

**FOR TESTERS +
BACKFLOW
PROFESSIONALS**



Efficiency Tactics

Presented by RPZ Flow

WHO WE ARE



LEXIE KRUPSKE

COO

WHO WE ARE



BOB KRUPSKE

Tester Experience Manager

WHO WE ARE



JENNIFER KRUPSKE
CEO



LEXIE KRUPSKE
COO

WHO YOU ARE

TESTERS

CITY ADMIN

WHO YOU ARE

TESTERS

ADMIN

WHO YOU ARE

TEST

CITY ADMIN

TODAY'S DISCUSSION

Background on Efficiency

Testing Company Tips

Program Management Tips

Questions

GOAL:
Learn about
strategies and
digital tools to
increase efficiency



A large, light blue water drop icon is centered in the background, partially overlapping a larger, lighter blue circle. The text "WHAT IS EFFICIENCY?" is written across the middle of the image in a bold, dark blue font, with the water drop icon positioned behind the word "EFFICIENCY".

WHAT IS EFFICIENCY?

WHAT IS EFFICIENCY?

Getting the **most work** done
using the **least resources**
while maintaining **customer satisfaction** and **safety**

A large, light blue circular graphic is centered on the page. Inside this circle is a stylized water drop icon, also in light blue, with a white highlight on its right side to give it a three-dimensional appearance. The text "WHY IS IT IMPORTANT?" is written across the center of the image in a bold, dark blue, sans-serif font. The text is positioned horizontally and overlaps the central graphic.

WHY IS IT IMPORTANT?

WHY IS IT IMPORTANT?

Inefficiencies impact **compliance rates** (and therefore **public safety**), **customer satisfaction**, and **profitability**.

NOW... LET'S TALK FOOTBALL



An aerial, wide-angle photograph of a large sports stadium, likely the University of Illinois at Urbana-Champaign's Memorial Stadium, during a game. The stadium is filled with spectators, and the football field is visible with yard lines and the word "BEARS" painted on it. The image has a dark blue overlay with a white text box in the center.

Highly Visible Environment

Highly Visible Environment

Everyone knows:

- the score
- where the ball is
- where the goal is
- how to win

Based on these, can make
continuous improvements!



For Backflow

- **Score: compliance rate**
- **Ball: device info**
- **Goal: safe tap water**
- **Win: proper testing, maintenance, installation**



**WE'RE ALL ON THE
SAME TEAM**

For Testers



Testing Companies, Licensed Testers, and Office Staff

MANAGEMENT + BUSINESS TIPS

GET MORE DONE AT THE OFFICE

WILL THESE REALLY MAKE A DIFFERENCE?

2 more tests/day M-F
=
520 extra tests/year

\$50/test x 520
=
\$26,000

**PLANNING IS
EVERYTHING**

SET GOALS



HOW MANY TESTS?

Per day, per week, per month, per year?



WORK BACKWARDS

How much time do you have per test to meet your goals?



