

Special welcome- we're glad you're here! Starting a new working relationship with America's Same Day Service as a subcontractor is a challenging experience

This handbook provides, in general terms, answers to some of the questions you may have as a subcontractor for America's Same Day Service, Inc.

Many of the points have been, or will be covered by the management. This handbook is a supplement to those discussions. It can be difficult to remember everything explained during the initial hiring call and subsequent calls to the corporate office. Please take a few minutes to review the following material. If at any time you have questions regarding provided information please feel free to call the corporate office and speak with Ron Bass, President or anyone in the office can answer most questions.

WHO WE ARE

In 1994, Ron Bass started with the idea to offer superior home repair service to the Springfield, Missouri community. The business was based on two basic fundamentals; customers can get their repairs completed the same day they call us, and to be completely satisfied with the work performed, backed by a 100% money back guarantee.

In the beginning, America's Same Day Home Repair Service, Inc. offered only a few Services. Today, we offer several different types of services (see Services We Do). In 1997, America's Same Day Home Service, Inc. was voted the number 1 service company in Springfield by the Springfield Business Journal. We strive to remain on that list.

In 1998, America's Same Day Home Repair Service, Inc. expanded into areas outside of the Springfield, Missouri metropolitan area. It is our hope that with the addition of quality service people like you, we can continue to expand while maintaining the good reputation we have worked hard to achieve, and with professionals such as yourself we will continue to build on that reputation.

SERVICES WE DO

America's Same Day Home Repair Service Inc., offers these services in most of our

markets:

Appliance Repair

Electrical Repair

Handyman Service (This service is only offered in Springfield, MO area at this time)

HVAC

Plumbing/Drain Cleaning

Computer, TV Repair (This service is only offered in Springfield, MO at this time)

Other IT related

COMPENSATION/ACCOUNTING

Work for America's Same Day Home Repair Service, Inc. is on a customer call basis. These calls are received at all times of day. Dispatch generally works from 6:00 AM to 10:00 PM Sunday through Saturday.

Pay is given to technicians when the invoices for the service call and the corporate office receives part receipts. If you secure a credit card for payment you call us as mentioned earlier, but you must still make out a ticket and send it in referencing the credit card on your ticket.

Pay is determined by taking out part costs, dividing the ticket by two, and then adding parts back into the amount.

Technicians are paid through PayPal.

To remind you in order to get reimbursed for parts you must send a copy or the original receipt with the white copy of the ticket and check or money order from the customer.

It is not the responsibility of America's Same Day Home Repair Service, Inc. to provide for the expense of parts. If the service call requires parts over a certain amount, please call and inform Mr. Bass of the situation. Depending on the situation Mr. Bass may be able to provide help with the part.

America's Same Day Home Repair Service, Inc. does NOT typically give loans to technicians. There could be rare occasions where that may need to be necessary such as special tools and equipment rental. Also, considered special occasions would be the purchase of condenser units, furnaces, and equipment needed for larger jobs. Please call and talk to Mr. Bass regarding your situation to see if it would be considered a rare occasion.

BILLING

Payment must be collected at time of service. **NO billing will be accepted unless approved by Ron Bass or Accounting.**

Acceptable form of payment is:

Check made out to America's Same Day Home Repair Service, Inc. You must get a Drivers License number, phone number and date of birth on the check. The only way we can recover from bad checks and prosecute is to have the above information. Accepting checks without this information that is returned for any reason the technician will be responsible paying for the bad check.

Cash

All Major Credit Cards: Visa, MasterCard, Discover and American Express. You will call into corporate office with credit card information (card number, expiration date, and amount). We DO NOT do any third party billing. If you have issues please call immediately into corporate office and speak to accounting for help in resolving the issue with third parties being involved in the service call.

WORK ORDERS

When customers call into America's Same Day Home Repair Service, Inc. we secure the following information:

Customer First and Last Name

Street Address, City, State, and Zip Code

Telephone number for home and/or cell

Email

Where they saw our advertisements

Service Codes for the services that we provide (i.e. appliance, plumbing, heating)

The service item (i.e. washer, dryer, dishwasher, etc.)

