



# QB and Timecard Demo with Hoover Refrigeration

Clint Mathis with Hoover Commercial Refrigeration, Inc.  
Recorded on 5/26/23 via Zoom, 1 hour 5 min.

## Participants

### **SERVICETRADE**

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*Solutions Architect*

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Adam Strong  
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### **HOOVER COMMERCIAL REFRIGERATION, INC.**

Steve Hoover  
*President*

Marci Stephens  
*Office Manager*

**OTHER**

JanR

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# Transcript

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

CLINT

0:00 Hey, Jan?

JANR

0:01 There?

CLINT

0:02 How are you? How are you?

JANR

0:05 I'm doing just fine. The sun is shining. It's you know, 63 degrees down. It's perfect.

CLINT

0:12 Love it. Nothing, nothing wrong with being above ground this morning. I'll tell you that.

JANR

0:16 No, of course. It's supposed to get quite a bit warmer today but nothing like the east coast, so.

CLINT

0:25 There you go. Yeah, to hear.

JANR

0:29 So, you gonna show me how wonderful this is today?

CLINT

0:32 Yes, man. We're gonna wrap this up in a bow for you so you can get out of that miserable system you're in right now?

JANR

0:39 I spent two hours on the phone with him yesterday morning.

--- Purchase decision ---

CLINT

0:43 Okay.

JANR

0:45 Just learning things that should have been taught in the very beginning. Yeah, in person is the way the training's gotta happen.

CLINT

0:56 No, for sure. I totally get it. I understand. So, yeah, I know that we've already talked to Steve and stuff about that as well. So that's what we plan on doing is having some people out there boots on the ground which makes it nicer.

--- *Purchase decision ends* ---

JANR

1:09 Yep, make a big difference.

CLINT

1:11 Yeah. Good morning, Steve. How are you doing?

STEVE

1:15 I am flying around Clint.

CLINT

1:17 Love it.

STEVE

1:17 God, a... I do but got a handful.

CLINT

1:23 This way, it's better than crick.

STEVE

1:25 Iterative yeah, aren't good either?

CLINT

1:28 Crickets, not making money that's for sure.

STEVE

1:31 Or the other though, isn't it?

CLINT

1:32 Exactly.

STEVE

1:33 Just right down the middle, going wow, everything's just going great.

CLINT

1:37 Yep. Well, good. Well, I think we got everybody on the call. There might be some other people joining. I don't know if Jordan is gonna jump on, but, we got the big players on here and I'll walkthrough just to give you kind of an idea of what we planned on walking through, Jan, go ahead Lauren.

LAUREN

1:58 Are we waiting for Marci?

JANR

2:00 Keep going.

LAUREN

2:03 My God.

OZELLA

2:05 Hi.

LAUREN

2:06 Martha, and right next to each other and I thought they were the same person.

OZELLA

2:11 I love it so much.

LAUREN

2:12 Sorry?

CLINT

2:14 Okay. All right.

LAUREN

2:17 I'll set up now.

MARCI

2:18 Worst winds. No, it's cool. It's all right.

CLINT

2:22 So, yeah, just to give you kind of a run down, I know that Jan, you and Marci are probably going to have questions. I know we've run through a little bit of stuff with Diane previously. So you guys know Dan, but I also have Adam and Ozella on here that's part of our sales engineer team. Really, you're going to go through some product specific stuff. Mainly. I know that you had some questions on the time card stuff, how that pulls over looks in there. You know, I know you're going to have some general ledger questions that, you know, I know that we've tapped on some stuff previously, but just, you know, to make it easy for you to make sure that those things, are coming across and things of that sort. So what I'll do is I think I'll start with Ozella, I think first just, to go over that time card stuff because she really puts this all together for you to be able, to see how that comes over.

--- Tech time tracking ---

CLINT

3:12 I know because you had questions about prevailing wages over time, things of that sort, just so you can go and get everything in one spot so you can go and do payroll through Quickbooks. That sound about right? Does that cover everything?

JANR

3:26 Yeah, I think so.

CLINT

3:27 Okay. Well, Ozella, I wanna pass it along to you and then let you do your thing from the timecards perspective.

--- Tech time tracking ends ---

CLINT

3:34 And then I know Jan will have some questions and then we have to go back and forth between you and Diane. We can do that.

OZELLA

3:41 Okay. Sounds good. Let's go for gold and I'm gonna put a source here for being slow. And then I'm gonna screen share just one second. There. She goes. Excellent, right? So we're gonna share to remote desktop and we're gonna take a look at service time card. And we're also gonna be looking at Quickbooks?

OZELLA

4:16 Right. And thumbs up, is it enough? We can all see my screen? Excellent? All right. So I'm gonna kinda move through a little bit of the context of service time card here.

--- Tech time tracking ---

OZELLA



4:27 And then we'll go through the flow getting some time data entry, review, approve, getting into Quickbooks. All right. So here in service time card, I'm an admin. So I'm gonna see a lot more than your technician is gonna see, right? This is what your payroll team is gonna see or whoever is going through the review approved process. Got a number of options here. Your technician is just gonna see an option to submit the time card and then log out. I've also got all of these settings that I can review. They're not gonna see any of this unless we give them the capability down here. I'm not gonna go through every single window. You'll get trained on that when you're onboarding, but let's look at the ones that will probably care about the most typically when you come into your settings, you're gonna set them and then you don't need to go back, can really mess with it, right? You said everything how you need it. And then you just go on business as usual. Your additional rows are gonna function for any type of time capture that is not tied to a job. The big value add of service time card is that your techs are capturing time and it's instantly connected to work that they're doing in service trade, makes it easier for job costing and for again allocating that billable time, your additional rows, things like pto, holiday vacation, and things like that are not job tied, is what you're gonna be indicating here your calendar, start date, clock, event types, expense codes. If you're going to be tracking expenses, through our module. Yeah, no. Let's keep going notification emails for a time card, submitted, approved changes, requested, that sort of thing. External systems doesn't impact you all too much. Your template settings is where we're gonna set up your Quickbooks export template. I've got a few variations here. You're not gonna have this many. We'll make a decision about what it needs to look like for your Quickbooks. And then set it up if we're doing labor items, which is what I'm imagining you all do, I'm hearing prevailing wage. So it's gonna likely be a labor item template about clock templates too.

--- Accounting ---

OZELLA

6:34 So I have a Quickbooks labor template here. And just to kinda do a overview of what those fields are. We just go in and we make decisions about how we're gonna map to the Quickbooks headers. So in this case, it's gonna be your customer and the location. You can also do customer location job, the full three to your hierarchy.