CONTINUOUS IMPROVEMENT

Make changes based on how you are meeting or not meeting goals

SCHEDULE BY ZONES

April 2024						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

SCHEDULING EXISTING CUSTOMERS

Schedule according to due dates when you are in that zone

Send notices in advance with date(s) you will be in the area



ROUTE OPTIMIZATION

Save Time and Money

- Decrease driving time
- Increase productivity



THERE'S A BETTER WAY

***Route* XL**

1802 Post Rd Warwick

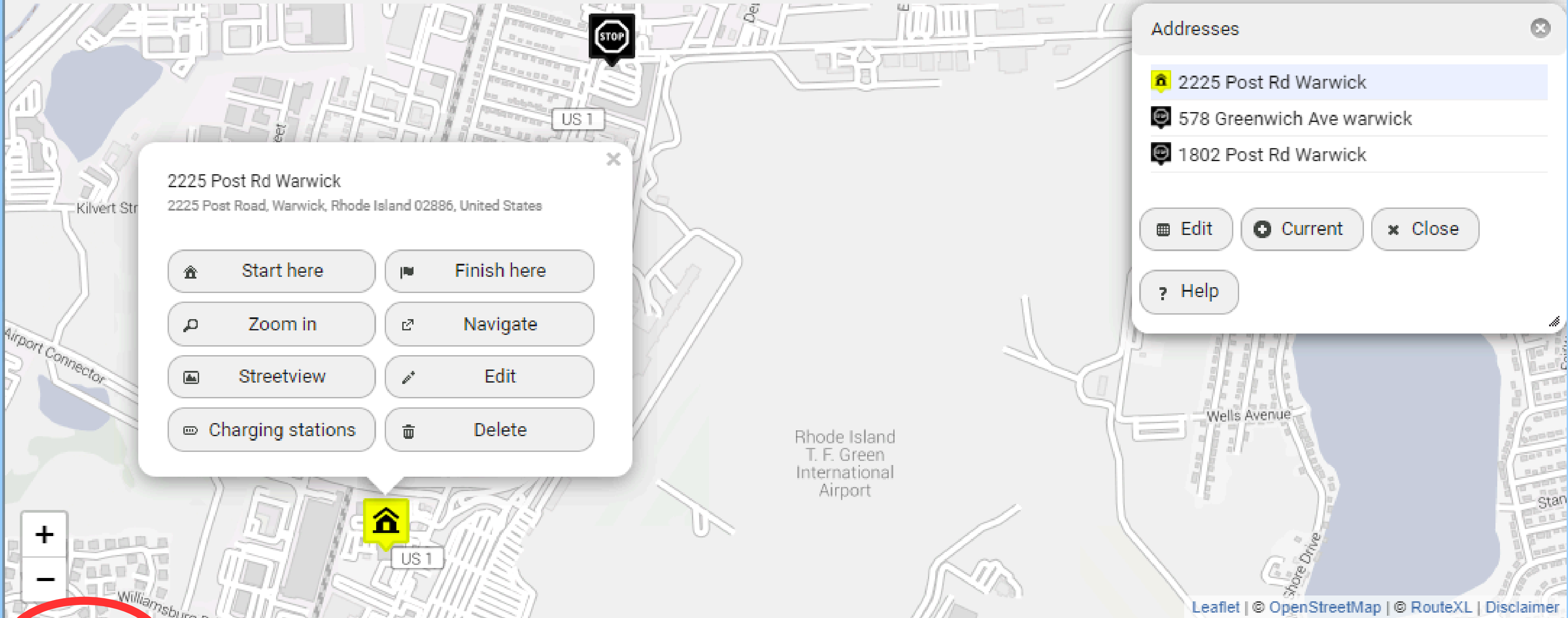
 Search

 Import









 Addresses

 Demo




 Options







2225 Post Rd Warwick
2225 Post Road, Warwick, Rhode Island 02886, United States

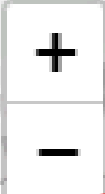
 Start here	 Finish here
 Zoom in	 Navigate
 Streetview	 Edit
 Charging stations	 Delete

Addresses

-  2225 Post Rd Warwick
-  578 Greenwich Ave warwick
-  1802 Post Rd Warwick


 Edit  Current  Close


 Help



 Find route

 Print

 Download

 Share

 Reset

 Extra



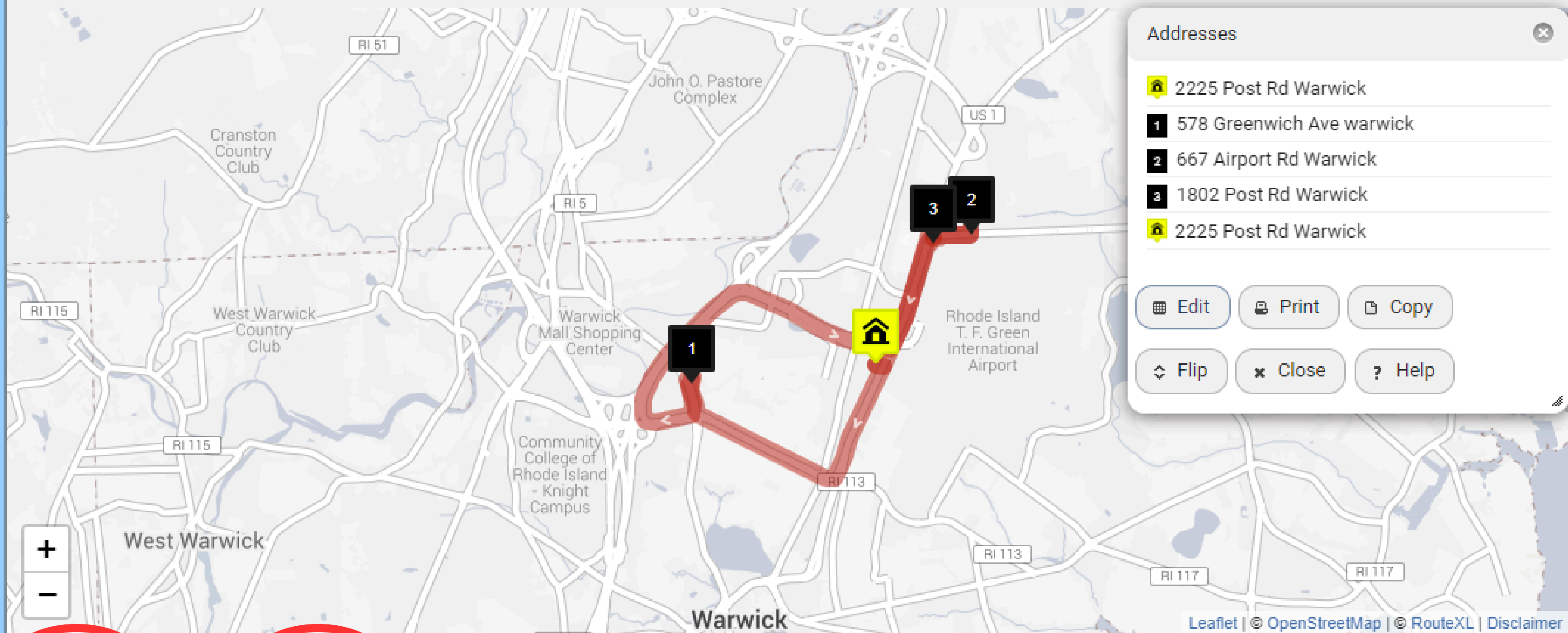
Search

Import

Addresses

Demo

Options

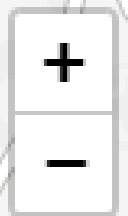


Addresses

- 2225 Post Rd Warwick
- 1** 578 Greenwich Ave warwick
- 2** 667 Airport Rd Warwick
- 3** 1802 Post Rd Warwick
- 2225 Post Rd Warwick

Edit Print Copy

Flip Close Help



Fulfill

Print

Download

Share

Reset

Extra



Route XL

RouteXL

Download route for Tomtom™ (ITN), other navigation (GPX) or Excel™ (CSV).

ITN OV2 GPX GPS

KML CSV TXT

Or open in

Google Maps Graphhopper Geo:App

EV planner Fulfill Clipboard

Close Help



Send directions to your phone

Copy link

08:00

2225 Post Rd Warwick
2225 Post Road, Warwick, Rhode Island 02886, United States

Navigate Skip Check off

#1 - 08:04

578 Greenwich Ave, Warwick, RI 02886
578 Greenwich Avenue, Warwick, Rhode Island 02886, United States

Navigate Skip Check off

#2 - 08:14

667 Airport Rd, Warwick, RI 02886
667 Airport Road, Warwick, Rhode Island 02886, United States

Navigate Skip Check off

#3 - 08:20

1802 Post Rd, Warwick, RI 02886
1802 Post Road, Warwick, Rhode Island 02886, United States

Navigate Skip Check off

08:26

2225 Post Rd Warwick
2225 Post Road, Warwick, Rhode Island 02886, United States

Navigate Skip Check off

ASK QUESTIONS

Is the assembly ready for testing?

