

The logo for Amazon Home Services, featuring the word "amazon" in its signature font with a curved arrow underneath, followed by the words "home services" in a clean, sans-serif font.

amazon home services

Training For Recurring Services

Overview

You are invited to be an exclusive launch partner as Amazon Home Services introduces subscription house cleaning and lawn care recurring plans. Customers can now purchase weekly, biweekly, or monthly plans through a single purchase. Please take time to review this guide on how to manage your Recurring Subscription orders.

- Overview
- Identifying a new Recurring Subscription
- Workflow of a new Recurring Subscription
- Adjusting Pricing
- Turning off Recurring Subscriptions
- Canceling Recurring Subscriptions
- On-Site with Recurring Subscription orders
- FAQ

New Recurring Subscriptions

Overview

- Customer lands on service page and is shown appointment options to choose. They can use price, ratings, and brand recognition to make this choice. After selecting 'book an appointment' the customer will then pick a day and time for the first appointment.
- You then automatically receive the new job in the “Manage Orders” list as an unconfirmed order.
- Subsequent orders from that customer's plan will show up in the Seller Central portal as Unconfirmed and the provider will need to confirm the arrival time and day and assign these orders to a technician.
- Each order is treated as a separate order. This allows the customer and provider to reschedule or cancel individual orders as needed.

All pros available in your area

Providers are required to be background-checked, insured, and licensed (if applicable). [Learn more](#)

The screenshot shows a map on the left with a red circle highlighting the area around ZIP 98117. To the right of the map are three service listings:

Service	Estimate	Positive Ratings	Reviews
NiftyChoice Cleaning Service	\$108.90	73%	19
Amazon Home Assistants	\$110.00	92%	305
The Maids	\$139.50	92%	14

Each listing includes a 'Book an Appointment' button and a note that the service is backed by Amazon's Happiness Guarantee. A 'Show all (4)' link and a 'Learn more about Estimates' link are also visible.

Customer will use profile pages to help decide if they want to book a provider, so it's important to ensure your profile is accurate. You can edit your profile by logging into your Seller Central account and clicking [Edit Profile](#). You can add in images, specialties, and an 'About Us' section.

Example

The example shows a provider profile for 'Acme Services Inc.' with a 4.5-star rating from 42 reviews. The profile includes a 'Thumbnail image' of the provider, a list of required qualifications (Background-checked, Licensed where applicable, Top-rated performers, Insured), an 'About you' section with placeholder text, and a 'Specialty skills' section listing various services like 'Fluent in Spanish', 'Cabinet creation', 'Water damage repair', 'Custom installations', 'Custom millwork', and 'Free estimates'.



New Recurring Subscriptions

Identify a new Recurring Subscriptions

➤ How do I know when I've received a new Recurring Subscription?

- Anytime you see the word '**Plan**' in an order, you know it's a recurring subscription
- The title of the service will have the frequency of the job. e.g. weekly, monthly, etc. For example: "**Home Cleaning Plan, 0-1000 sq ft, 1 ba, Every 2 Weeks**"
- You'll see multiple orders with the same customer name (example below); this means all these orders are part of the same subscription.

Filter By:

Order Date	Order ID/Service Details	Appointment Time	Customer	Status	Technicians	Actions
May 17, 2018 01:42 PM CT	113-0126809-9281017 Home Cleaning Plan, 1000-1500 sq ft, 2 ba, Every 2 Weeks	These are both orders in the SAME Subscription	John Smith	Unconfirmed		<input type="button" value="Order Details"/>
May 17, 2018 01:41 PM CT	113-1842979-9568212 Home Cleaning Plan, 1000-1500 sq ft, 2 ba, Every 2 Weeks		John Smith	Unconfirmed		<input type="button" value="Order Details"/>



New Recurring Subscriptions

Workflow of a new Recurring Subscriptions

➤ How do I handle a new Recurring Subscription?