--- Tech time tracking ---

OZELLA

6:56 You're going to have your employee name, your labor item that's far coded, your wage type, salary or hourly, or the two options that will come out of service trade. And then I'll show you where you adjust that would think Quickbooks, your duration, your class mapping, which maps to the pro J field and Quickbooks.

--- Invoicing ---

OZELLA

7:15 Your note, if there's any additional info that you wanna come over from service trade that we provide for in the mapping, and then whether or not here we go. And then the billing status, what is going on with my cursor? There we go, right? The next thing on this screen that is gonna be important to you will likely be your user settings and your Quickbooks desktop settings.

--- Tech time tracking ---

OZELLA

7:39 The type settings is really where we come to say, you know, what type of a time are we capturing? And like we said, it's going to be job items. So we won't care about the clock events and we can always time those, all... your user settings. This is where you can refresh from service trade and pull in any employees that you have set up in your ServiceTrade system. This is also where you're gonna make a decision about whether they're our, your salary. Again, those are the two options that you'll have coming out of ServiceTrade, whether they're helper or tag, that sort of thing will show up for you. And then also whether or not they'll be able to manage timecards and timecards settings. This is that option of whether or not you care about indicating global time on your time sheet. Some customers do some customers don't, I'll show you the impact that has over in Quickbooks. And then you can decide whether or not this is appropriate for you. All right. Any questions about settings before I go ahead and start the workflow? Awesome. Marci said it is self explanatory, 11 man. Thank you, man. Good. So over in service trade, right? Just looking at our job, just a typical job that's been completed. We've got some labor items here. We mentioned prevailing wage. So let's imagine we have a labor item to indicate that we have captured some prevailing wage work. However for many hours for what Dan has done, Dan clocked in and out and we may or may not have required her to add the labor item. Perhaps our service manager reviewed her clock event entry at two hours and then added that labor item for going purposes and then also tie it back to her for payroll. That's typically how it may be done. Then we have that all captured here. It's gonna now show itself in service time card. So each day each week, best practice for your technicians, Dan will go into her service time card rather than writing it down on a punch sheet or something like that or some other third party tool.

--- Tech time tracking ends ---

OZELLA

9:39 I, she's going to come in and she'll review her time at the end of the week and she'll say, yeah, that looks good. I was sick for a couple of days. I wasn't scheduled on Monday. Maybe I'm not scheduled today but I did the work I needed to do for that job.

--- Tech time tracking ---

OZELLA

9:52 On Thursday. I have my time logged. It looks good. I'm gonna go ahead and certify that it is true as good as a big signature. I'll submit my time. So once Dan has submitted her time, now, it's the end of the week and Dan Marci, someone comes in and it's going to be reviewing time cards. And on this screen, I can review all the time cards, right? So within that particular period, I'm gonna review those labor items for Diane. I might also review them for Ozella or for Adam, and I can also request changes or I can approve them on the spot. So I may very well go into view, Dan's time. And then I may say, you know, what something looks like, it needs to be adjusted and please add, I don't know, maybe, add a pto day or Friday or for Thursday, right? So I can add a comment... please add, for Friday.

OZELLA

11:00 Maybe I want to request changes. It'll send her an email so that Dan can then go in. She'll click the link and it'll bring her right back to her time card to submit. When she goes right back to her time card, she can make any adjustment that she needs to make, update, edit those changes, that sort of thing. We'll go to her time card which is now going to be reopened. So in this case, Adam, you can see it has a submitted and time stamp... Dan. So over here.

OZELLA

11:42 Right. So hers is now reopened. You recall, we had submitted it previously, but now it is reopened and she has to recertify to submit it. Again, she can make her changes right here. She needed to make changes directly to the job. But in this case, we're asking her to add some pto time and she can come in and add the item and then send it.

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

OZELLA

12:15 She can also add comments if she needs to. So once all that said and done, we're gonna go ahead, complete submission, create our iis file and upload that the Quickbooks.

OZELLA

12:34 Now, I will point out in Quickbooks, in this particular instance, right now, I just have Adam and Ozella.

*--- Accounting ---*

OZELLA

12:40 So any new technicians that get added in Quickbooks, you know, Quickbooks. I mean if it's not finding a spot on character for character match, it's going to just create a new one and then go in and you make your edits and adjustments to whatever was created, whether it's a customer or vendor, an employee.

*--- Quote templates ---*

OZELLA

12:56 And that's basic Quickbooks behavior, right? So I'm gonna go ahead and grab my labor item entries... and I'm going to call these approved. And then I'm gonna go ahead and I'm going to export them. I'm grabbing the same ones. And when I go to export them, I'm just gonna make sure I select the template I care about, right?

*--- Tech time tracking ---*

OZELLA

13:27 If I had variations of this template and I could click them. But in this case, we just care about Quickbooks. Later, I download it. And if, you know, there was an

instance where I was for example doing clock events, it would be the same thing. And then my clock event template has slightly different data and we won't necessarily go through that motion.

*--- Accounting ---*

OZELLA

13:48 I'll come here and we'll upload the file. So we're gonna go to our utilities import. Are you all familiar with importing and Quickbooks? Yeah. Okay. I'm gonna continue then make sure that and see how this happens. We're gonna get our file. Quickbooks requires you to be in single user mode when you're importing and it also closes all your windows for you. We're gonna hit this blue button and we're going to grab file. Now, I did run a test earlier with my labor import, so I may override some entries, but we'll go ahead and see what she gives me.

OZELLA

14:34 Business as usual. So Quickbooks is gonna tell me about my success is if I had any failures, it would tell me it would give me a message pointing me to my error file. And then you can open your error file. What I typically recommend because I, if is not something you can open Marci, you may be familiar with this.

*--- Accounting ends ---*

OZELLA

14:54 You have to open it in a note pad or change the extension so that you can actually read the file on your computer. So I have mine set default to open a note pad so that I can open it. If I ever need to review a Quickbooks error file.

*--- Accounting ---*

OZELLA

15:07 Some common errors you might get is if you try to import an item type that you don't have set up in Quickbooks. It'll say, hey, this service item doesn't exist. Is labor item doesn't exist. You gonna fix that? Quickbooks has character limitations for what you can import. So it'll tell you what type of error you're facing and typically it's gonna be on Quickbooks side, not service, straight side, read that file and it'll give you some indication on what might need to be fixed.

