



# **Consolidated Controls, Inc & ServiceTrade: Account Manager Handoff**

Sarah Bartkus with Consolidated Controls, Inc  
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## **Participants**

### **SERVICETRADE**

Sarah Bartkus  
*Account Manager*

Joshua Schaefer

### **OTHER**

Consolidated Controls

# Topics

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# Transcript

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

JOSHUA

0:02 Hey, hey.

SARAH

0:03 Just in your message.

JOSHUA

0:05 Yeah, yeah. Sorry again about that. I was thinking that... I had a different call at 10 30 than this one. It just all came together quickly. And yeah, anyways...

SARAH

0:20 So, we're still doing?

JOSHUA

0:23 Okay. Yeah, yeah, absolutely. Yeah. I just normally would have gotten you some information ahead of time. So you'd be even more prepared. So, I apologize for that, but.

--- Pricing ---

SARAH

0:31 You know what? Totally fine. Not worried about it at all because honestly, I've been doing so many of these kinds of meetings. It's like, I mean.

JOSHUA

0:39 So...

SARAH

0:41 I'll figure it out, don't worries. You give me any extra details if you need to. Yeah, I've been, so I just started this role and I had like 25 meetings last week. I've had like 20 something, 25, 28 meetings this week like just meeting all my new customers. So it's kinda the same thing.

JOSHUA

1:02 Not sure.

SARAH

1:04 Pretty starting from scratch everywhere. So.

JOSHUA

1:07 Yeah. Okay. Well, yeah. I know you have a lot of as account manager, you have a lot of customers that you work with.

--- Pricing ends ---

JOSHUA

1:14 So... you must have to have a strategy for keeping all the details straight between people because we usually work with like around 20 to 25 at a time. And even that sometimes can be a little confusing, so.

SARAH

1:29 We want to admit already. Who, is her name?

JOSHUA

1:32 Tom?

--- Call Setup ---

JOSHUA

1:37 Good morning, good.

SARAH

1:39 Hey, Tom.

CONSOLIDATED

1:41 My God, my volume... blew my ear it now.

SARAH

1:46 No, I mean, you sound good to me.

JOSHUA

1:50 No, it's you guys, it's so loud it's like.

CONSOLIDATED

1:52 Max.

JOSHUA

1:53 Volume... we'll just whisper it's okay.

CONSOLIDATED

2:00 I found the volume, but...

JOSHUA

2:02 Okay.

SARAH

2:04 I was gonna say we can talk really low, whisper. Well, how's it going? Tom?

CONSOLIDATED

2:11 I'm well, how is everybody today?

SARAH

2:12 I'm doing well also. So this is our hand off call for you and hopefully Joshua's gotten this ball rolling for you and I'm gonna be your new account manager. So we were just kinda doing a quick presentation and introduce myself a little bit about me a little bit about the company and kind of, you know, what we're gonna do to move forward with you. Okay? Sounds good. Awesome. Joshua, did you want to add anything before I present?

JOSHUA

2:40 No, I think Tom and I have said everything we could possibly say to each other. So I think we're good. No.

CONSOLIDATED

2:47 I'm feeling inspired today. I haven't done my hair yet.

SARAH

2:52 Yeah.

JOSHUA

2:56 I mean, we can go over any questions that maybe came up for your TAM, but yeah, typically what we do is just kinda go through Sarah's role and plan ahead, and then, yeah, if you think of something during the call, we can talk about it at the end. So.

--- Call Setup ends ---

SARAH

3:12 Yeah. Well, they'll be a time, for a Q and a near the, at the end. So that way I can get some notes and we can follow up with things that we need to. So, okay, alrighty. So let's go ahead and start. So service trade. So account manager, hand off today's. Calls a little bit about me, my role, a little bit about you, your business, successful service trade. And then, you know, like we just said Q and a next steps. So... me, I am

your new account manager. I love to travel, cook in scuba. I've been here for officially a year, I believe what two days ago. So I'm not new to service trade, but I am to the account management team. So any kinds of patience you may have with me would be great just for right now because I am still learning a lot as well, but I am available from nine am to six PM by phone if you ever need to call me e-mail obviously any time. So my role is to be your advocate, your adviser and your partner with your company. I'm gonna try and help you grow, you know, anytime you have any questions or concerns, I'm gonna be in your corner. So... as far as working with service trade. So what was, the process that you had before service trade? Was there any, you know, any other field service management softwares you were working with before?

