

***Installer*Net™**

Welcome



Welcome

Thank you for becoming a member of InstallerNet. You are joining the largest professional electronics installation network in the North America. InstallerNet's clients range from the largest retailers and online e-tailers to some of the world's largest manufacturers of consumer electronics. Membership in InstallerNet is **free** and can significantly increase traffic to your store, but InstallerNet requires that all installers in the network understand and abide by certain rules.



Purpose

This document will give each InstallerNet Member a brief overview of InstallerNet as well as tools provided for its Members.

All necessary information for you to accept and process purchase orders and/or work orders from InstallerNet, whether they are generated on behalf of an individual with an InstallCard/Service Event Number seeking installation of a consumer product or a commercial customer seeking installation for large fleet of vehicles or set of commercial buildings.

You have the responsibility to read and understand this document and abide by our **“Golden Rules of Engagement”**





Value Proposition

Value Proposition

For Our Clients:

InstallerNet clients are getting a proven solution to increase sales and reduce returns of products that require installation. With InstallerNet's InstallCard, retailers and manufacturers can “remove the installation barrier” and open new channels of distribution without investing in their own installation work force – enabling them to compete successfully against those larger stores that have their own installation network. For others, InstallerNet simply makes nationwide sales possible.



Value Proposition

For You:

New Business:

InstallerNet connects electronics and technology-service consumers with qualified professional installers by the thousands on a weekly basis. You will see new business, new customers and increased store traffic. The customers are yours as well as InstallerNet's and our clients. With InstallerNet you become the local installation partner for nearby outlets of national retailers, well known online e-tailers, and companies offering services which depend upon device installations.

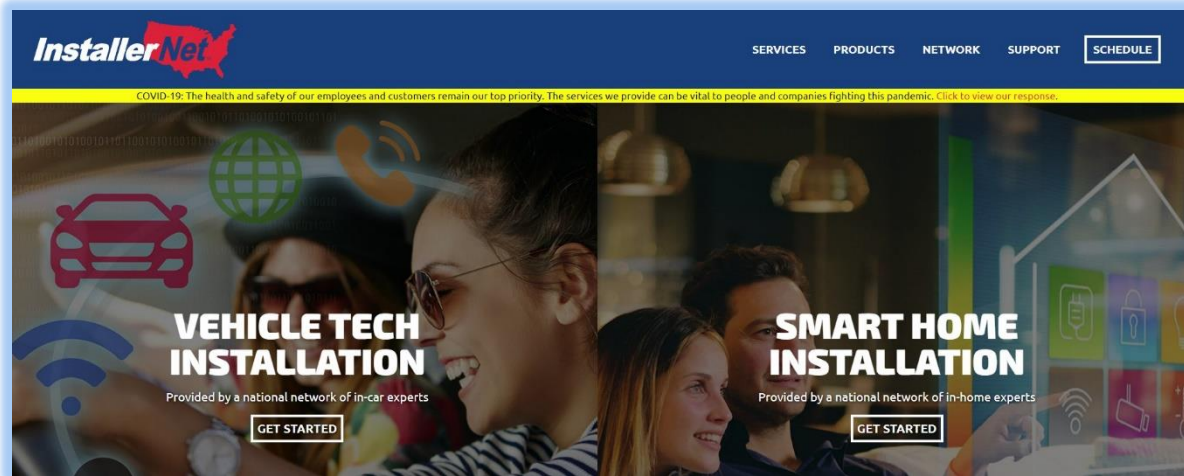


Value Proposition

For You:

New Products:

Because InstallerNet's list of clients includes premiere manufacturers. Many times, new products will flow through our network before they hit shelves in retail stores, and some are not destined for retail at all. You may install products you've not seen before and want to sell them as part of your business, which you can usually do by way of our website <https://installernet.com>.



InstallerNetTM

The Process

The Process

InstallCard/Service Event Number

✓ You will be contacted by an InstallerNet Installation Coordinator informing you of an InstallCard customer who has selected your location and requested a date/time and informing you of the payment amount. If you accept the work, a purchase order will be sent to you, along with a Tech Sheet with critical information about the installation and instructions for how to learn more if necessary. InstallerNet may instruct the customer to contact the installer if they want to narrow down a range of times for their installation.



