



Refrigerant Tracking Discovery with Stonewolf Contracting Inc.

Brett Griffith with Stonewolf Contracting Inc.
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17186190586

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Transcript

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BRETT

0:00 Aaron, David, how you doing?

DAVID

0:02 Good. How are you guys?

BRETT

0:05 Good. Nice to actually meet you, David. I, as you saw, I just requested you on LinkedIn and I was like, I don't know who this is.

DAVID

0:12 Nice to meet you. I didn't know who you were either until I got invited to this, but yeah, I'm a product manager on mobile side, and then mechanical subject matter expert along with Aaron.

BRETT

0:22 Gotcha. And you were formerly an hvac tech?

DAVID

0:25 Yep, me industrial service technician. So.

BRETT

0:29 Gotcha. Well, nice to meet you. And thanks for being here.

ADAM

0:32 Thanks for having me absolutely.

BRETT

1:26 I'm gonna let the prospect in talk on for a sec. Hey, Eugene. Hey, how are you doing today?

17186190586

1:40 Driving one of my delivery trucks for or back to the show. It's a fun that well, whatever needs to get done, I have to get that.

BRETT

1:49 Exactly, right. You mentioned on our last call. Do you also have offices in jersey?

AARON

1:56 So...

17186190586

1:56 Our office, ready, office staff, are in New Jersey. Our warehouse and Bill shop for New York is in Stan island or?

BRETT

2:14 Okay. I got you. What part of jersey is, the physical office then? Morgan Ville. Gotcha. The reason I asked because I'm coming up there in about a week or two. If you're around, I might stop by and visit you, but we'll talk about that later... guys. The, the purpose of today's, call is to talk about stonewolf's refrigerant tracking in a little more detail. Eugene is the owner of stonewolf, he's on the road today, but he's here for the conversation, Eugene. You've got a few people from my team on the phone, namely our cto, Brian Smith. I really just ask some questions about your current process and tell you what we're cooking up. If that sounds good. Sure. Brian, the floor is yours. This is Eugene. All right?

BRIAN

3:03 Thanks. Hey, Eugene. It's it's a pleasure to meet you. Thank you for, thank you for spending the time with us. So refrigerant tracking is... a specific sort of feature point of focus that we are, we're actually working on design for now with the intent of implementing that design early next year. And so as it happens, I've been running around inside, our business and asking our subject matter experts for, you know, doing requirements gathering and all the sort of products to, that we do when we launch a new feature. So, this conversation was really wild time because I like to post some of those same questions to you. And I'd also like, to give you the floor and have you just kinda brains up on, the requirements, that you put together and I want to try to marry that up with, what we're thinking is it relates to refrigerant tracking. But before we get into any of the details, I wanna ask you a very high level question.

--- Customer engagement ---

BRIAN

4:11 And that high level question is for you, is refrigerant tracking primarily an inventory and cost problem or is it a customer service problem?

17186190586

4:23 Inventory cost? It's never a customer service problem.

BRIAN

4:26 Okay. So you...

4:27 Should be a customer service problem.

BRIAN

4:30 Okay. So your focus is not on helping in customer deliver like EPA reports to or anything like that.

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

BRIAN

4:36 The focus is primary, is exclusively on just the cost tracking of refrigerant as it moves into and out of every business. Is that, is that an accurate statement?

17186190586

4:50 Farm? And for reporting, is that for particular, if a particular device over 50 pounds of refrigerant capacity is leaking a certain amount every year, but is the only requirement for the EPA for any sort of reporting.

--- *Forms* ---

17186190586

5:04 So at least in the New York City market, there's no ep requirement. The only EPA requirement that exists is if you're transporting, if you're storing arises, which refrigerant falls under a nonflammable arisol, so we have to make sure we're properly license for that. But there's no reporting requirement for customers.

--- *Assets* ---

17186190586

5:24 The EPA guidelines only need reporting if the equipment is leaking. If the equipment, excuse me is over 50 pounds total refrigerant capacity, and if the equipment is leaking more than a certain threshold during the year and that?

BRIAN

5:42 Is that situation of over 50 pounds and leaking heavily? Is that situation common?

--- *Type of work* ---

17186190586

5:51 Large commercial building. It's rarely but not super rare. We see it maybe twice a year. And we have 200 or something buildings on service in the New York market.

BRIAN

6:06 Okay. So.

17186190586

6:06 It's it's mostly from rub out, but even still, you gotta remember these are... it's like kind of with the EPA and a lot of people in the trade.

--- *Type of work ends* ---

17186190586

6:20 It's see no evil, hear, no evil, speak, no evil. You know, chance someone actually reporting the customer that pays their bills, the EPA that a piece of equipment is leaking slim to none. You have a catastrophic blow out. You repair the week obviously before you fill in, you refrigerant in if it's not catastrophic. And, and, you know, the customer calls you in, you add refrigerant once and then if they call you in a second time, you really just don't give them that option. The guys that are doing that sort of work anyway, don't really care about EPA requirements regardless, you know. So that's really not even a point of contention, to kinda spend time on.

BRIAN

7:01 Got it. Okay. Thank you. That helps frame some of the questions, that I'm gonna have for you in a minute. At this point, I'll give you, the floor for a minute, Eugene and I'll let you just sorta describe at a high level what you're looking for and what you use today. And as a follow onto that like why what you use today is insufficient for your needs. So we know what, where the likely pain points are. So at that point, I'll stop you just kinda brand up on me and I'll tell, you were buzzing in and out some as you were talking. So we caught some but not all of what you said. So, if I ask you to repeat something, I apologize, there's, some audio quality that we're fighting through here.

17186190586

7:41 Yeah, no, no, no issues. So just to give you a little bit of background about us. So we originally were based in Brooklyn, New York before COVID before we diversify real estate, and then this down, everything else, minimize costs.

--- *Accounting integrations* ---

17186190586

7:59 So, we had our own 42 unit rack server in the office with nine servers, a full network infrastructure, I scuzzy, remote backup, everything. And we ran our own software, right? We were based off of SQL server. So we had, our own software platform based on SQL server that tracked everything for us.

--- *Access to information* ---

17186190586

8:21 So it was very accustomed to our operation straight. But the front end was internet explorer. And when internet explorer was, when end of life, it just became cumbersome to use ie tab emulator in Chrome.

BRIAN

8:37 Same same. So.

17186190586

8:38 You guys.

BRIAN

8:39 Are quite technical that's cool. Got it. Okay.

17186190586

8:42 Yeah, yeah, yeah, quite technical.

--- *Accounting integrations* ---

17186190586

8:45 So, I'm sure. But I tell you where we're basically looking at either, I mean we've been through a lot of different software. We're basically looking either at your software or we're looking at developing our own custom software again built on top of Microsoft dynamics. So got it. One of the things, one of the things about refrigerant tracking for us is it it's a very dynamic product and service.