CONSOLIDATED

4:36 None. At everything we have essentially been doing for the past 30 years has been paper?

SARAH

4:44 Okay. 30 years. So you're are you a smaller company or a bigger company? Like what does your company look like?

CONSOLIDATED

4:52 So there are now, I guess there's eight of us.

SARAH

4:57 Okay. No, it's good.

CONSOLIDATED

5:00 I came on board in 2016... and to essentially fill the role of one of the owners leaving and retiring from the company. And since then I've bought everybody else out. And so now it's all mine. It's a, it's a very well established in our territory. We do this automatic transfer switch maintenance which is very niche. Essentially, my only competition is the manufacturers which there's a whole three of them.

SARAH

5:37 Okay. And so is there a specific reason you decided to go with service trade? I know going from paper to a digital process is, of course, you know, very a big step. Is there a specific reason that you decided that was the direction you wanted to go in?

CONSOLIDATED

5:59 Yeah, paper has essentially been the bane of my existence. You know, I came into the company. I saw what the potential here is to grow from what they were doing to, you know, having a really making a really nice living and a really nice, you know, income from this. And my, what's holding me back is the amount of time I have to spend creating paperwork, processing paperwork and getting rid of paperwork. Essentially, our workflow if you will is after the customer has approved a quote given a purchase order, scheduled, an appointment. I print out a sheet for my technician. If we've never been to the, I print out forms for the technician to fill out. He then goes

to the site with all set paperwork which could be upwards of 10 to 50 pages, fills everything out, brings it back to the office. We then take that paperwork. We enter it all into a word document, which then we create into a PDF, which is the report that goes to the customer. The following year. I print that report, give it back to the technician. He again takes it to the site and we rinse and repeat. So if, I have four guys currently going out to sites five or six days a week. It's a lot of paper to print, track, get back et cetera. And it's very tedious. Yeah, it's very tedious. So that's that was essentially what I was looking to get rid of. And I started this process over a year ago. I actually signed up with BuildOps in March of last year and it was a terrible, horrible catastrophe and an utter failure essentially. And I stopped that process before we ever implemented it, into the system. And Sarah called me up out of the blue the wow, a lot of Sarah, three of us... and, you know, said, hey, why don't you give service trade another shot? That was like that's probably around March or April. I think of this year. Okay. And.

SARAH

8:32 What was the name of your company again? Let me double check on that, see if I remember.

CONSOLIDATED

8:37 Yeah. And, and the rest is kind of history. And here we are, we've been kind of live for what? Almost three weeks now, Josh... and everything's going well. The guys are adjusting well to it. I am not adjusting well to it, but I'm happy to have it.

SARAH

8:59 It takes, it takes a little bit, a lot of growing pains to start. But once you start getting in the groove of things, then you'll start to kind of, you know, everything will get easier. It's just like learning anything new at first. It just kinda seems like you're drinking through a fire hose and a lot of it doesn't make sense, but it'll smooth out. And if things still, you know, if anything comes up throughout this process, you know, you're being handed off to me now. So that means you're kind of like in the you're kind of going to be starting to do things on your own now, but you're not completely alone. So, you know, don't be scared to reach out if you have any questions or if you need extra help with anything. We're here to help you. We wanna make sure that you're using it to the best of your ability, so.

JOSHUA

9:43 I think he'll be happy when, the new scheduling map is available too. So.

SARAH

9:47 Yeah, we're always building new features, so.

CONSOLIDATED

9:52 We have a sneak preview.

JOSHUA

9:53 Yeah. I take it you saw that Tom? No, no okay.

SARAH

10:00 One.