Make and model if possible

Description of the problem the customer is having (i.e. not cooling, no heat, won't tumble)

Any notes about the time request or location and any special direction instructions if any

Form of Payment (See above for approved forms of payment)

Technician and phone number

Once all of this information has been gathered and entered the dispatcher will call you, the technician, and provide all the pertinent service call information. We pride ourselves on **Delivering Same Day Service** whenever possible. If we have to leave a voicemail for you we ask if at all possible to call in within an hour of getting our call. If we don't hear from you within that time frame we will cancel the call. We hate to do that since we all lose in the situation, but we don't like to keep the customer waiting so we don't have them miss the opportunity to find a company that can come out. Again, same day is our goal.

COMPLETED WORK ORDERS

Technicians MUST call the Corporate Office to confirm the following:

The service call that you accepted is completed

The amount charged and collected on site of the call

If your job cannot be completed that day due to parts or other factors, call the Corporate Office to inform us so that we can update the call record. Always stay in contact with the Corporate Office with information pertinent to the service call.

INVOICES

Appendix B shows the described information properly on a service ticket:

You must fill out the following information on your service tickets:

The customer's name (First and Last)

The date

The complete address including zip code

Telephone number for the customer

Work requested (Example: Dryer not heating)

Work completed (Example: Replaced thermostat in dryer)

Form of Payment (If check add check number on the line)

Short description of what you did

Flat rate total (Example: \$189.00)

Sign your name

Have the customer sign so that they agree to what was done and pricing

Subtotal (Same from #9)

Any discount you are taking off for either senior or military 10% discount

Flat rate which this is the amount that should be collected from the customer

Can be emailed as well as receipt

Service Calls=\$64.00

If we do the work after giving estimate and diagnosis the service call is NOT collected. At this point you will move forward with your quote on repair and that is the ONLY amount the customer will be expected to pay. Keep in mind discounts, travel, and industry rates when quoting your repair costs. When pricing a repair the hourly rate to be used is \$88.00 with a one hour minimum. If you need advice or direction for pricing please call the Corporate Office and we can talk through the situation and decide the best course to take.

Parts Pricing:

For parts under \$30.00, x 3 to get the price you will charge the customer

For parts over \$30.00, x 2 to get the price you will charge the customer

Plumbing Pricing:

For main drain clean outs it is \$150.00 minimum for the first hour and \$64.00 for each additional hour.

For secondary drain clean outs it is \$110.00 for the first hour and \$64.00 for each additional hour.

FOLLOW-UP CALLS

Follow-up calls are completed on a daily basis to ensure that our customers are satisfied with the job you have performed and to assure they will be repeat customer. The office staff will confirm that you made it out there, everything working ok, and amounts collected. If the customer is not home when the call is made, a message is left at the home with a call back number.

If we take or have taken a call in areas that we may not have a technician at the time we mail out an apology letter to the customer for a free service call. You could possibly come across one of these letters. If so, just collect from the customer and send to the office with a copy of the ticket and you will still be reimbursed your 50% of the service call.

COOPERATION AND COMMUNICATION

A high degree of cooperation and communication is crucial for the relationship as a subcontractor with America's Same Day Service to work and go smoothly. We ask that

you call in promptly to retrieve your call information and that you immediately call and arrange an appointment time with the customer. Our goal is to receive, dispatch, and have the technician contact the customer within an hour's time. Over the hour mark we will either cancel the call for having no technician, and may or may not have us start recruiting again in the market for a reliable sub-contractor willing to take and work the calls. We understand that emergencies happen. We ask that if you are going to be unavailable for any period of time that you communicate that with us so we can either try to schedule when you are back or give the customer the opportunity to look elsewhere. All sub-contractors are expected to call in once the job is complete so that we can close out the ticket and have the follow-up call completed the next day.