--- *Pricing* ---

17186190586

9:11 So, first of all, refrigerant on its own is a commodity. And the prices at this point in the market are changing every two to three days. That's one thing. So keeping track of it is very important because give an example, in the summer, we bought three pallets of refrigerant, we paid 25,000 dollars for three pales of refrigerant if we buy the same three palate now, we will probably spend somewhere in the air area of about 18 to 19, right?

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

17186190586

9:41 So, it's very important for us to track the refrigerant that we buy, how much we pay for it at what time the lot numbers, the batch numbers, how much we use for what customer, because our prices vary depending on how much we paid for the refrigerant being a commodity, our biggest challenge is federal EPA guidelines. As far as storing and logging the refrigerant that has come in, that we have stored refrigerant that has gone out to the customers and not, we don't report, what the customer has. We report how much we put in at the job site. Basically, we have to account for the refrigerant that we get in and what goes out, right? It needs to match. It doesn't have to be a perfect match. It's not accounting but more or less it does have to match by EPA guidelines. The next thing is the recovery reclamation recycling process. That process is difficult because let's say a technician picks up of a 50 pound capacity recovery cylendar, we need to be able to tag that cylinder with an asset ID, right? I mean, a cookie is something as simple as just writing a number on the

cylendar right now, when that technician goes in and he recovers, let's say 50 pounds of our 410 a, right? It's full to capacity. We bring it back to the recycling, to the supply house.

--- Pricing ---

17186190586

10:58 They pick up the calendar and they tag it for. The recycling center takes about two, three months ago. The recycling center, the recycling center will actually test the purity. Of the refrigerant, if the refrigerant is in 99 point eight percent pure, as opposed to being charged a 40 dollar cleaning fee. On this recovery calendar, we are charged four dollars a pound for recycling of the refrigerant. So, 50 pounds of refrigerant at four dollars goes from 40 dollars to 200 dollars very quickly.

BRIAN

11:30 You can't...

17186190586

11:31 Foresee that on, you can't foresee that I'm a customer Bill three months ahead of time.

--- Pricing ends ---

BRIAN

11:36 Got it. All right. So just, to put that another way you're going to have, some like scrapping and demolition costs basically and you can't know what they are until 90 days after you've done whatever work it was you were gonna do for the customer. That's an interesting problem.

--- Parts management (inventory) ---

17186190586

11:49 Right. We can, we actually don't know what it is until we've done the work and we have sent the refrigerant into the recycling. And then the other thing we have to keep track of is which cylinders we use, which refrigerant, because even if you take two absolutely pure refrigerant, you mix them together in one cylindar that's it, it's a four dollar per pound recycling fee.

BRIAN

12:09 Got it. So, what, what's with, the 60 day weight or whatever it is, to get these things, you know, figured out if you can recycle them or not. But is that, is there any way to move that or is that just that's just the fact of life that it takes that long?

17186190586

12:24 That's just the fact of life. They used to be quicker. Now, it's a little now, it's a little longer. What ends up happening is once we bring back these calendars, to the supply house or our refrigerant distributor, we sent back, they collect a certain

number of these calendars then they ship them in a large truckload over, to the refrigerant, recycle, the refrigerant recycler individually.

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

17186190586

12:44 Obviously, the calendars get tagged by the supply house. The recycler has to chemically test every single cylinder that they take in to make sure that they're taking in pure refrigerant because the pure stuff, they don't charge a recycling fee. They just charge a cleaning fee on the container which is 40 bucks. You basically, they open it. They remove it like a pro paying tag. They recertify and clean it and then see it back up if there's and then they actually filter the refrigerant and resell it as recycled refrigerant whereas once it's mixed useless.

BRIAN

13:21 Got it.

17186190586

13:21 It either gets incinerated or it has to go through a crazy process which costs them a lot of money. So they need to get their costs back from somewhere and it's usually us, the contractor.

BRIAN

13:32 Got it. So what's your, what's the approach for? So given that you can't just sit on the invoice to the customer for 90 days waiting to find out like do you just sort of factor it average it out? And, and it all works out in time or like how do you, how do you deal with that? When, when it comes to, you know, charging your customer?

17186190586

13:52 You kind of can, our previous system kept track of everything and, we had a disclaimer in our terms and conditions saying that, you know, obviously, we really don't know on site what's going on. There's only basic tests that we can run on site, right? For example, you know, acidity, right?

--- ST app contracts and pricing ---

17186190586

14:11 Sometimes it's a calculated cost, right? If, if it's gonna take an extra, let's say two hours of labor for the technicians, say to bring in multiple cylinders. Meanwhile we're only recovering, let's say 10 pounds of refrigerant and we can mix it up a little bit, right? So that's a calculated loss.

--- Parts management (inventory) ---

17186190586

14:32 But the issue is I was telling Brett a week and a half ago, we did a job where we reclaim what was it? 78 pounds a refrigerant, yeah, about 78 pounds refrigerant, 78

pounds of refrigerant, besides the fact that that's a little over three containers of refrigerant that we paid for at summer price and commodity pricing, which we have to keep track of.

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

17186190586

14:54 We have to build a customer accordingly for it. And then we remove some of the free. Now, it's all the same refrigerant but it was a compressor burnt out. So, there's a high chance that the refrigerant is just not as chemically pure as every cycle wants it to be.

--- *Pricing* ---

17186190586

15:09 And I may get a Bill for 400 dollars, three months down the line. Now, the disclaimer, is in the terms of service and agreement, but at the same time, three months later, the customer can turn around and go, yeah, I'm not paying this.

BRIAN

15:24 Right. So you'll try to Bill three months later whenever you get the Bill, but they might pay or they might not. And it's just that's just a risk for you. I guess.

--- *Paper process* ---

17186190586

15:32 Exactly exactly we're commercial industrial, our tickets are pretty big in number the.

DAVID

15:39 You...

17186190586

15:40 Know it's a 400 dollar loss. It is what it is. On the other hand, if we can minimize that loss, we could keep track of everything, and all of that, then, we can average it out, right? As of right now, we're using basic excel spreadsheets and macros, it barely does the job barely.

--- *Paper process ends* ---

BRIAN

16:02 Got it.

17186190586

16:04 You know, so that's kinda the issues because again, we're dealing with the commodity, and there's a, there's an unknown cost on the back end to it. We could just factor that cost in. We could just pass it on to the customer, but we are in such an aggressive, such a competitive market that we don't want to do it.

