

Technician Work Type and Rate Form

Please complete and return this form to LockNet by fax 1-877-887-4958 or email: techupdate@locknet.com

If you have any questions, please contact Ian Greene at 1-800-887-4307 extension 140.

Company Name: _____ Main Contact Name: _____
 Owner Name: _____ Owner's Cell#: _____
 Shipping Address: _____ City: _____ ST: _____ ZIP: _____
 Remittance Address: _____ City: _____ ST: _____ ZIP: _____
 AR/AP Contact: _____ AR/AP Email: _____ Accounting Number: _____
 Main Number: _____ Fax: _____ After Hours Number: _____
 Dispatch Email: _____ Do you prefer work orders be sent via ☐ fax or ☐ email

LABOR RATES FOR LOCKNET Please include any flat rate or by job pricing on an additional sheet.

LockNet prohibits the subcontracting of other companies for our work without prior authorization from LockNet.

- ✎ **General Locksmithing – *EX.** Exit device repair/installation, lever set replacement, switching out IC cores, door alarm unit installation
 Standard hourly rate: \$ _____ After hours rate: \$ _____
- ✎ **Safe opening and repair (Burglary and Fire rated) – *EX.** Drilling or manipulating, lock replacement, hinge repair/replacement
 Standard hourly rate: \$ _____ After hours rate: \$ _____
- ✎ **TL-15, TL-30 and ATM Opening and Repair – *EX.** External RLD, ball bearing & 1/2" or greater hard plate, welding repairs
 Standard hourly rate: \$ _____ After hours rate: \$ _____
- ✎ **Access Control – *EX.** Troubleshoot electrical issues, install/replace electrical components and power supplies, program systems, run wires from power to doors
 Standard hourly rate: \$ _____ After hours rate: \$ _____
- ✎ **Electrified Hardware Installation – *EX.** Cut in electric strike, install electrified exit device/mortise lock/electrified lever set – wiring only at the door frame
 Standard hourly rate: \$ _____ After hours rate: \$ _____
- ✎ **Hollow Metal & Wood Door & Frame Repair – *EX.** Surface closers, hinge adjust & replace, thresholds, metal frame repair
 Standard hourly rate: \$ _____ After hours rate: \$ _____
- ✎ **Hollow Metal & Wood Door & Frame Installation – *EX.** Filled frame removal/replacement, welded frame removal/replacement, trim
 Standard hourly rate: \$ _____ After hours rate: \$ _____
- ✎ **Aluminum Door & Frame Repair – *EX.** Concealed floor and overhead closer replacement, pivot/hinge adjust & replace, concealed rods
 Standard hourly rate: \$ _____ After hours rate: \$ _____
- ✎ **Aluminum Door & Frame Installation – *EX.** Side lights/transom/frame replacement, glazing & gasketing of entry and frontage
 Standard hourly rate: \$ _____ After hours rate: \$ _____
- ✎ **Do you stock 7pin "A" Keyway Small Format IC Core? ☐ YES ☐ NO**
 Cost to rekey existing standard key way SFIC core \$ _____ Cost to supply, master and install SFIC \$ _____
- ✎ **Do you offer 24 hours service? ☐ YES ☐ NO**

Please select any additional services you provide. Leave any field blank that does not apply.

Work Type	Install	Repair/Service/ Opening	24 Hour Response	Hourly Rate Regular Time 1 tech	Hourly Rate Emergency 1 tech	Hourly Rate Regular Time 2 techs	Hourly Rate Emergency 2 techs
	✓	✓	✓	\$	\$	\$	\$
Automatic Doors							
Low Energy Operators							
Roll Up Doors/ Gates & Grills							
Herculite Door – Pivot/Track							
24 Glass Board Up							
CCTV – Cameras, DVR, PTZ							
Finishing Trim & Tile							
Licensed Electrician							
Welding							
Burglar & Fire Alarm							
Bank Vault & Timelock Service							
Safe Moving							
Safe Deposit							
	✓	✓	✓	✓	✓	✓	✓
Government/Military Work	GSA:I	GSA:T	2890 Certified	2740B Certified	LKM10K Certified	DKX10 Certified	

TRAVEL RATES, SERVICE AREA & OPERATING HOURS

- Standard Trip Charge: \$_____ After Hours Trip Charge: \$_____ Distance standard Trip charge covers _____ Miles/KM
Mileage/KM charge beyond _____ Miles/KM charge is \$_____ Do you charge portal to portal? ☐ YES ☐ NO
Are there tolls or parking fees in the area your standard trip charge covers? ☐ YES ☐ NO
Average amount of toll \$_____ Average parking fee \$_____
When do emergency rates apply? _____
When do your afterhours rates begin ____ : ____ am/pm When do your standard rates begin ____ : ____ am/pm

SHOP INFORMATION

- Do you charge for job site surveys? ☐ YES ☐ NO
How many field technicians do you have available for service calls? Day time: _____ Night/Weekend: _____
How do you bill your time? ☐ ¼ hr ☐ ½ hr ☐ 1hr ☐ Bill by job type - Please attached your job rate schedule
Do you accept stock replacement of same or equivalent parts for parts used on LockNet service calls? ☐ YES ☐ NO * pre-approval needed
Can you access the internet to update rate and contact information through our website? ☐ YES ☐ NO
Can you send copies of signed and completed work orders with jobsite photos through email? ☐ YES ☐ NO
Are you able to use the LockNet mobile app (Android/iS) to receive work orders and submit job information? ☐ YES ☐ NO
Does your company perform safety meetings/inspections? ☐ Daily ☐ Weekly ☐ Monthly
Is your company ☐ Veteran owned ☐ Woman owned ☐ Minority owned ☐ N/A

