Callbacks within 30 days

A return visit for the same problem within 30 days of the first visit is a callback, and you are not charged for it.

Steps

1. When a customer comes back about earlier work, HQ flags it as a possible callback.
2. Open the job and press Yes, a callback, or No, a new job.
3. A callback is marked Return visit on the technician's day.

Good to know

The 30 days count from the first appointment and never restart.

Callbacks are counted per technician over time, so you can see patterns without a leaderboard.

https://orshihq.com/help/callbacks