



# **Followup ServiceTrade Demo with AMBASSADOR MECHANICAL LTD.**

Brooke Caskey with AMBASSADOR MECHANICAL LTD.  
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## **Participants**

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### **OTHER**

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# Transcript

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

BROOKE

0:00 Good morning. Yeah.

ANDREW

0:02 Morning. How you doing?

BROOKE

0:04 Good. How are you?

ANDREW

0:05 Good. Thank you.

BROOKE

0:07 Perfect. And then, is your office Gal joining us?

ANDREW

0:12 I know it's just gonna be us... going on this morning, so that's gonna keep her kind of busy in the background.

BROOKE

0:18 Okay. Perfect. Well, in that case, because I had down for an agenda for us to review like dispatching quoting invoicing.

ANDREW

0:26 Yeah, we can still do that. That's fine because I do that as well, so.

BROOKE

0:30 Perfect. Well, let me get my stuff pulled up.

BROOKE

0:39 Okay. And then any updates since we met before, did you have a chance to look at recapped?

ANDREW

0:46 Yeah, I did. I lose look at the recap? It was good. Yeah, no, no, no updates. I'm just looking forward to seeing what this is and then what we're what we could do after, you know, with everything.

BROOKE

0:58 Okay. Perfect. Yes... it is the eleventh. Awesome. Okay. Let me make sure that my account and...

BROOKE

1:21 Okay.

BROOKE

1:26 So, I know last time we talked about like recurring preventative maintenance style scheduling today, I thought we could dispatch an emergency, you know, same day call.

ANDREW

1:39 Sure.

BROOKE

1:42 Can you see where it says service dashboard?

ANDREW

1:45 Yup.

BROOKE

1:46 Okay. Perfect. Well, I'm sure you recognize that we reviewed this last time, so we'll skip that, but what we're gonna do is come over here to our dispatch board and I don't believe we got to take a look at this last time, so.

ANDREW

2:00 See.

BROOKE

2:01 Here you did it.

ANDREW

2:03 You know, we didn't really, we sorta just.

ANDREW

2:05 Data, but we didn't really touch on what it would do so.

BROOKE

2:08 Okay, perfect. Well, what you're looking at here is the dispatch board. Of course, I want you to ignore all these random offices down at the bottom. You're just gonna have your one nice neat office like I do up here with my cooling but listed here as your technicians. And so what this allows you to do is in real time with the red line, see exactly where your technicians are at in their current day.

--- Tech On-site ---

BROOKE

2:29 If they clock in properly, you can also see their clock events like they're driving or if they're on site or if they're prepping for the job. And this allows you want an emergency calls or, you know, a same day service call comes in to see exactly who might be able to go do that work.

--- Tech On-site ends ---

BROOKE

2:44 Great. So what you'll do when a call comes in is you'll push add job. You're gonna search the location that's calling. So I'm gonna use our springfield customer again that we use last time and we're going to indicate what they're calling about. So we have a long array of different job types that they could be requesting. In this case will say that there's an emergency today. They use us out there as soon as possible. And so glancing at Brooke calendar, we can see her availability. You're also able to make these appointments without assigning them to a technician that it's a simple drag and drop.

--- Assets ---

BROOKE

3:19 But to keep it simple today, we'll just give it to me say something is broken. We're going to select which asset they're calling about. So remember and service trade assets is your customers equipment, so whaler and will describe what we want our technicians to do. So in this case, I'm gonna say troubleshoot, take pictures... marked down... or repairs, right?

--- Assets ends ---

BROOKE

3:48 Then you'll click the technician that you'd like to go to that job and save that. And just like the map based scheduling that we looked at last time that was dispatched to me that it sent me that job on my service trade and an email indicating that it was added to my schedule.

ANDREW

4:06 Good.

BROOKE

4:06 Yep. Does that seem pretty simple?

ANDREW

4:08 Yeah, yeah. It seems straightforward kind of what we do now.