Make sure devices that are removed for the winter are re-installed before you get there

Be prepared for any repairs that might be needed



Collect Pre-Payments



GUARANTEES PAYMENTS

Ensures that you get paid for your work and the test report submission.

FLEXIBLE SCHEDULING

Can perform a test on outdoor devices without someone being home.

SAVE TIME

Saves time for office staff and customers, and testers don't have to worry about billing.

GET MORE DONE

When you don't have to worry about invoicing or strict appointment times, you can get more tests done in a day.

Uber

**IF THEY CAN DO IT,
YOU CAN TOO**

**HOW DO I KEEP
TRACK OF ALL THIS?**

USE CRM SOFTWARE

(Customer Resource Management)



Keep searchable customer records including emails, phone numbers, etc.



Keep track of backflow device information and test due dates



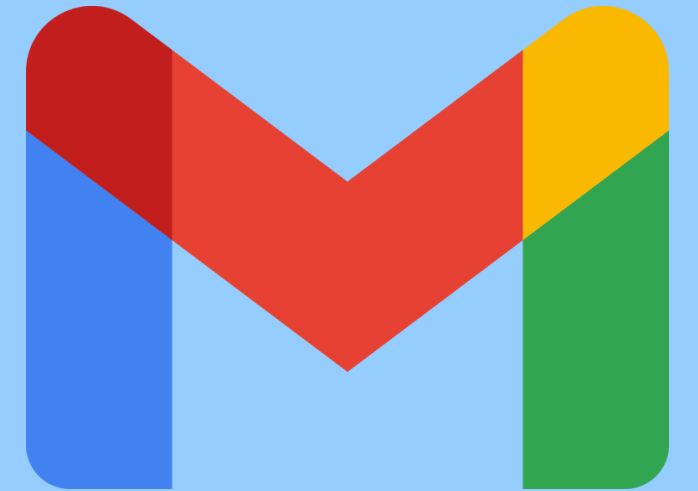
Track payments and invoicing, customer scheduling, and route optimization

USE TECHNOLOGY

Use emails!

Streamline processes and reduce money wasted on postage

Keep searchable records that are easy to access





IF YOUR OFFICE LOOKS LIKE THIS...

Sticky notes, file cabinets, papers everywhere, etc



IT COULD LOOK LIKE THIS...

Work from anywhere and easily locate records!

DIGITAL RECORDS



EASY TO LOCATE RECORDS

Takes some time to set up, but is easy to maintain and locate. Can find a record in seconds

HARDER TO LOSE OR DAMAGE

Digital records are harder to lose or damage, especially if they're on the cloud.

ACCESS FROM ANYWHERE

If using cloud based, you can access records from the field, on vacation, etc.

filecabinet (\\server2017) (X:)

File Home Share View Drive Tools

Clipboard: Pin to Quick access, Copy, Paste, Copy path, Paste shortcut

Organize: Move to, Copy to, Delete, Rename

New: New folder, New item, Easy access

Open: Properties, Open, Edit, History

Select: Select all, Select none, Invert selection

← → > ↑ This PC > filecabinet (\\server2017) (X:)

Name	Date modified	Type	Size
Quick access			
OneDrive - Krupske Sprinkler System			
Attachments			
Backups by Town			
Scans for OneNote			
This PC			
3D Objects			
Desktop			
Documents			
Downloads			
Music			
Pictures			
Videos			
OS (C:)			
public (\\server2017) (P:)			
quickbooks (\\server2017) (Q:)			
scans (\\server2017) (S:)			
filecabinet (\\server2017) (X:)			
Network			
Addison	5/2/2018 2:56 PM	File folder	
Alsip	5/2/2018 2:56 PM	File folder	
Arlington Heights	5/2/2018 2:56 PM	File folder	
Aurora	7/15/2020 11:33 AM	File folder	
Bartlett	5/2/2018 2:56 PM	File folder	
Beecher	8/5/2020 12:15 PM	File folder	
Berwyn	4/25/2019 4:14 PM	File folder	
Bolingbrook	7/19/2021 3:25 PM	File folder	
Bourbonnais	7/6/2023 11:35 AM	File folder	
Bridgeview	3/19/2019 1:10 PM	File folder	
Burbank	5/2/2018 2:57 PM	File folder	
Burr Ridge	2/26/2022 10:25 AM	File folder	
Channahon	7/28/2021 4:48 PM	File folder	
Chicago	7/6/2020 4:58 PM	File folder	
Chicago Ridge	5/2/2018 2:57 PM	File folder	
Clarendon Hills	10/2/2023 1:38 PM	File folder	
Clifton	6/11/2021 10:48 AM	File folder	
Coal City	4/16/2020 12:33 PM	File folder	
Country Club Hills	4/16/2020 12:33 PM	File folder	
Countryside	5/2/2018 2:57 PM	File folder	
Crest Hill	9/26/2019 9:52 AM	File folder	
Crestwood	6/27/2019 2:39 PM	File folder	
Crete	5/2/2018 2:58 PM	File folder	
Darien	4/16/2020 4:24 PM	File folder	
Dekker	7/12/2022 12:05 PM	File folder	
Downers Grove	6/2/2022 10:51 AM	File folder	
Drawings for Techs	12/31/2020 10:58 ...	File folder	
East Hazel Crest	5/2/2018 2:58 PM	File folder	
Elmhurst	5/2/2018 2:58 PM	File folder	
Elwood	5/2/2018 2:47 PM	File folder	
Evanston	5/2/2018 2:47 PM	File folder	
Evergreen Park	4/19/2023 12:34 PM	File folder	
Flossmoor	5/2/2018 2:47 PM	File folder	
Frankfort	11/16/2023 1:56 PM	File folder	
Glen Ellyn	5/2/2018 2:56 PM	File folder	
Glenwood	5/2/2018 2:56 PM	File folder	
Hazel Crest	5/2/2018 2:56 PM	File folder	
Hickory Hills	5/2/2018 2:56 PM	File folder	
Lisle	9/10/2022 2:45 PM	File folder	

