/ EBOOK

QUOTE THROUGH INVOICING FOR JANITORIAL COMPANIES

A HOW TO GUIDE FOR MAXIMIZING MARGINS

WHY TAG WORK

Selling and delivering additional services, commonly known as TAG work, is an important revenue opportunity for any Building Service Contractor. Reviewing two publicly traded firms' Annual Reports (2017) tells the story. Combined, these two industry leaders recognized over a 5% year over year increase in operating margins, all attributed to an increase in TAG work.

From speaking with many industry executives over the years, we often hear the most significant margins are not in the contract, but from the billable extra work that comes from the customer relationship.

With higher volumes of billable TAG work comes new logistical issues in efficiently managing added services. Therefore, managing your Quote through Invoice process is critical and can provide more than just efficiencies. Let's take a deeper look into the Quote through Invoice process.

WHAT IS TAG WORK?

The additional, one-time services sold to new or existing clients.

This ebook examines how the quote through invoice process can help cleaning companies increase revenue and margins by performing specialty services and ensuring they are billed.

WHAT IS QUOTE TO INVOICE?

Quote through Invoice includes all the steps and processes to generate a quote and send the invoice.

Serving commercial buildings typically requires a quote to your client, pricing, client approvals, approval captures, work orders, scheduling, completing, proof of completion, prepare to invoice, and invoice creation.

By following these steps, you will eliminate missed billings and speed up the invoicing process, turning your delivered services into cash, faster. Efficient quote through invoicing is especially critical in the janitorial industry where contract margins are tight.

Quote to Invoice is all the steps from creating a quote through billing your client.

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WHY IT MATTERS

Quote to Invoice is a business's livelihood; generating, collecting, and managing revenue. This should be the highlight for every business in every industry and can be more challenging in the janitorial industry due to the dependency on a remote field staff.

It's important to make sure your Quote to Invoice process is efficient and not only aligns with your customers' needs but also helps to increase your revenue.

Your quote to invoice process should be efficient to help you maximize revenue.

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STEAMLINE THE PROCESS

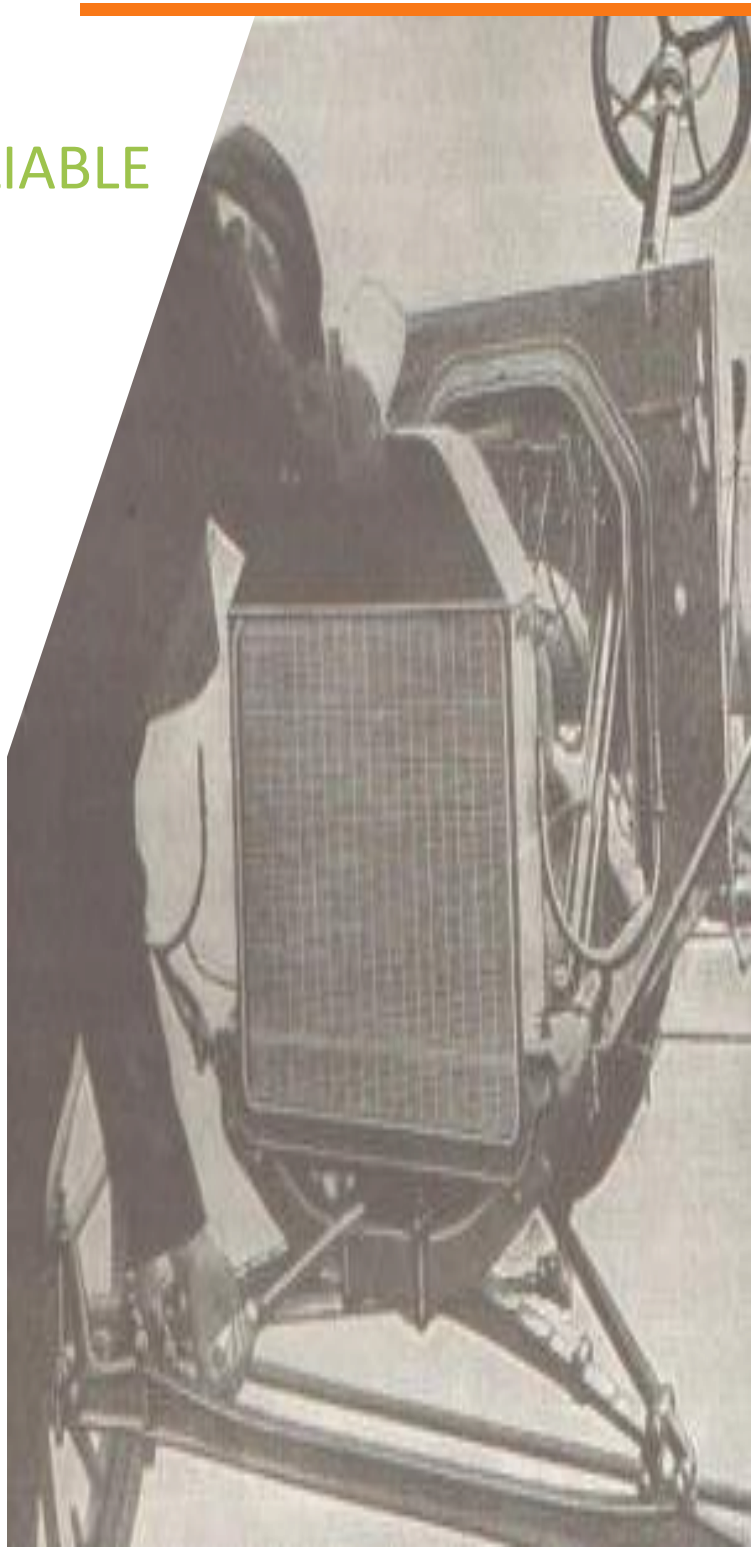
According to a recent study by Capgemini, streamlining the quote to invoice process resulted in 35% reduction in wrong and/or duplicate orders and 15% increase in sales volumes.