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

OZELLA

15:32 We have some guidance on that in our support articles as well for the common ones that we're aware of to help our users through that pain point. All right. So, I'm done here. Now I can go to my employees center and I'm gonna review my time entries. I'm gonna use our weekly time sheet so that we can view it over a broader period.

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

OZELLA

15:51 So you can see now I have Dan added, she was not here, but now she is, I can go straight to Dan and I can see what's come in for her. Let me make this a little bit bigger.

OZELLA

16:09 All right. So you can see my line for my, to my sick time, my service call this particular customer.

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

OZELLA

16:15 Everything comes in as a labor service item. And then I've got my notes... and then of course, for this template, right? In this particular one, I didn't have it built out to show my project class at being or built out to specifically show my P item, but you can do that.

*--- Tech time tracking ---*

OZELLA

16:34 You can set that up. I think I may very well have that on another technician. In this case, I have my P item a salary, right? And as we were discussing if I needed to change that to indicate sick time, I can do it very easily. And that's way easier than trying to manually enter line by lining quick... are available that I was telling you about.

*--- Invoicing ---*

OZELLA

16:56 If this is something you typically do. Is this typically something you do on your payroll indicate whether or not it's available or not?

JANR

17:06 Okay. In Quickbooks, why would it matter? If, if we are doing our billing in service trade, Quickbooks, there's a lot of detail we need for Quickbooks, but whether or not it's billable, I don't think is an issue.

*--- Invoicing ends ---*

OZELLA

17:22 Exactly. And, I would agree with you and I asked because like I said, we have some, you know, one or two literally that may actually care about that field and it becomes very important to them. But if you're billing out of service rate and you're already handling it, then you shouldn't it shouldn't matter here.

*--- Tech time tracking ---*

OZELLA

17:39 Excellent. All right. Well, if you have no further questions for me about this workflow, then I can hand it right back over to Clint.

JANR

17:46 Okay. So.

JANR

17:53 In Quickbooks, I'm gonna have... God, this is, this has reminding me Quickbooks nightmare.

JANR

18:05 So, for every employee, I'm gonna have to set up... hourly wage... overtime, wage, prevailing weight, rage rate.

JANR

18:25 As well as deductions and fringe benefits. Okay? I mean, we are a little spoiled in Sam pro, because I can set up groups and then I just have to choose a group and I don't have to do this for every employee, but it's Quickbooks. So now I'm back to.

OZELLA

18:48 Have some.

DEANN

18:50 Yeah, you're correct on that, Jan. You have to do it for each employee whenever you put.

OZELLA

18:54 An employee and you.

DEANN

18:55 Have to go in and put all that information.

JANR

19:00 Yeah. Okay.

JANR

19:05 Okay. So under payroll item, it's gonna tell me whether it's just a regular wage, an overtime rate or a prevailing wage?

OZELLA

19:14 So no, under payroll item, it's gonna tell you hourly or salary?

JANR

19:19 So, how am I gonna know when I import this? If I have a prevailing wage job?

OZELLA

19:25 That's gonna come in the notes. So to give you the labor item type. So if we go back to Dan, I can left click, go come back to Dan for this week. So under my notes, I have prevailing wage labor, North Carolina and, in my notes. So if I needed to come here and I need to indicate prevailing wage which may or may not have that set up in this demo account. So, yeah, then I could come in and I could say, okay, let me change my service item. If that's something I need to do and say that it's prevailing wage because it's already telling me here. I just need to come and make sure I adjust it.

JANR

20:02 Okay. So service item is gonna be the list that we're gonna have to check to make sure it's showing up as straight time.

DEANN

20:13 Correct? Or?

OZELLA

20:16 Is it service item or is it payroll item, Dan, there's? Both. I think the service item, do we want them to keep the service item as labor? And then their payroll item is the one they adjust?

DEANN

20:27 That's correct? And I don't see it on this.

OZELLA

20:30 This.

DEANN

20:31 This template.

OZELLA

20:33 I didn't include it on this template. But if we go back to my user, for example, here, there's the pay?

DEANN

20:39 This...

OZELLA

20:40 Particular import template that I was using, it had the payroll item and it comes in a salary and I could even, I think what I need to also do is I need to go back to my employees center that's a part of my setup with Dan and make sure that it's using her payroll data for or using her time entries as payroll data. And I think that's something that I didn't yeah, I didn't set up, but once I have that set up, then it'll know. And so then it should now start to show up when I go back to my time sheet. Yeah, let me go to Diane. Yep. There we go. So here I would make that decision and I can come in and say what it needed to be in terms of payroll item. So in this case, I would make sure I had a prevailing wage.

OZELLA

21:35 I can spell it prevailing wage... I'm not in the payroll expenses. Okay? So then I can make the designation to the payroll item and the service item would remain as labor. There we go. Because that's the type of work that was done. Does that make sense?

JANR

21:56 Yes.

LAUREN

21:58 Okay.

CLINT

21:58 Jan, just to refresh your memory when we were there on site and we were going through this, I know there was one particular customer and remember how I said that once we set up these job items in service trade, you can see how that's labeled prevailing wage labor, North Carolina.

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

CLINT

22:15 I know that there was a particular customer that you had to have maybe a few different ones and you could mark those by that state and things of that sort. So all that will come over once each one of those labor items are on a work order or whatever those would be listed like that.

--- *Accounting* ---

CLINT

22:32 So that would be part of that setup process when we go to set up in service trade and that's where those notes are pulling from is being able to list those labor items for you?

JANR

22:42 Okay. Just out of curiosity, let's say in service trade, we need something new and not even necessarily payroll, anything that's not in Quickbooks, because this is



new, is it gonna automatically update the Quickbooks for whatever we added that we may have to go in and edit, but it's bringing it over to us?

--- Invoicing ---

OZELLA

23:07 You turn them out like invoice items?

JANR

23:11 Whatever, you know, the they're going to be so many things that are gonna post to our GL in Quickbooks and say we have a new customer and we set up something that we haven't used with anybody else. So it gets set up in service rate. Do I have to also set it up in Quickbooks? Or will it automatically download when it does an update? May have, I may have to go in and do some tweaks for Quickbooks, but it's bringing it over. I'm not having to start from scratch in Quickbooks.

OZELLA

23:45 Right. Okay. You got it. That's right. Yeah. As soon as Quickbooks sees that it's something else, it's gonna create it. So when we send that invoice over or if you send the job over then or on send payroll over with it, when you send it over, it's gonna create it in Quickbooks. If it doesn't exist already?

JANR

24:04 Okay. So we already know Quickbooks is not the smartest thing around. Yeah, but is it generally gonna be where it needs to be? So when we go to access it to, we don't have to go searching everywhere to find it.

