

Jim's Mowing franchisee uses QXpress to trim office inefficiencies

QXpress releases Jim's Mowing Kettle Valley from the dread of month-end invoicing and double-entry.



AT A GLANCE:



COMPANY: Jim's Mowing Franchisee



Location: Penticton, BC



Industry: Lawn Maintenance, Lawn Fertilization, Irrigation



Business Challenge:

Jim's Mowing franchisees are already equipped with a franchise-specific scheduling program. But with no integration into accounting software, the challenge became how to replace it with a similar scheduling program that eliminated double-entry of invoices.



Solution:

QXpress and QuickBooks



Results:

Together with QuickBooks, QXpress enables Jim's Mowing Kettle Valley to:

- Increase Efficiency: scheduled services are now entered once instead of multiple times.
- Time savings: Invoicing now takes 10 minutes per month instead of 12+ hours.
- Better reporting: the ability to see revenue and profitability per crew, on demand.
- Family time: Evenings are spent with family instead of data entry at the office.

"Once I hit my first invoicing cycle I found it remarkable how much more efficient I was."

Derek Hurst
Owner/Franchisee



Jim's Mowing is the world's largest lawn mowing franchise, with over 2000 franchisees in Australia, New Zealand, Canada, and the United Kingdom.

The Kettle Valley franchisee of Penticton, BC, has been in business for 4 years, with 3 field staff, offering a variety of services from lawn maintenance, to lawn fertilization and irrigation.

Business Challenge

Lawn maintenance services are typically scheduled weekly during peak growing season, and every 10 days to 14 days during slower times of the year. At the end of each month, completed services are compiled onto one invoice per customer. Fertilization and irrigation services, on the other hand, are scheduled by territory or 'zone' and invoiced at the time of service.

Prior to QXpress, Jim's Mowing Kettle Valley was using QuickBooks for accounting, and an in-house software provided by the Jim's mowing franchise system for scheduling. "We had an in-house scheduling program that worked well for the scheduling but was not

adequate for the accounting end of the business," says Derek Hurst, owner / franchisee.

The need for accounting software suitable for his business, lead Hurst to QuickBooks. "In order to properly keep track of my invoicing, accounts receivables and payables I would also run everything through QuickBooks. This required that I input all jobs done and their fees into QuickBooks in order to generate my invoices and keep track of their payment," says Hurst. "In terms of time I would guess that these processes would easily take 12-16 hrs per month, and maybe more."

This manual double-entry of invoices was a problem that needed to get solved. As Hurst's customer base grew, the invoicing processes began to take longer and longer, to the point where it was in danger of effecting cash flow. It was then that Hurst began looking for a solution. "I knew I was wasting a lot of time 'double entering' everything.

Because it always seemed to be such a daunting task I would put it off - making it even more daunting," says Hurst.

Solution Overview

When it came to choosing the right solution, QuickBooks integration was a paramount priority. "I use and have been using QuickBooks for many years. I was not going to switch to another accounting software program in order to get software integration," says Hurst.

With QuickBooks-integration as a requirement, Hurst immediately set his focus on QXpress. Hurst downloaded a free trial version of QXpress in from www.qxpress.ca, and took advantage of a free web-based demonstration with a QXpress representative. Hurst was immediately impressed. "As I investigated QXpress and found out how strong its scheduling side was I realized I wasn't going to give up anything from the scheduling side in order to gain something on the accounting side!"

Since QXpress uses the customer list from QuickBooks, the setup time is short and painless. When asked how long it took Hurst to get QXpress integrated with QuickBooks, he replies "I think it was so little time it didn't even register. When I opened QXpress and set up the handshake between the two, it went very smoothly. I was playing with the scheduling very soon."

Business Benefits

With QXpress, office procedures have been streamlined at Jim's Mowing Kettle Valley. Services are setup in

QXpress so that they automatic appear on a daily schedule. Instead of printing, Hurst chooses to email route lists directly from QXpress to his crews. At the end of the day he simply marks his services as being completed.

At the end of the month the time savings is really noticeable, as a few mouse clicks enables Hurst to convert an entire month's worth of completed services into QuickBooks invoices. The process that took him 12 to 16 hours before, now only takes 10 minutes. "I noticed improvements in my efficiencies immediately. Once I hit my first invoicing cycle I found it remarkable how much more efficient I was," says Hurst.

With QXpress helping office procedures, Hurst was able to grow further this year and add an additional trailer – yet still lower the number of hours in the office. "Having that scheduling power and report generation at both invoice and payroll was a huge help in keeping it all straight," says Hurst.

Finally, like most QXpress users, Hurst has experienced a benefit over and beyond business cost savings: "I am also able to hang out with my kids in the evening more instead of being locked up in my office every evening."

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www.QXpress.com

QuickBooks
www.QuickBooks.com

Intuit Solutions Marketplace
Marketplace.intuit.com

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