- Reduce the need to kick documents for re-work because of inaccurate/missing information.
- Be able to provide accurate quotes at a moment's notice.
- Generate more upsell opportunities.
- Have one look and feel, present a single face to your clients.
- Sales reps can focus more time on selling rather than administrative tasks or hunting down information.

Streamlining the quote to invoice process can result in a 35% reduction in missed billing

4 WHY MANUAL SYSTEMS ARE UNRELIABLE

- 7.5% of all company documents are lost completely
- Finding a single lost document costs $122 on average
- Lost documents can lead to internal miscommunication as well as with the customer and can lead to poor customer service
- Paper is also slow, delays in responding to customer, delays in invoicing
- Inaccurate information
- A manual system makes it hard to track any income from tag work, especially if they aren't documented or "off-the-books"
- And all of this can lead to confused/angry/upset customers
- A lack of visibility to performance
- A lack of visibility to pipeline of work order revenue
- Proof of delivery difficult & time consuming to create
- Illegible
- Calculation errors
- Lack of proof can cause payment delays

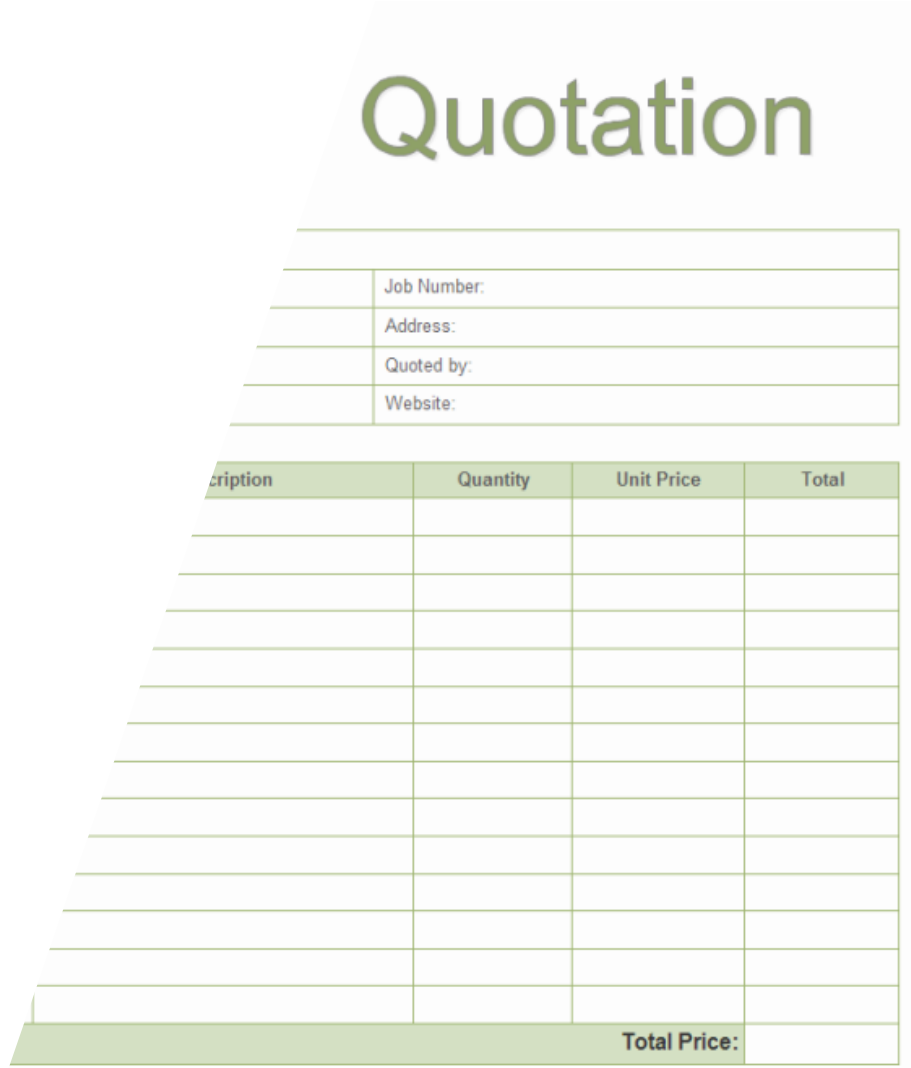


5 QUOTES

Janitorial companies often create quotes using off line tools such as spreadsheets or word documents. Quotes are difficult to verify by the executive and operations stakeholders. Scheduling and forecasting is difficult and leads to mistakes.

The quoting process includes pricing, gaining and capturing approvals, and scheduling in advance of receiving client approvals. When centralized, quotes can be reviewed by status and pipeline. Revenue and schedules are visible for operational and executive planning.

Pricing janitorial quotes requires a flexible calculation engine. Typical pricing calculations include fixed rate, price per hour, price per square foot, and cost with markups.



Faster quote approvals with digital signatures makes it easier to collect revenue.

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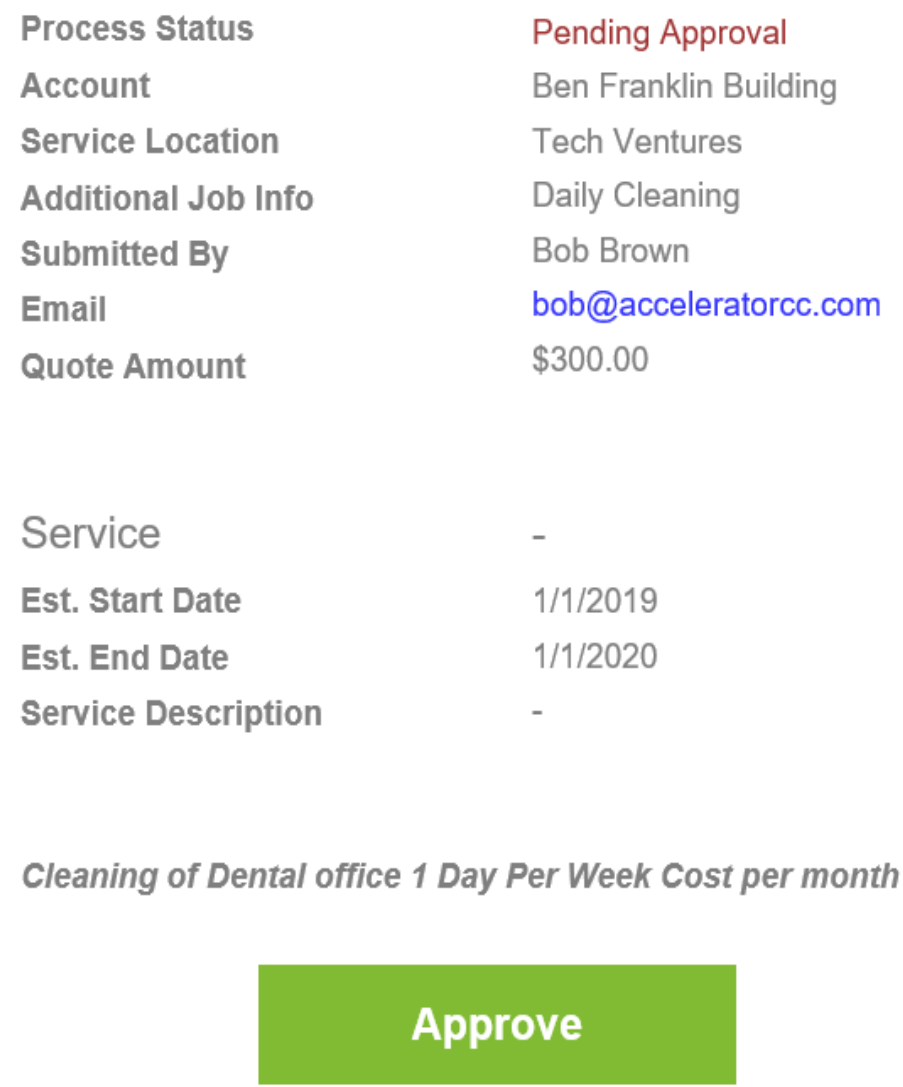
QUOTE APPROVALS