--- Pricing ---

17186190586

16:23 You know, our operations, in Philadelphia, Pennsylvania, and the surrounding area. It's not as cut throat of a market. If I put a 400 dollar fee and ahead of time or I hide it into the labor, nobody's gonna notice. I'm probably gonna win the job anyway, but here, in the New York market because everything is so cut throat, 400 here, 500 here, 600 there, a couple of 1,000 dollar difference on your bid, guess what you lost the job to the next posts vendor?

--- Pricing ends ---

BRIAN

16:48 Right. So you can't just, you can't just back to, the blended cost of, you know, clean versus recycle in, and just hope nobody notices, you have to be competitive and assume the best case scenario when you're bidding to.

17186190586

17:00 Correct.

BRIAN

17:00 Okay.

17186190586

17:02 The other thing, the other thing is, on small jobs, you know, a couple of pounds here, a couple of pounds there.

--- Forms ---

17186190586

17:07 It's it's a loss. We could take, right? Because then what we do is we purchase 30 dollar single use cylendars... you know, you fill them up, you fill them up with what, they take 20 pounds. I wanna say you fill them up with 20 pounds, one refrigerant out of one system, you pay 30 bucks cleaning for you, send it out.

--- Parts management (inventory) ---

17186190586

17:26 And then again, you may get hit with it. But if you're only pumping five, six pounds, seven pounds, let's say up to 10 pounds, right? Worst case. Now, it's a 40

dollar loss. We do a lot of work where we're pumping hundreds of pounds of refrigerant and we're reclaiming hundreds of pounds.

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

17186190586

17:40 We work on chillers, some of the average size chillers that we work on are 2000, 300 pounds refrigerant each. There's two or three in the building.

17186190586

17:53 So, if I'm pumping three tons of refrigerant, I better know, and I care, yep.

BRIAN

18:07 Got it. Okay. Well, you answered a bunch of the questions that, I was gonna ask you already, but, let me run through a few more, if you don't mind. But, but before I do that, was there anything else I needed to know before I start poking up what you said?

17186190586

18:23 No, I've got that. I'm pretty sure I covered all the basis. But whatever you wanna know, let me know.

BRIAN

18:27 Cool. Yeah. What actually, Aaron just asked us what different types of refrigerant are we talking about?

--- Pricing ---

17186190586

18:35 Try, so the refrigerations that we use... are 123, are 410, a four seven, C4 twenty two, B4 twenty two, D4 four, a... four seven, a 452, a 458. What else? Am I forgetting? 448? Just came out one 34. What else do I have in the warehouse? I wanna say that it for now, okay?

BRIAN

19:16 Aaron, did that tell you what you wanted?

17186190586

19:17 Again, that's just what we use, right? So, we use digital gauges and our gauges have 34 35 refrigerant programmed into at this point. So we've seen 34 35 different refrigerant already. We just don't necessarily stock them.

--- Pricing ends ---

BRIAN

19:34 Got it. But, you might recover them as an example or, you might take them out, right?

17186190586

19:39 Right. We may have an off job, where we recover them, and, you know, we have to, we have to order like, you know, 20 to two one. Can two can just on an off basis to fill up a specialty medical refrigerator or freezer or something like that. There's a lot of new substitutes coming out for existing refrigerant. There's a lot of substitutes we already use, for phase out refrigerant, it's a lot of nonsense to keep track of.

BRIAN

20:05 Got it. Understood. So if you want to go back, to the customer billing side of this, so if you are, if you are recovering some refrigerant and you just have to pay the cleaning fee, do you just pass the cleaning fee or what you think the cleaning fee is going to be through to your customer? Or, or did they just pay you for the labor or how the billing?

17186190586

20:26 No, it's incorporated into the?

BRIAN

20:29 Okay. And, then if there, it turns out that there is a recycling?

17186190586

20:35 Then we then we...

BRETT

20:36 Then we...

BRIAN

20:37 Gonna try to pass that through later. Got it. And you'll build for that separately.

17186190586

20:41 Correct. There's on it, right? That's why we have account managers.

--- Pricing ---

17186190586

20:45 If, we're not gonna Bill a customer that we do a 1,000,000 dollars worth of business with a 400 dollar invoice, right? It's silly. But, if it's a smaller account where every dollar matters, yeah, we're gonna Bill them.

BRIAN

20:57 Okay. Totally makes sense.

21:00 Right. So, the example I use last time is if we're only making a 1,000 dollars on the job, taking a 400 dollar hit is, on a 1,000 bucks profit on a job is just not acceptable.

--- Assets ---

BRIAN

21:12 Yep, totally understand. Okay. Are you, do you work, on pieces of equipment that might have multiple different kinds, of refrigerant in them? It sounds like you're working on facilities where there might be different units with different kinds of refrigerant but do you see single units that have several different kinds of them in different loops maybe, or is that uncommon?

--- Assets ends ---

17186190586

21:37 No, that is incredibly uncommon.

BRIAN

21:41 Got it. Okay. That's consistent with what I've heard from other folks. And you said that?

17186190586

21:46 It's it's incredibly uncommon. I mean, I honestly, I don't even, I don't even know of an example that I can, that I can bring to mind where you would need to use two separate ran in one one machine.

BRIAN

22:01 Got it. Okay. Good, good. I was hoping with you and say there so, that, that's great. You mentioned earlier. You said this? Yeah, I need to be able to track, the INS and outs I refer as it flows through my business, but it doesn't need to be accounting level precision if you can, like give me a read on what sort of level of precision do you feel like it does need to be at? And does that precision need to be down to the, to, you know, to the truck or to, the canister within the truck or like where, you know, where does the, where does the measurement get applied to, in your view?

17186190586

22:40 No, it has to be way more precise than that.

--- Pricing ---

17186190586

22:43 So, for example, if we let's say, we bought three pallets, three palate, a six tons refrigerant, it really depends on how much money I'm willing to lose, right? So, if I don't want to lose any money, then ideally 6,006 1,000 out, right? What was that?

--- Parts management (inventory) ---

BRIAN

23:05 It's down to the pound, or pretty close.

AARON

23:09 Pound?

17186190586

23:09 Pound pound, right? Right? The other thing is there's jobs that there's jobs that happen where you send a technician out, he reclaim 10 pounds, he puts in 10 pounds. Everything's good. Everything's great. And then we get a call back on a warranty, right?

--- Forms ---

17186190586

23:24 And then we pump another 10 pounds, but we can't build a customer for that or the 10 pounds that's just a low on gross profit. So, we need to know that as well for the technician did everything, right? Perfectly fine. Pumped the refrigerant, another catastrophic failure. All the refrigerant blows out or needs to be removed.

--- Parts management (inventory) ---

17186190586

23:41 Again, you know, things of that nature. Again, it's a loss on gross profit. We need to know about it. So we need to know, if I dispatch a technician to a machine, let's say that, the factory taxes 10 pounds, you know, while he used 25 pounds a refrigerant, I need to know about it.