- You'll receive an email notifying you that you've received a new subscription. The first order of the subscription needs to be confirmed.
- The new order will be available in 'Appointments to Confirm'. You'll find the new Subscription. Confirm all the orders in the Subscription.
- **As a part of participating in Amazon recurring offers, we ask that you please preference first-time appointments of new Amazon subscription customers when scheduling technicians.**
- If you need to reschedule, reach out to the customer via phone, or, if unavailable, buyer seller messaging and mutually decide on a new day and time.
- Reschedule the appointment and confirm. Your business will not be negatively penalized for rescheduling the initial appointment as long as you received confirmation from the customer prior. **Be aware that ongoing performance for cancelation and reschedule factor in to your ability to continue participating in Amazon recurring services.**
 - Subsequent orders from that customer's plan will also show up in the Seller Central portal as Unconfirmed and the you will need to confirm the arrival time and day and assign these orders to a tech.
 - Each order is created and has its own order ID and is treated as a separate order from the others. This allows the customer and provider to reschedule or cancel individual orders as needed.

Filter By:

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Managing Recurring Subscription Services

Adjusting Pricing

➤ How do I adjust my prices for Recurring Subscription Service?

- In your Seller Central account, hover over Profile then click Manage Services. Next, under Home Cleaner – Recurring click Add/Edit Estimates > Change the prices as needed> Save.

Home Cleaner - Recurring

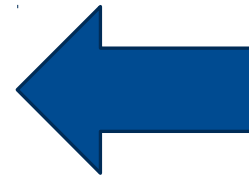
Home Cleaning - Recurring

Pre-packaged Services

Home Cleaning Plans

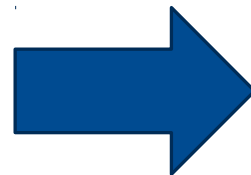
Scope

Add / Edit Estimates



Once you select Profile > Manage Service, you'll see this page

After you click Add/ Edit Estimate you'll see this page where you can edit your prices as needed and Save



Add Price estimates

Home Cleaning Plan, 0-1000 sq ft, 1 ba, Every 2 Weeks In Home > Scope of Work

Service location	Lowest estimate	Your estimate	Active
New York 201 ZIPs	\$66.50 In 200 ZIPs Match Price or Beat by 1%	\$ 100.00 Apply to all Service Locations below	<input checked="" type="checkbox"/>
Recurring Coverage Area 201 ZIPs	\$66.50 In 200 ZIPs Match Price or Beat by 1%	\$ 99.36	<input checked="" type="checkbox"/>

Home Cleaning Plan, 0-1000 sq ft, 1 ba, Every 4 Weeks In Home > Scope of Work

Service location	Lowest estimate	Your estimate	Active
New York	\$70.00		<input checked="" type="checkbox"/>

Cancel Save

Managing Recurring Subscription Services

Turn off Recurring Subscription

➤ How do I turn off Recurring Subscription Service if I book up?

- It's **VERY** important you turn off your Recurring Service Area when you can no longer fulfill subscriptions as you will be **negatively impacted for cancelling jobs**.
- In your Seller Central account, hover over Profile then click **Service Locations**. Next select the Recurring Service location you're at full capacity in and click Edit.
- Check the box for 'Closed' next to each day of the week except for Monday> Change the stores hours for Monday to 12:30 AM to 1 AM (the tool won't allow you to close every day)
- **SAVE**. This will stop you from receiving Recurring Services.

Add Coverage Area and Its Operating Hours

Coverage Area	Action(s)
New York	<input type="button" value="Edit"/> <input type="button" value="Delete"/>
Recurring Coverage Area	<input type="button" value="Edit"/> <input type="button" value="Delete"/>

Then, you'll check the box for 'Closed' on everyday except Monday. You'll leave that time open from 12:30 AM – 1:00 AM to stop yourself from getting more Recurring Jobs.

After you go to Service Locations, you'll see this screen and you'll choose the Recurring Service Area

Available Appointment Times

This indicates the times and days that your business is available to begin services in this coverage area. Customers will be able to select these times when purchasing your services on Amazon.com

Days of Week	Closed	Working Hours
Monday	<input type="checkbox"/>	12:30 AM -- 01:00 AM <input type="button" value="Apply to all open days"/>
Tuesday	<input checked="" type="checkbox"/>	08:00 AM -- 08:00 PM
Wednesday	<input checked="" type="checkbox"/>	08:00 AM -- 08:00 PM
Thursday	<input checked="" type="checkbox"/>	09:30 AM -- 06:00 PM
Friday	<input checked="" type="checkbox"/>	09:30 AM -- 06:00 PM
Saturday	<input checked="" type="checkbox"/>	08:00 AM -- 08:00 PM
Sunday	<input checked="" type="checkbox"/>	08:00 AM -- 08:00 PM