Clients receiving your quotes are busy. The last thing they want to do is print, sign, and scan approvals. Having an easy mechanism for your clients to review and approve your quote will generate faster approvals. Once approved, capturing and storing the approval for proof to invoicing proof removes payment delays.

Leveraging electronic approvals provides convenience for your client and simplifies the quoting process.



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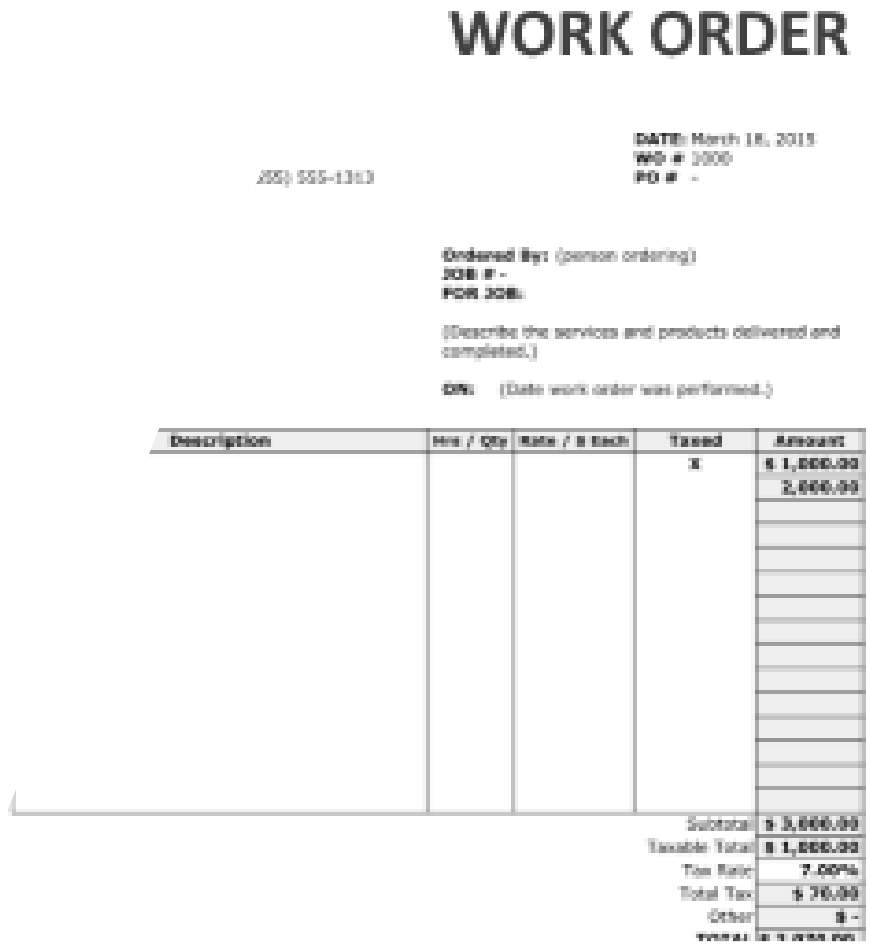
WORK ORDER SCHEDULING AND COMPLETING

Once quotes are approved, operations should assign the work to field staff and ensure all stakeholders are clear on timing and requirements.

Assignments can be sent directly to the cleaning tech or routed through the area managers. Empowering field staff with email addresses and mobile apps to manage their work saves time, improves communications and maintains accuracy.



WORK ORDER

DATE: March 18, 2019
WO # 1000
PO # -

Ordered By: (person ordering)
JOB # -
FOR JOB:

(Describe the services and products delivered and completed.)

ON: (Date work order was performed.)