The Process

InstallCard/Service Event Number

- ✓ The Customer will arrive with their product and their InstallCard/Service Event number or you will arrive at the installation location. Ask to see the InstallCard number (may be printed from email). The first 8 digits of the InstallCard number must match what is on your Purchase Order. If they don't match or the customer does not have the InstallCard you must call InstallerNet before proceeding (unless your PO specifically states there will be no InstallCard, such as in warranty processing.)
- ✓ You should perform a pre-install inspection and use InstallerNet's Pre-Post Checklist (or your own), even photographing the installation area or vehicle to protect yourself and your business.



InstallCard Number: 2649-0101-1011	Print/Email Version
Name: [REDACTED]	
Company: [REDACTED]	
Address: [REDACTED]	
City: PUEBLO	
State: CO	
Zip Code: 81001	
Daytime Phone Number: [REDACTED]	
Mobile Phone: --	
Email Address: [REDACTED]@gmail.com	
Vehicle: CHEVROLET TRAVERSE 2015 4DR SUV WITH 3.6L ENGINE AND BOSE® 10-SPEAKER AUDIO SYSTEM	
Appointment Date Requested: 10/12/2022 Afternoon Waiting	
Zip Code requested for Installation: 81002	
Installer Name: [REDACTED]	
Address: [REDACTED]	
City: Pueblo	
State: CO	
Zip Code: 81008	
Phone Number: [REDACTED]	
Email Address: [REDACTED]@outlook.com	
Contact Name: [REDACTED]	



The Process

InstallCard/Service Event Number

- ✓ Perform the installation work, keeping in mind that InstallerNet's rules of engagement (see following sections). You are expected to demonstrate basic operation of the product to the customer.
- ✓ Upon completion have the customer inspect the installation, signing off your Inspection Sheet if applicable.
- ✓ You MUST retain the credit-card sized InstallCard containing the InstallCard 12-digit number (break it off from the bottom of the panelized cards), maintain printed copy from customer or record last 4 digits of the InstallCard/Service Event Number



Print/Email Version

InstallCard Number: 2649-0101-1011
Name: [REDACTED]
Company:
Address: [REDACTED]
City: PUEBLO
State: CO
Zip Code: 81001
Daytime Phone Number: [REDACTED]
Mobile Phone: --
Email Address: [REDACTED]@gmail.com
Vehicle: CHEVROLET TRAVERSE 2015 4DR SUV WITH 3.6L ENGINE AND BOSE® 10-SPEAKER AUDIO SYSTEM
Appointment Date Requested: 10/12/2022 Afternoon Waiting
Zip Code requested for Installation: 81002

Installer Name: [REDACTED]
Address: [REDACTED]
City: Pueblo
State: CO
Zip Code: 81008
Phone Number: [REDACTED]
Email Address: [REDACTED]@outlook.com
Contact Name: [REDACTED]

The Process

InstallCard/Service Event Number

- ✓ Encourage your customer to take the online survey of their experience (they will receive an email invitation to do so). Your ratings, which heavily influence your likelihood to receive future work, are determined in large part by customer survey results.
- ✓ Go online to <https://installers.installernet.com/Pages/ExpressPay.aspx> and use your PO number and the customer's InstallCard number to claim for payment.
- ✓ If at any time issues or disagreements arise over quality, installation methodology, product operation, or payment amounts you must call InstallerNet immediately 800-950-9869.



The Process

Fleet and Commercial

You will be contacted by an InstallerNet Project Manager with key details of a commercial or fleet installation opportunity. If you accept the work, you will be given a Purchase Order and instructions on how to have your installation work confirmed/approved and how payment processing will be handled. InstallCard/Service Event numbers are used for processing Fleet or Commercial installations, though each may require additional paperwork or picture submission prior to release for payment.



Be Available by Phone

Customers must be able to contact you during normal business hours for service. An answering machine/VM Service is acceptable provided calls are returned before the end of the following business day.



The Process

Keep the InstallCard

If your work is being done for an InstallCard transaction you must retain the customer's InstallCard/Service Event number or you risk NOT getting paid by InstallerNet!

