



# Service Provider Handbook

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# Welcome to InstallNET!

Welcome to InstallNET! You have joined a unique network in the office furniture installation industry.

InstallNET is a project management company that facilitates the installation, decommission and moving of commercial office furniture across the United States and Canada. Our professional staff is experienced in managing furniture systems and casegoods installations enabling our customers to confidently expand their sales nationwide. Our success is based on our national network of over 275 dedicated, professional, and independent installation companies that provide outstanding customer satisfaction from quoting through final punch lists which provides our customers peace of mind.

As the network continues to expand, it is essential that we recruit installation companies that share our same values and beliefs. We are proud of the success of InstallNET and look forward to establishing a partnership with your company that provides continued growth for everyone.

This handbook will help you get up and running quickly. It provides detailed information about working with InstallNET and it will be a great resource for your employees.

If you ever have any questions, please contact us. We look forward to working with you!

**Dale Ewing**  
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Suite 300  
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(410) 721-9301

## Getting Started Checklist

To help you get off to a smooth start, please review the checklist below and complete the following tasks as quickly as possible. Familiarize yourself with InstallNET by reviewing all information included in the “Welcome to InstallNET” email you received, which includes:

- This Service Provider Handbook – for your reference
- InstallNET’s Service Provider Agreement and Addendum A - please review, sign and return
- W-9 form – please complete and return
- Request for Insurance Certificate listing InstallNET as additional insured (see Page 7 for requirements) – please have your carrier send to [finance@installnet.com](mailto:finance@installnet.com):  
InstallNET International Inc.  
2127 Espey Court, Suite 300  
Crofton, MD 21114  
Attn: Finance Dept.
- InstallNET Designated Contact and Key Contact Form – please complete and return
- InstallNET ACH form – please complete and return along with a cancelled/voided check
- InstallNET’s Delivery and Set-up Pricing Matrix including man-hour rate and overtime rate – please review, adjust if necessary and return
- Request for your company logo (in .jpeg or .gif format) and any company marketing brochures – please email along with all other documents

Upon receipt of these items, you will be scheduled for a brief web-based orientation. Following the completion of the webinar, you will receive your member log-on credential information, be added to our Service Provider Members List and be eligible to receive work from InstallNET.

We invite you to go to the website and familiarize yourself with InstallITRAK and check out Provider Resources.

# InstallNET - Our Guiding Principles

Life and business are about people. The pace of change and disruption is accelerating and we all feel the pressure to keep up in both our personal and business lives. We work hard to make a difference in the world.

InstallNET strives to make each interaction with people a little friendlier and a little more welcoming, reaffirming our underlying belief in people, and showing we care about their happiness and success.

We promote a sense of belonging by building a team that cares about people and strive to make a personal connection in a fast paced world.

## Our Purpose

Our Purpose identifies the “Why.” It is why we show up every day and goes beyond the financial benefits to our employees and the company. It articulates why InstallNET matters and how we strive to develop relationships with our customers, service providers and employees.

- We create value and opportunities for growth by
  - anticipating and identifying challenges
  - creating solutions and
  - celebrating success of shared goals.

## Our Mission

Our Mission describes what InstallNET aspires to be for our customers.

- To be the core national service network for the office furniture and facility services industry through relationships built on trust, processes resulting in industry-setting standards, and integration of e-commerce platforms.

## Our Core Values

Our Core Values are not just words but they are a way of life. They are our highest priorities and the fundamental driving force behind what guides, motivates and inspires us to continually improve every day.

- Creating Win-Win-Win Relationships
- Taking Responsibility For Results
- Open And Honest Communication
- Continuous Learning

# Who Benefits from InstallNET? Everyone!

## Benefits to Service Providers that join the Network...

- Incoming InstallNET work for service providers in their local market from national dealers and customers located throughout the country.
- Online access, tracking and updating for all InstallNET jobs and summary reports on all work.
- Ability to attend the InstallNET Service Provider Conference, which provides the opportunity to network with other installation companies from across the country and share solutions to common industry issues.
- Member buying group discounts on items such as equipment, truck purchasing, leasing, business insurance and uniforms.
- Service Provider Evaluations completed by InstallNET Project Managers for every InstallNET job which provide excellent feedback on meeting InstallNET service standards and your on-site installation teams.
- Eligibility to become an InstallNET Preferred Provider after 2 years in the network.
- Ability to partner with ecoServ to provide your local customers decommission strategies.
- Immediate inclusion as a service provider on OFIA providing direct access to 500+ customers.
- Ability to manage your customer's intermarket work directly with providers through OFIA.

## Benefits to Customers that use the Network...

- Access to a network of high quality, pre-qualified and independent furniture installation companies throughout the United States and Canada.
- Confidence that service providers meet high service standards and all legal and insurance requirements.
- Consistent, simplified and standardized service process that reduces the cost and hassle of contracting with individual companies that is consistent for every job.
- Access to a secure website that allows customers to submit quote requests and track the status of their jobs on line in real time.
- Assigned a project manager for a single point of contact and accountability.

# Qualifications and Requirements

The InstallNET network is only as strong as our member companies. We look for the following attributes and qualifications when recruiting new members.

- Must be a professional installation company with excellent references that specialize in installation service only. The company may not offer new furniture sales or share ownership with a furniture dealer or manufacturer.
- Must provide full service installation services and include the following resources:
  - ◆ Manned warehouse
  - ◆ Trucks
  - ◆ Trained and uniformed crew on site (10+ employees) to include proper PPE when requested
  - ◆ Adequate equipment per truck, including handcarts, dollies, straps, pads, touch-up kit, wipe down kit and tools (see Suggested Tool List on page 18).
  - ◆ Ability to take and send digital pictures from job site
- Must have gross volume over \$500,000 annually.
- Company must have been in business for at least 2 years, and have active ownership that is accessible and interested in building a long term relationship with InstallNET.
- Must have general liability of \$2 million (aggregate including umbrella, if applicable) as well as a minimum of \$1 million in auto coverage and \$500,000 in workers compensation coverage or the statutory amount required by the state, listing InstallNET as additional insured.
- Must embrace technology and meet minimum service standards developed by InstallNET for efficient communication including email, scanning capabilities, internet access, as well as the ability to read Microsoft Office Suites and Adobe Acrobat Reader files.
- Average or better credit and payment history.
- Highly responsive and dedicated to outstanding customer service.
- Provide an InstallNET Designated Contact in addition to key contact information for those responsible for quoting, scheduling, warehousing and paperwork (Pages 9 & 10).
- Must have network affinity and sign an InstallNET Service Provider Agreement (with Addendum A).
- Must meet InstallNET's service standards for job process and jobsite performances as outlined in Addendum A - Service Provider Standards.

# Performance Standards Summary

InstallNET is a platform-based project management company. It is critical for all network providers to be familiar with all expectations of InstallNET, as well as embrace platform requirements that will streamline communications and overall services. This is a summary of InstallNET's Service and Performance standards.

- Quoting:
  - All quotes returned to Project Manager within 24 hours via website update, scan/upload to the job on the website (choose File Type "Signed Pre-Priced Estimate"), or email.
  - Quotes over \$2,500 may be given additional response time.
- Receiving of Product:
  - Notify InstallNET PM via InstallTRAK within 24 hours of each shipment received.
  - **ALL** receiving documents (i.e. packing slips/receivers/BOL, etc.) for all receipts must be scanned/uploaded to the job on the website (choose File Type "Receiver")
- Scheduling:
  - Schedule the project with the end-user within 72 hours of receipt of all product and notify InstallNET PM via InstallTRAK of confirmed schedule date, **unless otherwise stated.**
  - If the InstallNET customer is coordinating the scheduling with the end-user, provide InstallNET PM with start date options within 72 hours of all product received.
- Problems on job site:
  - Real-time, onsite communication with InstallNET Project Manager of all issues, problems, exceptions or concealed damage.
  - Must provide digital pictures and detailed information on InstallNET Punch List regarding any and all issues, problems or damages on site.
  - Must have a digital camera, phone or ability to take photos on each job.
- Job Completion:
  - **ALL** pages of the InstallNET work order (including the punch list page) must be signed by both the end user and installer at site and then scanned/uploaded to the job on the website (choose File Type "Signed work order"), within 24 hours of job completion (including the punch list).
  - Update the job completion status with either "100% Complete" or "Complete with Punch" in the InstallTRAK Details
  - Photos must be uploaded to the job on the website (choose File Type "Photos").
- Evaluations:
  - Earn a minimum average of 3.0 on all Service Provider Evaluations.

# Working with InstallNET

## InstallNET Designated Contact (DC)

The InstallNET Designated Contact (DC) is the key service provider contact that will help ensure the successful partnership with InstallNET. This person must possess knowledge of all InstallNET processes and standards and be able to communicate them to everyone in their company. In addition, the DC should be able to resolve any issues or problems that arise. The DC should complete web training so they are familiar with InstalITRAK and all InstallNET website functionality.

Although we expect high-level management participation in the InstallNET network, typically the DC should be someone other than the company's owner. However, they should have the authority and responsibility to address day-to-day project management items.

Who will be your InstallNET Designated Contact?

Name \_\_\_\_\_

Title \_\_\_\_\_

Responsibilities \_\_\_\_\_

Email Address \_\_\_\_\_

Phone Number \_\_\_\_\_

Fax Number \_\_\_\_\_

Cell Number \_\_\_\_\_

As the InstallNET Designated Contact (DC) for \_\_\_\_\_ (Service Provider Company) I agree to uphold the InstallNET Service Standards to ensure the success of our partnership with InstallNET. In addition, I agreed to receive training on the InstallNET processes and web site so that I can educate and train other employees at my company.

Signature \_\_\_\_\_ Date \_\_\_\_\_

## InstallNET Key Contacts

In addition to the InstallNET Designated Contact, it is important to have key contacts for the following areas. Please let us know who we should contact regarding:

**Quoting** — The person(s) responsible for reviewing Pre Priced Estimates and providing quotes.

Name \_\_\_\_\_  
Title \_\_\_\_\_  
Email Address \_\_\_\_\_  
Phone Number \_\_\_\_\_  
Fax Number \_\_\_\_\_

**P.O. Processing** — The person(s) designated to receive InstallNET POs.

Name \_\_\_\_\_  
Title \_\_\_\_\_  
Email Address \_\_\_\_\_  
Phone Number \_\_\_\_\_  
Fax Number \_\_\_\_\_

**Warehousing/Receiving** — The person(s) responsible for receiving product and updating the TRAK within 24 hours of receipt.

Name \_\_\_\_\_  
Title \_\_\_\_\_  
Email Address \_\_\_\_\_  
Phone Number \_\_\_\_\_  
Fax Number \_\_\_\_\_

**Scheduling** — The person(s) responsible for contacting the EU and updating the TRAK with install date within 72 hours of all product received

Name \_\_\_\_\_  
Title \_\_\_\_\_  
Email Address \_\_\_\_\_  
Phone Number \_\_\_\_\_  
Fax Number \_\_\_\_\_

**Paperwork** — The person(s) responsible for sending the signed work order to InstallNET and updating the TRAK for Job Completion

Name \_\_\_\_\_  
Title \_\_\_\_\_  
Email Address \_\_\_\_\_  
Phone Number \_\_\_\_\_  
Fax Number \_\_\_\_\_

**SP Evaluation** — The person(s) designated to receive SP Evaluations from InstallNET

Name \_\_\_\_\_  
Title \_\_\_\_\_  
Email Address \_\_\_\_\_  
Phone Number \_\_\_\_\_  
Fax Number \_\_\_\_\_

**Accounts Receivable/Invoicing** — The person(s) responsible for sending invoices to InstallNET and answering invoicing questions

Name \_\_\_\_\_  
Title \_\_\_\_\_  
Email Address \_\_\_\_\_  
Phone Number \_\_\_\_\_  
Fax Number \_\_\_\_\_

**Please complete and return to Andrea at [ascheidt@installnet.com](mailto:ascheidt@installnet.com)**

# Job Flow Process

InstallNET has developed a platform-based, detailed job flow process that ensures regular communication between InstallNET PM, their customers, service providers and end users. By following this detailed job flow, we can help ensure a successful installation experience.

