

Appearance Fees

What are Appearance Fees?

Appearance Fees are a standard fee that the servicer may request as payment for rolling on a job that cannot be completed for any reason NOT related to action by the servicer or NAL Group.

Examples: Servicer arrived to install dishwasher but cannot perform the job because countertops have not been installed yet; customer not home; customer cancelled order at the door, etc.

Servicers must request an appearance Fee, even when they are eligible to them. Never offer or prompt a servicer to ask for an appearance fee; the servicer must request an appearance fee.

The standard Appearance Fee and amount for NALG jobs is **\$20**.

Process

1. If the servicer requests an Appearance Fee without specifying an amount, tell the servicer you will submit the appearance fee request, saying: *“I will submit a \$20 Appearance Fee request for this job to my supervisor for approval.”*
 - If the servicer specifically requests any other amount for an Appearance Fee, tell the servicer you will submit an appearance fee, saying: *“The standard Appearance Fee amount we are able to submit is \$20. I will submit a \$20 Appearance Fee request for this job to my supervisor for approval.”* All servicer questions or concerns about the amount can be referred to Field Leadership.
2. Use the **Trip Charge Info** button to enter the Appearance Fee. The status should be **“Pending Approval”** and the Approved By field should be **“RC”**
 - Make sure to choose the correct Type/Reason
 - **Appearance Fee:** Servicer requested payment for rolling on the job that cannot be completed for any reason NOT related to equipment AND NOT related to action by the servicer or NALG.
 - **Appearance Fee – Equip Issue:** Servicer is not able to complete the job due to issues with the equipment provided by the client.
3. Notate the job in DOLI.

Note: If there is a Make it Right process for the client that applies to the situation, perform the Make it Right process **before** submitting an Appearance Fee.

Reason Codes

Appearance Fee:

- Service Cancelled at Door: Use when the customer refuses service or cancels after the servicer rolls on the job.
- Site Not Ready/No Fit: Use when the service is not completed because of Site Not Ready or the equipment doesn't fit.
- Service Cancelled at Door, Delivery Only: Use when the customer refuses services, but the servicer leaves the product on site.
- Customer Not Home for Appointment: Use when the customer is not home for service.

Appearance Fee- Equipment Issue:

- Damaged Product: Use when there is physical damage to the product: e.g. dents, scratches, cracks.
- Defective Product: Use when the product is found to be defective /not working after installation.
- Wrong Model/Product: Use when there is an incorrect model/product, preventing proper installation.
- No Equipment: Use when there is no equipment at the pickup location.
- Missing Part: Use when there is a part missing preventing proper installation.

Appearance Fees: Equipment is Not Available for Pick-up

If the equipment for at least one job **IS** available when the servicer arrives at the store/warehouse for pick-up, the servicer will **NOT** be eligible to receive an Appearance Fee due to missing equipment.

For example, if the servicer has four jobs from the same store scheduled for the day, and the store has equipment available for two of those jobs when the servicer arrives, the servicer will **NOT** be approved for a Trip Charge (Appearance Fee – Equip Issues) due to missing equipment.

If the servicer arrives at the pick-up location and no equipment is available for any of their jobs for that day, the servicer can still be approved for one Trip Charge (Appearance Fee – Equip Issues) due to missing equipment if they call NALG to request the payment.

NALG Resolution Care agents will ask the servicer to provide the same of the supervisor/manager of the pickup location that confirmed the items were unavailable. The agent will also ask the servicer to confirm the address of the pickup location he/she is at. If the servicer cannot provide the necessary information or is at the incorrect pickup location, the servicer is not eligible for an appearance.