CONSOLIDATED

10:02 Yeah. Do you have a sneak preview?

SARAH

10:04 So, we do have a webinar that we've been holding for a sneak preview for that. I can see if I can find that for you, and get that over to you like an e-mail okay. Okay. So that's kind of how we've been doing the sneak preview, but I can definitely look that up for you. Sure. Okay. Right. Yeah. Good thing.

CONSOLIDATED

10:25 I told Josh when we got on this, I said, please sign me up for like alpha beta programs. I'm all in about breaking your software, so, please.

SARAH

10:32 We, we will definitely get you going. And we love, you know, the more active you are in learning and that's the, that's helps us grow so, very excited about that. And as far as like, you know, how you will measure your success with service trade. Are you like, do you have a plan in motion? I know it's still kinda new for you guys.

CONSOLIDATED

10:59 The, the goal because of how the implementation and everything has come about like my goal is to essentially be off of paper 100 percent beginning of a, you know, beginning of 2024. So I've shared that with all the employees that, you know, this is the way we're going. You're going to see less and less paperwork from me. I'm going to be asking for no paperwork and everything's gonna go through service trade. And so I'm trying to do the same thing on my side with the customers and trying not to create word documents, and PDFS and emailing them. I'm trying to use the quote system in the invoice system and, you know, all that stuff to communicate with them, sending them service links after we schedule appointments. So, you know, it's me moving over into service trade as well as my own employees.

SARAH

12:00 Okay, good. So far, I know you've been going through all this training and whatnot, is there anything blocking your ability to use service trade at the moment? Is there anything that you're having concerns with that we might be able to kind of help you with right now or at least follow up with you about?

CONSOLIDATED

12:20 No, there's features that I would like, to have things that I think service trade is possibly missing or could do better with. But, the system as it is today for me works essentially 99 percent. Okay. Well.

--- Wrap-up ---



SARAH

12:43 Love to, you know, whenever you have time you could, I'll send you an e-mail with my information and a quick intro as well with, you know, just my e-mail and all, my phone numbers and stuff like that. And if you just want to give me a list of kind of what you're thinking about this far as things that you feel like we're missing or feel that you need maybe some more resources on let me know and we might be able to find some kind of work around or I might have something we might actually have something that you're just not aware of. So I would love to get that to you if I can for sure.

CONSOLIDATED

13:18 I've probably exhausted everything you guys have from Josh already, you ever?

SARAH

13:22 No, you never know, you'd be surprised. We have a lot of people that work around that are in, there are some things that we don't necessarily have as an actual feature, but sometimes there's a workaround some of our customers have found. So you never know. So as far as customer support is... going to be your best friend for a long time probably throughout your life here at ServiceTrade. So they're available usually from eight am to six PM. I think sometimes they'll answer up until seven PM. But basically, it's gonna be support at ServiceTrade dot com that's the best way to get a hold of them is by e-mail if you have a urgent matter, you can either reach out, to them by phone or you can even reach out to me because I'll escalate that as soon as possible if it's an emergency. But support at ServiceTrade dot com, you can always, see me on there too if you'd like me, to keep track of that as well. Basically, they're going to be your main point of contact. If you're having any issues with things like bugs or questions about, you know, how something's not working quite right? Or something like that. And if they aren't able to answer, no worries. There's always going to be a way to escalate things to someone that can, so that'll be, your first step. You have any questions about that?

CONSOLIDATED

14:49 No.

SARAH

14:50 Okay. So then we're also going to schedule, so we do a couple of different meetings to start you off here.

--- *Wrap-up ends* ---

SARAH

14:57 So we'll do like one month check in just to kind of see how you're moving along on your own. And then after that, we'll do a account health review in a few months and that will take the data from the, we'll do this in about three months time. So you'll have three months worth of data to kind of compile together and it's really cool. It'll be up against a bunch of graphs and timelines, so you can really see how you're using the product in relation to some of our really well per performing service trade users. And then you can kinda see what you need to do to improve and kind of

go from there as well, which is pretty cool. And thank you. So that's kind of just the gist of it for now. But let me try to get out of this. Sorry, we got. We're on Google not Zoom. So that is kind of my presentation there. So, yeah, consolidated controls. I actually think that might have been me because I used to be an SDR. I think that might have been me that called you way back in the day. Funny enough. So.