DEANN

24:20 Right. So, just like I was not set up in Quickbooks, but the minute she pushed that payroll, it set me up as an employee now.

--- Invoicing ends ---

DEANN

24:28 Yeah, like you said, you have to go in and tweak it and put what, you know, what employees and that kind of stuff. But it immediately, no, this is a new employee. Let's put it here, same as a customer. This is a new customer. Let's put it here.

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

DEANN

24:43 If it's a location under an existing customer, it's gonna drop it under in the hierarchy under the existing customer with a new location.

OZELLA

24:52 Now, feeding off of that, you know, like I said earlier, we're talking about sometimes you'll get an error on the Quickbooks side, for example, if you have a vendor, let's say that you buy things from lows, but also you service lows stores, maybe you go fix things for lows too.

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

OZELLA

25:12 So they are your vendor and they are your customer. You need to distinguish between the roles in the name because Quickbooks won't, let you have two entities with the exact same name, right? Right, right?

JANR

25:23 Yeah. Well aware, well aware.

OZELLA

25:25 Yeah. So, so, so things like that you wanna pay attention to, but it'll work with you for the most part. Yeah. What else? Any other questions?

JANR

25:39 I think we're good to move on a little bit here.

STEVE

25:41 So, I got a quick one. The office employees, this is probably the obvious. But, and this meeting is specific to Janna, Marci, office employees will fill out their time cards also in ServiceTrade.

OZELLA

25:54 No, no, they will not.

--- *Paper process* ---

OZELLA

25:56 Nope, your office employees will not fill out their time in service trade. They will continue to fill them out wherever they're filling them out today.

STEVE

26:05 Where are they filling them out today?

JANR

26:07 And, sorry, it's a pro time anywhere. Yeah. Okay. It just means back paper time sheets.

OZELLA

26:24 No.

*--- Paper process ends ---*

OZELLA

26:24 Do you, I mean, yeah, unless they entered them straight into Quickbooks. But I guess, are they not? No, they're not touching that? Okay? Yep paper, keep them there.

CLINT

26:33 Jan will not allow that. I can go ahead and tell you.

DEANN

26:36 With Jean, yeah.

OZELLA

26:39 Here we go.

CLINT

26:40 Yeah. And I know we spoke about that in our meeting when myself and Lauren were there too, and I think everybody in the office is like, no, that's not an issue or whatever. We can just do it this way if I remember correctly.

*--- Tech time tracking ---*

OZELLA

26:52 Yeah. What else?

DEANN

26:53 You use that same time sheet, that screen that she add up in Quickbooks, and you would have to manually put in whatever they have on. Yeah.

STEVE

27:04 Or Ozella, I see, you know, I was looking at some type card apps the other day and I see that Quickbooks has a time card app or either one. Are you familiar with that? Have you seen it?

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

OZELLA

27:15 Sheets time? Yeah. What, what about it? I mean?

STEVE

27:23 Just wondering, is that a, is that a good option for us for the, rather than paper for the?

OZELLA

27:27 Yeah, for your office staff?

DEANN

27:29 Yeah.

OZELLA

27:30 For your office, I think, yeah, it would be a great option. Yeah, it's I mean right there. Yeah, digital accessible, pump it straight in for you. Hadn't heard anything?

--- Tech time tracking ---

DEANN

27:41 Do you, do you currently use like a payroll company like adp or anything like that?

JANR

27:48 No, no.

DEANN

27:51 Good, good job.

OZELLA

27:53 Yeah.

JANR

27:53 Can you imagine what they would do with our payroll Steve?

JANR

28:01 A...

DEANN

28:01 I think, I mean, it depends on how many office employees do you have that you would be manually?

STEVE

28:07 I think we have nine right now.

DEANN

28:09 I would just do it on paper manual. It's not that it's not like you have a ton of variance. They're not gonna have prevailing wage or anything like that. It's going to be straight time over time. So, it's very simple.

OZELLA

28:21 Straight up. All right. Well, good. It seems like we covered some great ground. Thank you all for your time. It was good to see you again.

JANR

28:31 Well, well, well, okay. That's the payroll. Well, let's talk about payroll tax.

DEANN

28:38 So that would also come out of your Quickbooks because all we're doing is pushing the time up. You're gonna handle all of that in your quick?

JANR

28:45 Okay. But now, I have to do every month, I have to do a union report where I have, and I just want to be sure... as, so... we have all our field technicians that I need to have information on for that monthly report... and we have more than one union. So, when I run that report, am I just gonna have to go through and choose the employees, I need to show up on a given report?

OZELLA

29:21 You have more than one union? What's the job? And like are those unions driven by where each employee is or what's...

JANR

29:30 Well, one's for the plumbers, and pipefitters, one's sheet metal workers. If we send anybody down into Oregon, it's the union there and Idaho, it's a different union. So, I have a feeling I'm gonna have to go through and select.

DEANN

29:47 And I would build, yeah, I would, in Quickbooks, I would build your custom reports for those specific unions and then select your employees.

--- Invoicing ---

DEANN

29:56 Like, you understand what I'm saying? You very familiar with Quickbooks. I would build the custom reports in quick because again, we're just pushing your time, your hours over. We're not pushing any dollar amounts, anything like that. So you would build those custom reports in Quickbooks. And then once you have them built, then you just have to run.

--- Invoicing ends ---

JANR

30:15 Okay. All right. Then when, well, that's a question. It's not payroll. So... okay, for payroll, I think... I know the drill.

MARCI

30:33 Yeah.

MARCI

30:39 Okay.

OZELLA

30:43 Wonderful. We're glad Jan is happy. We're happy.

JANR

30:47 No, I didn't say I was happy. We're talking Quickbooks here.

OZELLA

30:55 We, we just appease the situation. Let's leave it there.

--- Invoicing ---

CLINT

31:01 Let's start with happy year. How about that?

OZELLA

31:04 Sure. Let.

CLINT

31:08 Okay. So, what else you got Jan?

JANR

31:11 So, in service trade, I have... all the information about jobs about work orders. I've got my invoices, anything I need to know about any particular invoice is in service trade. And in Quickbooks, I have...

JANR

31:40 Everything that's gonna feed through to the general ledger... in Quickbooks. If I go to a customer, I wanna see all the activity on that customer. I'm assuming it's gonna show me every invoice number. Is it gonna show me every invoice? Do I have to go back to service trade to look at the invoice?

