

\$19,580.10 under-billed on after-hours, weekend, and public holiday callouts, last 12 months.

WEEKNIGHT AFTER-HOURS

\$11,263.10

83 of 214 jobs undercharged

WEEKEND

\$5,756.40

27 of 71 jobs undercharged

PUBLIC HOLIDAY

\$2,560.60

7 of 16 jobs undercharged

QUOTE WIN RATE

68%

up from 61%, unlike the callouts above



ONE THING WORTH DOING THIS WEEK

Before Friday: in ServiceM8, set the after-hours, weekend, and public holiday job types to auto-apply the right rate. Worth \$19,580.10 a year if it isn't fixed.