JOSHUA

16:10 Full circle.

SARAH

16:13 I know that's actually kind of funny, but well, welcome to our team. You know, we're definitely going to be here for you. We don't want you to suffer in silence. That's my biggest thing. Big. No, no don't suffer in silence. If you have any questions, no question is too small or too big. We will try to figure it out for you. Okay?

CONSOLIDATED

16:33 I'm not a I'm not big into suffering if I can't figure out.

SARAH

16:36 Out, God, go.

CONSOLIDATED

16:37 Ahead. I've sent Josh a 1,000 questions at least.

JOSHUA

16:42 I've actually learned through those questions. So that's the thing is there there's so many different variables working with software that it can be hard to train on everything. So, a lot of times we do learn on the job. And so, yeah, I genuinely appreciate the questions that you definitely kept me on my toes a lot.

SARAH

16:59 Okay. Good, good. Well, you can keep me on my toes now too because I'm still learning a lot of stuff as well. So, okay. Yeah, yes. So it's a learning process for everyone here. So, because the thing is that, I mean just in the time that I've been here in a year and Joshua, I'm not sure how long you've been here, but just in the time that I've been here, we have changed so many things. We're constantly growing. We're constantly adding new features. The features we do have, we're improving constantly. So there's always going to be something going on. Okay?

CONSOLIDATED

17:28 I do have a couple of kind of process questions you guys can. So I've run into a couple of times. So I'll schedule. I have a multi day event essentially scheduled Tuesday, Wednesday and Thursday for two weeks, right? And the customer change the time from eight PM to nine PM. So I said, how do I do this? I can click all six appointments and change it? Is there a way that you can change it as like a master to change all those six appointments in one click?

JOSHUA

18:09 I haven't seen where there is a way to do that, but I'll look again and Sarah, do you happen to know, have you seen that?

SARAH

18:17 Because usually most of the time each appointment is made like separately. So.

JOSHUA

18:24 Yeah, I know what you mean though, like because, we do have in other areas like invoices, where you can check all, select all and then do like a bulk update. But yeah, I'll take a quick look here. I've got an account open. I can see if we could do that.

CONSOLIDATED

18:40 So when you create a service and you say, yes, I want to schedule it with the appointments. You can select multiple days, right? So that creates it, which is wonderful. Nice batch. I don't need to create six services, six appointments. It creates identical appointments, which is what I want. But then if I go to change them, I have to change them individually or delete all the appointments and reschedule it. And it's kinda the same thing with the technicians. If I wanna change and pull the technicians off and add the technicians. I have to do each appointment. There's no way, to bulk do it's. One job with six services or one service, one job with six appointments on it.

JOSHUA

19:29 Right. Yeah. I mean, that's something, I could also look to see if we have a feature requests for that. We have a system that catalogs requests. And so our product team goes through and reviews those requests. And then, and if it's something that we can implement, then we'll put it on the road map. Yeah, I can take a look and see, and talk to Sarah about that. Yeah. So.

CONSOLIDATED

19:55 Yeah, it's you know, it's like a quality of life thing to do that because the changing the technicians is quite easy because you can do drag and drop on the schedule, you know? So I can just drag new technicians and X off the old ones that's relatively quick, but the time needs to be edited manually and it's you know, it's a good amount of steps to do that from any of the screens.

JOSHUA

20:24 Yeah. I also kind of wonder if I don't know a whole lot about the details of the new scheduling map, but I'd be curious to find out, if we have any kind of changes around multi day appointments, that would be part of that update because I could see that being a possibility.

JOSHUA

20:45 Yeah. I'll see what I can find out.

CONSOLIDATED

20:50 I lost my other one. Is there a reason it takes 30 seconds to upload attachments?