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

JANR

32:02 Same thing for vendors? It's gonna, it's you know, it's gonna bring over the, so am I entering vendor bills in service trade? Or am I entering those in Quickbooks? Because the purchase order was created in service trade. It was received in service trade. Now, I have an invoice.

--- Invoicing ---

JANR

32:23 So, am I entering that invoice in service trade? Or am I it in Quickbooks? If I'm putting it in service trade, is it just bringing over accounts and dollars to Quickbooks? Which is really all I need for Quickbooks? Same thing with invoices. I really need and is it going to categorize by department or entity or whatever you wanna call it?

--- Parts management (inventory) ---

JANR

32:47 Am I going to be able in Quickbooks to distinguish? What was the service job? What was an hvac job? What was an installed job? What was a preventive maintenance job?

OZELLA

32:59 In the...

JANR

33:00 For income and expenses, and then I wanna have my admin which I will allocate every month, you know, based on revenues, with journal entries.

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

OZELLA

33:13 All right. Well, let's take a look at that, right? Let's let's go ahead and see what you would do... writing. So we're back on the same job. You talk about where you would enter your vendor bills and accounts payable. And that sort of thing you would send your job Quickbooks to log your ap against it.

--- Invoicing ---

OZELLA

33:39 We send our job to Quickbooks. We'll come back over here in our connector. Your connector of course, would be set on a schedule. But for the sake of the demo, I'm gonna manually run it... wait for it. There we go. And it's gonna bring me straight to that job.

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

OZELLA

34:00 So this is our same job. We just sent that over ending in one zero, zero, one, one zero, zero one. So it's created my job. Now, you can enter your ap can sit. Now. We're in a world where I'm done with this job and I wanna invoice it. I'm gonna invoice my job... invoice, all the items created invoice from five items.

--- Invoicing ---

OZELLA

34:25 All right. And then everything is okay. I'm good to go. I want to send it to my accounting system. There it is, you're not going to have this many options, of course, demo account, many options. You'll have Quickbooks desktop. There will be one people aren't going to be able to watch that... you'll submit it's pending accounting. Gonna run my connector again since we're doing this in real time.

OZELLA

34:59 All right. And you can see that appeared already. So we have our invoice that has shown up instantly and refresh the screen.

OZELLA

35:13 Now it's processed, right? So it went from okay to pending the process. We've updated with our invoice number to reflect the same invoice 12 that is here in Quickbooks, right? So we all know what we're talking about. I can go into the invoice because I have my configurations that to send it over as pending someone in accounting can review it, do whatever they need to do. If anything, the market is fine, and we'll save it and we'll close it out.

JANR

35:43 Okay. So where is it? Saving it as a?

OZELLA

35:47 So now...

JANR

35:47 Service invoice? Or where do I see that?

OZELLA

35:52 Account receivable invoice. What else are you wanting to see? That might be something Dan will have to guide? You want? What is she referring to?

DEANN

36:00 If you scroll up just a little bit on the left on your left right there so, well. Okay. So, see how there's different underneath.

--- Accounting ---



OZELLA

36:09 Let me see the...

DEANN

36:10 Location we have Construction. We have service we have that it's feeding it in.

JANR

36:16 Okay. So, now, can you show me a GL for this date, that shows where all these things show up in your GL.

DEANN

36:27 Go to report a...

DEANN

36:33 And you can go to a sales.

*--- Accounting ends ---*

JANR

36:38 Company and financial?

DEANN

36:39 You company, you want the overall. So there you go. So, which?

CLINT

36:43 This one?

DEANN

36:47 You can do detail.

JANR

36:56 And just put in today's, date so I can see just what you did.

OZELLA

37:14 These are all the ones that I've pushed over today. So we have 12 and in voice on for these two different customers and Nemo notes that came over accounts receivable email.

JANR

37:29 Okay. All right. Just wanted to see it work. They need to see it work.

MARCI

37:41 Excellent.

CLINT

37:42 Jan, don't know me that well yet to just trust me for my word yet.

OZELLA

37:48 That's all good. That's all good. All right. Any other questions on this on the Ar? Flow?

STEVE

38:06 I ask about the astroid?

MARCI

38:15 This is a good sign.

OZELLA

38:16 Okay.

STEVE

38:17 You pretty well, satisfied with that move on?

OZELLA

38:23 Checking it out?

DEANN

38:24 Yeah.

JANR

38:25 Yeah. You know, I mean, it's hard. Obviously, we can't it's you know, it's limited here. So I can't see multiple things that I'd like to see, but knowing how Quickbooks works... I expect that it'll be okay.

--- Accounting integrations ---

DEANN

38:48 Yeah, you know, Quickbooks and you know how you can use.

JANR

38:51 Yeah, I'd be.

DEANN

38:52 Manipulate Quickbooks to give you what you want in your reports. So, yeah.

JANR

38:59 Okay.

STEVE

39:01 I could say that I am so much more comfortable looking at a report out of Quickbooks on the crap we get now.

*--- Accounting integrations ends ---*

JANR

39:10 I know what the numbers mean. I know they're right? Yeah, okay, huge difference.

STEVE

39:22 So, I just, there's Quickbooks here. Over here. We got service trade right here. There's a astroid coming right down the middle.

STEVE

39:36 Is Jan, I love it. I love that.

CLINT

39:42 All right. We got, we got to keep her around a little bit longer. She's gonna try to retire on you if you don't get this up, right?

MARCI

39:48 God.

JANR

39:51 Thank...

STEVE

39:52 You fired?

CLINT

39:54 I'm trying to keep her on, help me help you.

MARCI

39:59 At least stay another year.

CLINT

40:03 I'll go ahead and tell you with these meetings Jan, you better not leave because I got to come up there and if you're not in that office gonna be some all.

--- Accounting integrations ---

JANR

40:13 Yeah. Now, my only concern is... Quickbooks itself, desktop versus online because I've heard some very negative things about online version from people who use it and it's more restrictive than the desktop, well?

DEANN

40:34 Yeah.

JANR

40:36 Online overall?

JANR

40:43 Is I, I'm not even sure what the word I'm...

DEANN

40:46 I don't think it's gonna be robust enough of an accounting system for what you're doing now, and you're correct what you're hearing on Quickbooks online. It's it's the smaller accounting system as far as the functionality.

--- Accounting integrations ends ---

JANR

41:01 See, and I'm you know, one one of my biggest frustrations with Sam pro is in Quickbooks. It is so easy to fix things that are wrong or, that you just need to change, you know, you Bill a customer and find out you should build their tenant because it wasn't a maintenance is actually a service call.

