

Phone 2 – Servicer Payment Issues

There will be times where servicers will call in with questions about payment on their completed installations. These issues can generally be resolved by answering a few questions.

We can only discuss payment with the authorized contact(s) for the service company. If the caller is not an authorized contact, refer them to speak to the contact within their own service company.

Situation 1: I did not get paid for job # XXXX-XXX

- The most common reason a servicer has a question about payment, is that the job was not paid on this week's check.
 - The biggest reason for this, is that the paperwork for the job was not completed and submitted to NALG / Installs in time or at all.
 - All pages that print with the work order need to be completed and submitted to NALG by midnight on Monday to be paid on the following Monday.
 - The job needs to be closed out in DOLI.
1. Ask the servicer for the job number.
 2. Ask the servicer if and when the paperwork was submitted.
 3. If the paperwork was not submitted by Midnight on the previous week, advise the servicer the job will be paid on the next week's check.
 4. If the paperwork was submitted on time, but the job was not paid out, transfer the call to Accounting for assistance.
 5. Notate all conversations in DOLI.

Situation 2: The servicer feels the job does not pay enough

- If a servicer feels the job doesn't not pay enough, follow appropriate process for adding a SKU or trip charge to the order. **Always check the Scope of Work for the SKUs on the order to see if current SKUs cover the work the servicer is requesting.**
- If the servicer would like to discuss job rates, refer the servicer to his Market/Field Manager.
- Notate every conversation in SMT.