

# DECEMBER NEWSLETTER

*Happy Holidays! from FS Commercial Landscape*



The New Year will be bringing us a better well-defined irrigation repair and billing system. The paragraph below helps explain how where, why we have changed the system. Thank You for your patience while we put this new system into place, we know it will BE WORTH THE WAIT!

Merry Christmas and Happy New Year!

- Sincerely,  
John Wood

## GOOD THINGS ARE COMING!

### Do you have questions about your irrigation bill?

We have come up with a unique way of doing sprinkler repair and billing, using the latest technology to the best of our ability. First, when our irrigation tech arrives on site, they visually assess and audit the site to prioritize areas of importance. Second, the tech will send an email relaying their findings, with photos of the areas, along with an estimated cost of repairs. After the approval, the last step consists of the irrigation tech making the repair, taking pictures of the process and final product. The tech will provide a follow-up email of the completed work for reference.

### New Software System



We are currently working on an automated process of submitting irrigation tech paperwork digitally using a landscape software program called LMN. The LMN portal allows an irrigation tech to simultaneously share the same information of repairs, parts used, description of work and photos in real time. This allows our office staff to capture all the details and photos in one place to create invoices quickly. Once our irrigation billing manager reviews the communication, photos, repairs made, time spent on site, materials used, and any other details, this data becomes logged and made available to our irrigation billing specialist for invoice creation.

### What Does This Mean for Me?

LMN allows us to follow irrigation techs in real time and gives us a database for all the information. We can access work reports, photo, GPS, time on site and repair information quickly and efficiently. It also stores information via cloud storage for numerous years this is accessible by the member of our team.

The last step is to verify invoice accuracy. The process needs to be refined and updated frequently to meet customer satisfaction. Once an invoice is created, the irrigation billing manager reviews and confirms that the work was done, photos and communication were sent, and that the customer has been notified.

Previous years of drought have made us more vigilant in sprinkler repairs. If we are only watering 1-2 days a week, the sprinklers better be working 100%, or we will end up with brown spots or dead plants.