- **Quoting Process** – InstallNET's standard for quoting is a 24 hour turnaround for all quotes, unless otherwise noted by the Project Manager (PM).
  - InstallNET PM will receive a quote request from client.
  - PM will price the job using case good price list or system furniture pricing by man-hour estimate, piece-count, market rate and/or knowledge of client pricing structure.
  - PM will email a Pre-Priced Estimate to the Service Provider (SP). A Bill of Material (BOM), floor plan and prints, when applicable, are attached to the job on the website. If SP does not have plotter access, PM will overnight prints for large jobs.
  - SP will review Pre-Priced Estimate (PPE) and submit pricing back to InstallNET PM within 24 hours (unless otherwise noted by the PM). The following ways are acceptable to submit pricing:
    1. **(This is the preferred method)** Update the pricing directly in the job on the InstallNET website. The pricing can be adjusted or accepted as stated on this tab. Provider can also include comments, as well as attach company specific quote forms.
    2. Provider can print the PPE that is attached to the quote request email, and:
      - Adjust the price on the document via Adobe Writer and scan/upload the PPE directly into the job (choose File type Signed Pre-Priced Estimate).
      - Write the adjusted price on the document and scan/upload the PPE directly into the job (choose File type Signed Pre-Priced Estimate).
      - Write the adjusted price on the document and email directly to the PM.
    3. Provider can respond directly to the quote request email back to the PM. Please reiterate the approved pricing in the email note.
  - PM will review price submitted by SP and call if additional negotiations or information is required for the client.
  - PM will then submit a Quote to client.

- **Turning a Quote to a Project**
  - InstallNET receives a Purchase Order (PO) or signed quote from the client and reviews for discrepancies.
  - Once approved, Project Status on the web site will change from “Final Quote” to “Project”.
  - SP will receive an automated email with the PO and Work Order attached. The email also will contain links to any project attachments as well as the Project page where all aspects of the job can be reviewed. The SP should print the work order, BOM and prints (if applicable) from the InstallNET website and take to the job site on day of installation. **The PO should remain at the SP office.**
- **Receiving of Product** - InstallNET’s standard for receiving is 24 hour notification of product received via InstallTRAK, as well as uploading of all paperwork directly to the job.
  - Verify the integrity of product when the door to the truck is opened.
  - Verify product received matches the Bill of Lading (BOL) or shipping packing slip to confirm the product is being delivered to the correct address.
  - Verify count – If a circle (or bingo) sheet is included with the packing list and Bill of Lading, it must be used to verify count. If a circle (or bingo) sheet is not included, the total count received must match the total count on the Bill of Lading. If shortages are discovered, have the freight company driver sign and note the number of missing packages on the Trucking Company Delivery Receipt (Bill of Lading). You should only sign for the exact number of packages received. A copy of the trucking company delivery receipt should be retained for your records.
  - **A visual inspection of the carton exterior must be made immediately and PRIOR to signing the bill of lading.** If there is any doubt regarding damage to the carton, the product should be uncartoned, inspected and a picture taken of the box and the product.
    - Any carton damage, including dents, creases, punctures or crushed corners, must be documented on the BOL (even if it is minor).
    - Notify the driver of the damage and describe damage on all copies of the BOL or shipping packing slip including model number.
    - Take digital pictures of the carton and the product and scan/upload to the website (choose File Type “Photo”) or email them.
  - If exterior carton damages are discovered, open damaged cartons immediately and inspect the product. If there is noticeable damage, notify InstallNET PM immediately.
    - If PM advises to refuse product, write down manufacturer, model number and serial number of refused product (if applicable) and sign the shippers Bill of Lading noting there is damaged product. Scan/upload the Bill of Lading with notations to the website (choose File Type “Receiver”).

- If PM advises to accept product, sign the shippers Bill of Lading and note damaged product. Scan/upload the Bill of Lading with notations to the website (choose File Type “Receiver”).
  - **Failure to follow these procedures and provide the appropriate documentation may result in the service provider being held responsible for any damages.**
  - If a full or partial shipment of product is refused due to damage, take pictures to document the issue before it is returned to the truck.
- Compare BOL/shipping packing slip to InstallNET work order and/or BOM and notify the InstallNET PM immediately of any discrepancies. If the product arrives without an InstallNET job number, please email the BOL/shipping packing slip to [unidentifiedproduct@installnet.com](mailto:unidentifiedproduct@installnet.com) for assistance in identifying the appropriate job.
- Log on to InstallNET website, select the appropriate job and update the receiving status in the InstallITRAK Details **within 24 hours**. Any and all receiving paperwork (packing slip/receivers, BOL, bingo/circle sheets, photos of shipping labels, etc) **MUST** be scanned/uploaded to the website (choose File Type “Receiver”). On multiple shipments, it will be necessary to update InstallITRAK with each receipt of product **within 24 hours of receipt**.
- The Service Provider is responsible for verifying all product is received and should update InstallITRAK to “All Product Received”. The InstallNET PM will use the receiving documents provided to also confirm all product has been received.
- If a decision is made by the customer to schedule a job despite missing product, an additional trip may be necessary. InstallNET will create a new project number/purchase order for any new charges.
- **Scheduling** - InstallNET’s standard for scheduling is to contact the end user within 72 hours and update the InstallITRAK, unless otherwise specified by the PM.
  - The SP will schedule the project directly with end user **within 72 business hours of receiving ALL product**, unless otherwise specified by the InstallNET PM. Verify address and building conditions with the end user.
  - Log on to InstallNET website, select the appropriate job and update the scheduled date in the InstallITRAK details. In the comment section, please note who confirmed the appointment. Leaving a voice mail does not confirm an appointment; SP must speak to and confirm with the end user.
  - **NOTE:** If a customer has requested a specific install date, it is still the responsibility of the Service Provider to contact the end user to confirm the delivery date, as well as verify address and building conditions with end user.

- **Problems on Job Site** - InstallNET's standard for problems on the job site is real-time, onsite communication for all damages, issues, or problems at site.
  - The SP must contact InstallNET PM immediately with any issues at the job site that might preclude the job from being completed or may require additional charges, including downtime, job scope changes, stair carries or inaccessible work areas.
  - **NOTE: The InstallNET work order is the contract that InstallNET is held accountable to by their customer. ANY deviation from the stated scope cannot be completed without prior authorization. The SP MUST contact their InstallNET PM for approval for any and all job scope changes prior to performing the work, as well as note these changes on the work order.**
- **Concealed Damages** - InstallNET's standard for concealed damages is real-time, onsite communication to the InstallNET PM for all damages, as well as digital photos prior to installation.
  - Upon opening the carton, a visual inspection of the product must be made immediately and PRIOR to installation. Any product damage, including dents, scratches, scuff marks or upholstery defects, must be documented on the InstallNET work order / punch list.
  - **Call InstallNET PM immediately from job site with information regarding the damage**
    - Provide a detailed description of the damage **with digital pictures of both the product and the box**. Determine if it is repairable and, if so, what needs to be ordered
    - Provide Manufacturer name and serial number, if applicable. (HON product, which requires a serial number for all damaged product, can usually be found in the ped drawer)
    - All damages discussed with the InstallNET PM must be documented on the InstallNET work order / punch list
  - **SAVE THE BOX** and any packing material for inspection and/or for returning product. You may be advised to bring the product back to the warehouse
  - Description of the damage, digital pictures and product information must be scanned/uploaded to job on the website (choose File Type "Photo - Damages")
  - Freight claims must be initiated by the dealer; however a freight inspector will contact SP to schedule the inspection.

- **Additional Charges -**
  - Call InstallNET PM to get approval of additional charges **PRIOR TO PERFORMING ADDITIONAL WORK**. Be specific about what the actual additional work entails and the estimated charges to complete if it would take more than 15 minutes (i.e., downtime, job scope changes, stair carries, inaccessible work areas, etc.).
  - InstallNET PM will receive approval for additional work from client and will give you a verbal approval.
  - Justification and description of the work performed must be notated on the work order and signed off by the end user after approval has been obtained by InstallNET.
  - InstallNET PM will issue either a revised PO or new PO for the approved additional work.
  - **No additional charge invoices will be paid unless you receive approval from InstallNET and a PO that covers this work.**
- **Job Completion** - InstallNET's standard for job completion is to update the InstallTRAK within 24 hours of job completion with status, as well as uploading the InstallNET work order and all other documents and/or photos.
  - Log on to InstallNET website, select the appropriate job and update the job completion status with either "100% Complete" or "Complete with Punch" in the InstallTRAK Details
  - The InstallNET signed work order (and all other required paperwork as requested) must be returned **within 24 hours** of job completion (including a detailed punch list if applicable) via scan/upload to the website (choose File Type "Signed work order").
  - **NOTE:** ALL pages of the InstallNET work order must be uploaded to the job within 24 hours of job completion. It is also required that both the end user and the installer sign and date all pages where required.
  - Photos must be scanned/uploaded to the website (choose File Type "Photos")
- **Billing**
  - Invoices should be faxed to our finance department at 866-850-9797 or emailed to [finance@installnet.com](mailto:finance@installnet.com). Please do not scan/upload invoices to the job on the website.
  - The InstallNET Project Number/Purchase Order must be on your invoice.
  - Your invoice will be approved immediately if it matches our Purchase Order/Project Number amount and a signed work order has been received. Invoices that exceed the PO amount can lead to payment delays.
  - Once approved, InstallNET will pay invoices within terms.

## Pricing and Exception Charges

Unless explicitly stated in the Description of Work, InstallNET Project Managers price all jobs as Receive/Deliver/Install/Remove Debris under normal conditions, which include:

- Regular business hours (Monday to Friday; 8 am – 5 pm)
- Loading dock and freight elevator available
- Installation is no more than a 50 yard push from the loading dock
- No steps
- Installation area free and clear of personnel, existing furniture or any object that may impede delivery/installation
- No disconnect or re-connect of electrical hardwiring, phones or cabling
- Within your standard delivery radius (does not include travel)
- Non-union labor

Exceptions to normal conditions or specific situations are noted in the Description of Work and may result in additional charges to the job. Additional charges may include, but are not limited to:

- **After hour delivery** – In addition to deliveries outside normal business hours, this includes weekends or holidays.
- **Stair carry** - Jobs that require stair carry should be itemized as an additional cost, in addition to the standard receive, deliver and install price.
- **Storage** – Service Providers agree to provide **free storage for 30 days** from the receipt of product. Prior to the conclusion of the free storage period, the SP will notify the PM of rates for storage to be determined by either square feet, pallet or bay figured on a monthly basis. The PM will get authorization from the customer for a new Purchase Order. A new PO will be issued for each additional 30 day storage period.
- **Travel** – Jobs that extend outside your standard business/delivery radius should be itemized as an additional cost.
- **Interior Carton Inspection** – Full product inspection is available to clients upon request for an additional cost.
- **Building Requirements** – Some buildings may require high security clearance, special permits or additional Certificate of Insurance levels.
- **Special Labor Laws** – Projects that require documentation for Prevailing Wage, Certified Payroll or adherence to Davis-Bacon regulations.

# Assembly Guidelines

InstallNET pricing is based on the level of assembly required as generally described below:

## **Standard Assembly** includes:

- removing from box and placing in location
- removing packing materials and level product
- attaching table legs or bases
- connecting desk tops, returns, keyboards, center drawers, and hardware
- placing hutch but not assembling it
- installing task lights, lock cores and keys

## **Light Assembly** includes:

- built components that require assembly (pedestals that are attached to a desk shell, modesty panel) may include the product being flat with cam lock construction with fasteners pre-attached from factory
- hutches pre-assembled that may need doors attached
- attaching chair arms, cylinders and backs
- bookcases
- printer stands
- ganging/attaching items together

## **Heavy Assembly** includes:

- completely KD product which requires assembly for every part of the product (some examples include Bush, Alera and Tiffany; Sauder, and O'Sullivan)
- product arrives completely flat with fasteners requiring attachment
- pedestals & hutches needing assembly
- multiple variations of support possibilities (requiring specifics from specifying dealer)
- mail sorters

## Suggested Tool List

Below is a comprehensive list of tools that are recommended when on site for the installation of any type of office furniture.

