ASMF by LocationSome Places we are getting more requests for that aren't in our service zone.  
Hudson Oaks - need to send them to GD Weatherford out of our service territory  
Aledo - $35 (already comes up Arlington)  
Midlothian - $35 (Arlington)  
Lavon- $35 (Dallas)  
Kaufman - $35 (Forney)  
Decatur- $250 OOSA (Out of Servia Area) fee

Assessment Fee Guidelines (ASMF)**$35 ASMF**  
Applies to:

* Insulated Glass Units (IGUs)
* Single Pane Glass
* Pet Doors
* Shower Enclosures
* Patio Door Glass
* Standard Window Replacements

*Note: These fees* ***can be waived*** *and booked without collecting an ASMF, but please try to secure one either* ***beforehand or onsite*** *whenever possible.*

**$75 ASMF**  
Required for:

* Cabinet Glass
* Table Tops
* Mirrors
* Leaking Windows
* Windows that don’t open or close
* Shower Adjustments (Typically $225 minimum, no warranty on material we do not provide)
* Anything considered outside the norm or that most glass companies wouldn’t typically handle

*We must collect the $75 ASMF or provide a phone quote for these types of jobs.*

**$150 ASMF**

* Full Home Inspections

**$250 Water Test**

* Leaking windows by require a water test if we cannot tell where that is going from. Specialists will quote that onsite.

Auto Process:car: **Auto Call Process – If Dak Is Unavailable**  
If Dak is not available to take the auto call, please follow the steps below to ensure we properly handle the lead:  
**Set Up the Customer in the System**

* + Collect as much info as possible to build the account.
  + If the customer **does not want to provide their address**, use the following default address:
    - **2001 Midway Rd, Suite 121, Carrollton, TX 75006**

**Verify the Cell Phone Number**

* + Double-check that you have the correct mobile number on file.

**Inform the Customer**

* + Let them know we will be **sending them a text** requesting:
    - A **photo of the vehicle/damage**
    - The **full VIN number**
  + Explain that this information is **essential for providing an accurate quote.**

**Same-Day Service Requests**

* If the customer asks for **same-day service**, notify the team in this order:
  + 1. **Dak**
    2. **Trent**
    3. **Danny**
    4. **Hayden** (last resort only)

**Text Message to Send the Customer**

"Hello! Please reply with the vehicle’s full VIN number and photos of the damage, at your convenience, to ensure the most accurate quote for your repair/replacement. Thank you! - Glass Doctor of North Texas"