

PSA DEEP DIVE

# CLOSING THE GAP BETWEEN QUOTES & RECURRING REVENUE

Tony Mehner



# AGENDA

PSA DEEP DIVE: CLOSING THE GAP BETWEEN QUOTES & RECURRING REVENUE

- A History of Quoting Recurring Services in PSA
- **New Feature:** Agreement & Enhanced Contract Templates
- **New Feature:** Quoting Recurring Services
- **Automation:** Converting Quotes to Contracts/Agreements
- Question & Answer



# HISTORY of Quoting Recurring Services in PSA

PSA DEEP DIVE: CLOSING THE GAP BETWEEN QUOTES & RECURRING REVENUE

One time & recurring items would need to be separated by subtotals

Rev.io PSA [TMEHNER\TIGERPAW;VaultCube Technologies]

File Edit View Tools Tasks Activities Reports Help Support Live Chat Academy User Forum

Back Forward History New Save Print Preview Journal Related Quote Notes Tasks Docs Quotes Contracts SOs Assets Invoices Projects Fields Folders Accounting Knowledge Groups Email DocuSign Dial Merge Help

View reminders for past due tasks **Quote 10017** View unread workflow notifications Galaxy News Network (10031) > Quote 10017 This quote was approved by Anthony Mehner on Friday, August 16, 2024

**FAVORITES**  
ACCOUNTS  
MATRIX  
SCHEDULING  
SALES & MARKETING  
Quote Detail  
Opportunities  
Work Orders  
Work Order Detail  
Scheduled Activities  
Group Explorer  
Email Templates  
Email Analytics  
Activity Maintenance  
Campaign Maintenance  
Quick Sale

**SERVICE**  
PROJECTS  
INVOICING  
TIME & EXPENSES  
INVENTORY  
REPORTS & ANALYTICS  
INTEGRATIONS  
STATUS AND SETUP

**GENERAL INFORMATION**

Description: Server Room Configuration Type:   
Status: Open as of 08/16/2024 Source:   
Created: 8/12/2024 Expires: 08/26/2024 Job:   
Contact: Phone: Owner: Anthony Mehner ☒ Display on portal   
Signed by: on

**TOTALS**

Manufacturer's list: \$1,905.00  
Gross sell: \$1,798.75  
Net sale: \$1,798.75  
Amount due: \$1,918.66  
Total MRR: \$0.00

**SO/WO INTERNAL COMMENTS**

Internal Comments

**OPPORTUNITY**

Stage: Expected sale: \$0.00 50.00% Expected MRR: \$0.00  
Status: Notes: There is no opportunity attached to this quote.  
[Create Opportunity](#)  
[Link Opportunity](#)


**Line Item Detail** Recurring Services Adjustments & Leasing Billing Shipping Related Documents Printed Comments Manager

Item ID	Description	Quantity	Quoted on Contract	Mfg. List	Sell Price	Total Sell	Cost	Installation Location	Taxed	Dis
Subtotal Header	Hardware									
PW-750BE750	750 VA APC BE750 Back Up UPS	1.00		\$75.00	\$56.25	\$56.25	\$0.00	Basement - Room 1		
SV-PE0220R	PowerEdge R220 Rack Server	1.00		\$550.00	\$412.50	\$412.50	\$0.00	Basement - Room 1		
DP2000ST	DataPlex 2000 Smart Terminal	1.00		\$900.00	\$900.00	\$900.00	\$575.00	Basement - Room 1		
EM-10LS	Cyalume SnapLight Industrial Grade Light Stick	3.00		\$10.00	\$10.00	\$30.00	\$0.00	Basement - Room 1		
Subtotal Footer	Hardware Subtotal	6.00		\$1,535.00	\$1,378.75	\$1,398.75	\$575.00			
Subtotal Header	Labor									
Labor	Training Labor Rate	1.00		\$150.00	\$150.00	\$150.00	\$45.00	Basement - Room 1		
Install Labor	Install Labor	1.00		\$50.00	\$50.00	\$50.00	\$21.00			
Subtotal Footer	Labor Subtotal	2.00		\$200.00	\$200.00	\$200.00	\$66.00			
Subtotal Header	Monthly Recurring									
Backup & Disaster Recovery	Backup & Disaster Recovery	1.00		\$150.00	\$150.00	\$150.00	\$0.00			
ARLM	Alarm Monitoring	1.00		\$0.00	\$50.00	\$50.00	\$0.00			
Subtotal Footer	Monthly Recurring Subtotal	2.00		\$150.00	\$200.00	\$200.00	\$0.00			