BROOKE

4:12 Yep. And then I'm really easy drag and drop functionality here. I can move this around however I need to. But so let's click into that work order that we just went to details. And now just to review the work order from the offices perspective.

BROOKE

4:40 Yep. So here is that emergency service call we just dispatched. And what we can do is from both ends the office and the technician, we can add in labor. If we know that they're probably gonna use XYZ part. We can add that in for them. Remember they can add it into the.

*--- Tech time tracking ---*

BROOKE

4:56 I will just throw in some labor here so that our job isn't totally empty. Let's see and you can have different labor rates for different technicians that will all be up to you. Yep. And then remember everything's in real time. So we'll go back out into the field and review the tech view.

*--- Paper process ---*

BROOKE

5:16 That way we can do some quoting of course... but yeah, everything's in real time and that's really our value here is that as your technicians complete their work, you're taking the next step without needing to wait. So before we go out to the field, remind me you, your technicians are quoting in the field now, but you are open to also quoting in the office. And so, which would you rather see?

ANDREW

5:43 Well, I think we still need to do both. Some stuff. I just hit play. So smaller like, so how we're doing analysis, dotcom, they'll bring the, they'll get us the information. We just write up the quote and back, we send it off. Sometimes they might do it right on the job site and it'll be a verbal as to which will send a paper copy off after. But that they might just call me and say this is what I worked out and if that sounds reasonable, I'll be like, yeah, go ahead and go and do that. And basically, so we have a sheet now for them that's a quote sheet they fill out. So they'll be, what are you getting materials with this mark up?

*--- Quote templates ---*

ANDREW

6:20 Okay? I need this much labor plus my vehicle charge and whatever. And then it would just be a total at the end. Yeah, that's basically so the technician can pull up the price and then my dispatch, we'll just fill out the scope of work and everything else.

BROOKE

6:38 Okay, perfect.

--- *Quote templates ends* ---

BROOKE

6:39 Well, let's first take a look at how the technician would do it. My screen here and it's basically the same way field first office.

ANDREW

6:49 Yeah.

BROOKE

6:52 Just on an ipod versus computer. Gosh. Where's my other job, let's see.

BROOKE

7:04 There we go. Alright. So here are again my appointments for the day there's that job, we just dispatch together. So that one... everything we reviewed last time, I'm gonna go ahead and report a quick deficiency.

ANDREW

7:17 Okay. Give me one sec. Sorry, hey, Andrew. Okay.

ANDREW

7:31 There was something I was thinking about. I should talk to you about high rise convenience. Wants to come to the shop. Just don't rush highrise convenience. I need to get some pipes removed out of there. So I have to put our heads together. We got a quote, some stuff that's gotta go on there. So I'll show you the print. So we'll just talk about a few things, alright, but I'm going to be at least half an hour here. So I don't know, go take a lunch or something. Alright? Bye-bye... okay.

--- *Deficiencies* ---

BROOKE

8:13 Also just to review real quick how your technicians will document deficiencies, we'll go ahead and add one. I'm just gonna say there is a leak... and then we'll take our photo... mark that remember each deficiency is going to be flagged so that we can document the severity level, tied it to the right equipment to build history. And then here's where we can mark new fixture verified. So you brought up that sometimes there's a verbal confirmation of, hey, go ahead and just do what you need to do in which case your technician can either fixed or verified. Yeah, in this case will market

as new. And we'll go ahead and have the technician quote out that solution. So they'll save this. And if you want, if you want the notification to be set up, the office will be alerted as well. What your technician can do make walk in real quick is go down to the more details.

--- Quoting ---

BROOKE

9:16 And from their view, they can actually start and get a quote signed and approved. So it's hard to sometimes when I click on my iPad, you can't see what I'm doing. I'm clicking this button right here.

ANDREW

9:30 Okay.

BROOKE

9:30 And then I'm going down to add quote. So they'll search the location that they're quoting for they'll select the type of job they're going to be quoting for. So in this case, we're going to be doing our repair.