--- Pricing ---

BRIAN

23:57 Huh. Okay. That.

17186190586

24:02 Because again, commodity pricing, right? During the summer, the refrigerant before COVID, I was paying 87 dollars, for a 25 pound can. Now it's two 34. When I was buying my last three pallets, it was 260 something, but during peak season, it was 469 dollars at a supply house for one can.

--- Parts management (inventory) ---

17186190586

24:23 So the volatility of this stuff, is insane, and this is, and this is a cheaper refrigerant, this isn't even the more expensive ones, this is just the run a mill stuff?

BRIAN

24:33 Right. All right. Last question I have for you, is there anything else? Any other consumable that you use in your business? That, that has the same sorts of requirements? You know, is there anything else that's like refrigerant in terms of, the flux, you know, the volatility, the pricing and the fact that it essentially inventory moves both ways both to and from, your customer. Is there anything else in your business like that or is refrigerant? Just, it's just a special thing that has the special requirements, and there's nothing else like it?

17186190586

25:07 Refrigerant is a special thing. It has the special requirements. There's really nothing else like it. I mean, obviously, we keep track of other commodities. For example, we keep track of copper, right? Copper lines, copper wiring, but, that doesn't come back from the customer that if it comes back goes to recycling. But in my particular case, whatever comes back from recycling goes into a pot for the technicians to buy lunch and food and parties and things like that. So I don't really keep track of it. But refrigerant is the only thing that goes back and forth in and out of inventory.

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

BRIAN

25:40 The, the fact that it comes back is kinda, the thing that makes it in our view. That was the thing that makes it unique and special and create some really crazy inventory challenges. It sounds like you agree with me but thank you. Thank you for the copper example. That was, that's a good that's a good example of something that's easier, but similar. So it's a good.

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

17186190586

25:58 Well, I mean, I know companies that factor in, I know companies that factor in, the cost of the copper on the way back to recycling as part.

BRIAN

26:08 With the...

17186190586

26:08 Job and then they lower, they kinda play the market. So they lower their price for the work just a little bit. If they.

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

BRIAN

26:15 They're pulling three four.

17186190586

26:17 Five, correct? If they like. If they know that they're pulling a couple of 1,000 pounds of copper out of a building before they do a new install, they'll factor that in into the work to make sure they come in lower. And then at that point for them, it's a commodity as well?

BRIAN

26:32 Yeah. Make that all totally makes sense. Aaron, Adam, and David, do you guys have, any other questions of anything that I might have forgotten to ask since you guys have a little bit more domain knowledge on this and please jump in with questions. If, if you think of anything, that I forgot.

AARON

26:52 No, I think I really just to type to refrigerant to see if there was any difference in tracking specific types was key for me but I really don't think there will be. So that's really all I was questioning?

BRIAN

27:06 No.

DAVID

27:06 Same with me. I have no questions.

17186190586

27:10 Yeah, no.

--- Assets ---

17186190586

27:10 The, only, the only thing we really do need to know about refrigerant is let's say we have an asset, right? So, we have a system, we assign an asset ID to it, and we just need to know what refrigerant uses with the option of swapping the refrigerant in the database. Because if it's an older refrigerant, and then we retrofit, recommission, the machine and we replace the expensive refrigerant with a cheaper replacement. We need to be able to swap it out in the system that, hey, you know, we recovered this and check it this, we've updated it when we did it when the service work was done, et cetera.

--- Assets ends ---

BRIAN

27:45 Cool. All right. So I'm here because the sales guy asked me to be here. So I mean, the, I think the question on everybody's mind is, so, so what does it have? Like, how does by series of questions impact our ability to sell you something? So,

the answer to that is this as I said, when I started this, you know, the place we're at as it relates to refrigerant tracking, is understanding the problem really well. So we can, so we can make a feature that hits all or at least many of the requirements that you just described. Work on that feature has not like actual fingers on keys, writing code, work on that has not begun yet. I expect it will begin in the next 60 to 90 days but it has not yet begun and it's not yet begun because, the requirements gathering conversations like this have not finished yet. I expect that requirements gathering will be finished here shortly, and this is not like something we might do. Maybe if we feel like it, this is an absolute, we're going to spend time delivering a quality refrigerant tracking feature to the mechanical market. We will do that, in the first half of next year. But I do not have that today. As evidenced by the fact that I'm still asking you questions about how it should work, but, we are committed to having it and that's the commitment I can make to you is we're absolutely gonna do this. And, and, the conversation that you and I just had has been a super valuable piece of, our requirements gathering process. I can't give you a specific and it's all going to be done on X date time line. But I will tell you that this is a priority for us for next year. So that's I don't know how that helps or hurts ability to sell you anything. But, those are, the facts as it relates to refrigerant tracking.

BRETT

29:37 Yeah. 10. I think the biggest question there is, hey, you're using ServiceFusion right now as a bandage, you know, that, and I know that you've expressed that you.

17186190586

29:46 We're using ServiceFusion as a bandage over a bullet wound, just it's crazy.

BRETT

29:52 Exactly. So we both understand there's problems that can be fixed.

--- Accounting integrations ---

BRETT

29:57 I think service trade can deliver a lot of that. With the conversation we just had. We don't have the refrigerant tracking thing ready. Are you still willing to explore service trade and get rid of just the bandit on the bullet... or do you need everything in?

17186190586

30:16 Here's the thing.

--- Accounting integrations ends ---

17186190586

30:17 So last year, the reason why we switched over to a ServiceFusion as a bandage is because we went to BuildOps and BuildOps promised a lot of features and didn't really deliver on most of them to the point where we charge back half the year payment. And they were also trying to get me on the phone, and get requirements. And then they're actually there's one of their co founders wanted to get on the phone

with me again, find out all this information when we need how it would work, et cetera. Et cetera. Obviously, I told them no, I just had no patients for. So my only thing is, you know, you.

BRIAN

30:55 Another...

BRETT

30:56 Browser...

17186190586

30:57 A month exactly. They, so BuildOps was company number two that promised and ended up never delivering. I really, you know, full me once, shame on me. Shame on you. Full me twice, shame on me full me a third time, I'm just to go on for punishment.

--- Pricing ---

BRIAN

31:15 Fair enough.

17186190586

31:18 Right. So, the one good thing I could tell you is, and I said this in the last meeting, I'd rather not pay 35,000 dollars to develop my own software and then have to pay my it guys every year to manage the servers, and pay Cisco for the firewall licensing, and cyber security policy that we maintain.