Keep Payment Amount Confidential

Do NOT tell the customer what InstallerNet is paying you.

Don't Install Modified Products

InstallerNet cannot warranty installation of a product that has been modified from its original packaged state nor can we warranty the installation of used (Class B) products.

Print/Email Version

InstallCard Number: 2649-0101-1011
Name: [REDACTED]
Company: [REDACTED]
Address: [REDACTED]
City: PUEBLO
State: CO
Zip Code: 81001
Daytime Phone Number: [REDACTED]
Mobile Phone: --
Email Address: [REDACTED]@gmail.com
Vehicle: CHEVROLET TRAVERSE 2015 4DR SUV WITH 3.6L ENGINE AND BOSE® 10-SPEAKER AUDIO SYSTEM
Appointment Date Requested: 10/12/2022 Afternoon Waiting
Zip Code requested for Installation: 81002

Installer Name: [REDACTED]
Address: [REDACTED]
City: Pueblo
State: CO
Zip Code: 81008
Phone Number: [REDACTED]
Email Address: [REDACTED]@outlook.com
Contact Name: [REDACTED]



The Process

You Must Use Purchase orders – No PO, No Payment, No Exceptions

Due to essential company accounting policies, it has always been necessary for InstallerNet to **mandate the use of Purchase Orders** from InstallerNet members before performing any work on a vehicle. If you perform an install of which you had not previously obtained a Purchase Order, you are risking **NOT receiving PAYMENT** for that job. If a customer arrives at your shop and you do not have a Purchase Order from us, you can quickly and easily reprint a copy of the Purchase Order and/or check all work assigned to you. The **preferred method** is to simply enter your account at <https://installers.installernet.com/> Login **user name** is your email that is on file with InstallerNet and if you have forgotten your password, you may click “**Forgot Your Password?**” An email will then be sent to you with a new temporary password. Once within your account you will have Purchase Order information and all the other abilities available to you! Alternatively (without having to Login), you may quickly see if the Work Order has been assigned to you by selecting “**ExpressPay**”, then clicking “**Forgot Your PO?**”. At that point, type in the **InstallCard/Service Event #** and if that job has been assigned to your shop, you can resend the Purchase Order to yourself. If the job it has not been assigned to your shop, **DO NOT PROCEED WITH THE INSTALL**. Please instruct the customer to contact us directly for further assistance. Thank you in advance for adhering to InstallerNet’s accounting procedures and for being a part of the InstallerNet Network!





***Installer*Net™**

**The Golden Rules of
Engagement**

The Golden Rules of Engagement

You and Your shop are expected to know and follow these fundamental and extremely important rules of engagement in order to continue membership.

Customer Satisfaction is Priority #1 – When in Doubt Call InstallerNet

Allow InstallerNet to manage the transaction to your satisfaction and the customers. Don't let disagreements with the customer, questions about the product, needed extra parts or the installation degrade and/or hinder the overall experience for you or the customer! The last thing InstallerNet Members or InstallerNet needs is for an issue to rise up to the attention of our Clients without InstallerNet knowing about it and having a chance to rectify it first. If customer satisfaction, or yours, is ever in doubt please call us at (800) 950-9869.



The Golden Rules of Engagement

Forbidden and Acceptable Selling

You are forbidden from selling, and/or encouraging the customer to return the category of product they have already purchases or is represented on Purchase Order. InstallerNet encourages network installers to sell additional products, accessories or services to make add on sales while the customer is at your location.

Additional Amounts

In some situations, you will be allowed to charge extra for labor or material directly to the customer, but with InstallerNet's approval. You **MUST** inform the customer of any additional amounts required in advance of starting any work.



The Golden Rules of Engagement

You Must Warranty Your Work

You are required to maintain a lifetime (until the customer sells their home or vehicle) labor warranty. Whenever an installation issue arises, InstallerNet will attempt to direct the customer back to you for investigation and repair. For Business/Commercial installations InstallerNet Members are asked to provide a three-year warranty on installation labor.