--- Invoicing ---

JANR

41:21 Quick looks. You just go in and change the customer name and print your invoice and move on in Sam pro. You have to jump through hoops, and, you know, get rid of the credit, reverse. The invoice. You did. It's it's a lot of trouble that's just one example of the things that are not easy to fix in Sam pro that are easy to fix in Quickbooks. And I never appreciated anything about Quickbooks until I start using.

--- Accounting integrations ---

DEANN

41:49 You know, and it even is the same when you move up to like a Sage or anything like that. It's the same thing you're like, I hate quick. Now, you know what? That was actually really easy to do.

JANR

42:01 You know, I mean, I've used a pack plus and cpa and mass 90 and they were restrictive, but they're they were easier to use than Sam pro.

--- *Accounting integrations ends* ---

JANR

42:14 I've done, you know, I had three, three and a half years. I did job cost in apac plus. I could never get out of sampro. What I got out of... you know, apac plus is just, yes, it's restrictive, but it's much more user friendly and I never had the problems that Sam pro is created for us.

--- *Dispatch* ---

CLINT

42:45 One one quick thing not to interrupt. I know Ozella has got to jump in another meeting. So I want to be able to let her go without her just disappearing. So I know she wanted to say by.

OZELLA

42:54 All right. Thank.

JANR

42:55 Thank...

CLINT

42:56 You very.

JANR

42:57 Much. Yeah.

CLINT

42:58 Thank you welcome.

--- *Dispatch ends* ---

OZELLA

42:59 Bye.

CLINT

43:01 Yeah. Sorry about that. I know she didn't want to drop off and just disappear. Yeah. So, what else do we need to do to get, the thumbs up from Jan?

JANR

43:16 Well, I can't tell you that.

CLINT

43:20 Well, what other questions can we answer? How about that?

JANR

43:29 Yeah, I think you've answered my questions as I said, I think I have some questions I need to talk to Quickbooks about... how...

CLINT

43:38 You guys started that process yet?

JANR

43:41 I haven't because, I wanted to do this first. I wanted to see.

CLINT

43:46 Absolutely.

JANR

43:46 What, you know, what kind of trouble is this gonna be? What's it gonna look like when it gets to Quickbooks? Is it gonna give me the information? I need?

--- *Paper process* ---

JANR

43:56 What am I still? Where, where am I going to have to take two steps back? Because right now everybody enters their own time, nobody has to do a paper time. So, you know, that's straightforward. I have... right now, I have... the tech enter their time in tech anywhere, and it comes through, I get email, I print that out.

--- *Tech time tracking* ---

JANR

44:22 And then I have a labor journal that I print out and that's where I look to see that everything they worked on is accounted for in Sam pro to do payroll. So now, I'm not gonna have, I'm losing that because it's going to bring over their work time. What do I have to go back and look at? I'm just gonna have to assume that they entered all their work time because I don't have any thing to check it against.

DEANN

44:57 Your time not to check to make sure like if they worked on a job, but they forgot to time type deal.

JANR

45:03 Right. Yeah. Because sometimes they do forget to intergize, and, unless they realize it, I have no way of knowing, sometimes I get my email on Monday morning at seven 30 and somebody goes in at nine o'clock and puts time on a job. Well, it's gonna flow to the labor journal for that pay period, but it's not gonna be on the time that I printed out at seven 30 in the morning, which is.

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

DEANN

45:31 Right, right. So, I mean, some of it's going to be some workflow change, you know, some standard operating processes in your office and give you a little bit of background of how I handled it in my office and I've done it in three different offices. So my dispatchers, they knew every morning and every day where those guys were all.

*--- Tech time tracking ---*

DEANN

45:56 So I had them have the ability to go into whatever time card processing we were looking at to see if they submitted their time. And that was in their standard operating process every morning when they came in to look and see if those guys had put their time in from the day before, if not, I would hear them in there on the phone.

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

DEANN

46:16 Hey, I know you worked yesterday. You want to get your time in. So come Monday morning at that point and most of the time they did it on Friday afternoon for anybody that wasn't on call, they would make sure they had gotten all their time in. Then come Monday morning, all they had to worry about was the guys that were on call over the weekend, making sure that time was in, once all that was done, they did an initial review and then it was sent to a service manager to review. So once it came back, once it hit my desk, I knew that was what I was processing for paper.

JANR

46:49 Right. Well, but that's an additional duty that I can't ask our dispatcher to take on because she's already... very busy. So I couldn't ask her to do that. And our service manager back in our early days.

MARCI

47:06 And...

JANR

47:08 We didn't have as many employees, you know, you could count them on your fingers. Our service manager did review the time sheets, but again, he doesn't have

time to do that anymore. If I have a problem and I need to consult him about it, I call him, but he does not review the time of any of his guys anymore and has it for several years. So I just... I mean, you know, I know our techs are all adults and.

MARCI

47:41 You would?

JANR

47:42 Think that they could be responsible but, you know, I can't go out and... fix a self contained unit and they can't do paperwork. So, yeah, somewhere along the line, we need to figure out how to, I, I'm one of those that let's do this right first time.

*--- Tech time tracking ---*

JANR

48:05 So we don't have to make adjustments. And it really irks me if I've done payroll and I get emails or phone calls and say I had four hours on this job or I...

DEANN

48:17 The...

JANR

48:18 Whole day. And so next week, I have to adjust it and then you have to make all kinds of notes. So, in an audit, somebody doesn't try to make you pay over time for hours that were really regular time for the week before and didn't push, you want to over time this week yet, you know... and so, I'm losing that ability to get it right the first time.

DEANN

48:42 But you can plant learn you guys in their way. You can run a job report on a by technician to see what they've done... that's okay. So then you can have that job report that shows you these are the jobs that they were on this week. And then you have your time report. So then you can match it just like what you're doing.

*--- Paper process ---*

JANR

49:07 Okay. No, I haven't seen that. So. Okay.

CLINT

49:11 Yeah. So you can keep your same process. I was letting you finish before I even jumped in, but you can still go through that same workflow that you're doing here. If you need to print out a piece of paper and then go and look at what the jobs did for those technicians. So you can still have that same process in here if you don't want to change that workflow. Okay?



JANR

49:30 So a question that's just entirely unrelated to anything?

JANR

49:40 Right now, I can only look at Sam pro on one screen because it's a virtual desktop. So I can't look at... I can, I can't have one report on one screen and one report on the other. I have to print one out and look at the other one on the screen. From, from anything else I do, I can't have a document in excel open on one screen and, you know, and something else open on the other, you know? So I can check things against each other. Am I going to be able to use two screens for this? Or am I still stuck with it's? All gonna be on one screen?