--- Purchase decision ---

17186190586

31:40 But, we brought it down and it's just a lot of overhead. So, so far what I've seen with server shape, do I want it? Yes. Do I wanna take the plunge on a promise? I don't know.

BRIAN

31:51 Sure. And we totally understand that. And I like, I, I'm afraid I can't give you like a contract level certainty about this thing.

--- Purchase decision ends ---

BRIAN

32:02 Yeah, that's just, I do not want to play the BuildOps play here, right? That's that's been their reputation and that is very much not ours and we want to keep it that way. You know, I can tell you that this is like the reason I'm working on this is because I'm the co founder of the company, not to bring up a bad memory for

BuildOps, but my partner, our CEO, you know, the reason I'm focusing on recruiter tracking is because my partner, our CEO asked me to.

--- Purchase decision ---

BRIAN

32:26 So this like this is a priority, at the level of the executive leadership and the board of the company. So, that's the not really promise, you know, commitment that I can that I can give you. But I think let's all be clear. You know, what you're what you'll be doing is taking a little bit of a leap that we're able to deliver something that we haven't started working on yet. And I think our tracker on that looking back over the last, you know, almost 12 years at the, that we've been a company is pretty good on that. And if you've not spoken to references that can back that up, you know, I'm sure Brett can get you in touch with some who can tell you about our ability, to deliver product. But you're right? You're taking a little bit of a leap there. And that's, a decision for you to make and we'll be happy to arm you with as much information as we can, to help you make it. But I appreciate you getting burned by this in the past and not wanting to do it again.

--- Purchase decision ends ---

17186190586

33:17 Just a third time. If I, if I do that a third time, it's gonna suck. So, I really, I need to mull it over. The other question I've brought since you're on the phone. We did, we look at the customer portal. I just don't remember. I'm shot.

BRETT

33:31 We looked at the customer portal briefly.

--- Purchase decision ---

BRETT

33:33 I know you're not at a computer. Now we did, we can go over it again or I can send you a video of.

17186190586

33:41 Just send me a video. There's no reason to waste your time again, explaining to me something I forgot. Send me a video, and also please send me pricing of the product and let me take a look because we ServiceFusion right now, is being used as a bandage on a bullet wound. And before we get too deep and comfortable into using it... may need to move.

--- Type of work ---

BRETT

34:02 Got it. Remind me Eugene, how many lead service technicians do you have?

17186190586

34:09 Lead service technicians, we have seven?

BRETT

34:12 Okay. Got you. And.

17186190586

34:18 Guys don't need the software because, we have pro core for that first. So, our build outs and project management, most of the contractors in the air use pro core. So we use it as well. It's just.

--- *Type of work ends* ---

BRIAN

34:30 Hey...

17186190586

34:30 So, the company?

BRIAN

34:31 Do you like that? I mean, we think of pro core is sort of cousins to us in a lot of ways. We have a, I don't know if it would work for your use case, but, we have a very light integration with them for some time tracking pieces. How do you like pro core? Is it working for you?

17186190586

34:45 You know, what a lot of their process is like trying to extract someone's tooth via their spincter?

BRETT

34:55 I...

17186190586

34:55 Is just unnecessarily complex for certain processes, not everything, but certain process or just wow... like sending an rfi for God's sakes. It's it's just can I just, you know, let me just type in a question and let's move on with our lives.

BRIAN

35:16 Fair enough.

BRETT

35:20 Yeah.

17186190586

35:21 No, pro core. It's very complex. It's it's very feature filled. I'm sure that there's companies that know how to run it properly on their side. But the majority of people, that pay for pro core, do not spend the time to configure properly, and it is a mess.

--- *Type of work* ---

BRIAN

35:37 Let's I've heard that elsewhere. How big is the install side of the business? If you don't mind me asking?

17186190586

35:43 The installed side of New York is come down a lot about it's about four or 5,000,000 a year.

BRIAN

35:48 Okay. Decent us.

BRETT

35:53 You know?

17186190586

35:54 It's relatively small compared to what it used to be?

--- *Pricing* ---

BRIAN

35:58 Understood.

17186190586

36:00 We used to be 27. We used to be 27 service technicians on the road, right? So, between lead text, and so between heavy and mechanic regular as I call them or, and whatever you wanna call them, we have 27 people. We're down to seven mechanic heavieson, the service side just because COVID, we had to downsize.

--- *Pricing ends* ---

BRIAN

36:24 Yeah. Yep.

BRETT

36:29 But your goal is to you mentioned, your goal is to get back to that 27, right?

17186190586

36:34 Yeah, I kinda wanna overshoot that number. No, not that I need to. I just, it's a matter of principle at this point.

BRETT

36:43 Gotcha. Okay. So, let's do this, Eugene, I will send you the portal video. I will send you, the quote for seven texts with ServiceTrade and partsledger. Does it make sense for you and I to meet? But Tuesday, give you a week to think about it, meet next Tuesday?

17186190586

37:07 Let's let's touch base on Monday, whether we can meet or not. It's the end of the year. Things are anchors from a scheduled perspective. People have a lot of time off coming up. I just don't know.

BRETT

37:22 Yeah, I'll call you.

17186190586

37:23 Hey, hey, I expect to be in the office. I am on a Zoom meeting with your cto and other members of your team while driving a delivery truck, you know? So I'd be very tough to say.

BRETT

37:37 I got it. I'll give you a shout next Monday afternoon on your cell and we'll go from there.

17186190586

37:42 Sounds good. Not a problem.

BRETT

37:44 Awesome.

BRIAN

37:45 Eugene. Thank you for the time man. Really appreciate it.

17186190586

37:48 No, no problem. No problem. Have a great day. I'm sorry, I gotta take that over the phone call.

BRIAN

37:52 No worries. Take.

BRETT

37:53 Care.

17186190586

37:54 Thank you. Have a great.

BRETT

37:55 Okay. Bye bye.

BRIAN

37:57 Brett, if you could please share the transcript of this with me. It looks like, the Google machines are making one, so.

BRETT

38:05 It'll it'll take an hour or so to record to transcribe.

BRIAN

38:09 Yeah. Aaron and David, did you hear anything in there that sounded totally out of bounds, with your experience, it all sounded like it aligned pretty well with what you guys have told me to me yep.

AARON

38:19 Yeah, I, it looks like what he's trying to do is sell his refrigerant to a recycle center instead of turning it back into just a supply house where you will just get a credit to your account?

BRIAN

38:30 Yeah.

AARON

38:30 So, I get it. He's just trying to make sure it all make sense to him of what's coming in and what's going out. So, yeah.

BRIAN

38:37 That lag time, that extra cost bomb that might go off a quarter from now thing that's a pretty wild dynamic man. I didn't I've never heard of that before.