110 items

Clipboard: Pin to Quick access, Copy, Paste, Copy path, Paste shortcut

Organize: Move to, Copy to, Delete, Rename

New: New folder, New item, Easy access

Open: Properties, Open, Edit, History

Select: Select all, Select none, Invert selection

This PC > filecabinet (\\server2017) (X:) > New Lenox

- Quick access
- OneDrive - Krupske Sprinkler System
- Attachments
- Backups by Town
- Scans for OneNote
- This PC
- 3D Objects
- Desktop
- Documents
- Downloads
- Music
- Pictures
- Videos
- OS (C:)
- public (\\server2017) (P:)
- quickbooks (\\server2017) (Q:)
- scans (\\server2017) (S:)
- filecabinet (\\server2017) (X:)
- Network

Name	Date modified	Type	Size
40 Fairfield Dr	6/22/2023 1:23 PM	File folder	
40 Whisper Creek Dr	7/5/2022 10:21 AM	File folder	
41 Fairfield Dr	6/12/2020 10:43 AM	File folder	
41 Whisper Creek Dr	7/5/2022 10:23 AM	File folder	
42 Fairfield Dr	5/13/2019 5:05 PM	File folder	
42 Whisper Creek Dr	5/2/2018 3:37 PM	File folder	
43 Fairfield Dr	6/22/2023 1:22 PM	File folder	
43 Whisper Creek Dr	5/15/2023 12:21 PM	File folder	
80 Fairfield Dr	6/15/2023 7:00 AM	File folder	
80 Tall Grass Rd	6/15/2022 10:15 AM	File folder	
80 Whisper Creek Dr	5/2/2018 3:38 PM	File folder	
81 Fairfield Dr	5/2/2018 3:39 PM	File folder	
81 Tall Grass Rd	7/6/2022 8:21 AM	File folder	
81 Whisper Creek Dr	6/3/2023 3:29 PM	File folder	
82 Fairfield Dr	6/20/2023 5:17 PM	File folder	
82 Tall Grass Rd	6/23/2023 3:34 PM	File folder	
82 Whisper Creek Dr	5/15/2023 10:18 AM	File folder	
83 Fairfield Dr	6/5/2023 7:03 PM	File folder	
83 Tall Grass Rd	6/15/2023 7:01 AM	File folder	
83 Whisper Creek Dr	6/19/2023 9:31 AM	File folder	
102 Fairfield Dr	6/6/2023 4:05 PM	File folder	
102 Whisper Creek Dr	6/13/2023 9:16 AM	File folder	
103 Fairfield Dr	6/19/2023 10:14 AM	File folder	
103 Whisper Creek Dr	5/2/2018 3:31 PM	File folder	
104 Fairfield Dr	5/26/2023 5:07 PM	File folder	
104 Whisper Creek Dr	6/22/2023 1:19 PM	File folder	
105 Fairfield Dr	6/13/2023 9:22 AM	File folder	
105 Whisper Creek Dr	5/31/2023 3:30 PM	File folder	
122 Bent Tree Ln	5/26/2023 4:54 PM	File folder	
122 Fairfield Dr	5/31/2023 3:32 PM	File folder	
122 Tall Grass Rd	5/2/2018 3:31 PM	File folder	
122 Whisper Creek Dr	6/9/2023 2:26 PM	File folder	
123 Bent Tree Ln	6/6/2023 4:03 PM	File folder	
123 Fairfield Dr	6/6/2023 4:14 PM	File folder	
123 Tall Grass Rd	6/6/2023 4:12 PM	File folder	
123 Whisper Creek Dr	5/17/2019 1:48 PM	File folder	
124 Bent Tree Ln	5/2/2018 3:31 PM	File folder	
124 Fairfield Dr	5/31/2023 3:31 PM	File folder	
124 Tall Grass Rd	6/15/2023 7:00 AM	File folder	

826 items | State: Online

18050 Highland Ave

File Home Share View

Clipboard: Pin to Quick access, Copy, Paste, Copy path, Paste shortcut

Organize: Move to, Copy to, Delete, Rename

New: New folder, New item, Easy access

Open: Properties, Open, Edit, History

Select: Select all, Select none, Invert selection

← → ↶ ↷ > This PC > filecabinet (\\server2017) (X:) > New Lenox > 18050 Highland Ave

Name	Date modified	Type	Size
18050 Cert 2016	7/26/2016 2:25 PM	Chrome HTML Do...	44 KB
18050 Cert 2017	6/26/2017 1:56 PM	Chrome HTML Do...	44 KB
18050 Cert 2018	7/19/2018 9:54 AM	Chrome HTML Do...	291 KB
18050 Cert 2019	7/5/2019 11:16 AM	Chrome HTML Do...	290 KB
18050 Cert 2020	8/17/2020 9:50 AM	Chrome HTML Do...	290 KB
18050 Cert 2021	9/13/2021 12:55 PM	Chrome HTML Do...	290 KB
18050 Cert 2022	8/22/2022 10:30 AM	Chrome HTML Do...	290 KB
18050 Cert 2023	8/29/2023 1:40 PM	Chrome HTML Do...	290 KB
18050 drawing	6/30/2016 2:27 PM	Chrome HTML Do...	47 KB
18050 folder	6/30/2016 2:29 PM	Chrome HTML Do...	65 KB
18050 installation	3/21/2018 1:45 PM	Chrome HTML Do...	360 KB
18050 permit	3/21/2018 1:45 PM	Chrome HTML Do...	200 KB
18050 plat	6/30/2016 2:27 PM	Chrome HTML Do...	74 KB