--- Quote templates ---

ANDREW

9:46 Right.

BROOKE

9:46 And they'll select the right contract 2001. And now here is where we're going to keep everything in one nice neat line and type the deficiency we reported to that specific quote. So you're gonna see it, we want to have at least one service on that quote. By click this drop-down arrow here. It'll let me tied it to a deficiency. And so here's how your technician is gonna tied out to delete that they just found. So we'll save that. And then you'll have... templates in your system where something like a boiler leak, you could just go up here to actions apply quote template right at the top and choose which template they need. And so I thought I had a boiler, let's do this one. So again, everything here is just pretend but you can have your description, your parts labor in items, your terms and conditions ready to go for your technician. They just click apply template. And with, you know, the few clicks that you just watch me do because essentially Bill, they'll have full control over presenting pricing to your customer cost prices, margins.

--- Quote templates ends ---

BROOKE

10:56 All of that is obviously going to be preset during your implementation. Yeah, people to take more photos if you needed. And yeah, overall very flexible from technicians. How's that looking so far?



ANDREW

11:11 Yeah, it looks good.

BROOKE

11:12 Yep. Now, let's say that the technicians already to review with the customer.

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

BROOKE

11:17 So they have a few options here. If there's customers on site in front of them, they can review, right? They're getting a physical signature on the iPad or a phone, or they can send by email, of course. So let's take the example of the customers right in front of them will push review with customer. I'm gonna pretend to be you today. And now here's what your customer would see. So they would have your name and level, of course, the top left quote description, which would be your verbiage, of course, pricing as you wish to present it to them. There's a few different combinations. And then as many media files as we'd like to attach. Not sure if I shared last time, but we did run a study this year and we found that for is kind of like the magic number for painting the picture but not overwhelming them with information.

ANDREW

12:01 Right.

BROOKE

12:03 Now here, they can check the t's and c's and then approve the quote and sign. And so forgive my forgery. But just to send you a call...

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

ANDREW

12:12 Mine is the upside down smile.

BROOKE

12:17 Okay. Yep. So that's what your technicians could do. So, very flexible process there especially with the option of either getting it signed right away or sending an email copy. And exactly what I just showed you the office can do well, except for the office, of course, can't get an iPad signature?

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

BROOKE

12:34 They're going to be sending, you know, email and then getting a, there was like an approve and our request changes button for you guys... but could you see that sort of flexibility helping you to get quotes out quicker and more often?

ANDREW

12:49 Yeah. Yeah. I see that should be nice. Yeah.

--- Pricing ---

ANDREW

12:52 Yeah.

BROOKE

12:53 Yep. And a good sort of little ROI track when looking at what to investment softwares. I'm saying, you know, something like service trade. Could you see us getting you to maybe one more job per technician per month?

ANDREW

13:11 One more job per month? Yeah, I'm probably more than that. I mean, if you complete things faster, we can do more work, right? So.

--- Pricing ends ---

BROOKE

13:17 Yep. Yeah. And then, you know, taking your average job cost, multiplying that compare to the price of the platform is the budget that you've preset in sort of looking at the numbers that way.

ANDREW

13:28 Yeah.

BROOKE

13:29 That's what we always advise people evaluating software to do. But any questions there? Or any other questions about the tech view that we didn't review last time?

--- Tech On-site ---

ANDREW

13:39 No, it seems pretty straightforward. Yeah.

BROOKE

13:42 Okay, perfect. And then, well, why don't we invoice because you invoice from the office, right? You're not invoicing from the field?

ANDREW

13:50 From the office.

BROOKE

13:51 Okay. Yup. So let's clock out here. Will actually, so to finished the story line of getting that quote approved.

--- Deficiencies ---

BROOKE

13:59 And then the deficiency fixed, we'll come back up to the deficiencies and we'll change that status from verified to fixed. So.

ANDREW

14:10 Yup. We...