JOSHUA

21:00 I don't know that it always takes that long.

SARAH

21:03 Either been something going on with the syncing just recently. We do have a whole team working on that right now that has something to do with that. So that has been something that some, a lot of people have been. It's kinda just been a recent thing that we're trying to squash. So it's just taking a little bit where the normal. So hopefully that should be fixed soon.

CONSOLIDATED

21:27 Is there any thing coming like a drag and drop or selecting multiple files to add attachments to jobs?

JOSHUA

21:39 That's something that I know has been requested but I'm not sure. I mean, just full transparency. We just, we don't necessarily live in that world of like what our product team is working on. We'll get updates periodically, but otherwise, we kinda have to reach out to them and just say, hey, is this something that's on the road map? And if not, can we take a look at it? So, but yeah, I know. I've been asked that before about the uploading multiple attachments. I know that, we had an update where you could where from, the mobile app where you could upload multiple photos because at one point, you could only upload like one photo at a time and they change that to where you could do multiple. So, yeah, I would think that it's possible. I'm just not sure.

CONSOLIDATED

22:21 So that's in the field, what from the, you know, this morning for the same job that I had to reschedule, I essentially added an mop for each day because it's going to be different every day and I timed it on my phone after the first two. And like what the heal taking so long it was almost 30 seconds exactly each time.

JOSHUA

22:43 Okay.

CONSOLIDATED

22:44 So, there's clearly something, that is stopping it or start. And these are 10 or 15 page PDF. They're not very big files. It's not like a 400 page.

JOSHUA

22:54 Right. Okay.

CONSOLIDATED

23:01 So, just you and I know, you know, it could be my internet. It could be your internet, could be the servers internet, you know, my Quickbooks sometimes just kinda looks at me when I do something and I'm like, hello, hello, I know that's Quickbooks. I know that's not me and, I'll run a speed test and it's like I've got gigabit internet here. It's not a problem. So, yeah.

JOSHUA

23:25 Yeah, I wasn't...

CONSOLIDATED

23:26 Worried if it's a sync issue, you know, maybe they've got some bad code somewhere that's holding things up, you.

JOSHUA

23:33 Yeah, that's good to know that there's something that it's something that our team is aware of. I obviously wasn't aware of it. I just, I haven't with the folks I'm working with. I haven't heard it come up until now but affecting other users.

SARAH

23:49 It's been a recent, yeah, it's just, it's been very recently and we've had a lot of our customers mentioning this. So I just wanted to let you know that we are aware of it and good, not normal and we are working on it. So it should have be fixed and worked out.

CONSOLIDATED

24:06 I don't remember it happening like with the demo account and doing stuff like that. I remember it being relatively.

SARAH

24:11 Quick. So, yeah, yeah.

CONSOLIDATED

24:14 That's good.

SARAH

24:15 Hopefully, I mean to give you an exact day or time can't do that, but we are working on it, so.

CONSOLIDATED

24:21 Sorry, it's the weekend, so it'll be magically fixed on Monday, right?

SARAH

24:27 Yeah. So the others, so let's see.

JOSHUA

24:30 That our team does work through the weekend. Yeah, the ones that work on the bugs, yeah, the engineers, yeah, anything's possible?

CONSOLIDATED

24:38 Yeah, that's really it, you know, I'm still kind of working around and figuring out things just, you know, moving stuff that's the one thing that's happened a few times. Just like man, I gotta change all these appointments now and it's these are not multi day appointments, are not a regular occurrence. This is, this is like one percent of my customers and it just so happens all my big jobs, all my big appointments, multi day multi text. All this stuff happens now happens at the end of the year. So we rolled into service trade with some of the most complex longest biggest jobs that we do every year, which gives it a really good test.

JOSHUA

25:23 Yeah.

SARAH

25:25 Yeah, pro then.

CONSOLIDATED

25:27 It's really good test. I met with Josh Troy and Sarah yesterday from service forms and we tweaked a few things. And again, I've got to see, you know, similar problems of multiple technicians, multiple jobs. All of a sudden. I've got seven attachments for four day job kind of thing, but we're working through.