LICENSING, BACKGROUND CHECKS & CERTIFICATIONS

*If you have additional licenses please include them

License Type	License #	Expiration MM/DD/YY	State	Name on License
Locksmith				
Low Voltage/Alarm				
General Contractor				
Specialty Contractor: _____				
Electrician				
Other:				
Other:				

- Do you background check your employees? ☐ YES If YES, ☐ Federal ☐ State ☐ NO If NO, will you if needed? ☐ YES ☐ NO
Do you drug test your employees? ☐ YES Pre Employment ☐ YES Random ☐ NO

Certification	YES	NO	# of techs with certification/clearance	Expiration Date (if applicable)
OSHA 10				
OSHA 30				
INTERTEK Perfect Race Way				
INTERTEK/DHI Fire Door Inspector				
IFDIA Fire Door Inspector				
AAADM Door Inspector				
Government Security Clearance				
NICS LVL 1				

INSURANCE

LockNet is required to maintain tax information and insurance for all the companies we work with. **Please provide copies of your automotive, general liability, workers compensation and umbrella (if applicable) insurance policy.** Adding LockNet as a Certificate Holder to your policy ensures your insurer sends an updated COI each year. *Payments may be withheld if a current COI isn't on file with us. For U.S. companies, LockNet requires a completed copy of your W-9 be sent with this form.*

WARRANTY

What is your company's labor warranty on installations and repairs? ☐ 30 days ☐ 60 days ☐ 90 days ☐ Other: _____

Additional information –

All labor charges must be listed on either your invoice or the invoice section of our Work Order as either Repair or Installation. These categories don't apply to service calls for driving to site.

- Repair** - No parts are installed. **Installation** - Parts are installed.

If LockNet has authorized you to supply parts, they must be listed in detail on your invoice as one of the following categories:

- Real** – Any component that becomes part of the building, is considered Real property. (Ex. Lever set, door closer, exit device, cover plate, SD box, bolt or screw)

- **Tangible** – Any part that can be removed from the building is considered Tangible property. (Ex. Padlock, keys, Strongarm drill bit, battery)

Parts you supply must be pre-approved by LockNet for you to be paid for the part.

Parts, Labor, and Trip charge must be broken out individually on your invoice, not lumped together as single charge. All invoices must be submitted to LockNet with the customer signature, unless specified on the work order. Invoices must be submitted within 1 week of the work order completion. Invoices received 15 or more days after the work order is completed will not be paid.

Invoices with signature must be sent together to LockNet, in one of the following ways:

- Upload to our website using your LockNet Technician number and password
 - Tech # can be found on each work order and check sent to you from LockNet.
- Upload through the LockNet app.
 - LockNet's app can be downloaded from <https://www.locknet.com/technicians/locknet-tech-app-download>
- Email – accountspayable@locknet.com
- Fax – 1-877-887-4958
- Mail – LockNet LLC, 800 John C. Watts Dr., Nicholasville, KY 40356 (please note our change of address)

Customer specific requirements will be detailed on an additional page accompanying the LockNet Work Order and must be followed completely for your invoice to be processed.

- ⚠ LockNet Work orders are sent with a Not To Exceed (NTE) amount on each work order. If the NTE must be increased to complete the work order, LockNet must be notified **prior to the work being performed**. NTE increase authorization codes may be supplied to you when a NTE increase is authorized. NTE amounts must include any charges and applicable taxes being charged by your company for the work order. Unapproved NTE overages will not be paid.
- ⚠ If parts are required to complete a work order, LockNet must be contacted to determine if parts should be shipped or if parts may be supplied by your company. If you are asked to supply parts the cost of the parts must be included in the NTE amount and itemized on your invoice. LockNet will not pay retail for temp parts. Please ensure your personnel know to call LockNet if an NTE increase is required, prior to leaving site and/or if parts are required. 1-800-353-2562.
- ⚠ Time in and time out is required for each trip on each service call. This should be written on your invoice or LN On Site Form.
- ⚠ All LockNet requirements will be fulfilled for each call within the time requested by LockNet including: IVR, photo submission, parts return, checking in and out from site, invoicing and customer specific requirements as noted on the work order.
- ⚠ Your invoice for each completed work order must be sent to LockNet within one work week (five business days) from the completion of the work order and be submitted in U.S. dollars. Do not leave invoices with pricing with LockNet customers.
- ⚠ An invoice received by LockNet 15 days after the work has been completed will not be paid. Send invoices promptly.
- ⚠ Some LockNet customers require the use of IVR systems. Customer IVR requirements must be followed to ensure payment.
- ⚠ Every submitted invoice must be accompanied with the customer signature in order for your invoice to be paid, unless specifically directed by LockNet that a signature is not required.
- ⚠ Unused LockNet supplied parts and warranted parts must be returned in their original packaging, just as they were received by your company. LockNet will supply you with a return label. Unreturned or parts damaged due to improper packaging will be billed to you. Parts must be returned within two weeks of receipt of the return label. Contact us before disposing of any parts to ensure you're not charged for them.

Acknowledgement –

I acknowledge that I have read the above information, understand its contents and agree to work within LockNet's and LockNet's customer's work requirements, set forth in this document, LockNet work orders/instructions and future communications from LockNet.

I confirm that the rates and work types listed in this form are self-performed by my company employees and are not subcontracted to other companies to perform. I confirm that the above rates are accurate as of the date of this signed document and will be used for invoicing LockNet. Rate changes will be sent to LockNet, should they occur.

Signed: _____ Date: ____/____/____

Title: _____

LockNet LLC 800 John C. Watts Dr. Nicholasville, KY 40356 www.locknet.com