13 items | State: Online

HOW TO INCREASE BUSINESS

+

GET MORE CUSTOMERS

GOOGLE MY BUSINESS


best food st augustine fl

All Maps Forums Images Shopping News Videos More Tools


On the water Open now Downtown Cuisine Vibe Mexican Reddit Recently opened

Results for **St. Augustine, FL** · Choose area


Places :



Prohibition Kitchen
4.4 ★★★★★ (6.7K) · \$20–30 · Gastropub
119 St George St
"Great service, amazing staff, and **food**/drinks served to perfection!"

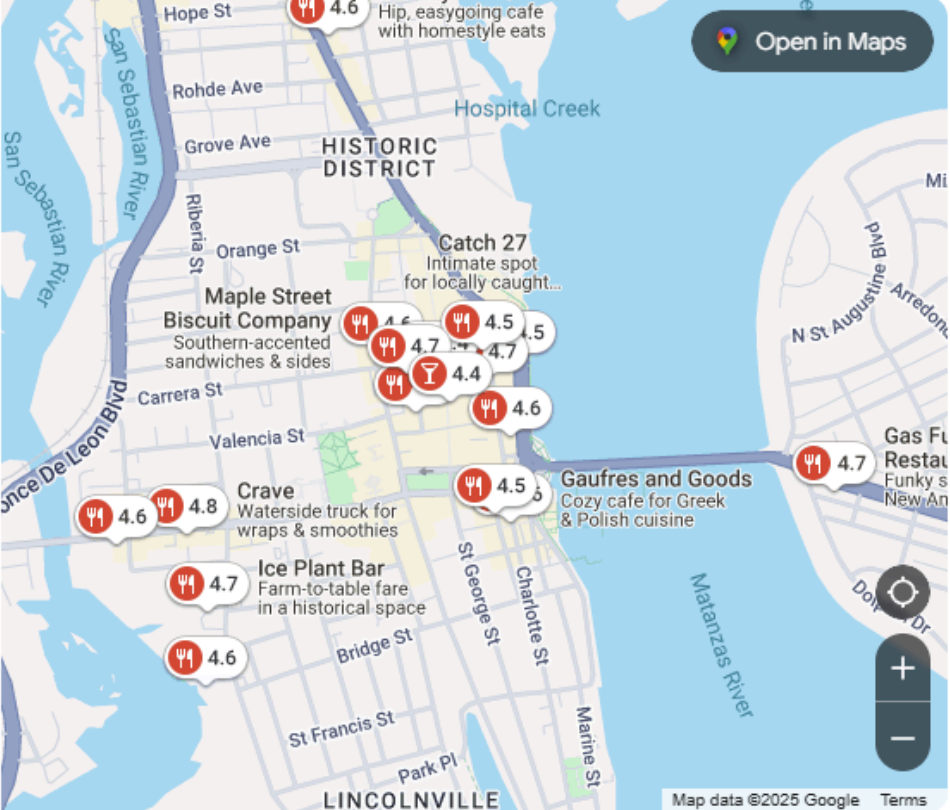


Harry's Seafood, Bar & Grille
4.6 ★★★★★ (14K) · \$20–30 · Seafood
46 Avenida Menendez
"The **food** was unbelievably delicious and the service was outstanding."



Columbia Restaurant
4.4 ★★★★★ (12K) · \$\$ · Spanish
98 St George St
"The **food** is fantastic, service impeccable, and the ambiance is amazing."

More places →



Map data ©2025 Google Terms

GOOGLE MY BUSINESS

You can do it too!

← Google

backflow testing florida

Rating Hours Sort by

Affordable Backflow Testing Solutions
5.0 ★★★★★ (4) · Water testing service
Closed · Opens 9 AM Fri · (407) 739-9678
"I cannot recommend Jon Kwak of Affordable Backflow Test highly enough!"
Website Call Share

CERTIFIED BACKFLOW TESTING OF CENTRAL FLORIDA LLC.
5.0 ★★★★★ (1) · Plumber · 10+ years in business
Orlando, FL · (321) 202-4820
Directions Call Share

South Florida Plumbing And Backflow LLC
4.9 ★★★★★ (177) · Plumber · 7+ years in business
Closed · Opens 8 AM Fri · Deerfield Beach, FL · (954) 592-6220
Provides: Backflow Testing, Repair, And Replacement
Website Directions Call Share

Accurate Backflow & Plumbing
4.9 ★★★★★ (1,275) · Plumber · 25+ years in business
Closed · Opens 7 AM Fri · Bradenton, FL · (941) 518-6030
"Our backflow test was completed in time and for a very reasonable cost!"
Website Directions Call Share