- Dollies, Carts and Hand Trucks
- Truck Ramp (or access to one if necessary)
- Masonite, Corner protectors
- Furniture pads, Straps, Tie Downs
- Cordless drills, Cord drills with impact feature (for masonry walls)
- Tape
- Digital Camera
- Furniture Skates
- Toggles
- Cleaning kits
- Sawzall, Circular saw, Jigsaw
- Vacuum
- Clamps
- Change keys
- PPE – Hard Hat, Safety Glasses, Vest, Steel Toe Boots
- Tool Bags (to include all tools necessary to assemble any type of office furniture)
  - Box Knife
  - Channel Lock / Needle nose Pliers
  - #2 & #3 Phillips Head Bits, 1/4 & 5/16 Nut Drivers and Torx #45 Bit
  - Rubber Mallet
  - Claw Hammer
  - 25' Tape measure
  - Speed Square
  - Assorted Screwdrivers
  - Hacksaw
  - 1/4 Drive Socket/Ratchet Set
  - 1/4, 5/16, and 3/8 sockets
  - SAE and Metric Fasteners
  - Pry Bar
  - Awl
  - Drill Bit Set to include 3/16, 3/8 and 1/2 inch bits
  - Driver Bit Set
  - Assorted Screws to include Magnetic ext. & Robertson
  - Bits: Phillips, Torx Hex Bits, Sockets
  - Box Wrench (complete set from 1/4 to 5/8 inch)
  - Torpedo Level
  - Snips
  - Wall Mounting Anchors (zip its, tapcons, drywall screws, etc.)
  - Side Cutters
  - String
  - Circuit Tester
  - Allen Wrenches (complete set)

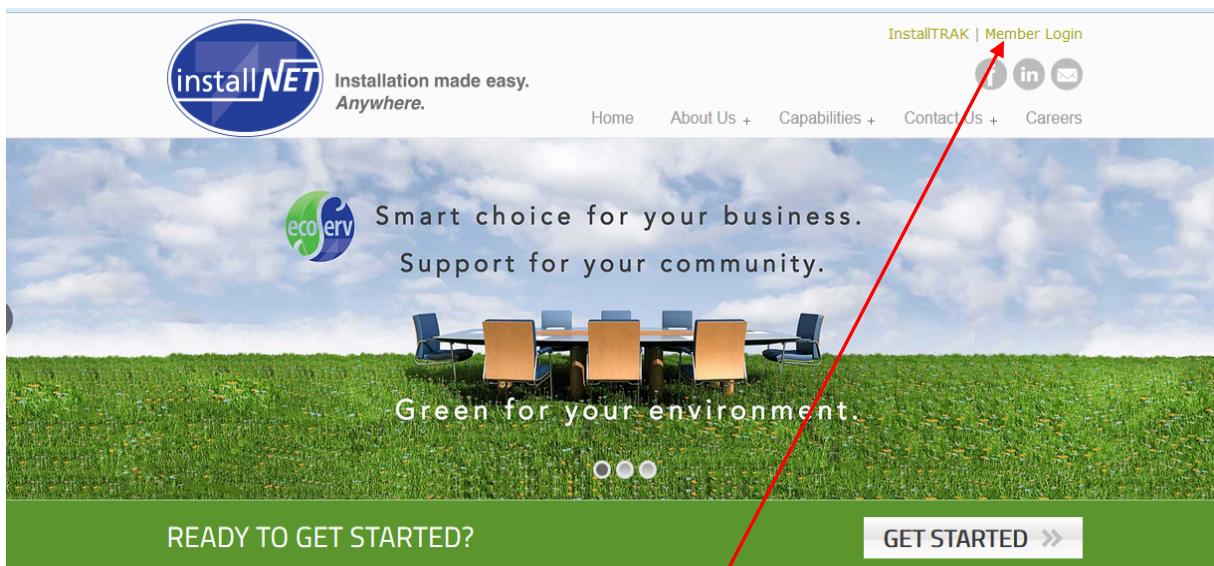
## Using the InstallNET Website – [www.InstallNET.com](http://www.InstallNET.com)

All Service Providers (SP) are required to access and update InstallNET projects online in the *Member Login* Area. InstallITRAK provides a “dashboard” view of all the projects the SP has with InstallNET, including summary reports and graphs. Service Providers are required to print InstallNET Work Orders as the official sign-off paperwork onsite. Service Providers are also responsible for updating InstallITRAK for receiving, scheduling, and job completion. The web site also provides current InstallNET News, updates, and Service Provider Resources Area.

To receive a username and password, please contact the Service Provider Development Team at 410-721-9301.

### Member Login Procedures:

1. Go to [www.installnet.com](http://www.installnet.com):



2. Click on *Member Login* in top right corner
3. Enter your username
4. Enter your password
5. Click on *Login* in blue box

## Member Home Page Overview:

1. When you login, the first page that opens is the *Member Home* page.

Current Status	# Projects	\$ Volume	Avg Size	Analysis View
<a href="#">Estimates</a>	0	\$0.00	\$0.00	
<a href="#">Final Quotes</a>	8	\$15,183.00	\$1,897.88	
<a href="#">Open Projects</a>	13	\$7,323.00	\$563.31	
<a href="#">Call Date</a>	13	\$7,323.00	\$563.31	
<a href="#">All Estimated Start</a>	1	\$110.00	\$110.00	
<a href="#">Product Needed/Shipping</a>	1	\$110.00	\$110.00	
<a href="#">Need to Schedule</a>	0	\$0.00	\$0.00	
<a href="#">Firm Scheduled</a>	12	\$7,213.00	\$601.08	
<a href="#">Punch</a>	1	\$110.00	\$110.00	
<a href="#">Storage</a>	0	\$0.00	\$0.00	
<a href="#">Completed Projects</a>	25	\$6,108.25	\$244.33	
<a href="#">Canceled Projects</a>	46	\$54,087.00	\$1,175.80	

2. The main screen will show Provider InstallITRAK Reports. This is an overview of your jobs in each status (default view is for those jobs created in the last 90 days):

- Estimate: Jobs in *Estimate* Status are waiting to be priced and returned to the PM.
- Final Quotes: Jobs in *Final Quote* Status are awaiting approval from the customer.
- Open Projects: Jobs in *Open Project* Status have been awarded to the Provider. These jobs are typically awaiting product and/or scheduling. There are various sub categories within *Open Projects* that help best manage these jobs
- Completed Jobs: Jobs in *Completed Job* Status are complete.
- Canceled Jobs: Jobs in *Canceled Job* Status have not been awarded, and are therefore, canceled.

3. Clicking on any *Current Status* will provide more detailed information on individual jobs.

NOTE: Those with Member-Manager access will also see Executive Summary and Trend Analysis views and reports at the bottom.

4. In the blue Menu Bar (on the left), there are additional reports and functions including Open Receivables, Provider Resources and a current InstallNET Employee Contact List.
5. To return to your home page at any time, click on the InstallNET logo in the upper left hand corner of the screen.

## Project Page Overview:

Project Administration | Pricing | Attachments | InstallTRAK/Shipping Info/Site Reqs | Emails | Evaluations

**Project Administration** [Send Email](#)

**Project Type:** Installation  
**Project Status:** Final Quote  
Paula and Kathleen  
Phone: 443-274-6027  
**Project Manager:** Fax: 888-809-4094  
Cell: 443-852-4571  
Email: [ops@installnet.com](mailto:ops@installnet.com)

**PO #:**  
**Start Date:** To Be Determined  
**Ship Date:** 05/01/2017 - Estimate  
**Service Option:** Classic

**[+]** **Customer Billing Address** **Customer Contact**

NBF200 - National Business Furniture  
(WI) NBF200 - David Daluga

**[+]** **End User Installation Address** **End User Contact**

[Click Bond](#) [Laurie Shakley](#)

**Project Description / Special Instructions**

**Project Description:**

**\*\*REVISED 3/30 - ADD U-DESK**  
Receive/Deliver/Install/Remove Trash  
Normal business hours  
Assumes No Stairs

(5) Bestar 15983 Executive U-Desk - Assembly required  
Please visit [www.nbf.com](http://www.nbf.com) for product information.  
Price assumes all terms and conditions as stated below.

**Approximate distance: 32.7 miles (driving)**

**Special Instructions:**

**Related Project (Phases):**

Project ID	Project Name	Start Date	Project Status	Installation Price
There are no related jobs.				

1. All tabs across the job page are functional, but used during different phases of the job:

- Project Administration tab - This tab includes:
  - Project Manager contact information
  - Customer information
  - End User (Site) address and Point of Contact
  - Project Description / Special Instructions
  - Approximate distance from SP warehouse to end user
  - Related Projects or Phases
- Pricing tab – This tab is where the SP will accept or adjust pricing.
- Attachments tab – This tab is where documents are housed that are important to the job. These documents may be uploaded by the customer, PM or SP. Documents housed here may include, but are not limited to:
  - Bill of Materials (BOM)
  - Floor Plans
  - Prints / Drawings
  - Assembly Instructions
  - Typicals
  - Sample COI
  - Order Acknowledgements
  - Delivery Tickets
- InstallTRAK / Shipping Info / Site Reqs – This tab is where the SP will update the InstallTRAK. This tab contains shipping information about product, along with additional requirements for the job.
- Emails – This tab logs all email correspondence between the PM and the SP, provided the emails were sent from the job. Outlook emails will not log here.
- Evaluations – This tab contains the SP Evaluation, as well as the PM Evaluation.

NOTE: Under the *Project Administration* tab, the SP can email the PM with any questions at any time. Those emails will be logged on the *Email* tab.

## Submitting pricing to InstallNET:

1. SP will receive an email from an InstallNET PM, requesting a quote:

 Pre-Priced Estimate for InstallTRAK #316460, ECS Group - Lake Hopatcong,NJ  
To Andrea Scheidt  
[Message](#) [PPEst\\_316460\\_022818\\_54\\_928.pdf \(167 KB\)](#)

Dear John,

Attached are the Pre-Priced Estimate and supporting documents (if applicable) for InstallTRAK # [316460](#). It is our standard that pricing be returned back to the Project Manager within 24 hours, unless otherwise stated.

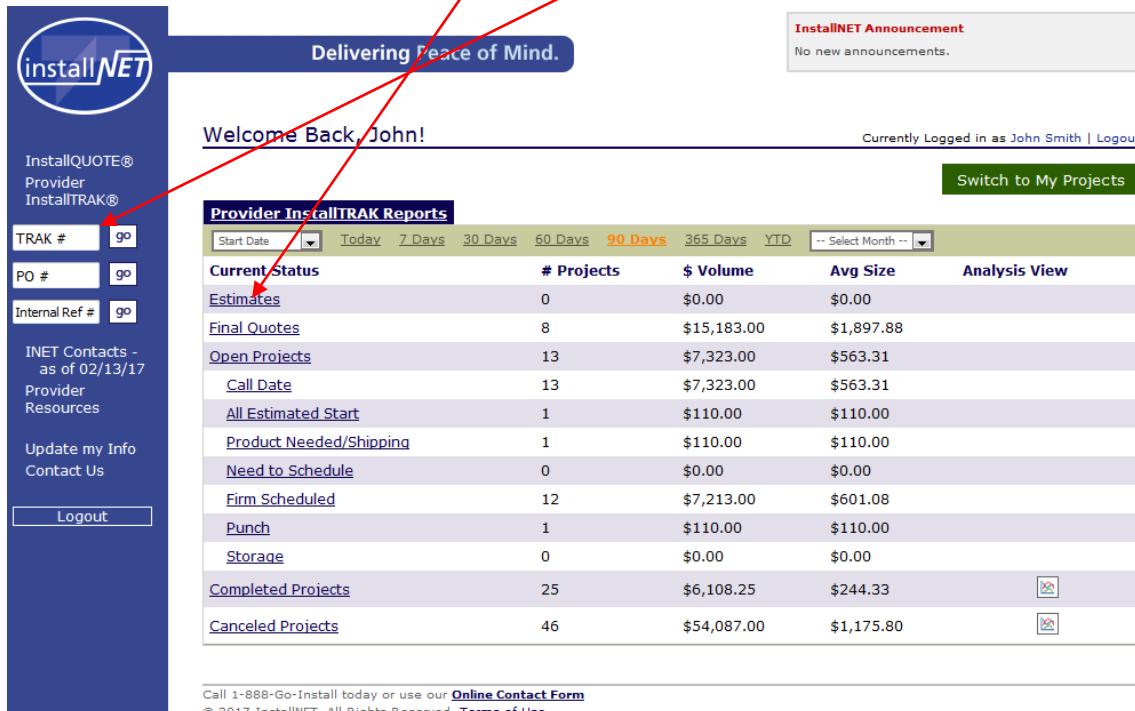
Please click the link above or below and log into our website to accept or adjust cost directly in the Pricing Tab. Other methods for returning the PPE are to print, adjust via Adobe Writer, scan/upload to the project or print/sign/upload or fax back. Email reply is also acceptable (please reiterate the pricing in the email body).

If you have questions or concerns, please contact the Project Manager as soon as possible and not later than 24 hours.

Click this direct link to access InstallTRAK # [316460](#)

Thank you,

2. Once the SP is logged onto the InstallNET website, enter the TRAK# (InstallNET job #) in the “quick check” field in the blue menu bar on the left hand side, and click “GO”. SP can search for this job by clicking the *Estimate* Status, which will open a list of all open estimates. Select the appropriate job to price.



Delivering Peace of Mind.

Welcome Back, John!

