

SERVICE, INVOICE AND PAYMENT PROCEDURES FOR SERVICE TECHNICIANS

This is an order for installation or service that needs your immediate attention. Please call the store to confirm your ETA (Estimate Time of Arrival) set for you by the CCAR (Customer Care Account Representative). Should you encounter problems or have questions about the instructions call SecuritySolutions Customer Care Group at 1-888-541-1300 *“before”* leaving job site. Vendor is responsible for obtaining state and/or local licensing required to perform services requested.

It is very important that you install the cylinders according to the installation instructions. ***Cylinders are to be rekeyed “after” installation.*** If the cylinders are not installed correctly on the first service call, you are liable for the return call to complete the installation correctly.

Work Authorization

When field service is required, the Customer Care Account Representative (CCAR) will contact the service technician (locksmith, electrician, gate/door, etc) to arrange and schedule the service call. The CCAR will be specific in defining what work is authorized and provide a specific NTE (not-to-exceed) invoice amount. The CCAR will give the vendor a Service Call ID number for reference.

Report of Work Performed

The service technician must call our Customer Care Groups (CCG) at 1-888-541-1300 to check in upon arrival at site, and check out when job is complete before leaving job site. If the job is different from the work authorized or will exceed the NTE amount you must immediately call our CCG (always before leaving the job site)?

The following information must be provided to the CCG at the completion of each service call:

- All parts installed including those provided by the vendor – Itemized prices of vendor provided parts are required.
- All parts which must be returned to SecuritySolutions – The vendor will write the Service Call ID number on the box of parts to be returned. A UPS call tag will be issued the same day.
- The vendor's service charges: A breakdown of trip and labor charges, parts, taxes and “completed” Service Approval Form (SAF).
- Confirmation of a signed (printed and signature)/stamped Service Approval Form (SAF) to include time in/time out: The service technician must write the Service Call ID on the SAF and fax it to 405-376-8090 same day the service is complete.
- Job Status: Report the job is complete or if additional work is required to complete the job. Describe in detail the additional parts and charges (trip/labor/taxes, etc) required to complete the job.

Approval of Vendor Service Call

At the end of the telephone call from the service technician reporting the work done (Report of Work Performed), a team member of the CCG will advise the technician that the same call has been approved for payment and the approved invoice amount. The team member of the CCG will provide the technician the authorization number. The technician must record the Service Call ID Number and the Authorization Number on the Invoice and SAF to be faxed (405-376-8090) to SecuritySolutions.

Payment to Vendor

Invoices and SAF's are due and should be faxed or mailed with in 24 hours of completed service. Invoices and SAF's may be faxed to 405-376-8090. An invoice with an Authorization number for approved work will be compared to the approved charges. If the technician called in the Report of Work Performed; and the “completed” SAF was received; and the invoice does not exceed the Customer Care approval, then the invoice will be posted to the accounts payable ledger and paid at 45-60 days. Invoice must be received within 20 days of service date. No invoice will be accepted for payment after 90 days. Invoice document must reflect the word “Invoice” otherwise they will be filed as a work ticket and no payment will be made until invoice document is received.

Warranty Issues

Manufacturer's Warranty – There will be times that a service call is being done on parts still under warranty from the manufacturer. The service technician must obtain the serial numbers and/or manufacturer dates of items being serviced. This information will allow the CCG to determine if the part is under manufacturer's warranty. Vendor payments are not affected by the manufacturer's warranty. The service vendor will be paid by SecuritySolutions for warranty services performed.

Service Warranty – Service vendors are required to warranty service for 90 days from the date of the service. The CCG's work authorization should clearly identify that this is a callback, and may be done after hours at no charge. If it is determined by the CCG and the service vendor during the Report of Work Performed, that the work is not a callback, the CCG will issue an Authorization number and processing will remain the same as above. If it is determined that the work is a callback the SecuritySolutions Service Call will be closed with no payment to service vendor.