AARON

38:46 So, I have never heard of that either. For example, rapid recovery owned by a gas. I guess now they're just a gas, they will test the refrigerant on site that they're reclaiming from, and most likely cut you a check by the time they drive off. So I don't really know what process he's going through. I was trying to think of like what he

would be doing that would be dragging that long unless he's taken into a specifical cycle center that is just planted somewhere.

BRIAN

39:12 Maybe, I mean, maybe this is like a weird New York metro market thing that doesn't exist elsewhere. The, I mean, it sounds like they got a Billy operation and they didn't say it was different there. So that's...

AARON

39:22 Yeah, that's what I was trying to figure out. I was thinking it was a New York thing, but EPA is a federal thing. So if it's in New York, it's going to be the same in Texas, North Carolina.

DAVID

39:31 Yeah. Since, so I'm like again south of Buffalo, New York. So we didn't have anything specialized like that in terms of going to a place and dropping it. That being said we did have refrigerant that was reclaimed that would sit for a long time until it was worthwhile to have a rapid recovery come out. So there's potential that we could have had that issue. Again. I wasn't on that side of the fence so I can't speak to it very well.

BRIAN

39:57 Yeah. I mean, I guess, the other than that, the most important thing I heard here is just a more in reinforcement that nobody gives two craps about helping a building owner do any sort of reporting. This is purely, a weird, highly volatile cost management thing that's all, it is nothing more to it than that it could just as easily be bags Tyrone or something right? That's it.

AARON

40:20 The, the huge benefit at the end of the day is making our contractors more money or making back their money that they at least some of it that they've already spent.

BRIAN

40:30 Yeah, Brett. So this is a, this is a relatively small deal. It sounds like it's a seven tech top. Is that, is that accurate?

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

BRETT

40:37 Yeah. I came in at 10, I guess seven now, so it'll be service, right? Partsledger just... I gotta figure out mobile users actually. So let me give you a call but then.

BRIAN

40:49 Yeah, that actually, you answer my question. My next question which is going to be, is partsledger part of this deal? Sounds like the answer is, yes. Yeah. Okay. Yeah.

Adam, let's pretend that we did no work at all anywhere on any product and we still needed to hit his requirements. Can you imagine any way, with specially crafted item codes, duck, tape, bailing, wire, and spreadsheets, to hit his needs? I mean, I can, but I have to squint real hard?

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

BRIAN

41:28 You can just telepat it to me.

AARON

41:31 It be.

DAVID

41:31 I...

17186190586

41:34 What did you say?

AARON

41:37 Cody be?

ADAM

41:38 Yeah. So, so I'm used to. This is also a self deprecating remark. I'm used to doing so much talking that I'm used to this thing being hot all the time and so that it was muted was shocking and new to me anyway. Now that we've completely.

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

BRIAN

41:58 Recovery...

ADAM

42:01 We talked about doing inventory adjustments, you know, adjusting in and adjusting out. And when you've got the ability to do that, you know, basically.

BRIAN

42:13 Brett, you don't have to be here. We're gonna talk about product crap for a minute. And if you need, if you can just leave, and give me the recording later, I appreciate it, but we don't you got something to go sell. So you don't need to hang out here if you don't want to.

BRETT

42:23 Cool. Let me spend five minutes trying to figure out how to make you the host and then I'll get out of here.

BRIAN

42:26 Yeah, thank you, Adam. I'm sorry, I interrupted, you start starting me over again.

ADAM

42:31 All right. Take three. Everybody... we talked about doing inventory adjustments where, you know, you type in the note or why you're doing that adjustment and using something like the, you know, they give their refrigerator to the vendor, gives them a piece of paper with an ID on it, that tracks that. So when I'm adjusting that refrigerant out of parts litter, I put that information into it quantity and value, whatever the value would be. It's not really known goes out... and has that note. So then when I get a Bill for, you know, four dollars a pound, I get that ID, a search for that ID and partsledger that's linked to. Theoretically, I mean, it's really difficult to trace that back to a job in the UI. You can trace ipo buckets around a little bit. It's somewhere in the data, but it would be really hard to say, yeah, this thing that was in the warehouse came from that truck which then came from an fulfillment in this job and that's a lot of overhead.

--- Forms ---

BRIAN

43:41 We do it like custom fields or something. We could there be like a special custom field that we use for refrigerant tracking, asset tagging or something or am I just guy totally smoke in the crack pipe?

ADAM

43:51 No. So, the thing is that chain of custody exists in parser, just a matter of surfacing that data in a way that's not going to be a total pain in the ass the whole time.

--- Forms ends ---

BRIAN

44:02 Okay.

ADAM

44:03 You know, like a quick site type thing. I mean, these guys are an enterprise.

BRIAN

44:11 Right. But we could, I mean, we had to use them as a proof that what we're doing right was working, we could hook a hole in that and we're working on better analytics stuff and product for next year anyway. So, the point is like maybe we could cook up some report if we had data in the right place, and maybe we could give it to

them. Okay? Does the fact that they use the 30, some different kinds of refrigerant, does that make the problem worse or better or not?

--- Accounting ---

AARON

44:40 I think it didn't well, from a actual software perspective, I don't know in real life, it doesn't matter. Okay?

BRIAN

44:48 Yeah, I was thinking.

ADAM

44:48 It doesn't matter in the product?

BRIAN

44:50 Item codes is really what I was thinking about, but I guess it doesn't matter to.

ADAM

44:54 No, it doesn't...

AARON

44:56 Because they were just replicated for each potential refrigerant.

--- Parts management (inventory) ---

ADAM

45:01 Right. Okay. Yeah. And so you'd have an item code for, the refrigerant going to the customer and an item code for the reclaimed refrigerant, that way you can track the refrigerant stock. And all that. I don't think the value of the refrigerant matters. One of the things I thought of is all that reclaimed item code stuff and parts ledger, has a GL that's different from the inventory GL since he doesn't count it that way.

--- ST app contracts and pricing ---

ADAM

45:27 Yeah. And when you're adjusting it in and you're adjusting it out, doesn't matter if each pound is a dollar or a 1,000 dollars. It's gonna cancel out. Is he doesn't he's not going to track it in that way. He just wants to know that the fee he's going to get is attached to a customer.

--- Parts management (inventory) ---

ADAM

45:44 So... just imagine each unit is worth a dollar. And then you're good. The problem that we ended up in is these various jugs move around the jugs?

BRIAN

45:58 Yeah, and then mix in a matching stuff from different jobs into the same jug or container or whatever. Yeah.