SARAH

25:51 Okay. Well, good. All right. Let's see. Is there anything else you would like me to add in here while we're you know, while we're visiting?

CONSOLIDATED

26:12 I don't the only other thing I really would like is internal notifications within service trade. When I don't want an e-mail I don't want a text. I don't want smoke signals or the waving of a flag when somebody approves a quote or looks at a quote or a... technician submits a report or anything like that. I want an internal notification. We have this dashboard, right? The service dashboard is the landing page which I think is very well done and could use. And there's plenty of space for it notifications. A little on the side, we've got the clock in clock out of all my text, we've got jobs that are completed jobs that need to be invoiced, jobs that are scheduled. How about a quote that's been approved or comment that's been issued from the customer when I sent the service link? Okay. Same thing. Just give me a little list of what those are and maybe a checkbox that, yes, I'll acknowledge that because otherwise it gets lost. I'm getting an e-mail saying that my customers are approving my quotes like, yes, I'm in emails every day. But if I'm in service trade, I should be getting a notification in service trade, I don't want an e-mail I get enough emails as it

is. And I'm sure. Lots of other customers get a lot more emails than I do. So I'd be able to have an interface within service trade, internal notifications that tell me a customers approved a quote that they've looked at the quote that they responded to the quote, the job services they looked at, you know, when we send that service link, they can respond back to it... notifications. Internal notifications. Okay. I think it'd be huge.

JOSHUA

28:14 Yeah, no, we've had a good amount of feedback on notifications because some people have different preferences, especially like with the app, some people feel like there should be push notifications from the app and.

CONSOLIDATED

28:25 100 percent. So, 100 percent and I tried and, your software doesn't allow. We'll not send text messages to... won't, send emails to text message, phone numbers, you know, the phone number VC text or att dot com that you can't get them.

JOSHUA

28:48 Yeah, I've tried that workaround. Yeah, it does work.

CONSOLIDATED

28:52 It doesn't that's service trade, blocking it, that's the mail server, blocking it from sending out a text.

JOSHUA

29:00 Yeah, yeah. And, I can't imagine it's something that we're not working on, but we, you know, they like, to wait until something's almost fully baked before they tell everyone about it like, yeah.

CONSOLIDATED

29:18 But even, you know, when you go back to the internal notifications, why don't the technicians get notifications from service trade on the app... right? Again, like, you know, like you talked about the push notification, same thing, have the app, you know, it should be a text, and a push notification option, their ipads or their phone should be exploding on a daily basis that this is going on and that's going on. You've been scheduled for a job. It's been changed, right?

SARAH

29:47 Yeah.

JOSHUA

29:48 Yeah. A couple of things that we have to deal with too. Is that even though I said notifications or something that we hear a lot, we also sometimes get conflicting feedback where some people say, well, this should be yellow and then someone else says, well, this should be blue. And so then we kinda have to find a compromise. And then there's just the technical challenges behind getting it implemented. So, not

trying to throw a bunch of excuses but just more of reasons why I can understand where the perspective it might feel like, well, this should already be in there. But I know it's not a matter of us not taking it seriously at all. They're just challenges that we're dealing with. So what?

CONSOLIDATED

30:29 It's the, it's the how and why cycle, right.

JOSHUA

30:32 Right, right, right.

CONSOLIDATED

30:33 How do we do this? Why do we do this? All right. Let's make it purple. How do we do this?

JOSHUA

30:38 Yeah.

CONSOLIDATED

30:39 Why do we do this? Maybe we should make it red? How do we do this?

JOSHUA

30:42 Yeah, yeah, exactly.

SARAH

30:43 Now, you gotta think, we have lots of, we have lots of those circles going right now. I kind of trying to figure out which ones are more important to right now to when, you know, and kind of getting a timeline going. But I do know, that they have talked about that. So that is something that is in the conversation, you know, like Joshua saying though as far as when or what timelines look like for that could not give you one right now. But I'll definitely keep you updated. If I hear about anything, I put that in my notes here, that that's something that you're interested in. So if I hear it, I'll let you know. And then I do wanna get you set up on a schedule for a one month review. I've got, let me just save this really quick. And today, I can't believe it's already November. I'm like freaking out, gosh.