Currently Logged in as John Smith | Logout

Switch to My Projects

Provider InstallTRAK Reports

Current Status	# Projects	\$ Volume	Avg Size	Analysis View
<a href="#">Estimates</a>	0	\$0.00	\$0.00	
<a href="#">Final Quotes</a>	8	\$15,183.00	\$1,897.88	
<a href="#">Open Projects</a>	13	\$7,323.00	\$563.31	
<a href="#">Call Date</a>	13	\$7,323.00	\$563.31	
<a href="#">All Estimated Start</a>	1	\$110.00	\$110.00	
<a href="#">Product Needed/Shipping</a>	1	\$110.00	\$110.00	
<a href="#">Need to Schedule</a>	0	\$0.00	\$0.00	
<a href="#">Firm Scheduled</a>	12	\$7,213.00	\$601.08	
<a href="#">Punch</a>	1	\$110.00	\$110.00	
<a href="#">Storage</a>	0	\$0.00	\$0.00	
<a href="#">Completed Projects</a>	25	\$6,108.25	\$244.33	
<a href="#">Canceled Projects</a>	46	\$54,087.00	\$1,175.80	

Call 1-888-Go-Install today or use our [Online Contact Form](#)  
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3. Scroll down the *Project Administration* tab to view End User information, Project Description and Special Instructions.

Project Administration	Pricing	Attachments	InstallTRAK/Shipping Info/Site Reqs	Emails	Evaluations
<b>Project Administration</b> <span style="float: right;"><a href="#">Send Email</a></span>					
<p><b>Project Type:</b> Installation</p> <p><b>Project Status:</b> Final Quote</p> <p><b>Project Manager:</b> Paula and Kathleen Phone: 443-274-6027 Fax: 888-809-4094 Cell: 443-852-4571 Email: <a href="mailto:ops@installnet.com">ops@installnet.com</a></p> <p><b>PO #:</b></p> <p><b>Start Date:</b> To Be Determined</p> <p><b>Ship Date:</b> 05/01/2017 - Estimate</p> <p><b>Service Option:</b> Classic</p>					
<span style="border: 1px solid black; padding: 2px;">[+]</span> <b>Customer Billing Address</b> <b>Customer Contact</b>					
<p>NBF200 - National Business Furniture (WI)</p> <p>NBF200 - David Daluga</p>					
<span style="border: 1px solid black; padding: 2px;">[+]</span> <b>End User Installation Address</b> <b>End User Contact</b>					
<p><a href="#">Click Bond</a></p> <p><a href="#">Laurie Shakley</a></p>					
<b>Project Description / Special Instructions</b>					
<p><b>Project Description:</b></p> <p><b>**REVISED 3/30 - ADD U-DESK</b> Receive/Deliver/Install/Remove Trash Normal business hours Assumes No Stairs</p> <p>(5) Bestar 15983 Executive U-Desk - Assembly required</p> <p>Please visit <a href="http://www.nbf.com">www.nbf.com</a> for product information.</p> <p>Price assumes all terms and conditions as stated below.</p>					
<p><b>Approximate distance:</b> 32.7 miles (driving)</p> <p><b>Special Instructions:</b></p>					
<b>Related Project (Phases):</b>					
Project ID	Project Name	Start Date	Project Status	Installation Price	
There are no related jobs.					

4. Check the *Attachment* tab for any important documents uploaded to help accurately price the job.

Project Administration | Pricing | **Attachments** | InstallTRAK/Shipping Info/Site Reqs | Emails | Evaluations

**Attachments** [Add]

Expand all Collapse all

▼ Bill of Materials (1)

[312250\\_2244\\_Dagsboro\\_121217JW\\_1127953.PDF](#)  
12/15/2017 12:22:19PM

▼ Typical (1)

[312250\\_2244\\_FPSS\\_Caliber\\_Savanah\\_Square\\_12\\_15\\_17\\_1127931.pdf](#)  
12/15/2017 12:02:18PM

5. Click the *Pricing* tab to accept or adjust the price as stated:

- Adjust the price by highlighting the stated price, backspace to remove, then enter SP price and click Update/Approve. That will date/time stamp the entry. The PM will get an instant email.
- The SP has the ability to add other appropriate costs, for example, local taxes.
- The SP can include their own control numbers as a cross reference.

Project Administration | **Pricing** | Attachments | InstallTRAK/Shipping Info/Site Reqs | Emails | Evaluations

**Pricing** [[Print Pre-Priced Estimate](#)]

**Installation Company:** **Status: Estimate**

**Estimate only:**

Delivery:	\$ <input type="text" value="0.00"/>
Installation:	\$ <input type="text" value="250.00"/>
Receiving/Inspection:	\$ <input type="text" value="0.00"/>
Fuel/Travel:	\$ <input type="text" value="0.00"/>
Service Call:	\$ <input type="text" value="0.00"/>
Freight:	\$ <input type="text" value="0.00"/>
Storage:	\$ <input type="text" value="0.00"/>
Reimbursable:	\$ <input type="text" value="0.00"/>
Other/Tax:	\$ <input type="text" value="0.00"/>
<b>Installation Total</b>	\$ <input type="text" value="250.00"/>

**Quote/Control #**

**Comments:**

**Update/Approve** **Will Not Bid**

6. SP can also choose to scan/upload the signed PPE or their formal company quote to the Attachments tab, choosing File Type <Pricing>

#### File Upload

- Browse to the files you wish to attach. The size of all files combined is limited to 100 megabytes.
- For best results when you have a large file, or are using a dialup connection, only send one document at a time.
- If you reach the internet through a firewall, your system may not permit the file upload. Please mail or email your documents to InstallNET if this occurs.

---

File 1:  No file selected.  
File 1 Type:    
 [Additional Attachments](#)

## Updating InstallTRAK Details:

Welcome Back, John!

Currently Logged in as John Smith | Logout

Switch to My Projects

**Provider InstallTRAK Reports**

Start Date	Today	7 Days	30 Days	60 Days	<b>90 Days</b>	365 Days	YTD	-- Select Month --
<b>Current Status</b>		# Projects		\$ Volume		Avg Size		Analysis View
<u>Estimates</u>		0		\$0.00		\$0.00		
<u>Final Quotes</u>		6		\$12,501.00		\$2,083.50		
<u>Open Projects</u>		17		\$13,119.00		\$771.71		
<u>Call Date</u>		17		\$13,119.00		\$771.71		
<u>All Estimated Start</u>		4		\$1,756.00		\$439.00		
<u>Product Needed/Shipping</u>		3		\$1,646.00		\$548.67		
<u>Need to Schedule</u>		1		\$110.00		\$110.00		
<u>Firm Scheduled</u>		13		\$11,363.00		\$874.08		
<u>Punch</u>		2		\$268.00		\$134.00		
<u>Storage</u>		0		\$0.00		\$0.00		
<u>Completed Projects</u>		24		\$6,049.25		\$252.05		
<u>Canceled Projects</u>		47		\$55,938.00		\$1,190.17		

INET Contacts -

TRAK #  go

PO #  go

Internal Ref #  go

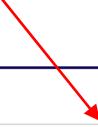
- Once the SP is logged onto the InstallNET website, enter the TRAK# (InstallNET job #) in the “quick check” on the blue menu bar on the left hand side, and click “GO”.

NOTE: SP can search for jobs by clicking the *Open Project Status*, which will open a list of all open projects (NOTE: updates to InstallTRAK can be made when a job status is also *Final Quote*). Select the appropriate job to update.

InstallTRAK #	SP Quote #	InstallNET Customer	Customer PO #	End User	Ship Date	Start Date	Deadline Date	Service Option	SP Price	PM Contact									
# of Projects: 17		Total Volume: \$13,119.00			Average Project Size: \$771.71														
Expand all																			
Collapse all																			
Region: N/A # of Sites: 1																			
▼ # of Projects: 17 Total Volume: \$13,119.00 Average Project Size: \$771.71																			
Site: DaCor Installation																			
▼ # of Projects: 17 Total Volume: \$13,119.00 Average Project Size: \$771.71																			
<a href="#">292272</a>		Bush Industries, Inc.	327743-336...	WEBS-AMERICAS YARN STORE	04/12/2017	04/01/2017	Classic	\$158.00	Paula and Kathleen										
<a href="#">291382</a>		National Business Furniture (WI)	ZJ958225ZI...	Click Bond	04/07/2017	05/01/2017	Classic	\$500.00	Paula and Kathleen										
<a href="#">291361</a>		Bush Industries, Inc.	315446*101...	BOB'S DISCOUNT FURNITURE	03/29/2017	04/01/2017	Classic	\$110.00	Paula and Kathleen										
<a href="#">287836</a>	Web/John	Janney Montgomery Scott (HQ)	PO email a...	Janney Montgomery Scott (Mystic CT)	04/24/2017	04/28/2017	Classic	\$988.00	Kim Henderson										
<a href="#">284977</a>		Mil-Comm Group International	IN0001	USMC Recruiting Facility 0138SM8 - STAMFORD, CT	04/26/2017	05/25/2017	Classic	\$900.00	Jenn, Laurie and Stacey										

2. Click on the InstallTRAK / Shipping Info / Site Reqs tab.

287836 - JMS995 - Mystic, CT



Project Administration Pricing Attachments InstallTRAK/Shipping Info/Site Reqs Emails Evaluations

Project Administration [Send Email](#)

Project Type: Installation  
Project Status: Project  
Project Manager: Kim Henderson  
Phone: 443-274-6017  
Fax: 877-227-6416  
Cell: 443-254-6829  
Email: [khenderson@installnet.com](mailto:khenderson@installnet.com)  
PO #: PO email approval  
Start Date: To Be Determined  
Ship Date: 04/24/2017 - Estimate  
Deadline Date: 04/28/2017  
Service Option: Classic

3. In the gray tool bar of the InstallTRAK section, click the [Add] button to the right. This will open the InstallTRAK:

Project Administration Pricing Attachments InstallTRAK/Shipping Info/Site Reqs **Emails** **Evaluations**

InstallTRAK [\[Add\]](#)

Event	Date	Notes
Installation Documents Received		
Purchase Order Received	4/07/17	04/07/2017: ZJ958225ZIT
Partial Product Received		
All Product Received		
Confirmed Start Date		
Job Complete w/ Follow-up (Punchlist Sign-off)		
Job Complete 100% - Final Sign-off		
Miscellaneous Notes		

- Partial Product Received:
  - Within 24 hours of each receipt of product, InstallITRAK must be updated and all documents uploaded.
  - In the date field, enter the actual day of receipt.
  - Notes pertaining to product received should be specific, and packing slip/receivers, BOL and all other receiving documents **MUST** be scanned and uploaded to the TRAK (i.e., 1 HON cherry desk, 2 Office Star chairs. Packing slip attached).
  - To attach receiving paperwork, scroll to the bottom of InstallITRAK, click the green  to open the attachment field. Browse to the file you want to attach. SP must also choose the appropriate *File Type*. Choose *Receivers* for uploading receiving paper work. SP can upload additional receivers or photos in this area if necessary by clicking the green .
  - Click *Update* to save all InstallITRAK updates and any attachments.
  - Use the *Note* field to mark the manufacturer's name of the receiving attachments.
  - This process must be completed for all receivers within 24 hours of receipt of product.

Partial Product Received

Check here if NOT labeled with InstallITRAK #

- All Product Received:
  - Within 24 hours of the final product being received, the SP will update the InstallITRAK for *All Product Received* and upload all receiving documents.

All Product Received

Check here if NOT labeled with InstallITRAK #

- Confirmed Start Date:
  - Within 72 hours of all product being received, the SP will contact the end user to set up the appointment.
  - After speaking with the end user, enter the confirmed start date in the date field.
  - Use the *Note* field to document who was spoken to and the date. If an estimated delivery time was provided, include that in the note. (i.e. Confirmed delivery with John Smith on 11/12/2017, between 8am – 10 am).
  - If SP is unable to make contact with the end user, note contact attempts in the *Miscellaneous Notes* field.

Confirmed Start Date

- Job Complete:
  - Once the job is complete, update the InstallITRAK with the applicable job completion option (“Job Complete w/ Follow up” **or** “Job Complete 100%”)
  - Attach all pages of the InstallNET signed work order, along with any other required paperwork, damage photos, or completion photos.

Job Complete w/ Follow-up (Punchlist Sign-off)		
---	--	--

Job Complete 100% - Final Sign-off		
---------------------------------------	--	--

- Miscellaneous Notes:
  - Use this area to note End User contact attempts, site not ready, or other information that relates to product or status of this install.

Miscellaneous Notes	
---------------------	--

## Additional information about InstallITRAK:

1. Do not forget to scroll and click *Update* for all InstallITRAK updates.
2. When adding attachments to a job (receiver, pictures, signed work orders, etc.), please make sure the attachments are named accurately (manufacturer name, description of photo, etc.), and choose the appropriate file type in the *File Type* drop down box.
3. InstallITRAK updates and attachments can be added during any job status (*Estimate*, *Final Quote*, *Project*)

### File Upload

- Browse to the files you wish to attach. The size of all files combined is limited to 100 megabytes.
- For best results when you have a large file, or are using a dialup connection, only send one document at a time.
- If you reach the internet through a firewall, your system may not permit the file upload. Please mail or email your documents to InstallNET if this occurs.

