Admin/Budget Meeting Agenda

Date: 2/8/22

Attending: Steve, Brandon, Shari O., and Cory

Different Departments:

* Admin
* Tech Support
* Sales & Marketing
* Deployment, Setup, & Training
* Project Management
* Development & IT
* R&D & Design
* Other Services

Old Business & Follow-ups:

* Triple Play – Price increase, new sales, trimming – How is it going? Any refinements needed?
  + Shari O. was reporting on her process for the price increases – duplicating invoices, setting up reoccurring, adding flex grid tie-in’s, customer log notes, and updating on the USAePay side of things.
* General focus on ROI
* Talking to guys and gals about hours and mins and maxes
  + Got numbers for Cory, Chuck, John, and Eric
  + All core players need to get paid
* Send out new non-disclosers and non-compete docs
  + Generic or first round sent out – No real feedback yet
* Reports on Sales Meeting decisions – 2 different campaigns
  + Cannabis
  + Dealerships & other
* Collecting on A/R’s – Any progress there to report?
  + Mike
  + Paul
  + Others
* Looking at banks, debt, and other expenses/costs

New Business:

* Maintenance Requirements
  + Payroll
  + Servers, back-up, and storage
  + Bugs & errors
  + Other maintenance needs
  + Merchant processing decisions – Web, ecommerce, swipe, EMV, full mix?
  + Hardware support & choices – Suggestions or packages – What will we support?
* Education & Training
  + News and updates
  + Tech support vs training – Defining the two areas
  + Client reach out & support – Customer Care
* Looking at budgets & numbers
  + By person
  + By department/area – Shari O., Cory, and Brandon worked on that – See excel sheet
* Future Development & Projects
  + Client facing scheduling – bike shuttle
    - Needs by May
    - We have $500 seed money
    - Real cost is closer to $15-20K
    - Who could help - Chuck (design and loves scheduling stuff), Dustin or Bryan (both have worked with elements of time), Brandon will be helping
  + Global or enterprise item catalog
  + Dustin’s Cultivation & Harvest Stuff
  + Invoice due date & auto collection on A/R’s project(s)
  + Labels & label printing – Calvin’s tool(s)
    - Danny wants out
    - Steve is taking over
    - Dustin may be able to help there or maybe John
    - Bryan has done some labels (if needed)
  + Compliance and SOC reports (SOC=service organization controls)
* Other Action Items
  + New clients – gram control and custom labels – who is going to do this and are we charging for these custom pieces
  + Steve is going to be meeting with Kelly and wants to pitch some ideas
    - Cory recommending MVP’s for everything
    - Drawing the line – what can you sell right now? We don’t have money to keep building just for a hope and a dream.
    - We have to sell what we have – right now
  + Cory has some production things and ideas that she needs to pass it on to Steve
  + Where are we going to have Brandon work – projects and development or helping to keep the ship on course
  + Cory and Steve need to get together and review some billing for custom projects
  + Partial or semi-finished projects – just hanging out there a bit
  + Development and custom jobs – We will try to serve them up to those who can take them and then pay for them with real monies coming in for the custom jobs.
  + Shari O. – Will be talking with Hamilton about the adilas phones stuff. It is a functional service and could be a sales option. Looking at promoting that further. There may be some other future developments that are needed (upgrades). Somewhat dead in the water (lack of communication). Who is going to do what (servicing, selling, and maintaining)? Needs to be more defined, going forward. This may need some future efforts (sales, development, support, maintenance, etc.). From Shari O., there has been some pain with trying to get things going on and being serviced.
  + We have a bunch of things that exist, but we are not promoting (selling those pieces).