The Golden Rules of Engagement

Carry Proper Insurance

You must always have a current certificate of insurance on file with InstallerNet. **You MUST have General Liability Insurance with \$1M coverage minimum and InstallerNet Named as Certificate Holder.** It is strongly recommended that Installers with installation bays for vehicles carry Garage Keepers insurance. Email Certificates of Insurance to InstallerNet Member Services memberservices@installernet.com A valid W-9 (Taxpayer Identification Number) Form must also be completed and forwarded to above email. We must have all requested/required documentation on file.



The Golden Rules of Engagement

Protect Yourself and Your Business

Perform basic pre- and post-installation inspections to prevent disagreements about pre-install vehicle or location conditions. Use InstallerNet's form <http://installers.installernet.com> or your own. Remember that in any given disagreement about work quality or pre-installation condition of a vehicle or location, without any proof InstallerNet will side with the customer.



Installer**Net**TM

Basic How To's



Basic How To's

Payment Processing

1. Installer goes to <https://installers.installernet.com/Pages/ExpressPay.aspx> and clicks **Network**, then clicks **Member Login** now select ExpressPay.

A screenshot of a web form titled "Step 1 - Enter your Purchase Order" with a link "Forgot your PO?". The form contains a text input field labeled "Please enter your Purchase Order #:" and a blue "SUBMIT" button. Below the input field is a link: "Where is my Purchase Order Number? Click here for more information." The entire form is enclosed in a light green border.

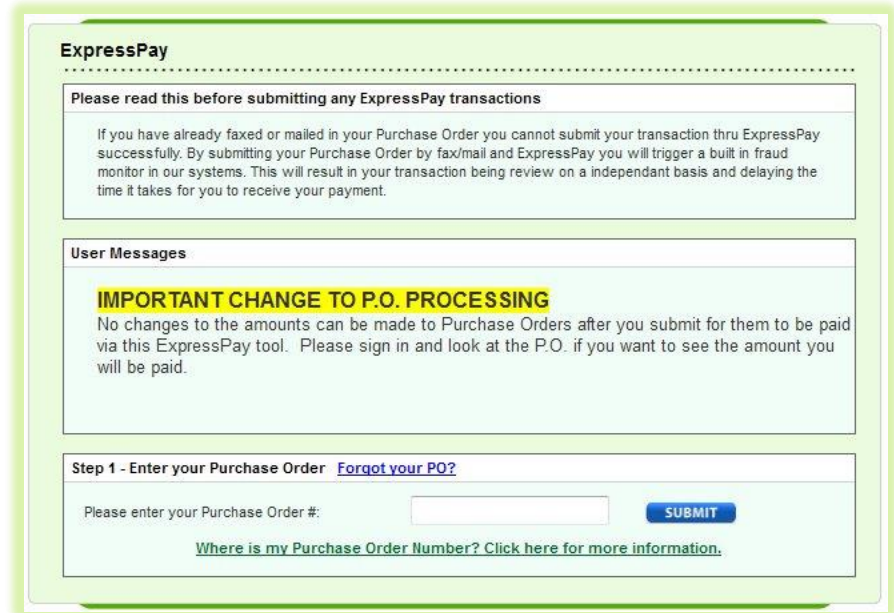
2. Installer must enter the PO number, then the last 4 digits of the InstallCard/Service Event # and the date installed for the transaction to be submitted for payment.
3. InstallerNet issues checks to our network installers weekly on Monday's. Any work submitted is paid on the next/following week. Week is Monday-Sunday.



Basic How To's

Re-Printing a PO

1. Go to: <https://installers.installernet.com/Pages/ExpressPay.aspx>
Click **Resend a PO?** then type in the InstallCard/Service Event number.
1. You will be able to resend the PO to yourself or call us and we will be happy to resend it for you during business hours. We are open Monday - Friday from 9:00am-6:00pm EST.
3. **Please do not send customer away over a lost PO.**



ExpressPay

Please read this before submitting any ExpressPay transactions

If you have already faxed or mailed in your Purchase Order you cannot submit your transaction thru ExpressPay successfully. By submitting your Purchase Order by fax/mail and ExpressPay you will trigger a built in fraud monitor in our systems. This will result in your transaction being review on a independant basis and delaying the time it takes for you to receive your payment.

