... Louisiana? Yeah.

SARAH

25:36 Okay, good. All right. I was gonna say because you're accent and sounds like very la, she sounds like she's from the south a little bit, okay?

PHONE CALLER #1

25:41 Yeah.

SARAH

25:48 All right. So let's see here that you're I'm gonna have to update some of those other information at another time, but I can definitely get you on our calendar here.

--- Small Talk ends ---

SARAH

25:56 I figure out where we can get you here. So let's see today is Tuesday, the seventh. I know during our email, you know, communication you said sometime this week, we do have availability this week or if you'd like to go into next week, we can do that as well depending on what your schedule looks like.

--- Next Steps ---

SARAH

26:14 Are you in front of your schedule right now?

PHONE CALLER #1

26:13 Yes, I am going to be in the conference room.

PHONE CALLER #1

26:21 Bombarded tomorrow and Thursday. So I'm booked tomorrow and Thursday, but Friday, I might be able to swing something maybe at like one o'clock...

SARAH

26:25 He...

PHONE CALLER #1

26:35 Mornings are really rough for me. And then just depending on the guys have been out on the road, so when they come back in, I'm usually tied up with them in the conference room?

SARAH

26:45 Well, I have, if you wanna do Friday, I do have a two PM available.

PHONE CALLER #1

26:51 Okay. I can swing it to.

SARAH

26:52 But if not, then I do have, I'm pretty sure, yeah, I have like a lot of availability next week if that doesn't really work for you. So did you wanna go ahead and do two PM or do you wanna look at next? Okay?

26:59 Yeah, let's do two. I think that should be fine if anything changes. I can email you. But as for now, it seems fine.

SARAH

27:10 Yeah, we can always change it if we have to.

SARAH

27:14 Okay, great. All right. So I have you, you're going to be with Alex, so it is going to be a heat.

SARAH

27:21 And right now, I also just want to double check. I mean, I've been messaging you, so it should be correct, Jori at superior resources LLC, dot net.

PHONE CALLER #1

27:30 Yeah.

SARAH

27:31 And, okay. So, I'm going to send you over a calendar invite if you can just click accept on that, and then... it's gonna give you a whole hour block. They don't normally all ways last a whole hour, but just in case we do like to give that extra space just so, you know, and all right, well, if there's nothing else for me, I will be sending this over here in just a couple of minutes. If you just wanna click accept when you received it. Also, that way, I know that you for sure got it. And then from there, if you have any questions until Friday, let me know and I'll call on Thursday just as a friendly reminder to just a quick reminder.

PHONE CALLER #1

27:36 Okay. Huh.

PHONE CALLER #1

27:48 Yeah.

PHONE CALLER #1

27:59 Huh.

PHONE CALLER #1

28:11 Okay. Not a problem. Thank you. Okay. Alright. Bye you too.

SARAH

28:12 Okay. All right. Sounds good, Jori, all right. Yeah, thank you. Have a nice day. Bye.

The End