 [Add Attachments](#)

## Printing PPE's, Purchase Orders and Work Orders:

1. When an SP is requested to price a job, the email will contain a .pdf attachment of the PPE. The email will also contain hyperlinks to all pertinent documents found on the InstallNET website under the specific job. In addition, the SP can print a PPE from the *Pricing* tab, when a job is in *Estimate* or *Final Quote* status. All other documents will be housed under the *Attachments* tab.
2. Once InstallNET has received approval from their customer, the SP will receive an automated email containing attachments of the *Purchase Order*, *Work Order*, all *Attachments*, and the Project page link to the website. SP can use these links to review all aspects of the job however, SP must be logged on the InstallNET website to view the links in the email. The SP can print the *Purchase Order* and *Work Order* from the *Pricing* tab when the job is in *Project* status. All other documents will be housed under the *Attachments* tab.
3. After opening any document, you can easily print them by using your browser's print function.
4. The printed InstallNET *Work Order* must be taken to the job site and signed by the end user and the installer. If the scope changes prior to installation, please be sure to the re-print *Work Order* to reflect the current description of work.
5. The printed InstallNET *Purchase Order* should be retained for SP records and attached to the invoice to InstallNET. SP should confirm that the billing amount matches the *Purchase Order* amount so there are no delays in processing the payment. A *Purchase Order* should **NEVER** be taken to the job site!

## Evaluations

A **Service Provider Evaluation** will be completed by InstallNET Project Managers upon completion of the job. The evaluation is based on a 5-point system and is emailed to InstallNET Management and the Service Provider. Summary and detail reports are available to the Service Provider on the website. Guidelines used to complete these evaluations can be found on Page 37. Evaluation Exceptions and Clarification can be found on Page 39.

A **Project Evaluation** is available to all Service Providers to complete on every job. The evaluation, found on the web, is based on a 5-point system and is emailed to InstallNET Management. This report is used to address challenges and opportunities on jobs, or reward and recognition to the Project Manager. We welcome the Service Provider's input and encourage your participation. A sample Project Evaluation can be found on Page 35.



# Service Provider Evaluation 1-5 Rating Guidelines

## Key:

- 1- Did not meet standards
- 2- Needs improvement
- 3- Meets standards
- 4- Exceeds standards
- 5- Sets an example for others to follow

## Quoting- Turnaround of quote and/or service request unless otherwise stated by PM

- 1. Received quote/service request after 24 hours (or after PM deadline) and required a call to SP.
- 2. Received quote/service request after 24 hours (or after PM deadline) without a call to SP.
- 3. Received quote/service request within 24 hours (or by PM deadline).
- 4. Received quote/service request within 18 hours.
- 5. Received quote/service request the same day (or prior to PM deadline).

N/A

## Receiving Product- Uploading all receiving documents (packing slip, bingo/circle sheets, BOL, photos of third party shipping labels, etc.) via InstallITRAK.

- 1. InstallNET PM did not receive any notification of receipt of product (via InstallITRAK, phone call or email).
- 2. Uploaded all receiving paperwork via InstallITRAK after 24 hours of receipt of product. **OR** InstallNET PM was notified via email or phone call of product received.
- 3. Uploaded all receiving paperwork via InstallITRAK within 24 hours of receipt of product.
- 4. Uploaded all receiving paperwork via InstallITRAK within 18 hours of receipt of product.
- 5. Uploaded all receiving paperwork via InstallITRAK same day the product was received.

N/A

## Scheduling- Timely scheduling of installation with end user and communicated via InstallITRAK

- 1. InstallNET not aware this job was scheduled or completed / TRAK not updated.
- 2. EU contacted after 72 hours of receipt of all product / install date confirmed / InstallITRAK updated.
- 3. EU contacted within 72 hours of receipt of ALL product / install date confirmed / InstallITRAK updated.
- 4. EU contacted within 48 hours of receipt of ALL product / install date confirmed / InstallITRAK updated.
- 5. EU contacted within 24 hours of receipt of ALL product / install date confirmed / InstallITRAK updated. **OR** Service Provider met PM requested install date.

N/A

## Service Provider Evaluation 1-5 Rating Guidelines (cont.)

**Onsite Issue Communications** – Service Provider contacted InstallNET PM for any problems/damages/exceptions while installer was still at site. All damages properly noted on the punch list sheet. Photos required for all damages.

1. No contact to InstallNET PM about problems at site or damages to product, property, etc.
2. SP contacted InstallNET PM of site problems, issues or damaged product or property after SP left site and/or provide no detailed product description.
3. Real time, on-site communication to InstallNET PM of any and all problems, issues, or damages including digital pictures and detailed information (manufacturer, model number, serial number, out of scope). Communication from the service provider's office and/or from the installer in the field MUST be clear, accurate and concise, and noted on the work-order. Photos received for all damages.
4. Standard above (#3) are achieved AND photos received for all damages are from 3 views (up close, 2 steps back, and 10 steps back).
5. Standards above (#3 & #4) are achieved AND SP initiates resolution to problems or issues and remains positive and professional. When applicable, drawings are marked up and a snap shot of that drawing are sent to the PM.

N/A

\*\*\*IF NO PROBLEMS ON JOB, RATING IS N/A\*\*\*

**Job Completion** -- Uploading the InstallNET signed work order, detailed punch list page and any additional signoff documents (i.e. dealer delivery ticket, dealer signoff, GSA signoff) and photos (damage and/or completion, as requested) to InstallITRAK.

1. Uploaded the InstallNET work order/sign-off and any additional paperwork (**after 24 hours**) to InstallITRAK with follow up calls from PM and all damages not correctly and completely notated (manufacturer, model number, serial numbers, location of damaged product) and photos as appropriate.
2. Uploaded the InstallNET work order/sign-off and any additional paperwork (**after 24 hours**) to InstallITRAK without a call from PM and damages not completely notated (manufacturer, model number, serial numbers, location of damaged product) and photos as appropriate.
3. Uploaded the InstallNET work order/sign-off and any additional paperwork (**within 24 hours**) to InstallITRAK and all damages are correctly and completely notated (manufacturer, model number, serial numbers, location of damaged product) and photos as appropriate. Requirement boxes on the work order have been checked and the work order has been signed by both the end user and the installer (or a representative from the Service Provider company).
4. Uploaded the InstallNET work order/sign-off and any additional paperwork (**within 18 hours**) to InstallITRAK and all damages are correctly and completely notated (manufacturer, model number, serial numbers, location of damaged product) and photos as appropriate. Requirement boxes on the work order have been checked and the work order has been signed by both the end user and the installer (or a representative from the Service Provider company).
5. Uploaded the InstallNET work order/sign-off and any additional paperwork, (**same day as install**) to InstallITRAK and all damages are correctly and completely notated (manufacturer, model number, serial numbers, location of damage) and photos as appropriate. Requirement boxes on the work order have been checked and the work order has been signed by both the end user and the installer (or a representative from the Service Provider company).

N/A

# Service Provider Evaluation Exceptions and Clarification

## Quoting:

It is InstallNET's expectation that all pricing will be updated on the website within 24 hours, unless otherwise stated by the PM. Any quote sent by InstallNET after 3pm, EST will have the following considerations to the provider': (NOTE – Business hours are considered to be 8am – 5pm)

- Receive the quote back within 4 business hours, SP will receive a "5"
- Receive the quote back within 6 business hours, SP will receive a "4"
- Receive the quote back within 8 business hours, SP will receive a "3"

The 24 hour standard will not apply and the evaluation rating is under the discretion of the PM if there are multiple exchanges of communication between the provider and the PM while establishing pricing, due to customer scope changes, pending job or site requirements, inability to provide necessary documents (i.e. BOM or drawings), etc.

## Receiving of Product:

It is the expectation that all receiving paperwork for product received will be scanned and uploaded to the job within 24 hours. That is the standard; that is a 3. Uploading the paperwork to the job sooner than 24 hours, will determine a 4 or 5. Choosing to fax or email receiving paperwork to the PM is acceptable, but will be rated as a "2". Not receiving any paperwork or notification of the receipt, will result in a 1.

For unidentified product, InstallNET offers each SP the ability to send all receiving paperwork to [unidentifiedproduct@installnet.com](mailto:unidentifiedproduct@installnet.com) to research. Upon determining which job the product goes to, the Unidentified Product Team will respond to the SP, as well as the PM. It is the responsibility of the PM to upload the receivers to the appropriate job and check the box "Check here if NOT labeled with InstallITRAK #". Unidentified product will not count against the SP for that receipt; however, the provider must have notified InstallNET via the [unidentifiedproduct@installnet.com](mailto:unidentifiedproduct@installnet.com) email.

It is also expected that our Providers are tracking product as it comes in. Once the provider has determined that all product has been received, InstallITRAK **must** be updated for "All Product Received". If at any time, the SP is unsure, they should reach out to the PM for assistance.

## Scheduling:

If a job is prescheduled, it is the expectation that the provider will contact the end user to introduce themselves, confirm the address and verify site conditions. The installer should then update InstallITRAK for "Confirmed Start Date"

If an InstallNET customer has requested that scheduling be coordinated through them, the InstallNET PM will appear as the end user/POC. It is the responsibility of the SP to contact the PM within 72 hours and provide a few scheduling options that can be presented to the customer. Once the start day is determined, the PM will update the TRAK, and send a Schedule Confirmation.

## Onsite Issue Communications:

It is the expectation that InstallNET will be contacted for all damages, exceptions, scope changes, issues and anything that precludes the crew from performing the work. When this happens, it is expected that the PM will:

1. Receive a call while the installer is still from site
2. Photos will be taken of all damages, preferably from 3 points of view (up close, 2 steps back and 10 steps back)
3. All damages are listed in detail on the Punch List
4. All other issues are noted on the work order (i.e. scope changes, exceptions, etc.)

If your installer is unable to contact the PM via phone, text the PM with a quick message and pictures. They will respond or have someone on their team get back to you immediately.

## Job Completion:

It is InstallNET's expectation that all work orders will be uploaded to the job within 24 hours of job completion, with detailed punch information and photos, when applicable. ALL work order pages and punch list pages must be uploaded to the job on the website in its entirety with 2 signatures (end user and installer).

Smart phone photos of work orders and punch lists from site are acceptable for immediate communication to achieve a "5"; however, the provider MUST still upload the work order and punch list, in its entirety, and update the TRAK the next day, along with any other requested documentation (photos, dealers sign off, etc.).

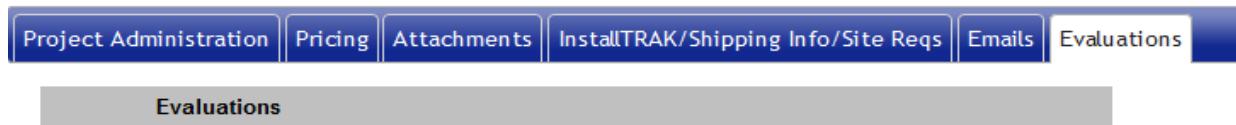
For jobs that are requested for after hours, the following considerations will apply:

- Work Order and Punch List uploaded to the job by noon (local time) will receive a "5"  
*(For example – a job starts at 6pm, and finishes at 4am. WO and Punch are uploaded at 11:45am that day – will receive a 5)*
- Work Order and Punch List uploaded to the job by COB (local time) will receive a "4"  
*(For example – a job starts at 6pm, and finishes at 4am. WO and Punch are uploaded at 5:00pm that day – will receive a 4)*
- Work Order and Punch List uploaded to the job by 9am the following morning (local time) will receive a "3"  
*(For example – a job starts at 6pm, and finishes at 4am. WO and Punch are uploaded at 8:00 am the next morning – will receive a 3)*

# InstallNET Project Evaluation

The Project Evaluation focuses on key project management responsibilities that are essential to a successful project. The 3-point rating scale contains five questions and an open comment box. We strongly encourage Service Providers to complete the Project Evaluation after every job. The Evaluation collects feedback in areas in which many InstallNET staff may have touched a job and it is not intended to reflect solely on the assigned Project Manager.

The Project Evaluation can be found by clicking the Evaluations tab, followed by the View/Edit link under the Project Manager Evaluation section.



## Project Manager Evaluation

InstallNET

[View/Edit](#)

Below is a view of the entire Project Evaluation:

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## Project Evaluation

To be completed by the Service Provider to evaluate the InstallNET project management performance on this job.