BROOKE

14:11 Send the invoice we, you know, we didn't leave our approved deficiency on fixed. But now, I'm going to go high, clock out, say, yep. All done with that and finished there. And then we'll head back to the office.

--- Deficiencies ends ---

ANDREW

14:26 Okay.

--- Tech On-site ---

BROOKE

14:49 Okay. So back here on our office view, we can see again the Progress of the technician is made. So we can see that their views marked as completed down below, we can see their clock events that deficiency they added when it's fixed, never seen invalid before. The message just added that in. But when it's fixed, you can still click and see what was done and then see the status and then any attachments added. Of course. But we'll go ahead and say that everything looks good from our view will complete that job. And then we're going to be creating our invoice.

--- Tech On-site ends ---

BROOKE

15:29 Now, of course, the skip that I steps for us to the step that I skipped for us today was adding in, you know, parks that I use on a job but we reviewed last time it's really easy. Just type them in and you'll have your master list but we'll stick with our labor today.

--- Invoicing ---

BROOKE

16:01 And we can see right away, it's showing us our gross margin. So of course, we wouldn't want to be making that amount. So you might make a quick pricing adjustment. There we go. That looks better. And then, you know, any notes that you want to offer the invoice in terms of collecting payment, you guys will have to collect payment more manually and just insert payment here because Canada does that help our pain open?

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

BROOKE

16:32 But so they would send that invoice link... and I will send you a copy of this. You don't need to do anything with it but just for your rough.

ANDREW

16:43 For reference, yeah.

BROOKE

16:46 And here is what they would see.

BROOKE

16:59 So again, we'll have the cover page here, your logo, they would have to go to surface details button where they can then click and review the scope of work completed and your t's and c's and pricing however you wish to present it to them. And then just to review this real quick, remember this is our service like and this is how I'm your customer is going to understand your value and what you provided them that day.

--- Deficiencies ---

BROOKE

17:22 So in this case, we came in, we looked at their oil, our system that we called about. We did end up fixing the deficiency that we found that identified here's. The pictures that we took. If we uploaded any paperwork. It'd B there. And so this really just sort of tells the story to your customer.

--- Deficiencies ends ---

ANDREW

17:39 Okay. Yeah. Alright. That's good.

BROOKE

17:47 Cool. Well, what are your thoughts on what we reviewed today?

ANDREW

17:51 Yeah, no, it looks good. I mean, I like the layouts in the format. It seems very straightforward... and... huh, puppies. So, yeah, no, it looks really good. I like the way that the quotes could be set up from the check because it just the gates, somebody having to do something in the office, right?

--- Purchase decision ---

BROOKE

18:15 Yeah, absolutely.

ANDREW

18:16 Other than just maybe review it. So, yeah.

BROOKE

18:20 Awesome. Well, my big question for you, Andrew is how does service trade compare to what you saw with extra Y?

ANDREW

18:29 Yeah, there are along the same lines. I think it's got a little bit more. It's a little bit more involved where I find, I think, yeah, so I just looks to be a little bit simpler.

--- Purchase decision ends ---

ANDREW

18:44 Yeah. So I may not have some of the, some of the features but I'm not overly worried about that. Okay? Because I am generally looking for something quite simple like our problem is the more things I have for text to click on, the more problems I'm gonna have getting stuck, right? But I do like some of the added features that are here that X, so he doesn't have, which means that, well, maybe we can, maybe we can change what we're doing here... with quoting and some other things and just, you know, pull it all into one thing. And then if I don't have to use the Jonas dispatch board kind of yadda, you know, there's just a lot.

--- Parts management (inventory) ---

ANDREW

19:27 There's a lot to consider. Okay. Well, how do I pull this out? What parts kinda use? What parts do I need to keep, right? So it's just all configuring that with what we need to do. So.

BROOKE

19:38 Yeah, absolutely. Would you mind being specific and which features service trade has stack? So why doesn't...

