



MEMBER SUCCESS GUIDE

Welcome to the Network

Everything you need to win more installs, deliver great experiences and get paid on time.

WHO WE ARE

You've joined North America's largest installation network

We connect leading retailers, e-tailers and manufacturers with trusted local installers like you. Membership is **free**, and every job is a new customer through your door.

6,000+

vehicle and in-home
installers

\$0

to join, now or ever

SOME OF THE BRANDS BEHIND OUR JOBS

Walmart

WeatherFlow



CARmax

CRUTCHFIELD
ELECTRONICS



SAMSUNG

SiriusXM
SATELLITE RADIO



LOREX

Swann
Advanced Security Made Easy



SCHLAGE
Real Security Sets You Free



LOWE'S
NEVER STOP IMPROVING

Intoxalock
IGNITION INTERLOCK

NEXTBASE



COSTCO
WHOLESALE

WHAT'S IN IT FOR YOU

More customers, new products, zero cost



New business

We send thousands of customers to installers every week. You become the local install partner for national retailers, e-tailers and service brands.



First look at new products

New products often reach our network before retail shelves. Like what you install? Many can be sold through your business.



Customers who stay yours

Every job brings new traffic to your shop, plus the chance to earn add-on sales and repeat business.

HOW A JOB WORKS

From request to payment in five steps

1

We call you

An Installation Coordinator shares the customer, requested date and time, product, SOW and the payment amount.

2

You accept

You receive a Purchase Order plus a Tech Sheet with the key install details.

3

Verify

Match the customers Service Event number to your PO and inspect the vehicle or site.

IMPORTANT

The customer provides the Service Event number at time of service. Remember to ask for it. Most are sent to customer's email.

4

Install

Do the work, demo the product, and have the customer sign off.

IMPORTANT

Customer sign-off is **only** required for home, business and fleet jobs.

5

Get paid

Submit through ExpressPay. Checks go out every Monday.

INSTALL DAY

A smooth install, start to finish

Check the InstallCard / Service Event Number

The first 8 digits must match your PO. No match or no Service Event number? Call us before you start.

Inspect before you begin

Use our Pre-Post Install Checklist (or your own) and photograph the vehicle or install area to protect your business.

Install, then demo

Show the customer how the product works, then have them inspect the job and sign your inspection sheet.

Keep the Service Event number

Keep the physical card, the printed email, or at least the last 4 digits. Without it, you risk not getting paid.

Bigger projects, same simple process

For vehicle fleets and commercial buildings, an InstallerNet **Project Manager** reaches out with the details. Accept the work and you'll get a Purchase Order plus instructions for approval and payment.

These jobs still use InstallCard / Service Event numbers, and some need extra paperwork or photos before payment is released. Ensure you read your PO and specifically the Work Description for important details/requirements



Stay reachable

Customers need to reach you during business hours. Voicemail is fine if calls are returned by the end of the next business day.

THE ONE RULE TO REMEMBER

No PO, no payment.

Always have an InstallerNet Purchase Order before touching a vehicle or starting any job. If the job isn't assigned to your shop, don't proceed: ask the customer to contact us.

GETTING PAID

ExpressPay: submit in minutes, paid weekly

- 1 Go to installers.installernet.com and open **ExpressPay**.
- 2 Enter your PO number, the last 4 digits of the InstallCard / Service Event number, and the install date.
- 3 Submit. Don't also email the PO or an Invocie: duplicates trigger a fraud review and delay payment.



Paid every Monday

Work submitted Monday–Sunday is paid the following week. PO amounts can't change once submitted.

Lost a PO? Never send a customer away



Log in to your account

At installers.installernet.com, sign in with the email we have on file to see every job assigned to you. Forgot your password? Use "Forgot Your Password?" for a temporary one.



Resend a PO, no login

In ExpressPay, click "Forgot your PO?" and enter the InstallCard / Service Event number. If the job is yours, you can resend the Purchase Order to yourself. Or call us and we'll send it.



View the Tech Sheet

Under My Current Jobs, choose View Tech Sheet and enter your PO number for the product and install details.

Our team is available Monday–Friday, 9:00 am–6:00 pm ET. (800) 950-9869

OUR PARTNERSHIP STANDARDS

**Customer satisfaction comes first.
When in doubt, call us.**

Let us manage disagreements, product questions or extra parts, so small issues never reach our clients before we can fix them together.

(800) 950-9869

Add value, never replace the sale

Encouraged

- Add-on products, accessories and services while the customer is at your shop
- Accessories that improve the experience and earn you better margins

Not allowed

- Selling, and/or encouraging the customer to return the category of product they have already purchased or is represented on the PO
- Encouraging the customer to return what they already bought

Extra charges

Check your PO first, get our approval, and explain any extra to the customer **before** work starts.

