

Deductions Report

What are deductions?

In the course of providing in-home services to our customers there will be incidents where a refund or compensation is issued to the customer. There may also be issues of missing or damaged product that will need to be replaced by the client and Home Solutions. In these instances, Home Solutions may attempt to recoup this money from the service company involved.

Deductions Report

The Deductions Report is compiled by Accounting and sent to the Market Managers for review. Market Managers will determine whether or not the charge should be billed back to the service company. Additionally, Market Managers will arrange the payment schedule for any back billing.

1. The Deductions Report is posted to the Market Manager Teams site. Open the report and filter for your area.
2. Review the Order History, Form Upload, and any troubleshoot/service call/revisit orders in DOLI.
3. Determine whether this is a charge we should deduct from the service company and what amount is appropriate to deduct.
4. Call the service company and discuss the situation.
5. Discuss the issues on the order and provide any necessary coaching to avoid the issue on future orders.
6. Advise that we are going to need to deduct from their future pay and work with the servicer regarding a payment plan.
 - a. No company may divide the payment over more than four payments without receiving special approval from Robb Bishop.
7. Enter your decision and the payment information onto the Deductions Report.
8. Reach out to the Accounting to enact the agreed upon payment plan.