--- Accounting integrations ---

ANDREW

19:45 Well, I don't really have the same quoting features that I'm aware of. Okay... they don't have a dispatch features such as that. So it's more of an integrated work order platform that you would embed... into your, whatever platform you're using, right? Like, so it'll just embedded into Jonas or something else. So, if you're already using something, so you have an integrated, you have a work order platform, but then you also have according platform, everything they're more of just like an, a work order platform. So, and reporting platform that ended that just makes it simpler is less to do, but you have more features that will maybe they're better than what we're using now, right?

*--- Accounting integrations ends ---*

ANDREW

20:28 So instead of having to happened in New York, like, so the text gotta bring this stuff back in the office now. Well, they wouldn't they could just do the quote up right there and it's automatic and then somebody could just review it and go, yeah, your name kind of thing. And, yeah. Okay. Let it go, get it out to them, right? So.

BROOKE

20:44 Okay.

ANDREW

20:45 Yeah. So there, there are definitely benefits to that as well. So it's you know, it's not, so that one's better than the other one might be, one might be better suited for us than the other because of certain qualities that it has, right? So I'm just loves to consider with, at all. Yeah.

*--- Purchase decision ---*

BROOKE

21:02 Right. Well, how would you determine which is better suited for you?

ANDREW

21:06 A lot of talking, a lot of talking to the technicians, okay? You know, and review with the technicians. And then just a lot of internal talking in the office to decide where we go. So.

BROOKE

21:19 Okay.

ANDREW

21:20 Yeah, that's got roughly we'll have about, we have about just over two weeks to kind of make a decision kinda thing. So.

BROOKE

21:27 Okay.

ANDREW

21:28 Yeah. But it's just pulling the guys in, you know, like that's where it's like, you know, the review of the other one is good because I can sort of show the technicians like I came to get hands on just about everything because then it's then you get better answers for them on what they think is gonna happen or what is this going to be? Like there's less questions from them and better answers when I ask them questions on stuff, right? So, yeah.

BROOKE

21:53 Yep. Okay. So you're going to be talking to the technicians to office?

ANDREW

21:58 Everybody, our owners representatives though. I have to basically put all these things together and then we'll have to take it to them and say, well, you know, here's what we have. So I have to get their thoughts. Ultimately, I'll make the final decision, but I also have to get their thoughts. If I don't involve them, then it's a dead in the water thing, right? So.

BROOKE

22:16 Great. Okay. And then is there anyone else and they're running between our, aside from X? So I in service trade at this point?

--- Purchase decision ends ---

ANDREW

22:25 There are two others. I'm not reviewing those. What are the other one we're doing?

ANDREW

22:34 Let me just see. I think, I mean on the emails one sec... sense. Sorry, I'm just, I was doing a lot of you something this weekend and I'm really tired. So my brain is like really slow because it was really busy.

BROOKE

22:56 Sounds like a fun way to spend your weekend.

ANDREW

22:58 Ran out of shells twice. It was like just, they're just coming in drove. So let me just see here.

ANDREW

23:11 Who just sent me one? Who just sent me and hang on? I was just looking at a reply this morning. Like brain is not working.

ANDREW

23:32 Wow... bills. Ops.

BROOKE

23:37 Okay.

ANDREW

23:39 Yeah. So I think that's something that the construct like. So our Construction side is also there's also looking at stuff too, right? So.

ANDREW

23:51 BuildOps is something more. I think it's more on the, I mean, they're thing is like I...

ANDREW

23:56 Really weird because they were sending me stuff today about missing work orders and stuff on like how to, you know, we have missing work orders because I didn't discuss it with anybody.

*--- Accounting integrations ---*

ANDREW

24:07 Somebody else must have been talking about it, right? So, but yeah. So there's BuildOps, and then there's one other one and I honestly just can't remember the name of it. I wasn't that installed by. It seemed like it was more over a whole, there's so much data entry involved with it that I just kinda web and I can't remember the name of it to be honest with you. And I'm really not interested in at all?

*--- Implementation and ongoing support ---*

BROOKE

24:30 Okay. So.