# HISTORY OF QUOTING RECURRING SERVICES IN PSA

PSA DEEP DIVE: CLOSING THE GAP BETWEEN QUOTES & RECURRING REVENUE

<b>VaultCube Technologies</b> Phone: (402) 555-1335 Fax: (402) 555-1313 103 Vernon Square Omaha, NE 68003					<b>Quote</b>  No.: <b>10017</b> Date: 8/12/2024	
Prepared for:  Galaxy News Network 845 Golden Butterfly Mews Crooked Creek, IA 51306-0453 USA			Prepared by: Anthony Mehner Account No.: 10031 Phone: (319) 781-6336			
Quantity	Item ID	Description	UOM	Sell	Total	
<b>Hardware</b>						
1	PW-750BE750	750 VA APC BE750 Back Up UPS	1	\$56.25	\$56.25	
1	SV-PE0220R	PowerEdge R220 Rack Server	1	\$412.50	\$412.50	
1	DP2000ST	DataPlex 2000 SmarTerminal	EA	\$900.00	\$900.00	
3	EM-10LS	Cyalume SnapLight Industrial Grade Light Sticks, Green, 6" Long, 12 Hour Duration (Pack of 10)	1	\$10.00	\$30.00	
<b>Hardware Subtotal</b>					<b>\$1,398.75</b>	
<b>Labor</b>						
1.00	Labor	Training Labor Rate	HR	\$150.00	\$150.00	
1.00	Install Labor	Install Labor	HR	\$50.00	\$50.00	
<b>Labor Subtotal</b>					<b>\$200.00</b>	
<b>Monthly Recurring</b>						
<b>Monthly Recurring</b>						
1.00	Backup & Disaster Recovery	Backup & Disaster Recovery	EA	\$150.00	\$150.00	
1.00	ARLM	Alarm Monitoring	EA	\$50.00	\$50.00	
<b>Monthly Recurring Subtotal</b>					<b>\$200.00</b>	
				Sales Tax	\$119.91	
<b>SubTotal:</b>					<b>\$1,918.66</b>	
<b>Total:</b>					<b>\$1,918.66</b>	
Prices are firm until 8/26/2024      Terms: COD						

This meant the monthly recurring charges were included in the one-time charges total

The items would flow to a Service Order and a user would have to create the Contract or Agreement manually





# History of Quoting Recurring Services in PSA

PSA Deep Dive: Closing the Gap Between Quotes & Recurring Revenue

We wanted to make something better

We wanted to automate what users were having to do manually



# History of Quoting Recurring Services in PSA

PSA Deep Dive: Closing the Gap Between Quotes & Recurring Revenue

We did this by adding 3 new features

Agreement & Enhanced Contract Templates

Quoting Recurring Services

Converting Quotes to Contracts/Agreements



# AGREEMENT TEMPLATES

Automating Quote to Contract/Agreement

Rev.io PSA [TMEHNER\TIGERPAW;VaultCube Technologies]

File Edit View Tools Tasks Accounts Activities Reports Help

Back Undo Cut Copy Paste Delete Master Tables... Merge with another account Mark Contact for Moving Move Marked Contact to Current Account Search

Table Maintenance

File Edit Help New Edit Delete Print Preview Help

Search:

Agreement Templates

Template Name	External Product	Billing Cycle
Backup & Disaster Recovery	VaultCube Technologies	Monthly

1 Items

Account Passwords  
Accounting  
Accounts  
Activities & Campaigns  
Agreements  
Agreement Templates  
Agreement Type  
External Products  
Billing/Shipping  
Contacts  
Contracts  
Countries  
Custom Field Categories  
Do Not Fax List  
Do Not Fax Reasons  
Email  
Email Analytics Click-Thru Links  
EZ Bill  
Inventory  
Journal  
Marketing  
Opportunities  
Phone Numbers  
Projects  
Quotes  
Reps  
Service  
States  
Subcontractors  
Tasks  
Vehicles  
Workflow



# Contract Templates

Automating Quote to Contract/Agreement

Rev.io PSA [TMEHNER\TIGERPAW;VaultCube Technologies]