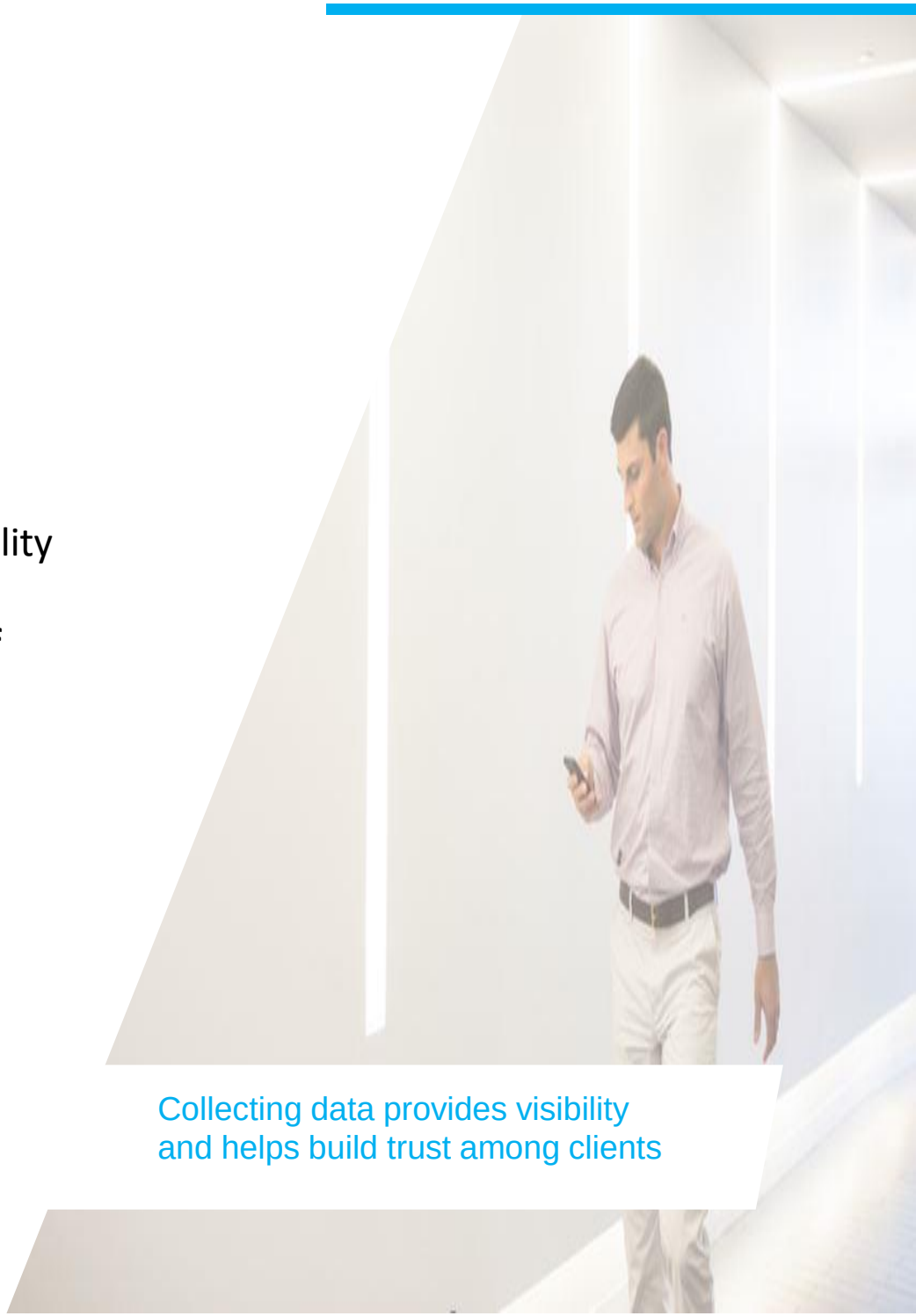
Description	Hrs / Qty	Rate / $ Each	Taxed	Amount
			X	$ 1,000.00
				2,000.00

Subtotal	$ 3,000.00
Taxable Total	$ 1,000.00
Tax Rate	7.00%
Total Tax	$ 70.00
Other	$ -

PROOF OF COMPLETION

Capturing proof of completion expedites invoice payments and differentiates your company, showing customers not only quality in service delivery but quality in process delivery. **Companies that excel in proof of completion can provide customers:**

- Before and after photos
- Signatures
- Field comments
- Links on electronic invoices to proof of delivery data
- Captured approvals