ANDREW

24:31 Basically, there's basically three that kind of river and they're running right now.

BROOKE

24:36 Okay. And you said your goal is to make a decision in the next few?

ANDREW

24:38 Weeks. Well, the next two weeks because, yeah, because we are moving soon or your end, it'll be December 30 first.

*--- Purchase decision ---*



ANDREW

24:46 Okay? And I kinda wanna get something going where I can have enough time to implement it. And yeah, kinda get it flowing with the move and everything going on. It's just like bowling.

BROOKE

24:55 Yeah, yeah.

ANDREW

24:56 So, yeah.

BROOKE

24:58 Absolutely. Perfect. Well, let me leave you with some idea of pricing today. Sure. And then from there, we can talk about the, how I can be helpful in the, you know, the coming stages of your evaluation from your point of view, presenting this to your technicians and your office here at your executive team. Do you feel like recapped would be a helpful tool to help?

--- *Purchase decision ends* ---

ANDREW

25:25 Recaps are always a helpful tool especially, you know, if I can show them to the technicians and they understand what's going on and they can see everything. Recaps are always a tool. So... I have...

ANDREW

25:36 Dedicated couple of dedicated tech computers. I can just sit them down there and be like, okay, look at this.

--- *Pricing* ---

ANDREW

25:41 Look at this. And then what I'll do is I take everybody's thoughts. I'm just gonna pull it altogether and see where we are.

BROOKE

25:49 Yep. Perfect. Well, I have our pricing page pulled up here... and the way this works is first of all, this is in US dollars and we charge per mobile technician. So based on our conversation in your initial needs for software, I am placing you in our select here. You're free to upgrade to either of the other two tiers as needed. But I think beginning the select makes the most sense for you. No, I was doing some math earlier to see where we can kind of meet in the middle with budget.

--- *Pricing ends* ---

BROOKE

26:22 And I think through seeing service trade compared to extra, Y, you said it yourself, we have more functionality than that. So it's more than them. Yeah.

ANDREW

26:32 Absolutely. Of course. Yup.

BROOKE

26:33 Yup. So.

ANDREW

26:35 How's it, make it a negative thing in your corner? Yeah, I just know we're kind of where my budget is, but that doesn't mean we can't change people's minds, right?

BROOKE

26:43 Yep. Yep. And I wanna make sure that I'm being helpful in a way that can empower you to perhaps if you need to ask for more money, sure you'd want about it. So without any sort of have a discount or assistance from my management team, I did the math and not go ahead.

ANDREW

27:05 Ambassador.

ANDREW

27:11 Remember, I had a Zoom meeting. I'll do it right after the Zoom meeting. No, that just let me talk to him because I got the controls and everything and my brain. I'll take care of it. I'm almost done. Okay?

ANDREW

27:25 I'll have it done for you today, dory, okay.

--- Pricing ---

ANDREW

27:28 Goodbye. Wow. Yeah. So that's our president, did you do this? Nope. I'm going to do it. You don't even know what we need like just crazy. But anyway, so, yeah. So, but so this starts at five text. So if we need 10 tax, where does that put us a selector? Does that push us into premium?

BROOKE

27:49 You can still do to, I would advise if you have over 10 tactics going up to premium, but you can, still, we have some time tax shops on slide. It's mostly based on your needs. You can see that there's you know, list of different features here, but I think starting here would be fine for you. So at 10 technicians including

onboarding... your first year of service trade would be closer to that 20,000 mark that you know, we talked about. Last time. It's 19,569 1,000,000,000 dollars. That said, I did talk to my manager Jack today and explained that there is the conversion rate and that you guys are working with a somewhat strict budget and he did say that we would be willing to offer a 20 percent discount if a decision can be made in the month of October.

ANDREW

28:40 Yeah.

BROOKE

28:40 Which would bring your subscription down pretty significantly. You'd be saving over 2000 dollars. Yeah. So with the 20 percent this count applied to your subscription, your first year total is... let me make sure I'm doing the conversion, right? It would be... rods would bring it down from close to 20,002. It would be 16,621 dollars. And that's Canadian dollars, and that's for the first year including.