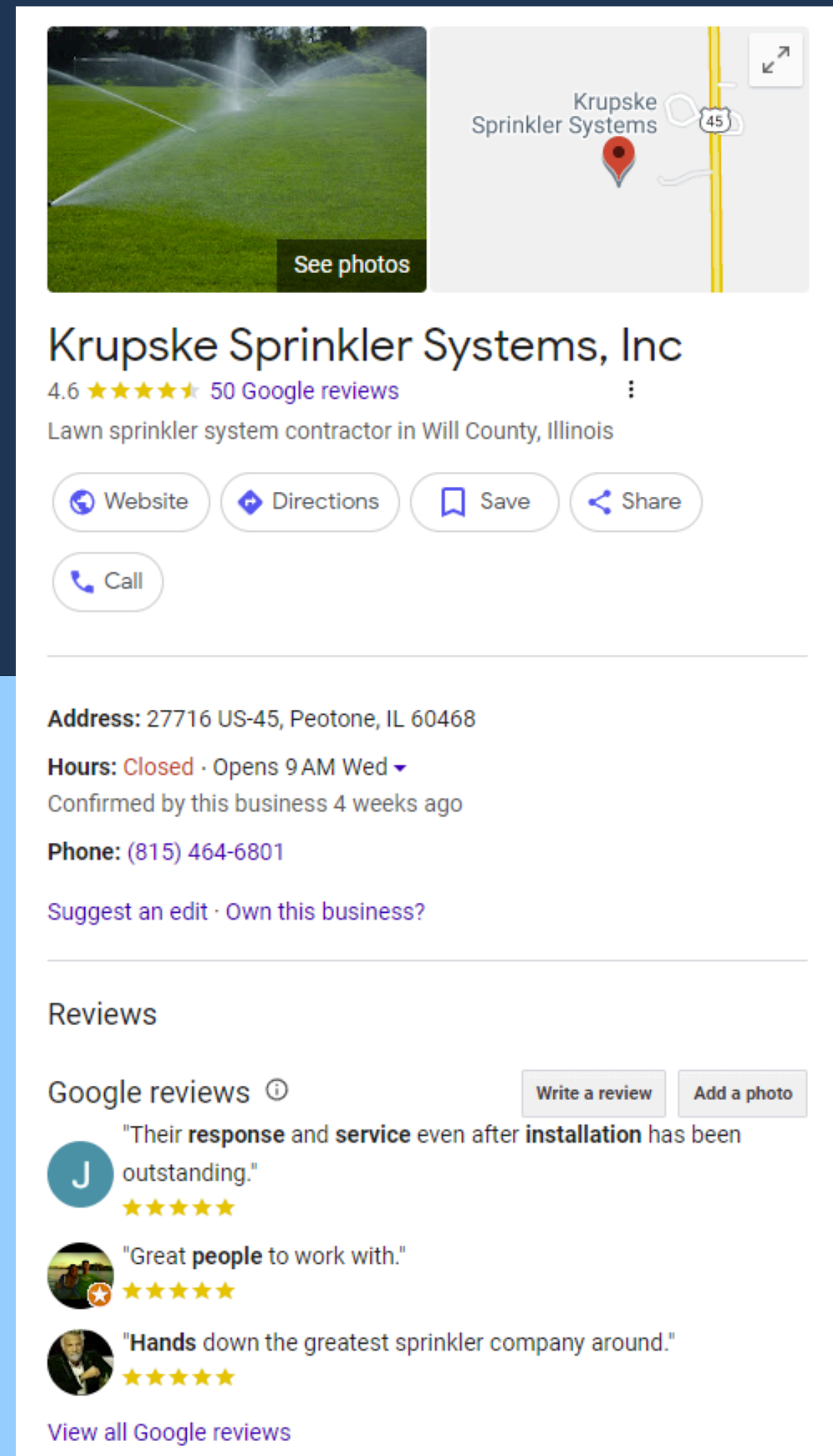
AdventureCoast Backflow Testing LLC
5.0 ★★★★★ (2) · Certification agency
Open · Closes 9 PM · (352) 428-3585
"Fast and reliable whenever you need him"
Call Share

Affordable Backflow Testing
5.0 ★★★★★ (10) · Plumber
Brandon, FL · (813) 684-3386
"She educated me on my backflow and identified a leak."

GOOGLE MY BUSINESS

Claim your business

- Get reviews
- Show up on Google maps
- Let Google do the heavy lifting and bring customers to you!



The screenshot shows a Google My Business profile for Krupske Sprinkler Systems, Inc. At the top, there is a photo of a lawn with active sprinklers and a map showing the business location on a road labeled '45'. Below the photo is the business name 'Krupske Sprinkler Systems, Inc', a 4.6-star rating from 50 Google reviews, and the description 'Lawn sprinkler system contractor in Will County, Illinois'. Action buttons for Website, Directions, Save, Share, and Call are visible. The address is 27716 US-45, Peotone, IL 60468. Hours are listed as 'Closed' with a note that it opens at 9 AM on Wednesdays. There are links to suggest an edit or own the business. The 'Reviews' section shows three 5-star reviews with positive feedback on service and staff.

Krupske Sprinkler Systems, Inc
4.6 ★★★★★ 50 Google reviews
Lawn sprinkler system contractor in Will County, Illinois

Website Directions Save Share Call

Address: 27716 US-45, Peotone, IL 60468
Hours: Closed · Opens 9 AM Wed ▾
Confirmed by this business 4 weeks ago
Phone: (815) 464-6801

[Suggest an edit](#) · [Own this business?](#)

Reviews

Google reviews ⓘ [Write a review](#) [Add a photo](#)

"Their **response** and **service** even after **installation** has been outstanding."
★★★★★

"Great **people** to work with."
★★★★★

"**Hands** down the greatest sprinkler company around."
★★★★★

[View all Google reviews](#)

OFFER ONLINE SCHEDULING

Most tests are routine. Save time for office staff and reduce phone calls.

Customers can schedule anytime, whether or not your phones are open.

Can embed on your website or use an online scheduling program.



Request a Backflow Test

We will reach out to you within 1 business day to get the test scheduled

Name

First Name

Last Name

Address

Street Address

Street Address Line 2

City

State / Province

Postal / Zip Code

Phone Number

Please enter a valid phone number.