Collecting data provides visibility and helps build trust among clients

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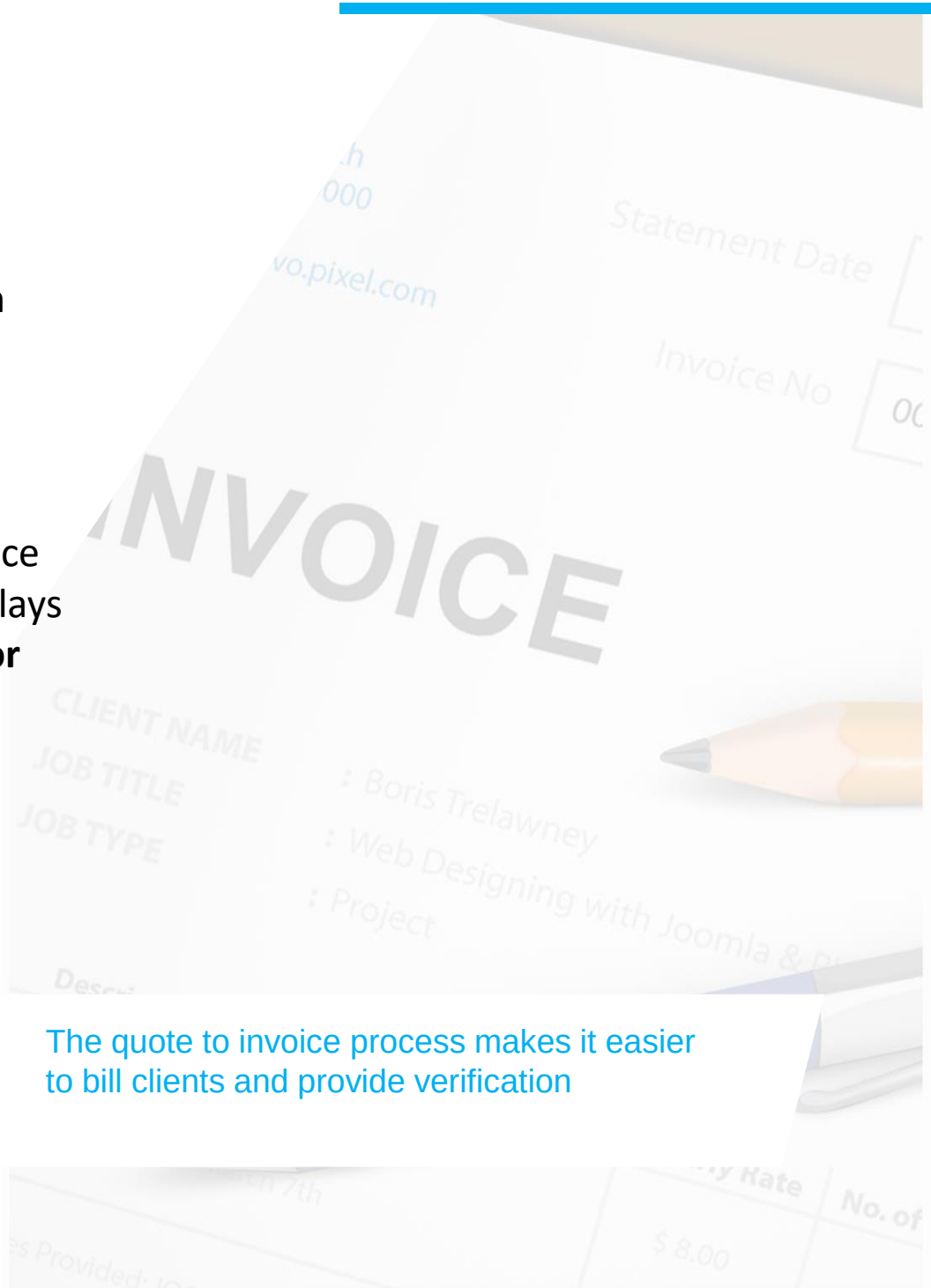
INVOICING

Often accounting is the last to know when tag work is ready for invoicing. Client invoices get delayed until paperwork is collected or internal communications are clarified. Electronically sending all the information needed to complete the invoice keeps the invoice flow moving without delays or reliance on tribal knowledge. **Clarity for invoicing includes:**

- Work orders numbers
- Location of service
- Who approved the work
- Clear description of the work as it appears on the invoice
- Unit quantity and price per unit
- Date the work was completed
- Who completed the work



The quote to invoice process makes it easier to bill clients and provide verification

STREAMLINE YOUR QUOTE TO INVOICE PROCESS

REQUEST A LIVE DEMO TODAY