CONSOLIDATED

31:43 Right.

JOSHUA

31:44 Exactly around the.

--- Pricing ---

SARAH



31:46 It's going so fast. I can't even keep up. Okay. So let's see all the way to start beginning of December. Yeah. Let's say maybe around this time frame. So, do you think the week of like the first week of December would be okay for you? Yeah. Okay.

CONSOLIDATED

32:12 Wednesdays and Thursdays work best. So I wanna do six or seven.

SARAH

32:17 You...

SARAH

32:23 Okay. Are you more of a morning afternoon? Does it matter right now? It's so far out that I do have a pretty open schedule for that, so.

CONSOLIDATED

32:30 Me...

SARAH

32:32 Okay. I do nine am. Is that okay? Sure. Okay. Wednesday or Thursday is best? Okay. Let's do Wednesday. So we have Wednesday the sixth at nine am account health review and see, not account health review. This is going to be our one month review and I'll go ahead and send that out to you. So you get that in just a few minutes here?

CONSOLIDATED

33:03 You're going to be joining us Josh?

JOSHUA

33:07 Probably not, but.

SARAH

33:08 The job, she'll never see me.

JOSHUA

33:12 I mean, I definately could if I have the time available. Yeah.

CONSOLIDATED

33:18 Shed, a little tier.

JOSHUA

33:21 I mean, I don't know, he gave me a hard time about 10 or 10 am meetings that, I look like I just rolled out of bed, so I don't know if you want to see me at nine am, it's...

CONSOLIDATED

33:30 Hard time.

SARAH

33:33 Well, here.

JOSHUA

33:34 Yes, it's a thought.

--- Pricing ends ---

SARAH

33:36 Forward to that. Motsart look... was funny. Now, the other day, I was like in my, this big puppy like sweat shirt on and my glasses and my hair look all up in a pony and everything. And I was like, I probably looked like I did roll out.

JOSHUA

33:51 Even though I have it, I just...

--- Wrap-up ---

SARAH

33:56 Well, you would apology.

CONSOLIDATED

33:57 Logize often for having a newborn which you shouldn't be apologizing about this wonderful experience to go through.

SARAH

34:05 Definitely be.

CONSOLIDATED

34:07 Few meetings that looked like he probably slept about eight minutes before the meeting happened.

JOSHUA

34:12 Pretty much, yeah, you sleep when you can get it.

CONSOLIDATED

34:16 That's right? You do.

SARAH

34:18 Congratulations Josh.

JOSHUA

34:20 Thanks. Yeah. Any, any kind of, you know, bone headed things I do or say, just blame it on that like an excuse.

CONSOLIDATED

34:31 How old is the baby now?

JOSHUA

34:33 For a little over four months? Yeah. But now she's teething, so we got to a point where she was sleeping more through the night but now she's in less because of the teething. So.

SARAH

34:43 But now she's making all these fun facial expressions and laughing and right?

JOSHUA

34:47 Yeah. And all.

SARAH

34:49 That...

JOSHUA

34:50 Yeah, it's not all bad on.

SARAH

34:52 Yeah.

CONSOLIDATED

34:53 Now, yeah.

JOSHUA

34:55 Fantastic. Well, yeah, best of luck to you, Tom. It sounds like service. That is a good fit. Obviously, we've for growth and, as does everyone, so you can be part of that growth and, yeah, thanks for taking a chance on us. And I know Sarah, we'll take care of you and forward to hearing how things go for you.

CONSOLIDATED

35:18 Great. Take care of yourself. Take care of that baby, Josh.

JOSHUA

35:22 Thanks.

SARAH

35:22 Tom, have a great day. Bye.

CONSOLIDATED

35:24 All right. Have a good weekend. Hi.

*The End*