



This document outlines the requirements that installers must meet in order to be paid by Installs in a timely manner. Ensuring compliance with these requirements can help you receive accurate payments on time.

1. When will I get paid for jobs I complete?

Per your contract all orders are paid Net 30, although we typically pay much quicker, usually between 7 and 13 days, if paperwork is submitted correctly. All paperwork submitted by midnight Eastern Time on Monday will be paid the following Monday. You can submit paperwork each week so that you have payments going out each Monday.

Installs makes payments based on when we receive your paperwork, not when you completed the job. It is your responsibility to ensure that paperwork is complete and submitted in a timely manner.

2. How do I get paid?

Installs uses Electronic Funds Transfer (EFT) to send payments to your bank account. Installs emails statements once a week.

Note: Installs activated the EFT process with your company when you joined the Installs network of service providers.

3. What do I need to do to get paid?

- Make sure the job is completed in DOLI (or the Real-Time Closeout website for PC jobs).
- Submit **ALL** of your completed, customer signed paperwork for the job to Installs by fax, email, or DOLI upload; keep reading for details.

4. What paperwork do I need to submit to get paid?

Submit **ALL** pages that print out with the workorder **AND** require information to be filled out or require signature/initials. Depending on the job, this can include the *Installs Installation Workorder, Control Form, Recycling Form, Customer Acceptance Form*, etc. All paperwork must be filled out properly and signed/initialed by the appropriate person(s) where indicated. If the scanned file cannot be read (any part of the document is blurry or cut off), rescan the file.

Below please find information on form requirements that frequently cause confusion and delayed payments.

- **Estes Level 2 Logistics Delivery Jobs**
 - A properly and fully completed Estes *Delivery Receipt* with the customer's legible signature is **REQUIRED** to get paid for Estes Level 2 Logistics Delivery Jobs.
 - When you scan the *Delivery Receipt*, be sure the customer's signature is clear and is not cut off by the scan. If the customer's signature is not legible or visible, rescan the *Delivery Receipt*.
 - When uploading the *Delivery Receipt* to the job in DOLI, be sure to select **Delivery Receipt** from the **Select Type** drop-down list.
- **Estes Level 2 Logistics Return to Vendor Jobs**
 - Get the customer's signature in the **Shipper Certification** section at the bottom of ALL three printed copies of the Estes Level 2 Logistics *Bill of Lading*.
 - When uploading the *Bill of Lading* to the job in DOLI, be sure to select **BOL Form** from the **Select Type** drop-down list.

- **Sam's Club Member Information Form**
 - The Sam's Club Click 'n' Pull Associate gives you the yellow copy of the *Member Information for Delivery Form* when you pick up the customer's product(s) for delivery. You must scan and submit this form to Installs in order to be paid for the job.
- **Appliance Jobs**
 - You must have the customer initial "Yes" or "No" in the "Recycling" section of the *Control Form* (do not leave blank).
 - If the customer indicates "Yes" in the "Recycling" section of the *Control Form*, you must send a completed, signed *Installs Recycling Program Form* to Installs with your job paperwork, and it must include the location where you recycled the appliance.
- **Non-Appliance Jobs Requiring Recycling**
 - If a *Installs Recycling Program Form* prints with the paperwork on job where haul-away and recycling of the customer's old product are required/requested, you must submit the completed, signed *Installs Recycling Program Form* to Installs with your job paperwork.
 - The *Installs Recycling Program* must include the details of the product disposal.
- **Customer Acceptance Form**
 - If a *Customer Acceptance Form* prints with the job paperwork, you must submit the completed, signed form to Installs in order to be paid for the job. *Customer Acceptance Forms* are used on several clients and job types including COSTCO, Dell, and HHGregg home theater.

5. What additional information do I need to submit to get paid?

- All jobs are paid at the standard rates available in DOLI. If circumstances require a payment different from what is shown in DOLI, you must call Installs Field Services (1-888-490-4321) **before** going onsite, if possible.
 - If it's not possible to call prior to going onsite, please call from onsite.
Note: If you do not call to receive pre-approval from Installs, no additional pay will be approved.
- If the job was a **SERVICE CALL**, you must:
 - Document the following in the DOLI notes for the job:
 - The length of time you spent onsite.
 - A detailed description of the work you performed to correct the problem.
Note: Installs' clients require detailed descriptions of the service call work performed. You will not be paid without this description.
- If you are requesting additional payment for obtaining a job-related **PERMIT**, you must:
 - Include a copy of the permit with the paperwork you submit to Installs.
 - Write the dollar amount paid for the permit on the bottom of the permit copy.

6. When should I submit paperwork?

You can submit paperwork any day of the week; Installs recommends that you submit your completed, customer signed paperwork at least once a week. Per your installer contract with Installs ("Master Agreement for Professional Services"), you must submit your paperwork within 10 days of completing the job. Installs reserves the right to deny payment on jobs for which paperwork is not received within this timeframe.



7. How do I submit paperwork?

You can choose one (1) of three (3) ways to submit paperwork to Installs:

- Upload to DOLI via the “Form Upload” button. Be sure to select the correct option from the **Select Type** drop-down list.

OR

- Email PDF version of your completed, customer signed paperwork to paperwork@installs.com.

OR

- Fax to 1-888-655-8621; please be sure to confirm fax was sent, and that all pages were included. Please be aware that we are in the process of phasing out the fax process.

Note: Please do not submit the same paperwork via multiple methods unless Installs asks you to do so.

8. What can delay my payment?

- Installs may delay or withhold payment if any forms are missing, incomplete, or not signed where required.
- As outlined by your contract (“Master Agreement for Professional Services”), Installs can withhold payment if paperwork is not received within 10 days of completing the job.

9. Who do I contact with questions or problems with payments?

- If you have a payment issue, please email accounting@installs.com.
 - Include your A# and job number in the email subject.
 - In the body of the email, include a description of the issue, especially if it involves a short pay. If there are multiple jobs, you can include them all in the body of one email.
- Please do not submit paperwork to accounting@installs.com; if you choose to submit your paperwork by email, send it to paperwork@installs.com.
- Please do not send questions to paperwork@installs.com; please send your questions to accounting@installs.com