OUR CUSTOMERS

Without our customers, there is no America's Same Day Home Repair Service, Inc. They are the reason for every company's existence. The old saying "Take care of your customers or somebody else will" has never been more true in the service industry as it is today.

Our customers must be treated with exceptional service, care, and respect. America's Same Day Home Repair Service, Inc. spends hundreds of thousands of dollars in advertising to attract customers. We must do everything reasonably possible to please every customer we serve. Any problems you encounter with a customer please feel free to call the Corporate Office to discuss the problem to see if we can work together to find the best solution.

The service, quality, and cooperation given from the dispatchers who take the call to you the sub-contractor completing the service call will be the influence on the customers to have them using us for future needs. Repeat customers are a great opportunity for your continued business which is where we both make money. More than anything we know the responsibility to completely satisfy the customer depends on you.

ETHICS

This policy statement applies to all America's Same Day Home Repair Service, Inc. sub-contractors and is intended as a general statement of the way we conduct business. Correct ethical conduct is particularly at the heart of the operation of a company

engaged in service to the public. All America's Same Day Home Repair Service, Inc. owner, office staff, and our sub-contractors must conduct all of the company's operations not only in a strict ethical manner, but also in a manner that would avoid even the appearance of misconduct or improper activity. Our actions must NOT be determined by a mere compliance with state and federal laws; not just by public attitudes, but with a commitment to do what is right and fair to all. To this end, the following guidelines are company policy:

The use of company funds, materials, equipment or labor for any illegal, unauthorized, or improper purpose is strictly prohibited.

Sub-contractors must keep the Corporate Office informed at all times on matters that might be considered a violation of any safety, fire code violations, or any other matter that might result in injury to the customer or yourself.

We expect all sub-contractors to abide by the earlier section covering the importance in keeping us informed of the status of your service calls so that we can manage the proper accounting of every service call from dispatch to complete, including sending completed tickets in promptly.

America's Same Day Home Repair Service, Inc. expects its staff and all sub-contractors to conduct themselves in such a manner that there will be no embarrassment to the company or the sub-contractor.

EQUAL OPPORTUNITY

America's Same Day Home Repair Service, Inc. offers opportunities to sub-contractors regardless of race, creed, color, religion, national origin, sex, age, sexual orientation, marital status, or veteran status. Our sub-contractors are hired on the basis of trade skills, ability, and willing to adhere to standing behind their work. We cannot afford to deprive the company of capable people because of discrimination and injustice.

CONDUCT

Our policy on conduct is designed to benefit both sub-contractors and the company. We expect you to use common sense and reasonable judgment on the job. Misconduct or inappropriate behavior are serious matters and can jeopardize your ability to stay on the list of useable sub-contractors.

The following are examples of some, but not all situations that may result in the termination of your sub-contractor agreement with Same Day Service Home Repair,

Inc.:

The possession, use, sale, or distribution of illegal drugs on company time, premises or on the service call conducted by the sub-contractor

The use of or being under the influence of alcohol or any controlled substance on company time, premises, or on any service call conducted by the sub-contractor

Insubordinate behavior with interaction between corporate staff

Sexual or other forms of harassment on company premises or on the service call conducted by the sub-contractor

Continuation of callbacks for unsatisfactory work

Willful falsification of any record, reports, or company documentation to include the service call tickets required to be submitted for every completed call

Theft of company property, or personal property while sub-contractor is completing a service call on private property.

This list is not intended to be all-inclusive, but is meant to serve as a guide. As a sub-contractor you are representing America's Same Day Home Repair Service, Inc. Your performance and professionalism are an important part of our company's reputation and future.

DRUG AND ALCOHOL ABUSE POLICY

America's Same Day Home Repair Service, Inc. is committed to providing a work place free from drug and alcohol abuse. We are concerned about the well being of our sub-contractors whose drug and alcohol abuse or dependency may affect their job performance as well as the safety and the safety and well-being of customers, co-workers, and you the sub-contractor.

As stated in our Conduct Policy, the possession, use, sale, or distribution of illegal drugs on company time, premises, or on the private property of our customers is strictly prohibited. Anyone found to violate the above will face immediate removal from our sub-contractor list.