File Edit View Tools Tasks Accounts Activities Reports Help

Back Undo Cut Copy Paste Delete Master Tables... Merge with another account Mark Contact for Moving Move Marked Contact to Current Account Search

Table Maintenance

File Edit Help New Edit Delete Print Preview Help

Search:

Template ID	Description
Block of Hours	Break/Fix
Bronze	Bronze
Gold	Gold
Silver	Silver

4 Items

Account Passwords Accounting Accounts Activities & Campaigns Agreements Billing/Shipping Contacts Contract Billing Descriptions Contract Descriptions Contract Meter Groups Contract Meters Contract Statuses Contract Templates Contract Types Countries Custom Field Categories Do Not Fax List Do Not Fax Reasons Email Email Analytics Click-Thru Links EZ Bill Inventory Journal Marketing Opportunities Phone Numbers Projects Quotes Reps Service States Subcontractors Tasks Vehicles Workflow





# Agreement & Contract Templates

Automating Quote to Contract/Agreement

- With the creation of Agreement and Contract templates, you can now seamlessly integrate them into Quotes. These templates are fully editable when being added to a Quote.
- This functionality streamlines the quoting process, ensuring consistency and accuracy.
- It also enhances efficiency by reducing the time spent on manual edits, thereby improving client satisfaction and operational productivity.



# Quoting Recurring Services

Automating Quote to Contract/Agreement

Rev.io PSA [TMEHNER\TIGERPAW\VaultCube Technologies]

File Edit View Tools Tasks Activities Reports Help Support Live Chat Academy User Forum

Back Forward History New Save Print Preview Journal Related Quote Notes Tasks Docs Quotes Contracts SOs Assets Invoices Projects Fields Folders Accounting Knowledge Groups Email DocuSign Dial Merge Help

View reminders for past due tasks **Quote 10017** View unread workflow notifications Galaxy News Network (10031) > Quote 10017 This quote was approved by Anthony Mehner on Friday, August 16, 2024

**FAVORITES**  
ACCOUNTS  
MATRIX  
SCHEDULING  
**SALES & MARKETING**  
Quotes  
Quote Detail  
Opportunities  
Work Orders  
Work Order Detail  
Scheduled Activities  
Group Explorer  
Email Templates  
Email Analytics  
Activity Maintenance  
Campaign Maintenance  
Quick Sale

**GENERAL INFORMATION**  
Description: Server Room Configuration Type:   
Status: Open as of 08/16/2024 Source:   
Created: 8/12/2024 Expires: 08/26/2024 Job:   
Contact: Phone: Owner: Anthony Mehner   
Signed by: on ☒ Display on portal  
All recurring services have not been converted.

**TOTALS**  
Manufacturer's list: \$1,755.00  
Gross sell: \$1,598.75  
Net sale: \$1,598.75  
Amount due: \$1,703.66  
Total MRR: \$150.00

**SO/WO INTERNAL COMMENTS**  
Internal Comments

**OPPORTUNITY**  
Stage: Expected sale: \$0.00 50.00% Expected MRR: \$0.00  
Status: Notes: There is no opportunity attached to this quote.  
[Create Opportunity](#)  
[Link Opportunity](#)

Line Item Detail **Recurring Services** Adjustments & Leasing Billing Shipping Related Documents Printed Comments Manager

Description	Type	Recurring Revenue	Billing Cycle
VaultCube	Agreement	\$150.00	Monthly

Service Projects Invoicing Time & Expenses Inventory Reports & Analytics Integrations Status and Setup



# Quoting Recurring Services

Automating Quote to Contract/Agreement

Rev.io PSA [TMEHNER\TIGERPAW;VaultCube Technologies]

File Edit View Tools Tasks Activities Reports Help Support Live Chat Academy User Forum

Back Forward History New Save Print Preview Journal Related Quote Notes Tasks Docs Quotes Contracts SOs Assets Invoices Projects Fields Folders Accounting Knowledge Groups Email DocuSign Dial Merge Help

View reminders for past due tasks **Quote 10017** View unread workflow notifications Galaxy News Network (10031) > Quote 10017 This quote was approved by Anthony Mehner on Friday, August 16, 2024

**GENERAL INFORMATION**

Description: Server Room Configuration Type: Status: Open as of 08/16/2024 Source: Created: 8/12/2024 Expires: 08/26/2024 Job: Contact: Phone: Owner: Anthony Mehner Signed by: on ☒ Display on portal

All recurring services have not been converted.