ADAM

46:08 Yeah. So sub warehouses as in, you know, I, I've got a warehouse and it has a child warehouse called truck two, which has a child warehouse called jug eight seven six five. Then I reassign that child warehouse to the main warehouse to do a transfer. Yeah. No, I mean, could have worked. But the thing is it's not like these jugs with, these names, he gives it to the recycling people like a propane tag. It goes away. And what he gets is a different tag. And so it's kinda like, okay, so you could rename it, but that's a workaround to work around. It just doesn't make any sense.

BRIAN

46:51 It's pretty closely models what's going on though, right? And basically, he's basically like spinning up. If you think of a jug is like a very tiny little warehouse, he's getting new warehouses all the time and using them for 60 or 90 days or something, however long, you keep a jug on a truck. And then eventually, the, that little warehouse, this is closed down and you start a new one. I mean, that's that models the real world. If we did it like that, I mean, is that gonna, we're gonna have some problems with part going haywire over in a zillion dead warehouses?

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

ADAM

47:23 Yeah. I don't know if the product team has added the feature to do activate a warehouse, is that was something that wasn't there a year ago... but, the thing is still that's that is a very heavy way of managing it.

BRIAN

47:49 Now we could put some mobile features in place.

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

BRIAN

47:51 I mean, there's already gonna be kinda already is some partsledger stuff in the service trade mobile app. You know, you could do some things that make the mechanics so that better, you know, let the text say I'm moving X pounds from this piece of equipment to this jug. I'm moving or container or whatever. I'm moving from this container, this other container. I'm moving from this container to the cycle. Like you could have some easy buttons in the UI, that relate back to those workflows. And even if you didn't have them on day one, you can have them eventually. And then it's just it's harder and more clicks in the web interface. In the meantime that could be an iteration point to make it better. I think I don't maybe it's just so hard that nobody would ever do it.

ADAM

48:33 I think the warehouse, the sub warehouse as a jug thing makes sense if you're going to put five pounds of refrigerant A and seven pounds of refrigerant B and somehow be able to separate them out at the end because the warehouse is really good to take different part numbers and say, I contain this array of parts, right? Since his jug, he's trying to do one, keep them pure to like get rid of them. All that I think he just as you're entering it in, I put, you know, reclaimed five pounds of refrigerant, I put it in this jug and then have the first and first out buckets track the rest.

BRIAN

49:15 I don't know if he was always trying to do that. So, so David and Aaron check me on this, but I think what I heard him say is, hey, sometimes when I'm working on small jobs, I just buy some one time use containers and I just dump whatever crap into them I get until I fill the thing up. And then I send it to the recycler. Does that, did I understand that correctly? I thought that's what I heard him say.

AARON

49:33 That's what happens. You you go buy an empty jug at a supply house or actually rent a jug for fee, and then you take it back in and it covers the fee of the jug along with whatever's inside if it's worth anything.

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

BRIAN

49:48 Yeah. So that's he mentioned 30 bucks, which I think, is maybe that's what he was talking about. So, yeah. So, Adam, and in that case, then it's there really is a mix of crap in there, right? I get a 30 dollar thing. It, this way, I rented a 30 dollar warehouse and I put a bunch of crap in into it, for a few days or a few weeks or however long it takes to fill it up. And then I transfer all that stuff to the recycle and I throw the warehouse away.

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

ADAM

50:15 Yeah. I think using landing refrigerant types when he's doing that?

AARON

50:19 Technicians do know not to blend refrigerant types when they're recovering, some probably will just because they don't care. But a majority of the technicians I hire would have separate.

BRIAN

50:30 Okay. And.

ADAM

50:31 Do you don't care about the ratios and all that? That's that's why I think the jug as a warehouse is over engineering. The problem where we just need to say like 20 pounds of this went into a jug called this. And then I added 15 more pounds to same jug. But the inventory on truck two is just saying, what were number data, pick? 35 pounds of refrigerant are on truck two, they happen to be in a jug or they happen to be in two jugs. But like I don't know if I necessarily care about that. And then when I do a transfer to the main warehouse or something like that or transfer, the cycling, I adjusted out.

BRIAN

51:14 If you didn't need, we use warehouses, what would you use? I mean, you gotta have something to say this many pounds and, you know, this block of pounds and this other block of pounds and those other block of pounds are in this container. What would you use, to signify the container? If you didn't use a warehouse?

AARON

51:29 Could you, could?

BRIAN

51:29 You be old or something?

AARON

51:31 Could you put in a recovery tank as an as.

ADAM

51:33 I...

BRIAN

51:35 It wouldn't be hard because that's I expect to be parts, of customer locations. So you'd have to make like take locations that are your trucks or something. If it's a really good idea. That's actually a great idea. It's just like it's just hard to do without it being super jenky. I like, I really like the idea though... anyway, Adam, what would you do if it wasn't that? I don't know.

ADAM

52:02 If I would try and model, the jugs at all? I think in the warehouse, the truck. So David's got a truck, Aaron's got a truck. They have various levels of our 22 or four O1 a, we know how much they have. And, and this is, these would be the reclaimed part numbers. Yeah, I don't know if I necessarily need to know that David's R 22 is in green jug and Aaron R 22 is in red jug.

DAVID

52:36 I actually, so thinking of it and to kinda enforce what you're talking about there, it makes more sense to say, hey, we have X amount of pounds of this type of refrigerant on the truck. So make that the quantity. So it's like, hey, I have 22 on my truck. Well, how much do you have by point five pounds? I have 30 of them. So,

meaning I have 15 pounds on my truck and then it doesn't matter in that aspect, you know, what's what it's in and all that it's that gives you your in and out. The only difference, is that you'd still have to put a notation somewhere to say, well, it still came out of this job. And then that's the floating number. I don't know if that makes more sense?

BRIAN

53:18 I think jug tracking is going to be like we can't cheat around that. It sounds like that's a pretty important thing. So, I don't think we could like, we got something that let's just say this stuff was in this jug, and that cool, I can tie that up when I send this jug to the recycle.

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

DAVID

53:37 It's only pertaining to reclimation, right? So.

BRIAN

53:40 I don't know that it matters much on the way out but it sounds like it does on the way back. I might be wrong. Maybe it matters both ways. I don't know. All right. We, we beat this poor horse enough for seven tech deal is like we guys, we gotta do something here, right? It comes up way too much. And even though this is a tiny little deal, it comes up for big deals too. So I'm gonna keep, I'm gonna keep poking at it. I was hoping that we could do this in like a very light way that didn't involve dragging partsledger and inventory and also the crap into the mix.

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

BRIAN

54:08 But every single person that we talked to talk about cost and fluctuating cost is really important like it's it lines up in partsledger wheelhouse pretty well. So, I think that's gotta be part of the solution. I don't know quite how yet, but yells answers have been super valuable. So, so, so thank you, Adam. Yeah, Adam. Go ahead and show, but I don't I want to respect you all time. I know it's the end of the quarter.