We may reserve the right to require drug/alcohol testing under the following circumstances:

- Running calls as a sub-contractor
- To comply with government regulations
- Periodically for those in certain safety sensitive jobs
- When a sub-contractor is unfit for work and we have reasonable cause to believe he/she may be under the influence of drugs or alcohol
- After an accident if we believe drugs or alcohol may be a factor
- Necessary following a sub-contractors participation in a drug or alcohol rehabilitation program

INTRODUCTORY PERIOD

As a new sub-contractor, the first 30 days of taking service calls will be an introductory period. The purpose is to provide an opportunity for you and the Corporate Office to work together during this critical learning and adjustment period. The crucial parts of being a sub-contractor in your market is to call in within 30-60 minutes from our initial call to you to get the service call specifics. Being available and working with the customer in getting there within a reasonable timeframe, completing the call, sending in all completed service calls to include a copy of the service call check and any money collected. **Checks should be mailed immediately to us since you will not be paid for that service call if you are still holding on to the check.** The sooner it gets to us, the sooner you will get paid your portion of the service call

AVAILABILITY

We take service calls 365 days a year and 24/7. We depend on our sub-contractors in their markets. We know things come up when working in a job where you work one call at a time. If at any time you foresee being unavailable in your area please call the Corporate Office with as much notice as possible so that we can make arrangements for any calls that might come in for your area. If you want to request time off email hr@samedayservice.com or call in.

PERSONAL APPEARANCE

Since you will be going into a customer's home and representing America's Same Day Home Repair Service, Inc. we ask you dress in a manner that you would expect from a sub-contractor coming to your home to make a repair, consider neatness and appropriate attire to maintain a professional appearance for America's Same Day Home Repair Service, Inc. and yourself.

Please read the following contract, sign and date. Return to Corporate Office with first 30 days.

America's Same Day Home Repair Service, Inc. is a full scale home service company which provides to our customers quality and timely service in the area of HVAC, plumbing, electrical, appliances, handyman, and in Springfield, Missouri area only we offer computer and TV repair. As a sub-contractor we ask that you commit to being on call twenty-four (24) hours a day, seven (7) days a week, including holidays. If there are stretches of time you do not want to be called for a service call we ask that you give us as much notice as you can so we can make other arrangements for calls in your market or trade skill. Due to our commitment to quick, same day service to completing a call letting us know of your unavailability this would just be considered courteous and proper business.

WARRANTIES

All sub-contractors **WILL** run their own warranty, and call backs from the customer. If it is a true call back and no revenue is collected, America's Same Day Home Repair Service, Inc. will not pay any labor or part replacement costs. If for some reason the responsible sub-contractor is not able to run his own warranty or call back, America's Same Day Home Repair Service, Inc. will charge the sub-contractor for the amount paid to the sub-contractor for doing the call and correcting the issue. If the responsible sub-contractor is no longer on our active sub's list, we will pay for the warranty and the callbacks as a standard service call. Please be advised that there are exceptions to these policies, but all exceptions must have the management's approval of the callback/warranty work order.

America's Same Day Home Repair Service, Inc. is a Drug and Alcohol free company. Under no circumstances will the use of drugs or alcohol be tolerated while "In Contract".

"In Contract" includes all the following instances:

Driving to or from a service call

Working at the location of the service call

Driving to or from supply houses during the service call

It is understood that certain vices are indulged in on occasion; we just ask that if in any way you are under the influence that you inform us at the time of the call so that we may reassign the call to another sub-contractor. Failure to comply with this request will result in you being removed from our active sub-contractor list and you will no longer be approved of any and all future forms of subcontracting with America's Same Day Home Repair Service, Inc.

By signing below you agree to the above rules and guidelines regarding warranties, call backs and use of drugs and alcohol

Signature: _____

Date: _____

America's Same Day Home Repair Service, Inc. Partners with all sub-contractors regardless of creed, gender, age, religion, or ethnic background.