

The maintenance reminder machine, on one screen

Every pump-out sets the next due date. Reminder texts go out with the tank's history attached, and after-hours emergencies get answered in seconds.

DUE-FOR-PUMPING QUEUE

CUSTOMER	TANK HISTORY	DUE	STATUS
Dana R. Hollow Creek Rd · household of 5	1,000 gal · pumped Mar 2023 Lid 14" deep, NE corner · riser installed	Due this month	Text sent
Marcus & Kim W. Old Forge Ln · household of 2	1,250 gal · pumped Jun 2021 Heavy sludge last visit — interval tightened	Due now	Booked Thu 9 AM
Pat G. County Line Rd · household of 4	1,000 gal · pumped Oct 2021 Garbage disposal in heavy use	14 months overdue	Escalated message
Elena S. Birchwood Dr · household of 3	1,500 gal · pumped Aug 2024 Filter cleaned at pump-out	Due in 3 weeks	Queued

THE REMINDER TEXT

"Hi Dana, it's Hollow Creek Septic. We pumped your tank in March 2023 and with your household size it's coming due. We're out your way the week of the 14th, want us to put you down? Same crew, and we know where your lid is."

"yes please. what's the price now?"

"\$395 for the 1,000-gallon pump-out, same as a standard visit. Tuesday the 15th at 10 AM work?"

Booked in one exchange. Crew arrives knowing the lid is 14" down in the NE corner.

BETWEEN PUMP-OUTS · SHORTER-CYCLE WORK

Elena S. · filter cleaning

12 months since last service · keeps eyes on the system mid-cycle

Annual offer queued

Whitfield property · inspection

Real estate closing on the 28th · deadline-tracked

Scheduled Fri

Tran family · aerobic service visit

County-required contract · visit 2 of 3 this year

Auto-scheduled

AFTER-HOURS EMERGENCY CAPTURE

Sat 9:12 PM · missed call

Instant text back: "Sorry we missed you — is this an emergency? What's happening and where are you located?"

9:14 PM · AI triage

"Sewage backing up in downstairs bath" → flagged genuine emergency, on-call tech paged with address + tank history.

9:16 PM · booked

Customer told tech is en route within the hour. Non-emergencies get booked into the morning instead.

No tank forgotten

Every closed job carries a next-due date, so a 4-year cycle stops depending on anyone's memory.

History does the selling

Reminders arrive with the customer's own tank records attached — a pitch no competitor can copy.

Weekends stay covered

Missed emergency calls get a text in seconds, triaged by AI, and routed to the on-call tech only when it's real.