**1. Received sufficient information on job to provide an accurate quote**

Yes, received all info and could easily quote

Most information was provided but needed clarification

No, could not quote without additional information

Not Applicable

**2. Received PO prior to receiving product and/or job starting containing complete information (contact name, address, phone number, email)**

Yes, received PO timely and information was complete

PO arrived late or information incomplete/inaccurate

No, PO arrived late and information was incomplete/inaccurate

Not Applicable

**3. Product arrived properly labeled and identified as an InstallNET job**

Yes, product was properly labeled and easily identified as InstallNET

Product was not labeled correctly but could figure out it was for InstallNET

No, product was not labeled and could not identify it as InstallNET

Not Applicable

**4. Job site conditions were accurate and received install documents and/or floor plans**

Yes, all information was complete and accurate

Received partial information or some was inaccurate

No, Information was incomplete and inaccurate

Not Applicable

**5. PM was easily accessible and provided on-site project support/problem resolution**

Yes, project manager was quickly accessible and provided good support

PM reached after significant delay or provided little support

No, unable to reach project manager while on-site and received no support

Not Applicable

**6. Overall comments on project experience**

# Service Provider Counseling & Discipline Policy

Service Provider Membership is based on the Service Provider Agreement which protects the interest of the Service Provider, InstallNET and the proprietary network. The Agreement, which is signed by all member providers, requires the use of a standardized process which supports high quality installations and expects outstanding customer service.

InstallNET has instituted a standard counseling process which emphasizes training and coaching to help service providers meet InstallNET service standards and contract agreements which support the network's values. If counseling is not successful, a discipline policy has been established.

## Service Standard Compliance

Service Providers are evaluated on each project completed with InstallNET. Service Standard violations may be received via Service Provider Evaluations, End User feedback or InstallNET project manager comments.

**Service Standards** include, but are not limited to:

- Quotes received back in **24 hours**
- Updating **InstallTRAK** within **24 hours of** when product is received
- Timely scheduling job within **72 hours** of receipt of completed order (or confirm date if pre-arranged by InstallNET Project Manager) and notify InstallNET via InstallTRAK
- **Real-time** on site communication of any issues or problems
- Notify InstallNET of job completion and submit the InstallNET Signed Work Order within 24 hours via InstallTRAK.
- Earn a minimum average of 3.0 on all Service Provider Evaluations

## **Service Standard Violations Counseling Policy:**

- The appropriate level of counseling and discipline will be determined based on the frequency, repetition or seriousness of the violation.
- Counseling generally falls into three levels:
  - **1<sup>st</sup> Level** – Service Provider will receive an email and/or call to discuss the violations, review the standards and provide additional training.
  - **2<sup>nd</sup> Level** – If Level 1 is not effective, Service Provider will receive a verbal warning and a written letter documenting the violation(s). Additional training will be required.
  - **3<sup>rd</sup> Level** – If Level 2 is not effective, Service Provider will receive a written warning documenting the violation(s). The Service Provider will be required to submit a written service improvement plan to InstallNET. This may result in probation and/or termination of InstallNET membership.

## **Contractual Compliance**

The Service Provider Agreement clearly explains responsibilities and expectations for a successful partnership between Service Providers and InstallNET. The Agreement protects the interests of all Service Providers in the network.

In addition to standard clauses covering insurance requirements, indemnity and terms, the Service Provider Agreement has three clauses that form the foundation of our relationship with both our Client and our Service Providers. The three main Agreement clauses are (see Contract Agreement Summary on Page 37 for complete information):

**Non-Solicitation** - Service Provider agrees not to approach, solicit business from or accept business from any InstallNET Client, End User or another InstallNET Service Provider.

**Non-Disclosure** – Service Provider and InstallNET agree not to disclose any of the proprietary information related to any pricing or service without the expressed consent for all parties.

**Non-Compete** – Service Provider stipulates that they are a local furniture installation company and are not currently (nor will they in the future) engage in the development, ownership, partnership or management of another national installation network.

InstallNET contractually commits to the same level of integrity with all InstallNET Clients. Violation of these agreements not only undermines the InstallNET Network and the inherent trust built between collaborative partners, but causes InstallNET to be in violation of our contracts with customers. The highest level of integrity is committed and expected, and violations of this trust will not be tolerated.

**Contract Violations** may be received via Service Provider Evaluations, Customer calls or Project Managers and include, but are not limited to;

- Quoting directly to an InstallNET Customer or End User
- Providing a quote to or soliciting a quote from another InstallNET Service Provider
- Discussing any pricing with an InstallNET Customer or End User
- Joining any other national installation network
- Disclosure of any InstallNET proprietary information, including Customer contacts, Service Provider contacts or any project information
- Establishing or partnering with an organization or process that competes with InstallNET
- Failing to ratify new and updated addendums
- Providing a quote to a Customer for a job after providing InstallNET with a quote for the same job (Service Provider must inform InstallNET if bidding on the same project with another partner).

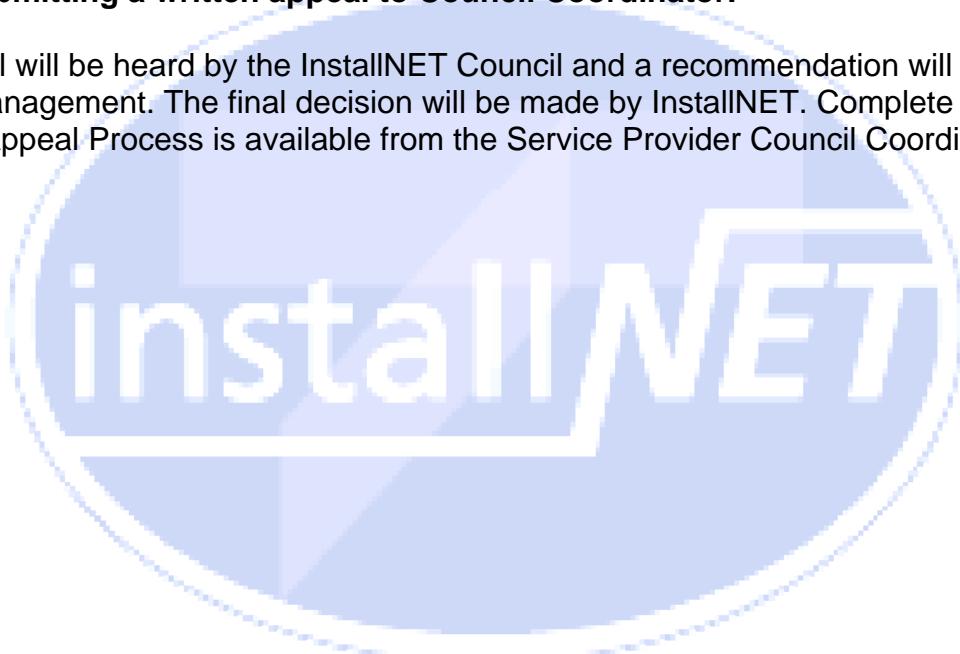
## Contract Violation Discipline Policy

- **1<sup>st</sup> Violation** – After reviewing the violation, the Service Provider will receive a verbal warning and a written letter documenting the violation. The Service Provider may be required to submit a written improvement plan to InstallNET. This violation may result in probation and/or termination of InstallNET membership.
- **2<sup>nd</sup> Violation** – After reviewing the violation, the Service Provider will receive a written letter documenting the violation. The Service Provider will be required to submit a written improvement plan to InstallNET. This may result in probation and/or termination of InstallNET membership.

A sample Service Provider Disciplinary Form is on the next page.

**Service Providers may appeal probation and/or termination through the Service Provider Council by submitting a written appeal to Council Coordinator.**

The appeal will be heard by the InstallNET Council and a recommendation will be made to InstallNET management. The final decision will be made by InstallNET. Complete information on the Appeal Process is available from the Service Provider Council Coordinator.



## Service Provider Disciplinary Action

NAME OF SERVICE PROVIDER:	SHORT ID:		
Service Provider Disciplinary Action			
Owners Name:	Phone #		
Address:			
City/State/Zip:			
VIOLATION <input type="checkbox"/> SERVICE STANDARDS COMPLIANCE <input type="checkbox"/> CONTRACTUAL COMPLIANCE			
Date:	Project Mgr:		
Project #			
VIOLATION DETAILS	<input type="checkbox"/> VERBAL WARNING	<input type="checkbox"/> WRITTEN WARNING	
<hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>			
DISCIPLINARY ACTION TAKEN			
<hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>			
FOLLOW-UP REQUIRED: (DATE)			
ADMINISTERED BY:		DATE:	

# InstallNET Contracts and Agreements Summary

## Service Provider Agreement

Service Provider Membership is based on the Service Provider Agreement which protects the interest of the Service Provider, InstallNET and the proprietary network. The Agreement, which is signed by all member service providers, requires the use of a standardized process which supports high quality installations and expects outstanding customer service.

The Service Provider Agreement clearly explains responsibilities and expectations for a successful partnership between service providers and InstallNET. In addition to standard clauses covering insurance requirements, indemnity and terms, the Service Provider Agreement has three clauses that form the foundation of our relationship with both our Clients and our Service Providers. The three main Agreement clauses are:

- **Non-Solicitation.** Service Provider agrees not to approach, solicit business from or accept business from any InstallNET Client or Enduser nor to perform services directly for such Client or Enduser during the term of this Agreement or for a period of twenty-four (24) months from the termination of this Agreement, unless there is an existing documented business relationship (including contracting, completion, and payment for services) between InstallNET Client or Enduser and Service Provider prior to the execution of this Agreement. Service Provider acknowledges and agrees to honor the proprietary relationship of InstallNET Client or Enduser by contracting any services as outlined through the InstallNET network. If Client or Enduser calls or approaches Service Provider directly, Service Provider will refer all requests for Services directly to InstallNET. Service Provider will not solicit or engage in doing business directly with any other InstallNET Service Provider, Agent, or Partner.
- **Nondisclosure Agreement.** Service Provider and InstallNET agree not to disclose any of the proprietary information related to any Pricing or Services without the expressed consent by all parties. Explicitly included are the names, addresses, and contact information of InstallNET Service Providers, Clients, and End -Users. Any breach of this nondisclosure clause will be considered a material breach of this Agreement.
- **Non-Compete Agreement.** Service Provider, its Owners, Stockholders, and key Management Personnel, stipulate that they are a local furniture installation company and are not currently nor will they during the term of this Agreement and for twenty-four (24) months after the termination of this Agreement, engage in the Development, Ownership, Partnership, or Management of a National Network of Installation Services. Regional and/or National Expansion of Service Provider's Company and operation through purchasing other companies or starting up new companies in other locations is allowed.

## Addendum A – Service Provider Standards

InstallNET's Service and Performance standards are listed in this Addendum to the Service Provider Agreement.

## **Addendum A.1 – Delivery and Set-up Pricing Matrix (DNS Pricing)**

InstallNET has established nationwide installation service programs with several national accounts. Addendum A.1 establishes standard local pricing for a variety of common standard installation services. This Addendum enables InstallNET and some customers to price all of their jobs off of the matrix. The pricing is for normal delivery which includes regular business hours, no stair carry and three types of assembly. In addition, it covers all case good deliveries within a prescribed radius from the service provider's warehouse. To assist and expedite the quoting process, all Service Providers are encouraged to sign an Addendum A.1.

**Samples of these documents are included in this Handbook for informational purposes beginning on Page 45.** Signed and ratified agreements with your company are available upon request.



# Service Provider Agreement

SHORT ID #:



## InstallNET® SERVICE PROVIDER AGREEMENT

This agreement, dated **October 19, 2011** is between \_\_\_\_\_, a \_\_\_\_\_ Corporation ("Service Provider") and InstallNET International, Inc., located at 2127 Espey Court, Suite 300, Crofton, Maryland 21114, a Maryland corporation ("InstallNET"). The terminology and definitions used in the following Agreement includes:

**InstallNET Master License Agreement:** The Agreement between InstallNET and InstallNET Development Corporation (IDC) for the license and use of the InstallNET trademark and all other property, software, programs, services, and other intellectual property that may be utilized by InstallNET and the Service Provider during the term and over the course of this Agreement.

**IDC Network:** The InstallNET proprietary Network of Service Providers covering a broad base of Installation Services, including, but not limited to office furniture, move management, commercial relocation, cable, carpet, electrical, information technology systems, etc.

**InstallNET:** Project Management Company for a network of Independent Installation Companies.

**Client:** Those Dealers, Manufacturers, End Users, or any other Entity that have contracted with InstallNET for performance of Services.

**End User:** Company which purchases furniture, Installation Services or other goods from Client and whom Service Providers performs Installation Services at their location.