User Messages

IMPORTANT CHANGE TO P.O. PROCESSING
No changes to the amounts can be made to Purchase Orders after you submit for them to be paid via this ExpressPay tool. Please sign in and look at the P.O. if you want to see the amount you will be paid.

Step 1 - Enter your Purchase Order: [Forgot your PO?](#)

Please enter your Purchase Order #:

[Where is my Purchase Order Number? Click here for more information.](#)

Basic How To's

Viewing Technical Product Details

1. Go to:

<https://installers.installernet.com/Pages/ViewTechSheet.aspx>

Type in the PO#.

InstallerNet

Members Login:

User name:

Password:

[Forgot your password?](#)

My Current Jobs

[View Tech Sheet](#)

[Resend a PO](#)

[Pre-Post Install Sheet \(pdf\)](#)

[Indoctrination Document](#)

[Certified Program Tests](#)

View Tech Sheet

Please provide your PO Number to retrieve the Tech Sheet that applies to this job.

PO Number:

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Basic How To's

Warranty Process

You are expected to warranty your labor for as long as the customer owns their vehicle or home (up to 3 years for commercial installations). Whenever an installation issue arises, InstallerNet will attempt to direct the customer back to you for investigation and repair. Over 90% of issues are taken care of by the InstallerNet Member with no additional payment made by InstallerNet or the Customer. However, in some cases the customer is unable to, or demands not to, have the same installer perform troubleshooting or repairs. In some cases, they develop a distrust or dislike of the original installer and request a new location to make the repairs. Despite our best efforts to use the original installer, it sometimes is just not possible. In cases where a new installer must get involved, and our investigation determines faulty workmanship, it is quite possible InstallerNet may “escrow” the payment for work done until the conclusion of the investigation and repairs.



Basic How To's

Defective Product Process

InstallerNet warranty also states that if a product is defective:

1. **Upon Installation:** (Dead On Arrival, or DOA) - DOA is defined as any equipment that in the process of the installation or immediately after installation is determined to be defective. The installer shall, at NO CHARGE to the customer, remove/de-install the equipment and give it to the customer to get replaced. When the customer presents the replaced unit, it will be installed at no additional charge. If this situation arises you are to call InstallerNet and inform them of the pending warranty re-install. If you feel additional payment is warranted, you must get permission from InstallerNet to charge the customer directly. For residential and commercial-building installations a travel charge may be warranted for the second trip.
2. **After Installation:** (after the customer drives away, a “removal and reinstallation” or “R&R”) If after the installation the customer realizes the equipment is defective for a period no longer than one year and within the manufacturer’s warranty. In most cases InstallerNet will issue a new PO to the installer for a troubleshoot and repair with a nominal fee that will be paid in the event it is proven not to be related to the installation labor. The installer will remove the equipment and replace it with a same make and model unit after the customer gets it back from repair. InstallerNet generally allows charging up to 50% of the original install for removal and replacement (when not covered by your labor warranty) directly to the customer. Travel fees for residential or commercial in-building installs may also be approved on a case-by-case basis.





Frequently Asked
Questions

Frequently Asked Questions

What do I get paid?

InstallerNet determines nationwide pricing to keep the installation costs competitive with other installation outlets (such as big box stores). In many cases the installer payment amounts may be less than your business would charge a customer who approached you with product purchased elsewhere. You are, however, receiving a customer for free!



How does InstallerNet make money?

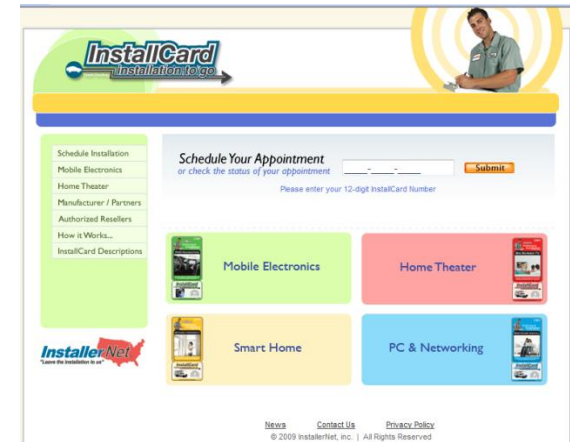
When InstallerNet sends you an installation we pay you a couple of dollars less than what the customer paid, the difference of which covers InstallerNet's cost of processing and managing the transaction. Though it may be no surprise to you, The customers sometimes don't understand the concept so **DO NOT TELL THE CUSTOMER WHAT WE PAY YOU.**



Frequently Asked Questions

What does the InstallCard cover?