CLINT

50:14 You can pull them up in individual tabs and you can.

DEANN

50:17 Yeah.

CLINT

50:17 Whatever. So right now, I'm on two screens and I have service trade up on this screen. I have.

JANR

50:23 But, can I have two different things from service trade one on each screen? Now? Absolutely. Okay. Now, full disclosure, I work from home... and so I have to connect to the office. So in Sam pro, I'm having to go over a connection and I think that's what restricts me to one screen?

CLINT

50:44 Yeah. You're not going to have that issue here. I'll work from home too. And so I will have when I'm doing demos or anything like that. If you remember, we had probably eight, nine, 10 different tabs open. So if I have multiple screens, I can just pull those to wherever I want. And then since you're on the cloud, you're not gonna have to be restricted to a VPN or anything like that. You're just restricted to your log in. Does that make sense?

JANR

51:07 I love that. Actually, it's very restrictive because you can look at it on one screen and then you have to cover it up and look. So you're always making notes just to see if this jive, you know.

CLINT

51:21 That's usually what you run into when it's a server base, it causes that issue.

--- Dispatch ---

CLINT

51:26 And so with you being on the cloud now, if you guys move over to service trade, you're going to be able to open up as many tabs that are different things. So you can have your report section set up on jobs, you can have your invoice report. You can, you can have all these tabs and all you do is click in them and you can drag and move them across your screen however you want.

--- Accounting integrations ---

JANR

51:43 Okay. So if we end up having to put Quickbooks on azure, does that mess anything up? Because we don't have a server anymore in the office?

DEANN

51:56 So...

STEVE

51:56 Using we're currently hosting Sam pro on your, you guys, just because we want to get rid of these servers. But so that might be the hitch you get there Jan, your Quickbooks might be stuck on one screen.

--- Accounting integrations ends ---

DEANN

52:10 Yeah. Because you'll be remoting into it, which is exactly what we do. Now we remote in. So, but again, that's open on one screen. Service rate is on the other, all those tabs. So you have them side by side.

CLINT

52:23 Exactly. It's not gonna affect you in that even if you're restricted to one screen on that, the reason that you run into that issue is because you're restricted on one screen with Sam pro.

--- Accounting integrations ---

CLINT

52:33 So you can't open up multiple things. But the fact that service trade is not ran on that server, that Quickbooks will be say you're restricted on just your left screen for Quickbooks, you can run anything you want out of service, trade on the other screen, no problems.

DEANN

52:49 Remote, your remote server.

DEANN

52:52 If it has the Google, you can log in the service trade on that server because again, it's a web based platform. So you just have to log into it. So, if you're remote server on that desktop has that Google on it, then you're you can log right into. So then you're on the same thing. You're just doing it from.

--- Access to information ends ---

JANR

53:12 Okay. But I can't have, I can't be looking at... two different things, two different screens... and service tree.

STEVE

53:25 Yeah, you can, you could drag one or the other?

CLINT

53:28 Yeah, you?

JANR

53:29 Can, okay. That's okay. I thought you were saying back?

CLINT

53:33 We were just saying on the Quickbooks side?

JANR

53:35 On Quickbooks. Yeah. Okay.

CLINT

53:39 Yeah, service trade, you can drag, you could have six screens if you have it set up and you can drag them wherever you want.

JANR

53:44 Okay. That's important. Quickbooks. I know what Quickbooks does, gotcha. You know, but service trade, I can, you know, there are lots of times in Sam pro when it would be very helpful to be able, would save me a lot of time to be able to have something.

CLINT

54:03 And a lot of paper.

JANR

54:06 Yeah, really. And my ride Tan?

CLINT

54:10 You know?

JANR

54:15 Yeah, I'm sure.

DEANN

54:16 She's dropping you, hi, Steve.

JANR

54:22 He knows that I'm about to turn 75, so.

STEVE

54:31 Can't be right?

JANR

54:33 Yeah. Okay.

MARCI

54:39 Well...

CLINT

54:39 Good. Well, I think we got that covered. Marci. Do you have any questions? I know you've been quiet over there, I see a lot of headshaking, which is good.

MARCI

54:48 No, I'm good as long as Jan is happy that's you know, Jan is going to be imparting her knowledge to me over the next few months. So, if she's cool with it, then anything is better than what we have that's all I'm gonna say?

CLINT

55:08 You have that's not the first time you've heard that has it.

MARCI

55:12 He shares it. No, every day.

STEVE

55:14 The first time in the last five minutes, I've heard.

MARCI

55:17 Yeah, and our offices are right next to each other. So he often hears me yelling and...

OZELLA

55:24 So...

CLINT

55:25 One thing I have for you, Steve, I don't know if you've got my message the other day, but I know.

STEVE

55:30 Clint, I'm sorry, I haven't got back, just absolutely buried, but yeah, we need to get together. Okay? For sure.

CLINT

55:36 Is that something that you wanna schedule next week or do you want to stay on this call or how do you want to handle that? Could drop off if?

--- Dispatch ---

STEVE

55:45 Let's stay on the call for a minute after everybody drops off?

CLINT

55:48 Okay, perfect. Well, thank you, Jordan. This is one of our newer sales engineers who joined as well. So, I didn't get to introduce him, but, hello?

STEVE

56:00 Thank...

CLINT

56:00 All these guys are gonna be helping out to make sure all this stuff is rocking and rolling for you guys. But, yeah, if everybody else like Jan, Marci and Diane, and Jordan, if you guys don't have anything to add, I guess you guys can drop off and we'll chat with Steve for a little bit.

MARCI

56:16 Have a good long weekend. Everybody. Enjoy the holiday.

JANR

56:20 Yeah, yeah.

CLINT

56:21 So, for.

MARCI

56:22 Thank you for everything.

--- Dispatch ends ---

CLINT

56:24 Thank...

DEANN

56:24 You. Bye, bye, bye bye.

JANR

56:26 And by my.

LAUREN

56:28 But thank you.

CLINT

56:30 Like all Bud light commercials... take care.

JANR

56:37 You too.

CLINT

56:41 The fun I have to do.

LAUREN

56:42 You need to work on your team's poker face? Yeah, I...

STEVE

56:53 Well... thanks, you guys. Thanks for. We've got to sell the team.

--- Purchase decision ---

STEVE

57:00 I mean, you guys, I think you guys are pretty clear that this is a team based decision... and I've gotta make my team happy. So that's why we're going down this path. And you guys, are really spending a lot of time with them. So I have to tell you Todd, who we love, right?

