



THE SNOW MILLIONAIRE MASTERY *Intensive*

SUPPORT SYSTEM MODULE

Introduction

One of the areas that the majority of business have trouble with is what happens after the client signs a contract.

In short... how do you ensure the work gets done correctly and you get paid?

- What happens to the information about the job?
- How does the information get stored?
- Where does the information go?
- What information goes to Production?
- What information goes to Accounting?



These may sound like simple questions on the surface but what happens to the information and where it goes has plagued many organizations.

I was at a Snack and Chat Round Table Breakfast at a Snow Conference recently. As I was walking around looking for a good topic I came upon "Invoicing." Ahhhh a great topic and with breakfast to boot. What can be better than a great discussion and a delicious conference breakfast to start the day?

As we began the discussion the facilitator posed a question to the 3 groups at the table: What are your issues with invoicing?

Two young ladies from the Midwest with a 2+ Million Dollar organization stated that even though they had software designed for sales-work order- invoicing they still couldn't get the invoice completed without looking for more information on the work, without wondering if all the work was given, and without knowing if there were any extras.

Another young lady of a \$400K organization stated that she couldn't invoice because she didn't even know the work order in front of her was being done let alone what the charges were. It was also complicated by the fact that the Sales and Production were being done by her husband (unfortunately this is one area we cannot have a system or process for!)

Both organizations wanted help to complete their accounting work and trying to figure out how to do so effectively, quickly, and correctly.

Bingo I thought, I knew the issue wasn't them or it wasn't the software, the problem was what was given to them from Sales. So I asked the table that exact thought, "What is given to you from the Sales Department?" Of course the facilitator stopped me in my tracks to "Keep us focused" on the issue but I asked for a little leeway.



The problem both these organizations were facing was not a problem with their invoicing systems. The problem was the interdepartmental communication within the organization. In this case what the Sales and Production Departments were sending to the Accounting Department.

In this module we will help you know the what, where, how, and the when of a contract. What to do with the information, where the information goes in the organization, how it is used in all the departments, and when the information flow is completed.

As a result this will improve your internal communication processes and eliminate many of the problems you're facing. It will mean you can get the client, do the work and get paid all in one seamless system.

SUPPORT SYSTEM MODULE

In this module we will help you understand and implement the Systems and Templates that will put a support system into your organization:

- I. The Contract Packet – This is a record of everything you need to know about the client when you get the job. You'll store both a physical copy as well as a computer copy for future use.
- II. The Parameter Sheets – The cliff notes of information for the Production and Sales Departments to do their work.
- III. The Preseason Work Orders – What the Production Department needs to know to prepare the site before work begins.
- IV. The Postseason Work Orders – What the Production Department needs to know to complete the work at the end of the season.



With these Systems and Templates in place each department is now supporting the other two departments by providing the information they need to know, when they need to know it.

Now let's return to our group with "invoicing" issues at the Snack and Chat Round Table. Thanks to our chat about interdepartmental communications they were soon on their way back to their own Sales Departments with questions and answers to help get the information they needed to complete their invoicing.

So let's get started with implementing the support systems and their templates that are the backbone of interdepartmental communication for your organization.

