The job’s done. What’s holding up the invoice?

Pick one recently billed job that took too long to put together. Use its dockets, timesheets and invoice to trace what happened and choose one change to test.

Job reference

Work finished on

Ready to invoice on

Follow the job from site to invoice

Collect Which dockets or timesheets came in? What was missing?

Match How did you match the hours and loads to the right job?

Check Who had to confirm a load, rate or approval? What did you ask?

Bill What still had to be typed or checked before you could invoice?

Where did the time go?

Most hands-on work: step and minutes

Longest wait: step and hours or days

Example: matching a docket takes ten minutes, but confirming the site takes until tomorrow. Putting the job number on the docket at dispatch could prevent that call.

Try one change on the next three jobs

Who will change what, and when?

What will you count to see whether it helped?

Want a second pair of eyes? Tell Jarrod at Calo which step held up your invoice.