STEVE

57:23 We had already decided we weren't going with FieldEdge and I like your platform an awful lot. Todd said, well, we haven't heard from BuildOps yet and he reached out to them. And so now he's got some of the team sitting through... some of these kinds of platforms with them.

--- Accounting integrations ends ---

STEVE

57:44 So I have to let him get a chance to do that and blah, blah blah. So I have to pump the breaks for a minute before we have our, before we try to close a deal. That is what I'm getting at. I got to let them, it's my team.

--- Purchase decision ---

STEVE

57:56 I gotta let them go through the process. When we, when we get to where we're signing up, I gotta make sure those guys are happy, right? So... so let's not get right to pricing yet. I want them to look at the other platform. I want them to see that if we, if we're going service trade, that they've made the decision because they're making, are we where we need to be? So let them have a chance to look at field ops. I guess it's called. Are you familiar with this?

--- Purchase decision ends ---

CLINT

58:29 Build ups?

STEVE

58:30 Build ups? Yeah, yeah.

LAUREN

58:31 Yeah, I know enough to be dangerous if you want my candidate opinion, you would love it. Yeah, they do project management super well.

STEVE

58:41 That's Lauren. That's what I saw the other day and I told, I said you guys have an incredible platform for project management. Yeah. But when I look at service trade and I told them service trade is a lot sex your on the service side. Yeah, you know, it just is. So I don't know. I got to let these guys go down this path that I take.

LAUREN

59:02 Yeah, you know?

CLINT

59:03 When they're looking or when they're having demos setup?

STEVE

59:06 They've had one earlier this week that was based around the service component of it. And then they touch on, I guess we had two because I looked at the project stuff and the project stuff is phenomenal. I mean, Lauren right on it's from a project platform Jesus you could run 100,000,000 dollar jobs out of it, and just be incredibly efficient.

--- Purchase decision ---

STEVE

59:31 So, let me, get them a chance next week to look at, whatever to take them down that path on what the next actions are there... and help them make a decision. And clan, I know you wanna talk about pricing and that's where this was kinda headed on. And I know that you guys will have some room to, I would assume we're going to have some room to negotiate a little bit. Is that right?

--- Purchase decision ends ---

LAUREN

1:00:00 Yeah, yeah. We have some levers, we can pull there. You know, we've got options related to like a one time discount. Generally, we can be more competitive with like a longer term agreement, but we understand if that's something you has about considering, your recent experience as sap... but, we do have some wiggle room there and, you know, the other thing to consider is, you know, the other thing you may like about BuildOps is their price point because when they find out where in a deal, they tend to... be super competitive and we can be super competitive in return. They're new to this space.

--- Purchase decision ---

STEVE

1:00:51 It's a.

LAUREN

1:00:52 Challenge.

STEVE

1:00:54 That pro... yeah, it's funny because I, you know, Todd set up an introductory thing with them and, they just showed us a quick overview and that's what I sat in on. And like you said, the project was incredible and I said, look, if you guys are gonna spend a bunch of time with this, let's just at least find out what a price point looks like. And you're right? They are as soon as they know that because I've already told them I said, let's say I've pretty much got my mind up guys. So you can spend some time with Todd and then they're like, well, hold on now and they're like 30



percent cheaper. Yes, you know, where they're at. I'm sure, you know, exactly where they're at learn, you know, you're...

--- Purchase decision ends ---

LAUREN

1:01:35 Yeah, yeah. They, they have entered this space with a target at us. So, we play equally as dirty as they do. So let me go to Billy and work on that.

STEVE

1:01:57 Okay. Well, let's let me get through next week. I gotta take off for a couple of days. I'm gonna work tomorrow to make up for it. Next week. I've got to run over to Idaho guys. My dad's in a real risky surgery.

LAUREN

1:02:08 See. I'm sorry?

STEVE

1:02:10 Thanks, Lauren. I appreciate it. Yeah, he's got copd really bad and then he's got some other problems. Surgery is really risky if you have copd because they're it's a flip of a coin pretty much but he can't not do it. So he's pretty worried. I'm gonna go or the, and hang out with them and be with him. Not that I can afford a day away from here. It's it's ridiculous right now, but let me, I'll keep you guys tuned up on where this team goes on. What they're gonna look at.

--- Purchase decision ---

STEVE

1:02:37 They're gonna, they're gonna wanna look at a couple of breakouts. I want them to make sure they're making the right decision. I can tell you guys. I just, I mostly do the projects and then I look at the financials that's where I'm at. I gotta make sure where my people are unhappy is Jan, Todd and the dispatcher. Those are the three unhappy people. So I'm gonna lean on them a lot to see what direction they.

LAUREN

1:03:04 Yeah. Okay.

CLINT

1:03:06 So, you wanna plan on, I guess chat in that week of the fifth?

STEVE

1:03:11 Yeah. Let's do that. And, and Clint, will you do something for me? Absolutely? Show me a little bit more just on projects for me. Just, you know, I'll just get with you guys and I just wanna, I wanna be real comfortable with projects.

--- Implementation and ongoing support ---

STEVE

1:03:30 Obviously, that's I don't have a project manager currently, I can't find a good one. So on top of everything else, I am the project manager for the last year and, I wanna be able, I want to be comfortable on setting up a project, Progress, billing, a project, closing out a project, the billing and I wanna know, that is something that I can do. These guys got to get happy, but I want to be comfortable.

--- Implementation and ongoing support ends ---

CLINT

1:03:53 No, absolutely. I totally get that cool. All right. Well, thank you so much.

STEVE

1:03:58 You have a good weekend. Are you both getting three days off?

LAUREN

1:04:02 Yeah.

CLINT

1:04:03 Got them off, but I might be working more because I got my four kids and they're out of school and there's a soccer tournament. They got this. He's got my son's. Got his eighth grade dance tonight and, yeah, it's so, it's busy on the weekends too, so.

STEVE

1:04:17 Who's to exactly?

LAUREN

1:04:19 It's my, yeah, I love it though. I love it.

CLINT

1:04:24 It's fun.

STEVE

1:04:24 Lauren gotta get a chance to find out some of this stuff here pretty quick.

LAUREN

1:04:28 That, that'll be me in a decade, yup.

CLINT

1:04:32 But, he's only got one. I got.

STEVE

1:04:36 Right. So far, it be when she figures out what caused it. Thank you guys. I really appreciate.

CLINT

1:04:45 All right. I'll talk to you. Have to see your dad.

*The End*