STANDING BEHIND YOUR WORK

Your labor warranty



Lifetime

for consumer installs: as long as the customer owns the vehicle, home or business

3 years

For vehicle fleet commercial installs

When an issue comes up, we send the customer back to you first, and over 90% are resolved that way. If the customer insists on a different installer and we find faulty workmanship, we may hold your payment for that job until the repair is complete.

DEFECTIVE PRODUCTS

When the product, not the install, fails

	Dead on arrival (DOA)	After installation (R&R)
When	Found defective during or right after the install	Found later, within 1 year and the maker's warranty
What you do	Remove it at no charge; reinstall the replacement at no charge	Troubleshoot on a new PO; remove, then reinstall the repaired unit
Call us?	Yes, to log the pending warranty reinstall	We'll usually issue the new PO to you
Extra charges	Only with our OK; a travel fee may apply for on-site work	Up to 50% of the original install, if not under your labor warranty

STAYING IN GOOD STANDING

Your member checklist



Insurance on file

General Liability, \$1M minimum, with InstallerNet named as Certificate Holder. Garage Keepers strongly recommended for shops with bays.



W-9 on file

Email your Certificate of Insurance and a completed W-9 to memberservices@installernet.com.



Keep your pay confidential

Never share with the customer what InstallerNet pays you for the job.



Original products only

We can't warranty installs of modified or used (Class B) products.



Protect yourself

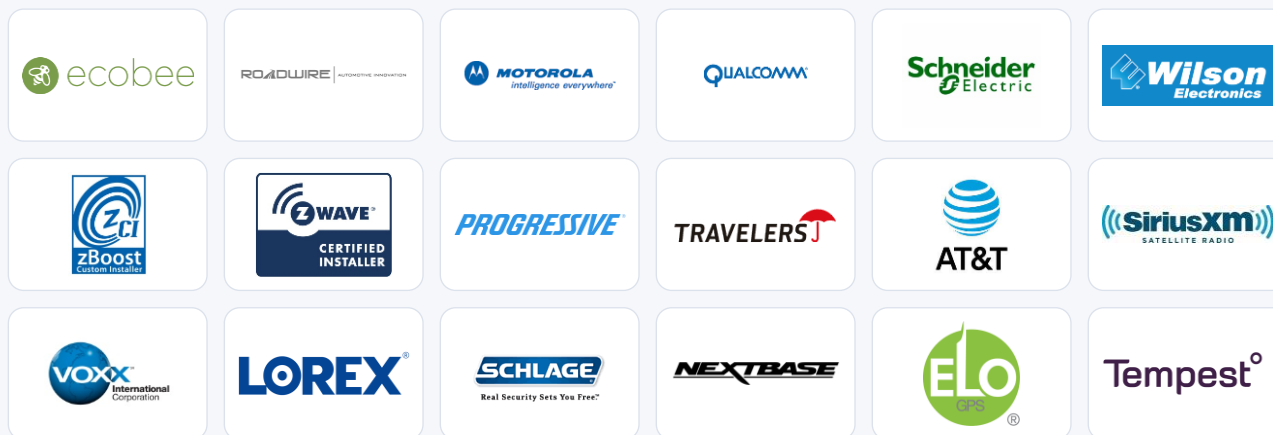
Without pre-install photos or a checklist, disputes about prior condition are decided in the customer's favor. Use our [Pre/Post Install Checklist \(PDF\)](#) or your own on every job.

GROWING WITH INSTALLERNET

Great ratings earn more work

Every customer we send is surveyed about install quality, professionalism and your shop's appearance. In each area, the highest-rated shops get most of the work.

EXPAND INTO MORE CATEGORIES WITH BRANDS LIKE



Three ways to grow

- ☆ Do quality, customer-focused work
- 💬 Ask every customer to take our survey
- 🏠 Add categories like in-home or fleet

Surveys go out 15 days after card activation, or 2 days after you submit for payment. Log in and open Survey Details to learn more.

COMMON QUESTIONS

Answers members ask for most

What will I get paid?

We set nationwide pricing to stay competitive with big-box installers. Rates may be below your walk-in price, but every customer comes to you at no acquisition cost. For some programs, dynamic labor pricing is based on your own labor rate(s).

How does InstallerNet make money?

We keep a small difference between what the customer paid and what we pay you, which covers processing and managing the transaction.

IMPORTANT

It may be no surprise to you, but customers sometimes don't understand the concept, so **do not tell the customer what we pay you.**

What does a PO cover?

The scope / work description is on your PO. Questions or like more details call us.

Are other members near me?

Usually, yes. We keep coverage in most areas to offer choice, so strong ratings are the best way to win repeat work.



We're here to help you succeed

MEMBER SERVICES

Brandon Sands, Director of Operations

877-496-5193, option 0
memberservices@installernet.com

JOB ISSUES & SUPPORT

(800) 950-9869

Mon–Fri, 9:00 am–6:00 pm ET
installers.installernet.com

HEADQUARTERS

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