**Service Provider:** Any Company contracted by InstallNET to provide Installation Services.

**Installation Services:** Includes the receipt and installation of office furniture, furniture systems, move management, commercial relocation, cable, carpet, electrical, or any other type of installation performed by companies participating in the IDC Network.

Service Provider and InstallNET agree as follows:

1. **Services.** During the term of this Agreement, and under the terms and conditions set forth in this Agreement, InstallNET shall procure from the Service Provider and the Service Provider agrees to provide to InstallNET Installation Services at prescribed customer locations, as outlined in Addendum A ("Services"), on terms and prices as set forth on Addendum A.1, A.2 and such other pricing schedules as the Service Provider agrees to accept from time to time ("Pricing Schedules"). Said Services, as outlined in Addendum A, may also include pre-installation meetings, on site pre-checks, project management services, technical consultation, standard documentation (InstallNET Installation Guidebook), labor, and equipment to implement installation, final punch list, customer acceptance, and follow-up services. The InstallNET Installation Guidebook, as revised and amended from time to time, is incorporated herein as a part of this Agreement. A primary objective is to provide InstallNET Clients consistent Installation Services nationwide through IDC's Network of affiliated Service Providers. Orders for Services shall be transmitted by InstallNET to Service Providers from time to time via purchase orders or work orders, which the parties agree may be sent via facsimile and email. The Services shall meet or exceed the generally accepted standards of such services in the industry. Service Provider represents that it has the necessary interstate and/or intrastate licenses, permits, and authorities or will obtain the necessary licenses, permits, and authorities before performing this Agreement and can at all times comply with all applicable federal, state, and municipal laws and the regulations of all regulatory bodies having jurisdiction over carrier activities.

2. **Term.** Service Provider shall make itself available to perform the Services for a period commencing on **October 19, 2011**, and continuing until the Agreement is terminated. Either party may terminate this Agreement by giving 30 days prior written notice to the other party, provided, however, that unless directed otherwise in writing by InstallNET, the Service Provider will complete any installation projects then in progress in accordance with the terms of this Agreement. InstallNET may terminate this Agreement upon one day's prior written notice in the event of a material default by Service Provider. Any individual project may be terminated by InstallNET at any time for any reason upon two days prior written notice, provided upon such termination, InstallNET shall reimburse Service Provider for all completed work and out - of - pocket costs incurred by Service Provider in vacating the project site. If for any reason, Service Provider vacates a project before its completion except in the case of a default under this Agreement by InstallNET, and InstallNET must bring in replacement installers, Service Provider agrees to pay for all additional costs incurred by InstallNET, the Client or the End User associated with completing project.

3. **Non-Solicitation.** Service Provider agrees not to approach, solicit business from or accept business from any InstallNET Client or End User nor to perform services directly for such Client or End User during the term of this Agreement or for a period of twenty-four (24) months from the termination of this Agreement, unless there is an existing documented business relationship (including contracting, completion, and payment for services) between InstallNET Client or End User and Service Provider within a twelve (12) month period prior to the execution of this Agreement. Service Provider acknowledges and agrees to honor the proprietary relationship of InstallNET Client or End User by contracting any services as outlined through the InstallNET network. If Client or End User calls or approaches Service Provider directly, Service Provider will refer all requests for Installation Services directly to InstallNET and through the IDC Network. Service Provider will not solicit or engage in doing business directly with any other IDC Network Service Provider, Agent, or Partner, unless there is an existing documented business relationship (including contracting, completion and payment for services) between existing IDC Network Service Provider and this Service Provider prior to the execution of this agreement. Service Providers that are part of the same brand van line affiliation are exempt from this requirement. Any other affiliations or exceptions to this non-solicitation, such as licensed or contracted membership and shared ownership in other entities, must be disclosed in an Addendum and agreed to by both parties. Notwithstanding Paragraph 13 of this

agreement, since a breach of this covenant can not be adequately compensated by monetary damages, InstallNET shall be entitled, in addition to any other right or remedy available to it, to an injunction restraining such breach or threatened breach, and in either case no bond or other security shall be required therewith, and Service Provider hereby agrees and consents to such injunctive relief.

4. Payment and Invoices. InstallNET agrees to pay for the Services in accordance with the terms set forth in the prequote, in the Pricing Schedules, or agreed to in writing by the parties on a project - by - project basis. Unless other terms are agreed to in writing, InstallNET's payment terms are Net 30 days from receipt of invoice and completion certification (sign-off).

5. Independent Contractor. Service Provider, in performing the Services, shall act as an independent contractor and not as an employee of InstallNET. Nothing in this Agreement shall be construed to create a partnership, joint venture, or employer-employee relationship. Service Provider understands InstallNET, Client, and End User have no federal or state obligations regarding employee liability, and InstallNET's total commitment and liability under this Agreement are limited to the payments set forth herein.

6. License to participate in IDC Network. Service Provider is hereby granted a revocable, limited sub-license to participate in the IDC Network as an affiliated company. As such, Service Provider is part of the InstallNET network of companies, and may utilize the InstallNET online software according to the terms and conditions posted. Any such use or publication of InstallNET intellectual property, logos, marketing material, programs, manuals or copyrighted material must be approved by InstallNET, which approval may be withheld in its sole and absolute discretion.

7. Force Majeure. Service Provider's delays in sending trucks or in receiving, picking up, loading, delivering, or installing furniture, or failure to perform its obligations hereunder, and InstallNET's delay in tendering, or its failure to tender Furniture, are excused when occasioned by war, acts of any governmental authority, riots, acts of God, fire, authority of law, strikes, stoppage of labor, lockouts, or labor trouble.

8. Insurance Coverage. Service Provider agrees that it will maintain at all times during the term of this Agreement the following insurance coverage with companies reasonably acceptable to InstallNET:

- (a) Workers' Compensation and Employer's Liability Insurance. Service Provider shall maintain workers' compensation insurance with limits of liability under the employer's liability portion of not less than \$100,000 or such other limits as the law may prescribe.
- (b) General Liability Insurance. Service Provider shall obtain, in Service Provider's name, commercial general liability insurance (occurrence) with a combined single limit for bodily injury and property damage of \$1,000,000 per occurrence and \$1,000,000 general aggregate.
- (c) Contractual Liability Insurance. Service Provider shall obtain in Service Provider's name a blanket contractual liability endorsement as part of Service Provider's general liability policy. The limits of liability shall not be less than \$1,000,000 per person, \$1,000,000 per accident for bodily injury, and \$1,000,000 for property damage.
- (d) Motor Vehicle Liability Insurance. Service Provider shall obtain general motor vehicle liability coverage with an employer's non-ownership liability endorsement in Service Provider's name. The limits of liability shall not be less than \$1,000,000 per accident for bodily injury, and \$1,000,000 for property damage.
- (e) Service Provider will forward to InstallNET, at the address listed below, a copy of certificate of insurance evidencing that insurance provided for in this paragraph is in force. The certificates must be executed by an authorized representative of the insurance company and, when received, shall be an attachment. Service Provider shall be responsible for any damage or loss incurred by InstallNET resulting from Service Provider's failure to obtain the insurance provided herein.
- (f) The policies required hereunder shall be prepared in such form that InstallNET shall not be liable for the premium therefore:
  - (ii) The policies shall not be canceled or modified with less than 30 days' prior written notice given to InstallNET by the insurance company stating its intention to cancel or modify the policy and the reasons therefore; and
  - (ii) The certificate of insurance provided by Service Provider shall name InstallNET as an additional insured with respect to matters arising out of the Services provided.

9. Compliance with InstallNET's Drug and Alcohol Policy. Service Provider shall not permit its employees to possess or use alcoholic beverages while on any InstallNET assignment. Service Provider shall not permit any of its employees to report to work when consumption of any alcoholic beverage has impaired or is likely to impair, in the judgment of InstallNET or its Client, the employee's job performance. Service Provider shall remove all InstallNET assignments from any of its employees who violate this policy. Service Provider shall not permit its employees to manufacture, distribute, dispense, sell, possess, or use improperly other drugs while on any InstallNET assignment. Service Provider shall not permit any of its employees to report to work on any InstallNET assignment while under the influence of any drug that could adversely affect performance. Service Provider shall remove all InstallNET assignments from any of Service Provider's employees who violate this policy.

10. Assumption of Responsibility of Safe Delivery and Installation. Service Provider will perform exterior carton inspection and document any visible damages and shortages at receipt of shipment and report to InstallNET within 24 hours. Concealed damages must be reported to InstallNET and the appropriate carrier within 15 days of receipt of order. Service Provider will assist

with freight claim process by calling Freight Company, notifying them of damage, and ordering freight company damage inspection. Service Provider must retain original cartons of all freight-damaged pieces for Inspector review. Failure to complete these procedures may result in Service Provider liability for damaged product. InstallNET Client will assume responsibility for concealed damages on goods left to extended storage or staged for extended periods beyond the 15 day period, provided InstallNET Client has not requested and authorized an additional full inspection from the Service Provider. Service Provider will assume responsibility for repairs or replacement of any goods where it is determined damage or loss is attributed to Service Provider fault. Service Provider will assist InstallNET Client in filing for relief with appropriate manufacturer or carrier and assumes full responsibility for protection of said goods while held in Service Provider's domain.

11. Indemnity Agreement. Service Provider agrees to protect, defend, hold harmless, and indemnify InstallNET, its directors, officers, and employees from any demands, claims, causes of action, or lawsuits asserted against all or any of such entities by any third party, including but not limited to Service Providers, suffering or claiming to suffer any and all losses or damages for injury to or death of persons, including employees of Service Providers, and/or damage to property of any person, including the parties hereto, allegedly or actually arising out of the work, Services and activities of Service Provider hereunder. Specifically included within the scope of Service Provider's indemnification obligations are all costs and expenses associated with any claims by Service Providers that InstallNET is a statutory or co - employer of such employee(s). Where Service Provider has the obligation to protect, defend, hold harmless, and indemnify InstallNET, InstallNET shall have the right to approve the selection of defense counsel selected on behalf of InstallNET. Service Provider shall have this broad scope indemnity agreement specifically endorsed on its contractual liability policy.

12. Claim Notification. InstallNET agrees to notify Service Provider of any loss within 21 days from the date InstallNET becomes aware of the loss. Service Provider agrees to reimburse InstallNET within thirty (30) days of receipt of claim notification for each valid claim. InstallNET agrees to cooperate with Service Provider and its insurance company in all reasonable ways to recover such loss.

13. Remedies. Except for Paragraphs 3, 15, and 16 herein, if the parties are unable to resolve any dispute through negotiation, the parties agree to submit the matter to binding arbitration, subject to the rules and regulations of the American Arbitration Association. Any and all requests for arbitration hereunder, shall be filed with the American Arbitration Association's Washington, DC office. Any remedies provided for herein are cumulative and shall not affect in any manner any other remedies the parties may have by reason of breach or default, by either party, of any of the provisions of this Agreement.

Service Provider and InstallNET acknowledge and agree that it is difficult to measure actual damages caused to InstallNET as a result of Service Provider's breach of this Agreement. Accordingly, Service Provider and InstallNET agree, that in lieu of incurring the cost or proving actual damages, in the event of Service Provider's breach of this Agreement, that InstallNET will, at its sole election, be entitled to liquidated damages as follows:

In the event Service Provider breaches this Agreement by soliciting any registered InstallNET Customer, Service Provider or Enduser in violation of Section 3 hereinabove, InstallNET shall be entitled to damages of Five Hundred (\$500.00) Dollars per project as liquidated damages, and not as a penalty, for the Service Provider's violation of such provisions of this Agreement. Said liquidated damages shall accrue until the date of entry of an order in a court of competent jurisdiction enjoining solicitation in violation of Section 3 or as otherwise mutually agreed by Service Provider and InstallNET. In the event Service Provider breaches this Agreement by disclosing in violation of Section 15 hereinbelow, InstallNET shall be entitled to damages of Ten Thousand (\$10,000.00) Dollars as liquidated damages, and not as a penalty, for each violation of such provision of this Agreement. Service Provider and InstallNET agree that the sum set forth as liquidated damages is a fair and reasonable sum to InstallNET and is in no way or manner intended to be a penalty and Service Provider agrees not to file any action or make any claim against InstallNET seeking any reduction in the amount of liquidated and agreed upon damages if this Agreement is terminated by Service Provider's default.