Managing Recurring Subscription Services

Cancelations

- How do I cancel a Recurring Subscription?
 - **We strongly recommend that you do NOT cancel a subscription plan.** Canceling a subscription plan will negatively impact your metrics, so be sure to turn off your Recurring Service Area before you get jobs you are unable to fulfill.
 - If the Customer wants to Cancel, you should **STRONGLY encourage the customer to cancel.** It's much easier for the Customer to cancel than for the provider to cancel.
 - If you need to cancel a subscription, hover over Jobs > click Mange Orders. Next, click on one of the order IDs in the subscription> Then on the bottom right click Cancel> Select if you want to cancel the Appointment or Subscription.
 - **IMPORTANT** – You need to repeat this for each open order in the Subscription.

[Manage Orders](#) > [Order Details](#) [Learn more](#)

Order ID: #113-5127446-7263443

Purchase Date	May 22, 2018 09:36 AM AKT	Order Total	
Order Status	Not Serviced	Sub total:	\$79.00
Contact Buyer	Dave DuBois (click here to email) ▾	Total (charged to buyer):	\$79.00
Buyer Phone	Click to see <small>Phone number is always visible internally via spoofer access</small>		
Need Help with the order? Contact Seller Support	Contact Customer Service		

Details

Appointment	Confirmed (May 31, 2018 11:00 AM - 02:00 PM AKT) Internal only: Non RTS Appointment	Reschedule Appointment	Complete Job
Technician	Michael Fingado	Total: Can I change the price? ▾	\$79.00
Service Type	In-Home	Appointment Notes	
Service Location	Test Alaska 414 Bayview Drive, Port Lions, AK 99550	The information you enter here is for your use only and will not be displayed to the buyer.	
Service	Lawn Mowing - less than 5,000 sq ft, Weekly	Save	
Attached Product	Product information: Not available		

[Cancel Order](#)

Go to next page for subsequent images of steps to cancel an order.

Managing Recurring Subscription Services

Cancelations

Cancel Order [Learn more](#)

Order ID: #113-5127446-7263443

Details:

Quantity	0
Job Status	Not Serviced
Price	\$79.00

Select appointment type and reason for cancellation

IMPORTANT - Cancelling the customers subscription will not cancel any open orders. To cancel those jobs please find all jobs for that customer in the manage orders.

This appointment
This subscription



If you want to cancel the entire Subscription, select 'Subscription'. Remember to cancel all other open orders in the Subscription.

Submit



Managing Recurring Subscription Services

On-Site with Recurring Subscription

- What if the customer isn't home to sign off the order?
Subscriptions allow for you to complete the order without a signature when the customer is not present.
In the case of a lockout, make every reasonable effort to reach out to the customer. If the customer still doesn't respond, cancel the order and mark the appointment as a "customer no show"
- How are change orders handled?
You can discuss additional time and/or services with the customer prior to performing additional work or in the case of a price increase.
After verbally confirming price update and completing the service, you will hand your mobile device to the customer to complete the order.

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Frequently Asked Questions

➤ **What is the commission rate?**

Amazon Selling services retains 15% commission on all jobs completed.

➤ **What are the benefits?**

- Lift in order volume
- You set your own prices
- Stability
- Job transparency
- Individualized branding

➤ **Can I change the discounts I offer?**

If you need to change your discount, contact your Regional Account Manager and they can help adjust your discounts.

➤ **Who do I contact if I need help?**

You can contact our Seller Support team by clicking the 'Contact Seller Support' link under the 'Contact' section on the right side of your Seller Central home page. You can also contact your Regional Account Manager.

- Click [here](#) for **Seller Support**

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Frequently Asked Questions

➤ **What does the service page look like?**

Home Cleaning - Subscriptions (<https://www.amazon.com/dp/B079TDZSX4>)

➤ **What do I do if the customer doesn't show up?**

- You may reach out to the customer to gain further insight.
- If no response is received within (xx) time customer order is cancelled. Reason for canceling is logged as "Customer no show".

Thank you!

» For additional questions please contact [seller support](#).

For more information visit
<http://services.amazon.com/selling-services>