ADAM

54:29 I think instead of jugs like the visibility that I don't have that I would like that would help this move forward is I have 20 pounds in depot one and a total cost basis of this. I don't necessarily care about this but I do about.

BRIAN

54:47 Care about that. Yeah.

ADAM

54:48 What, what are the... what are, the five buckets that add up to this? And if I can do that, I can see what.

BRIAN

55:01 This line, what do we talk? Is this line represented?

ADAM

55:04 Sorry, this is my stock levels are 22. Yeah. And I have in the main warehouse, let's say this is reclaimed our 22. Yeah, I have 114 pounds of reclaimed or 22. I think if I go into the API, I can see every single IP bucket. Maybe I don't I'm pretty sure because it's tracking that stuff. Okay? But I can't see it in the UI. And so I can't tell you, did this all come from Aaron job? Did this come from David's job? You know, did it come from all of it? Can I trace this back to, the initial stock adjustments that those two guys did when they reclaimed it? I think I can in the data, but, I can't expose that in the UI. So if there was a little like arrow thing down here where I, could, you know, according that out and say here are my different levels, then I don't really care about the jugs. Maybe the jugs and the labels are part of notes, but if I could expose their initial sources, then I have that full chain of custody visible.

BRIAN

56:19 Hey, change the subject a little bit. Would you, based on what we heard today, Adam, would you have two, like for our 22? Would you actually have two item codes? One for our 22 meaning outbound and a second one for reclaimed? Our 22? It sounds like we would, right?

ADAM

56:34 Yeah. I would. So you have...

BRIAN

56:37 Are, for each type of refrigerant that you track, you would instruct the customer to have a pair of items. One for outbound and one for inbound. Yep. Okay. Cool. Sorry, I, maybe that was obvious to everybody but me but, I was debating on how that should work until just now. Okay. And then this, sorry, going back to your thing. Adam, in the scenario, you're describing the warehouse you're looking at, is a warehouse you're not meaning to use warehouses doing jugs or anything. You think we can infer jug from? If I busted in that 114 and see all the details underneath it. If there's a note or something in there, it says what jug gets in. You think that's enough? Yep. And do we really need that information here? Or do we just need it in a report that comes out wherever it comes out that somebody could look at once a month?

ADAM

57:24 Either could?

BRIAN

57:25 Could we get away without having it in the UI? If we had it in reporting land?

ADAM

57:30 I think so. Okay. Then I could specify all the part numbers and just hit button. And then I get all of those, you know, here's, all of the reclaimed refrigerant across

your entire company and from where they came. And since, in order to get them into the account to begin with, I have to do a transfer an.

BRIAN

57:55 Yeah, I know what you mean.

ADAM

57:57 I have to adjust and I have to put in a description, that description has the service trade, job number... and, you know, maybe the jug number if we want to, you know, just mimic this guy's workflow, imagine the in service trade saying 20 pounds were claimed.

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

ADAM

58:16 They do that thing. And then it fills out this data structured. And for them, then we would have every single level would have that source with that job number, all that stuff. And it would be... that report would just expose it. Yeah.

DAVID

58:40 So, the other thing I'm just wondering on this, I like the idea of all this stuff where you've got like the job is already here is built in.

--- *Assets* ---

DAVID

58:48 You've got the jug that would be probably put into the notes we're able to track all of that. The only other thing that I'm not hearing about too much is the asset that it would be coming from. So, is there something missing here? Doesn't look at where I would say like, hey, this came from this asset on this job so that we're just tracking it to that level?

--- *Assets ends* ---

BRIAN

59:09 Do we need that we don't need that cost tracking? Because he doesn't give a who about what piece of equipment it came from. Probably, right? Did, did I miss that? Maybe I missed?

AARON

59:18 He does. He?

DAVID

59:19 Does not care. I don't know if that means that nobody cares, but it might be something that we might have to explore.

--- Pricing ---

AARON

59:24 No, I have to explore. He was talking about the 50, the 50 pounds per asset to actually have to report that the actual number is 125 percent of said refrigerant per that asset per year, which is very uncommon is actually all that has to be reported. That would have to be per.

--- Accounting ---

ADAM

59:51 I think.

BRIAN

59:52 I think the customer reporting side of this, I think we do out of service trade like it's out of job item data that's should match up to this but isn't the same data. And, but it knows this came from this asset because it was on the service or whatever.

--- Parts management (inventory) ---

BRIAN

1:00:04 I think that's how we get around that David is, we have two basically two copies of the refrigerant moves data and one is for financial reporting, inventory stuff like he cares about. And the other is customer facing stuff. I think Adam, you agree?

ADAM

1:00:17 Yeah, I was gonna say we could probably get that for mostly free if the way of reclaiming refrigerant is to add a job item of some special type. Where when I add it to the service attached to that asset, what it does is it posts an adjustment and part that positive quantity?

BRIAN

1:00:35 Yeah. We got, we got a match that's another trick we'll have to add like I'm trying to keep a list of, you know, what, what's the minimum features we'd have to add in this was mostly a reporting play, deactivated warehouses, maybe not depending on how we use warehouses. And any item type is the other thing.

ADAM

1:00:53 Yeah. Because, that magical item type which does not exist if I add it to a service trade job with the quantity of 20, that item type is going to tell service trade in the middle where instead of trying to source this from Aaron's truck, go put this into Aaron truck with this text, put job number in here.

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

ADAM

1:01:12 And all the tech has to do is just add that reclaimed part number next to the refrigerant that he or she added and really low entry barrier to entry for the user. All that automatic stuff happens, you know, from the user's point of view kind of for free.

BRIAN

1:01:31 Yup.

BRIAN

1:01:35 All right. Well guys, this has been super helpful and thanks for everybody spending their time on this deal, really appreciate it.

ADAM

1:01:45 Thanks for letting me drag you all into this, I think.

BRIAN

1:01:50 It...

ADAM

1:01:51 Was me, I was on this and I was like man, I think if Brian wants to talk to a customer and then bring the rest of the team in and just bounce these ideas off of a customer is probably a good one. So, you know, if that wasn't true, then you can throw something at me and.

BRIAN

1:02:08 I guess you seem pretty damn smart that's all right. I was happy.

ADAM

1:02:13 You mentioned.

BRIAN

1:02:15 All right. So, he was smart from 25 years ago. Good for him.

DAVID

1:02:19 I...

AARON

1:02:21 I...

BRIAN

1:02:21 Tell you about the corporater on my car.

BRETT

1:02:27 So...

BRIAN

1:02:28 All...

ADAM

1:02:29 Right. I will let Brett know to trim this recording.

BRIAN

1:02:33 Bye.

ADAM

1:02:35 See you.

The End