Email

example@example.com

Best Way to Contact You

- Phone Call
- Email
- Text

Submit

UTILIZE SOCIAL MEDIA

At least have a Facebook page

Join community Facebook pages so you can comment if someone is looking for your services





CALL



CUSTOMERS



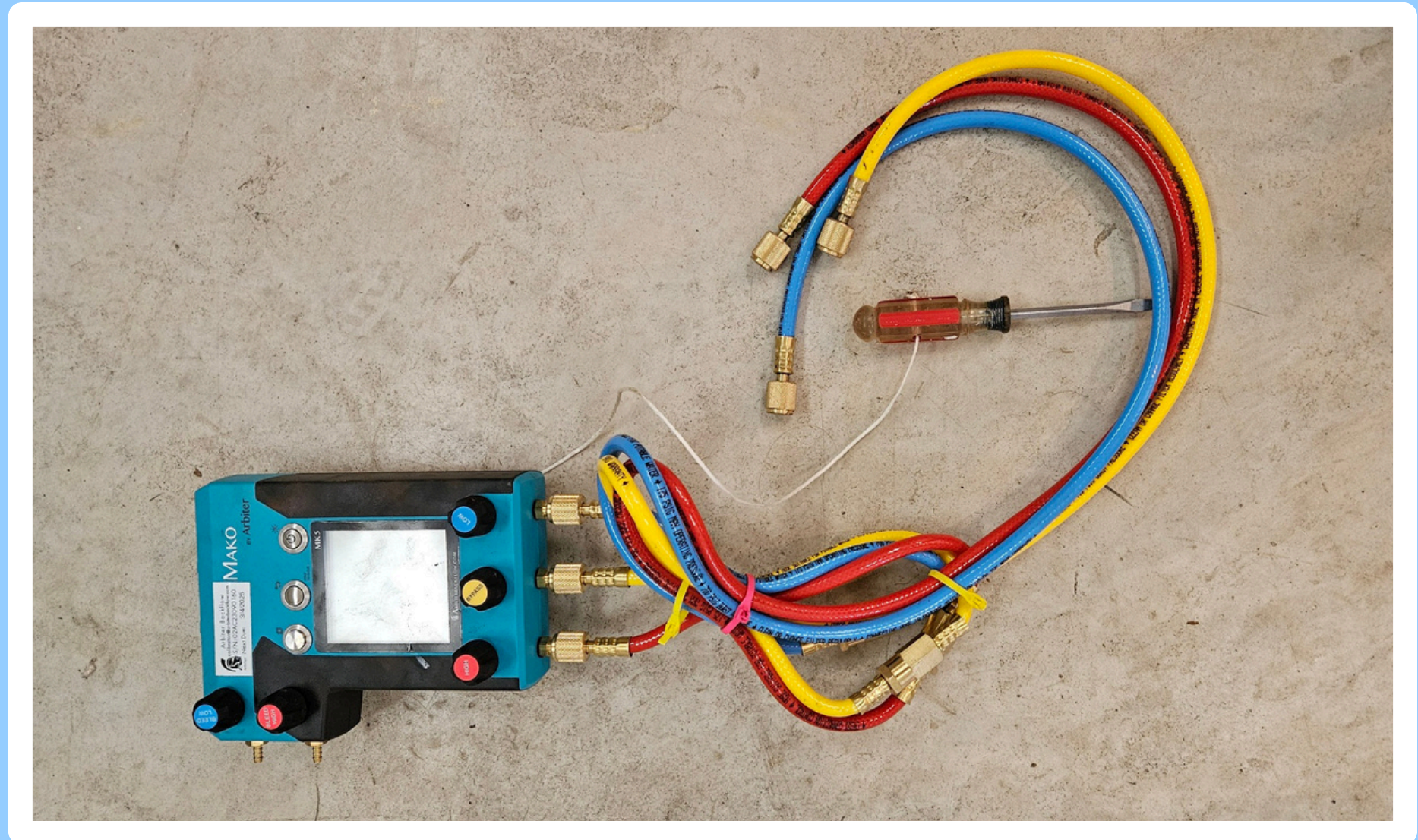
BACK!



BOB'S HACK

NEVER LOSE YOUR SCREWDRIVER!

Tie it to your gauge with a string
or wire.



For Cities



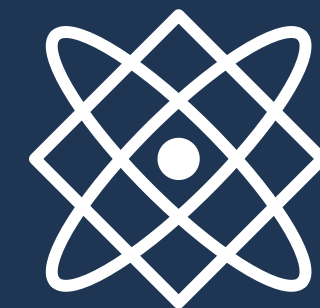
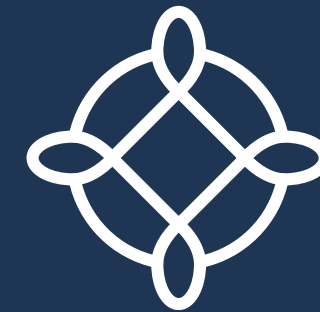
Compliance professionals and program admins

ESTABLISH KPIs AND SET GOALS

Keep an eye on the “score” with easily accessible stats

Evaluate the effectiveness of your program

- Where are you now?
- Where do you need to be to meet your goals?



KEEP ACCURATE DATA

Maintain a record of **specific device locations and information** as well as **accurate contact records** so you can quickly solve problems.



KEEP ACCURATE DATA

Maintain a record of **specific device locations and information** as well as **accurate contact records** so you can quickly solve problems.