There is a description of work on the top part of each InstallCard and on your purchase order. If you have any question as to what the InstallCard covers, or think you need to charge the customer directly but want to see what is or is not covered, go to www.InstallCard.com and click on the InstallCard Category (such as **Mobile Electronics**). You will see an image of each InstallCard and can click each to get a detailed description of what the card covers and what extras the customer should pay you directly for. Or call InstallerNet if you have any questions.



Frequently Asked Questions

When can I charge the Customer Extra?

It is our goal to give the customer a quality installation experience. If you feel you need to charge the customer additional you should first check your PO to see if it is even allowed at all. If extra charges are allowed and approved by InstallerNet you must explain to the customer, why and tell them before you do the installation. We prefer that you sell accessory items that will give the customer a better experience and make you better margins than to hit them with incremental extra labor charge on the InstallerNet labor.



Frequently Asked Questions

Are there other InstallerNet Members in my area?

InstallerNet has over 6,000 thousand in-home and automotive consumer electronics installers throughout North America. We are constantly recruiting to meet new categories of installation and add coverage in certain areas. We almost always have redundancy within any given area to be able to offer choice and keep costs competitive. The best thing any Member can do to ensure repeat business is to perform well with a customer-focused approach and encourage customers to take our surveys.



Frequently Asked Questions

How do I get more business from InstallerNet?

Do high quality work with a professional, customer-focused attitude and encourage your customers to take our online follow-up surveys. This will keep your ratings up. Members with higher rating tend to get more work. Also look to provide additional categories of installation – such as in-Home or Fleet/Commercial.



Frequently Asked Questions

How is my business Rated and Graded by InstallerNet?

Every customer InstallerNet sends you is surveyed after the installation is complete (either 15 days after the customer has activated the card or 2 days after you have submitted for payment). We ask things like quality of installation, store appearance, professionalism, and several other questions relating to their experience with your facility. All these questions are charted and then your store is scored within our internal systems. The stores with the highest customer feedback scores will get most of the work in the area. Please Do Not call InstallerNet to attempt to determine your scores. InstallerNet does not yet have a process to give Installers access to their surveys or ratings but is planning to in the future. For more detailed information on this subject, simply log into your account, click on “Survey Details”, and then click “What do Your Ratings & Grades mean?”.



Contact Us

The image shows a screenshot of the InstallerNet website banner. At the top left is the 'InstallerNet' logo with a red map of the United States. A yellow banner across the top contains the text: 'COVID-19: The health and safety of our employees and customers remain our top priority. The services we provide can be vital to people and companies fighting this pandemic. Click to view our response.' Navigation links for 'SERVICES', 'PRODUCTS', 'NETWORK', 'SUPPORT', and a 'SCHEDULE' button are on the right. The main banner is split into two sections. The left section, titled 'VEHICLE TECH INSTALLATION', features a woman wearing sunglasses and a watch, with icons of a car, a globe, and a Wi-Fi symbol. The right section, titled 'SMART HOME INSTALLATION', features a man and a woman looking at a tablet, with icons of a house, a lightbulb, a lock, and a Wi-Fi symbol. Both sections include the text 'Provided by a national network of in-car/home experts' and a 'GET STARTED' button.

InstallerNet

COVID-19: The health and safety of our employees and customers remain our top priority. The services we provide can be vital to people and companies fighting this pandemic. Click to view our response.

SERVICES PRODUCTS NETWORK SUPPORT **SCHEDULE**

VEHICLE TECH INSTALLATION
Provided by a national network of in-car experts
GET STARTED

SMART HOME INSTALLATION
Provided by a national network of in-home experts
GET STARTED

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