

JOB INFO DILIGENCE

Filling out the job info is not optional (unless specified otherwise) and is part of the Technician's job description. Once a Technician is assigned to and started a service on a particular home, that Technician is now participating in the completion of that "job" until an invoice is created. That Technician is expected to respond to any questions about the system the management may still have before the job can be "closed" and invoice created. Ideal job processing time is 1 day.

Few Reasons why filling out job data such as Custom fields and Images must be done in a timely manner:

1. Custom fields and images are needed to create an invoice in the system. Custom fields show up on the invoice in form of a detailed report which shows that an inspection has been performed at the time of service. Once an invoice is created that information from the CF cannot be changed, therefore lack of CF halts production of an invoice/report
2. Lack of complete images halts production of an invoice/report because a final look must be taken to determine if any portion of the system must be addressed (such as system imperfections unobserved by the technician due to lack of experience or simple omission.) These observation are then added to the report page Before an invoice is created, therefore lack of images halts the production of an invoice.

Lack of CF and images in a timely manner also makes the management unable to answer questions to client who need information right away about the condition of their system. After all they waited 2 weeks to have the service done, why should they wait another week to hear what was found. This lag in presenting the invoice/report does not represent a smooth operation of a business with respect to keeping the Client informed. Especially if additional repairs/visits should be made Clients like to know this right away.

Here are some examples why Client must have their Invoice and report delivered right after the service:

1. Property management (PM) companies who need the Info for their Client's annual report
2. PM that needs the info to know if they can safely rent the home to tenants
3. Owners who need their report for their insurance Companies
4. Owners who need to show the report to Local jurisdictions to issue them a permit to rent the home out.

5. Home sellers who need to include the report in their property disclosure paperwork to sell the house
6. Realty offices who need to close on the deal, but need proof of the system soundness for the buyer's agent.
7. Tenants who need to show the proof of maintenance to their landlord
8. Anyone who pays for the service as their business expense to show ten invoice in their quarterly filings before the deadline.
9. Owners in the middle of budgeting their remodel who need to make a decision fast and schedule the project quick to meet completion deadlines to be able to rent or sell the house.

The reasons are many more than listed here. In addition to that TCF is also filing quarterly and all jobs and invoices need to be processed to be able to file on time and avoid penalties. Most importantly if TCF Cannot deliver the report, TCF cannot be paid.

The negative consequences examples:

1. PM did not receive their report quickly enough to be able to recommend us to other PMs or Realty offices
2. Client calls with specific job questions but the management scrambles to find any data and looks incompetent.
3. The Client is promised the data, but due to the Technician's silence on the subject the promise to the Client is broken. No repeated business here.
4. Client receives data too late to get reimbursed from a 3rd party.
5. TCF cannot file on time, or files on time but with incomplete data which delivers inferior report product to Clients.
6. Days pass by and the Technician no longer remembers job details, revisit must be scheduled which costs TCf time and money and keeps Client waiting.
7. The Client received a quote from a different company and already committed to buy from them. Our assessment came too late and we wasted our time and lost a big sale.
8. We deliver delayed news of an unsafe system and the Clients blames us for putting their property and their family's life at risk for not letting them know sooner.

Thank you for being a part of the team where we can serve our Clients in a timely manner and communicate respect and gratitude for giving us a chance to show up and deliver the peace of mind. Thanks for being a part of the team where we can swiftly deliver the quality work, swiftly create an invoice and focus on the jobs to come and new customers who are awaiting our services. The degree to which this "job process" from **scheduling to execution to invoicing** can be completed in a short time is the degree to which we can impress our Clients and grow the business to invite easier profits and higher pay for all team members involved.

Thank you for your hard work!