Should be easily
searchable and able to
be filtered

	A	B	C	D	E	F	G
1	Type	Manufacturer	Model	Size	Orientation(s)	Approved	Renewed
2	AVB	Ames					-Nov-2021
3	AVB	Ames					-Nov-2021
4	AVB	Ames					7-Sep-2021
5	AVB	Ames					1-Aug-2021
6	AVB	Watts					2-Aug-2021
7	AVB	Watts					7-Sep-2021
8	AVB	Watts					1-Aug-2021
9	AVB	Watts					0-Sep-2021
10	AVB	Watts					8-Sep-2021
11	AVB	Watts					-Nov-2021
12	AVB	Watts					-Nov-2021
13	DC	Ames					-Aug-2020
14	DC	Ames					1-Jan-2021
15	DC	Ames					1-Jan-2021
16	DC	Ames					1-Jan-2021
17	DC	Ames					-Aug-2020
18	DC	Ames					1-Jan-2021
19	DC	Ames					1-Jan-2021
20	DC	Ames					1-Jan-2021
21	DC	Ames					-Dec-2019
22	DC	Ames					6-Jun-2021
23	DC	Ames					6-Jun-2021
24	DC	Ames					-Apr-2020
25	DC	Ames					7-Aug-2020
26	DC	Ames					8-Feb-2021
27	DC	Ames					8-May-2022
28	DC	Ames					8-May-2022
29	DC	Ames					-Oct-2020
30	DC	Ames					-Oct-2020
31	DC	Ames					4-May-2021
32	DC	Ames					1-Mar-2020
33	DC	Ames					0-Jun-2022
34	DC	Ames					-Mar-2020
35	DC	Ames					-Sep-2021
36	DC	Ames					
37	DC	Ames					
38	DC	Ames					
39	DC	Ames	2000B-FP	2			
40	DC	Ames	2000BM1-FP	1	H	1-Sep-2009	1-Sep-2021
41	DC	Ames	2000BM1-FP	1	VU	21-Aug-2017	21-Aug-2020

KEEP ACCURATE DATA

Maintain a record of **specific device locations and information** as well as **accurate contact records** so you can quickly solve problems.

Give customers the
ability to update contact
info



DIGITAL TEST SUBMISSION



DIGITAL TEST SUBMISSION

ELIMINATE DATA ENTRY

Save staff time so they can focus on more involved tasks

NO HANDWRITING ERRORS

Get accurate and easy to read data that is cleanly organized

INSTANTLY SUBMITTED + ORGANIZED




Data gets organized into a dashboard as soon as it is submitted

STREAMLINE REPORTING

Can generate reports quickly











UTILIZE EMAILS

 New Message —  

To _____

Subject _____

SEND        

UTILIZE EMAILS



THEY'RE FREE



THEY'RE INSTANT






THEY'RE SEARCHABLE











THEY CAN BE AUTOMATED

AUTOMATED UTILIZE EMAILS




 New Message —  

To _____

Subject _____

SEND        

UTILIZE **AUTOMATED** EMAILS









 New Message —  

To _____

Subject Test Due _____

You have a backflow test due in 30 days. Please contact a licensed tester to perform and submit the test.

If you have any questions, reach out to our department at our phone number or email.

SEND        

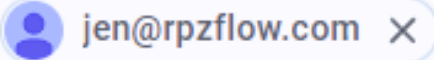
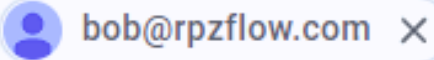

UTILIZE **AUTOMATED** EMAILS



New Message ⋮ ↗ ✕


From Lexie Krupske <lexie@rpzflow.com> ▾

To


Bcc   Cc 













Subject

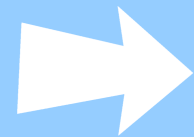
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LEXIE KRUPSKE
Chief Operating Officer
(833) 779-3569 | lexie@rpzflow.com
RPZ Flow
Backflow Data Solutions

 Schedule send

Send ⏪ ⏩            



ONLY USE ESSENTIAL NOTIFICATIONS

The **more notices** you send, the
less value each one holds

It takes **time** and **resources** to
print, stuff, and mail letters



DUE DATES

DUE DATES

Combine due dates
for devices at the
same location



Keep due dates the
same every year



Make sure due
dates are
reasonable





PRIORITIZE HIGH-RISK + FREQUENTLY DELINQUENT LOCATIONS

Focus on communication with these customers.



PRIORITIZE HIGH-RISK + FREQUENTLY DELINQUENT LOCATIONS

Focus on communication with these customers.

Do you have the **correct** contact person?

Should you send notices **earlier** than usual?

Does the **due date** make sense?

Try to find solutions to avoid spending time on the same locations every year.

ENFORCE PENALTIES

FOR NON-COMPLIANCE



ENFORCE PENALTIES

FOR NON-COMPLIANCE



... OR AT LEAST
MAKE THEM
BELIEVE YOU WILL

KEEP CUSTOMERS IN THE LOOP

KEEP CUSTOMERS IN THE LOOP

CREATE A VISIBLE ENVIRONMENT
Customers can play an active part

VOICE LINE
tasks



PROVIDE E
Reduc

KEEP CUSTOMERS IN THE LOOP

PROVIDE EDUCATIONAL RESOURCES
Reduce confusion + phone calls



INMENT

the part

DEDI

KEEP CUSTOMERS IN THE LOOP

DEDICATED CUSTOMER SERVICE LINE
organized away from other tasks



SEC

Cus
CREA

EMBRACE NEW TECHNOLOGIES

Be open to new products and technologies that make the industry more efficient and modern.



BE COMMITTED TO IMPROVEMENT

Use tools that can grow and improve with you as you learn and optimize processes.



QUESTIONS?

TESTER RECAP

Schedule By Zones

Use Routing Software

Limit Snail Mail - Use Email

Have Google Profile

Collect Prepayments

Digital File Cabinet

UTILITY RECAP

Set Goals + Keep Good Data

Digital Test Submission

Use Emails, Notify Only When Necessary

Reasonable Due Dates

Enforce Penalties

Involve Customers

FOOD FOR THOUGHT

**Challenge everything you
think you have to do.**