**TOTALS**

Manufacturer's list:	\$1,755.00
Gross sell:	\$1,598.75
Net sale:	\$1,598.75
Amount due:	\$1,703.66
Total MRR:	\$150.00

**SO/WD INTERNAL COMMENTS**

Internal Comments

**OPPORTUNITY**

Stage: Expected sale: \$0.00 50.00% Expected MRR: \$0.00

Status: Notes: There is no opportunity attached to this quote.

Create Opportunity Link Opportunity

**Line Item Detail** **Recurring Services** Adjustments & Leasing Billing Shipping Related Documents Printed Comments Manager

Description	Type	Recurring Revenue	Billing Cycle
VaultCube	Agreement	\$150.00	Monthly

Monthly Recurring Revenue (MRR) is now tracked separately



# Quoting Recurring Services

Automating Quote to Contract/Agreement

- Quoted monthly recurring items now appear in a dedicated section of a Quote or Proposal.
- When adding a Contract template to a Quote, you can include quoted items to automatically calculate the Contract's price.
- All recurring financial information is stored separately as Monthly Recurring Revenue (MRR) on Quotes & Opportunities.



# Converting Quotes to Contracts & Agreements

Automating Quote to Contract/Agreement

Rev.io PSA [TMEHNER\TIGERPAW\VaultCube Technologies]

File Edit View Tools Tasks Activities Reports Help Support Live Chat Academy User Forum

Back Forward History New Save Print Preview Journal Related Quote Notes Tasks Docs Quotes Contracts SOs Assets Invoices Projects Fields Folders Accounting Knowledge Groups Email DocuSign Dial Merge Help

View reminders for past due tasks **Quote 10017** View unread workflow notifications Galaxy News Network (10031) > Quote 10017 This quote was approved by Anthony Mehner on Friday, August 16, 2024

FAVORITES ACCOUNTS MATRIX SCHEDULING SALES & MARKETING Quotes Quote Detail Opportunities Work Orders Work Order Detail Scheduled Activities Group Explorer Email Templates Email Analytics Activity Maintenance Campaign Maintenance Quick Sale SERVICE PROJECTS INVOICING TIME & EXPENSES INVENTORY REPORTS & ANALYTICS INTEGRATIONS STATUS AND SETUP

**GENERAL INFORMATION**

Description: Server Room Configuration Type: Status: Open as of 08/16/2024 Source: Created: 8/12/2024 Expires: 08/26/2024 Job: Contact: Phone: Owner: Anthony Mehner Signed by: on ☐ Display on portal

All recurring services have not been converted.

**TOTALS**

Manufacturer's list:	\$1,755.00
Gross sell:	\$1,538.75
Net sale:	\$1,538.75
Amount due:	\$1,703.66
Total MRR:	\$150.00

**SO/WO INTERNAL COMMENTS**

Internal Comments

**OPPORTUNITY**

Stage: Expected sale: \$0.00 50.00% Expected MRR: \$0.00

Status: Notes: There is no opportunity attached to this quote.

Create Opportunity Link Opportunity

Line Item Detail Recurring Services Adjustments & Leasing Billing Shipping Related Documents Printed Comments **Manager**

**APPROVAL**

Needed hours: 0 Quoted hours: 2 Approved by: Anthony Mehner On: 08/12/2024

**PROFITABILITY**

Material cost of sale:	\$575.00
Labor cost of sale:	\$66.00
Total cost of sale:	\$641.00
Sale profit:	\$957.75
Sale profit margin:	60%

\* Costs are estimates; they do not propagate to accounting.

\*\*Profitability does not include revenue from recurring services.

**Material Cost Profit Labor Cost**

\$957.75 \$66.00 \$575.00

Convert recurring services into an Agreement or Contract with Ease

Line-item detail will flow to service order(s) like you're used to



# Converting Quotes to Contracts & Agreements

Automating Quote to Contract/Agreement

- Through this functionality, Rev.io PSA enhances financial clarity and accuracy by distinctly categorizing different types of charges, this simplifies billing and revenue recognition processes.
- Automating the conversion of quoted items into service orders and contracts/agreements reduces manual effort, minimizes errors, and accelerates the overall workflow.





# Questions?

PSA Deep Dive: Unlocking Automation in Service Order Management