ANDREW

29:18 Well, that's for 30 dollars. Yeah, that's a good idea. Yeah. Yeah. Okay. Well, that's probably I was thinking.

BROOKE

29:25 People...

ANDREW

29:25 Were thinking American, right? And they're like I like.

BROOKE

29:29 So I was just trying to keep it simple for you. So it's with the 20 percent discount, it brings it down to 12,000 US, 16,600 Canadian. Okay. And that's only fair in the first year. And of course, the first year there's onboarding fees onboarding fee is 3,500, which means in your case, it's about 4,800.

ANDREW

29:50 You.

BROOKE

29:50 Can deduct 4,800 from the next year cost. After that, to look at your annual recurring.

ANDREW

29:56 Okay. Okay. And that's significant. So that brings us down better yet. So.

BROOKE

30:02 Yeah. Yeah. So I was trying to do my best to kind of help us meet in the middle there.

ANDREW

30:08 Yeah, absolutely. I appreciate it though.

BROOKE

30:11 Yeah. And I can send you those numbers in a formalized quote. I don't know if I can send you up a quote with Canadian dollars. So you'll just have to do the conversion with the US dollars. But just so you have it written down, but does that seem reasonable?

--- Pricing ends ---

ANDREW

30:27 Yeah. Yeah. Yeah, it does. I mean that's something I could have three because that's better than saying, well, it's American, right? Because then you're American, you're getting the Y, so you talked about Canadian funds then it's like, yeah. So it's just a matter of, okay. Now, you know, here's what you've got here's. Where you can get here's. What it will do. So. And like I said, the, I can pass on the, you know, the other stuff to them as well. So you just five minutes, I know you're gonna patient, just wait it's just gonna say.

ANDREW

30:57 Jason needs meals on his job because he's gonna crack sewer line. So I'm just gonna grab.

ANDREW

31:01 I needed need you for, I don't know. Okay. So just wait five minutes because I want to go over the job with you. Okay. No. Okay.

ANDREW

31:14 Alright. So, yeah, no, I mean, that, that's good. So, okay. Yeah, send all that, send all that stuff over to me and then I'll put it together and everything. Like I said, we'll probably be having a meeting shortly.

BROOKE

31:26 Because, okay, perfect. Well, when should I give him and we'll get somebody else? Okay? Andrew, when should you and I plan to meet again?

ANDREW

31:34 Well, let's talk. Let's see by the end of next week, end of next week, give me like we shouldn't let's set it for setup for say Thursday next week.

BROOKE

31:46 Okay. I am flying Thursday next week. Could we do Friday?

ANDREW

31:51 Yeah, Friday's fine too. Yeah.

BROOKE

31:54 Okay. I earliest I have central would be 10 am or I could do 11, like we did today?

ANDREW

32:01 11 is probably the best. Yeah.

BROOKE

32:05 Yeah, we'll I'll get that over to you. I'm probably gonna just put it in recapped in your.

ANDREW

32:11 Cats...

ANDREW

32:11 Perfect. Because then I can actually put it up on or like we're going to sit in the boardroom or sitting in the president's office. I can just send it to him or open it up right on his computer. We could sit there and talk about everything. And that's one reason I ask that because like I said, they have, they're nice and short and he's got a short attention span. So, yeah.

BROOKE

32:30 Yeah, awesome. Well, if you think of anything else that would be helpful in the meantime, you'll have my information via recapped, and then I will send you an invite for I'll just do a 30 minute Zoom meeting on Friday the 20 first so that we can catch up and see where things are.

ANDREW

32:45 Yeah, yep. That sounds good.

BROOKE

32:48 Alright, thanks, Andrew. Thanks.

ANDREW

32:49 Bye. I appreciate your effort. Thank you very much.

BROOKE

32:53 Bye. Bye bye.

*The End*