MyAssistant
For Sage Timberline Office

Landscaper improves cash flow through timely billing and effective AR processes

Founded in 1984, Timberline Landscaping installs landscape and irrigation systems, and has expanded into maintenance and snow removal. Jacob Busch, Accountant, implemented MyAssistant in 2008 after learning about it at the Sage Summit. He reports:

"MyAssistant has delivered a lot more information than we were used to having. We knew that the information we needed was in the system and now with MyAssistant we get what we need automatically. We don't have to worry about figuring out how to get it or just missing it."

"We're using MyAssistant to track our billing. We used to have a major problem with work being performed in the field but never billing for that work. We created a custom report that goes out every week showing cost in excess of billings. The report looks at the job's last cost update and if it's been more than one week it will show up on the report, which tells us that this job has either stopped work or needs to be billed. We just started doing that this summer [of 2009] and it's helping keep control of what work we're doing and making sure it's getting billed."

"We also use MyAssistant with Accounts Receivable. We use a default Task [a pre-built rule that ships with MyAssistant] for past due accounts, which I modified slightly to notify me immediately when invoices hit 30, 45, or 60 days past due. [MyAssistant] sends out an email with that information, including the customer's phone number and contact, so we can get a call out to them."

"Obviously cash flow is very important. Prior to MyAssistant, our aging report was typically only looked at once a month, so if an invoice was 29 days past due it would not show up on that month's report, so we wouldn't always know about it until the next time the report was run thirty days later. But by then the invoice is 60 days out. Now we know immediately as soon as someone is 30 days out; we can give them a call to make sure the invoice is in their system and they're aware we haven't received payment."

"We've activated some of MyAssistant's project management Tasks, so now we can stay on top of documents. Our estimators and project managers know which RFI's and submittals are pending and need resolution. It's also helping us close some of the change orders that may have been left pending in the system before MyAssistant. It keeps [our operations staff] more aware about what's going on."

"We're also notified if a job hasn't had some kind of a transaction in the last month. That helps us close jobs so transactions can't go against the wrong job."

"The most important thing MyAssistant brings to me is making sure our jobs are getting billed. We can go out and do work, pay for all the material used on site plus the labor, but if we never bill for it—that's hitting the bottom line. And even if we were to bill for it, [before MyAssistant] we were sometimes talking 30 to 60 days after the work's been completed. That put a major strain on cash flow. With the help of MyAssistant our cash flow has increased."

"What I like most about MyAssistant is the amount of information I can get in such a short period of time. It used to take me hours to collect all that information from different reports. But with MyAssistant I can setup Tasks and I don't have to worry about it—when I come in in the morning it's done all the work for me and I just scroll through the list to see the information I need. It really is almost like having another person helping you run different reports. It's been a major help."

INNOVATIVE SOFTWARE DESIGN