14. Notices. All notices required or permitted to be given under this Agreement shall be deemed effective when actually delivered personally, or when mailed first class, postage prepaid, return receipt requested, or when sent by a nationally recognized private courier service to the following addresses:

InstallNET	(Service Provider Name)
2127 Espey Court, Suite 300	(Address)
Crofton, Maryland 21114	
Phone: 410-721-9301	Phone:
Fax: 410-721-9331	Fax:
Contact: Dale Ewing	Contact: (Contact Name)

15. Nondisclosure Agreement. Service Provider and InstallNET agree not to disclose any of the proprietary information of the other party, specifically including any Pricing or Services without the expressed consent by all parties. Explicitly included are the names, addresses, and contact information of InstallNET Service Providers, Clients, and End Users. Any breach of this nondisclosure clause will be considered a material breach of this Agreement. Notwithstanding Paragraph 13 of this agreement, since a breach of this covenant can not be adequately compensated by monetary damages, InstallNET shall be entitled, in addition

to any other right or remedy available to it, to an injunction restraining such breach or threatened breach and any damages resulting there from, and in either case no bond or other security shall be required therewith, and Service Provider hereby agrees and consents to such injunctive relief. Such injunctive relief shall be nonexclusive and shall be in addition to any and all other remedies which may be available to it at law or in equity, including without limitation, the recovery of liquidated damages as provided for herein.

16. Non-Compete Agreement. Service Provider, its Owners, Stockholders, and key Management Personnel, stipulate that they are a local Installation Service Provider company and are not currently nor will they during the term of this Agreement and for twenty-four (24) months after the termination of this Agreement, engage in the Development, Ownership, Partnership, or Management of a National or regional Network of Installation Service Providers. Regional and/or National Expansion of Service Provider's Company and operation through purchasing other companies or starting up new companies in other locations is permitted, provided such expansion is for the ordinary growth of Service Provider's business and not as a means of creating any regional or national network or Service Providers. Any breach of this non-compete clause will be considered a material breach of this Agreement. Notwithstanding Paragraph 13 of this agreement, since a breach of this covenant can not be adequately compensated by monetary damages, InstallNET shall be entitled, in addition to any other right or remedy available to it including damages, to an injunction restraining such breach or threatened breach, and in either case no bond or other security shall be required therewith, and Service Provider hereby agrees and consents to such injunctive relief.

17. Assignment. In the event of sale or transfer of ownership of either InstallNET or Service Provider Company, this agreement may be assigned to new company and ownership. All provisions, rights, Agreements, and Services will continue in full capacity as the original agreement. Any other assignment of this Agreement is prohibited, unless agreed to in writing by both parties.

18. Governing Law. This agreement shall be interpreted under the laws of the state of Maryland.

19. Counterparts; Electronic delivery. This Agreement may be executed in one or more counterparts and/or signed electronically, and each such counterpart shall be deemed to be an original, but all of which together shall constitute one and the same instrument. The parties hereto agree to conduct transactions by electronic means in accordance with the requirements of the Maryland Uniform Electronic Transactions Act. To the fullest extent permitted by applicable law, the parties agree that faxed, copied, scanned, or any other electronic signatures on any documents between the parties (i.e., contracts, addendums, quotes, etc.) shall be considered identical to and binding upon the parties thereto in the same manner as original ink signatures.

20. Entire Agreement. This Agreement, and any Addendum attached and endorsed (including Addendum A-Standards, Addendum A.1, A.2 and such other Pricing Schedules as the Service Provider agrees to accept from time to time), the InstallNET Installation Guidebook, and the quotes or agreements reached on a project-by-project basis as provided for in Paragraph 4 constitutes the entire agreement between the parties with respect to its subject matter. All prior negotiations, proposals, and agreements between the parties are included or referenced in this Agreement. Any changes or Addendums to this Agreement must be agreed to by both parties in writing.

INSTALLNET INTERNATIONAL INC.

Authorized Signature

Printed Name

Title

Date

Company Name

Authorized Signature

Printed Name

Title

Date

10/1/10

# Addendum A – Service Provider Standards

## ADDENDUM A – Service Provider Standards

- I. General Compliance**
  - a. Service Provider shall provide a designated Project Manager for the InstallNET account.
  - b. Service Provider shall not sub contract a job to another installation company for the purpose of completing the job.
  - c. InstallNET will maintain on file copy of Service Provider's certificate of insurance
  - d. Service Provider will respond to quote requests within 24 hours of receipt.
  - e. Service Provider shall perform all Services in a timely manner while displaying a professional demeanor.
  - f. Service Provider shall provide all necessary tools, equipment, hardware, and personnel to perform scope of project.
  - g. Service Provider shall provide an on-site installation supervisor to maintain control of project.
  - h. Service Provider shall maintain diligent installation records by fully completing documentation as required by InstallNET
  - i. InstallNET Client is responsible for the timely arrival of product when received directly at site. Service Provider will allow **one-hour grace period** for late deliveries. Service Provider shall call InstallNET to inform them of late truck arrival within fifteen (15) minutes of the scheduled delivery time. InstallNET Client, after notification of pending late arrival, will authorize Service Provider to remain at site or leave the site in order to avoid additional charges.
  - j. Service Provider will not perform any services that would result in additional charges unless they receive a purchase order from InstallNET indicating those charges (NO additional charges will be paid unless approval is given by InstallNET)
  - k. No prices or other proprietary information are to be discussed with Client or End-User
- II. Pre-Installation Requirements**
  - a. Service Provider will attend pre-installation meetings to coordinate all phases of project with other contractors and facilities managers.
  - b. Service Provider shall be proactive during planning and programming phases and be available to consult as needed.
  - c. When receiving product, Service Provider will:
    - i. Verify product received with the shipper packing list
    - ii. Compare packing list with bill of materials and/or InstallNET Purchase Order
    - iii. Notify InstallNET immediately of any discrepancies
    - iv. Inspect all cartons for external damage and mark on freight bill when indicated. If carton is damaged, then Service Provider will open carton to inspect product. Full product inspection is available to Clients upon written authorization for an additional cost
    - v. Notify InstallNET immediately of any refused product (indicate manufacturer and model numbers)
    - vi. Inform InstallNET within 24hrs of receipt of product via fax and/or updating InstalTRAK
  - d. Service Provider will schedule the installation with end-user within 72hrs of receiving product
- III. On-Site Requirements**
  - a. When discovering concealed damage, Service Provider will:
    - i. Call InstallNET immediately from jobsite to advise
    - ii. Determine the extent of damages (providing a detailed description with drawings or picture if necessary)
    - iii. Save the box
    - iv. Schedule a freight inspection when applicable
  - b. Service Provider will contact InstallNET immediately if any problems arise
  - c. Service Provider will call InstallNET with all change orders or additional work requests required to complete the job. After InstallNET approval is given, make sure End-User signs off on work completed and hours used.
- IV. Post Installation Requirements**
  - a. Upon completion of services, Service Provider will perform a walk-through inspection with Client Representative and/or End-User Representative and document any deficiencies on the InstallNET Work Order. This punchlist must be signed by Client Representative and/or End-User.
  - b. Any shortages or freight damages will be reported and processed in accordance with the provisions set forth in the Agreement.
  - c. Service Provider will secure Client and/or End-User signature, indicating completion and acceptance of provided services and noting deficiencies required to complete job on Work Order.
  - d. Service Provider will forward a copy of punch list, documented deficiencies, and customer signoff, via fax or email, to InstallNET for review and action within 24 hours of completing Services.
  - e. Service Provider will perform any services required to complete final punch list items as expeditiously as possible. A new signed Work Order is required for any return trip.
  - f. Service Provider will be available to provide follow-up service on an as-needed basis.
  - g. Service Provider will warrant his respective work for a period of 12 months from End-User acceptance.
  - h. All invoices are to be sent to InstallNET International, Inc. No direct Client or End-User billing without consent of InstallNET
- V. Other Services**
  - a. Additional services may be contracted within the scope of this Agreement on a job-by-job basis. Services included but not limited to are: storage, inventory, extended project management, tracking services, and moving services. All additional services will be agreed to in writing before commencement.

Specific Pricing Schedules and Client Specific Service Programs may be added to or removed as Addendum A.1, A.2, etc. without invalidating the Agreements included herein. Each Specific Pricing/Service Program will be agreed to in writing by both InstallNET and Service Provider by adding "Addendum A.1", "Addendum A.2", and so on, one for each Specific Pricing/Service Program, which will govern terms for that particular Program. The Service Provider shall be bound by such Pricing Schedules as it agrees to accept.

INSTALLNET INTERNATIONAL INC.

Company Name

Authorized Signature

Authorized Signature

# Addendum A.1 – Delivery and Set-up Pricing Matrix

(Also referred to as D&S Pricing)

Delivery and Set Up Pricing Matrix					
Addendum A.1 (rev. 9/2011)					
Market: _____					
	Service Provider Pricing				
CASEGOODS	Standard	Light Assembly	Heavy Assembly		
Desk (maximum 36" x 72")	\$ 33	\$ 55	\$		79
Desk with Return	\$ 55	\$ 99	\$		129
U shape Desk/Credenza/Bridge	\$ 88	\$ 154	\$		188
Credenza up to - 72"	\$ 33	\$ 55	\$		61
Peninsulas	\$ 22	\$ 44	\$		66
Returns	\$ 22	\$ 44	\$		50
Bridges	\$ 22	\$ 44	\$		50
Over Storage Hutch Unit	\$ 33	\$ 55	\$		83
Keyboard	\$ 11	\$ 11	\$		22
Footrest	\$ 11	\$ 17	\$		17
Doors (Accessories)	\$ 6	\$ 11	\$		11
Desk Accessories	\$ 6	\$ 6	\$		6
Keyboard tray or Center Drawer	\$ 11	\$ 11	\$		22
TABLES					
Occasional Table	\$ 17	\$ 39	\$		39
Folding Table	\$ 11	\$ 33	\$		33
Work/Drafting Table	\$ 33	\$ 55	\$		55
Round Table up to 60"	\$ 33	\$ 55	\$		61
Conference Table up to 60"	\$ 44	\$ 66	\$		72
Conference Table 72 - 120"	add \$17 per foot (not include sand)				
STORAGE / FILES					
2-3 Drawer Lateral or Vertical	\$ 17	\$ 39	\$		44
4 - 5 Drawer Lateral or Vertical	\$ 28	\$ 50	\$		55
6 Drawer Lateral or Vertical *	\$ 28	\$ 50	\$		55
Storage Cabinet	\$ 28	\$ 50	\$		55
Hanging File Rails	\$ 4	\$ 6	\$		6
Locks (Installation)	\$ 4	\$ 6	\$		6
Lockers	\$ 22	\$ 44	\$		50
Ganging (per file)	\$ 11	\$ 11	\$		11
Laminated Top (Place on file cabinets)	\$ 11	\$ 11	\$		11
SAFES OR INSULATED FILES					
< 250 LBS	CFQ	CFQ	CFQ		
250 LBS - 499 LBS	CFQ	CFQ	CFQ		
> 500 LBS	CFQ	CFQ	CFQ		
BOOKCASES					
High Bookcase 36" / 48"	\$ 28	\$ 50	\$		55
High Bookcase 60" / 72" / 84"	\$ 28	\$ 50	\$		66
SEATING					
Stool (Task / Drafting)	\$ 6	\$ 11	\$		11
Stacking Chair	\$ 6	\$ 11	\$		11
Side/Guest Chair	\$ 11	\$ 17	\$		17
Low Back/Task Chair	\$ 11	\$ 17	\$		17
Executive	\$ 11	\$ 17	\$		17
Sofa	\$ 33	\$ 33	\$		33
Loveseat	\$ 33	\$ 33	\$		33
Lounge Chair	\$ 17	\$ 28	\$		33
Backrest / Arm support / Casters	\$ 6	\$ 6	\$		6
Chair Mat	\$ 6	\$ 6	\$		6
COMPUTER FURNITURE					
Computer Table 48' - 72 "	\$ 33	\$ 55	\$		68
Connecting Top	\$ 17	\$ 17	\$		17
Hutch Unit	\$ 33	\$ 55	\$		88
Mobile/Freestanding Ped	\$ 17	\$ 39	\$		61
Hanging Pedestal	\$ 17	\$ 39	\$		61
Printer Stand	\$ 33	\$ 55	\$		68
CPU Rack	\$ 22	\$ 44	\$		57

MISCELLANEOUS				
A/V Cart / TV Cart	\$ 33	\$ 55	\$	68
Wardrobe Unit	\$ 28	\$ 50	\$	63
Blueprint File (per unit)	\$ 33	\$ 55	\$	68
Desk Lamp	\$ 8	\$ 8	\$	8
Conference Cabinet	\$ 66	\$ 99	\$	99
Marker Board (installed)	\$ 55	\$ 55	\$	88
Tabletop Lectern	\$ 11	\$ 22	\$	33
Podium / Lectern	\$ 22	\$ 44	\$	61
Table Trucks	\$ 8	\$ 11	\$	22
Modesty Panels	\$ 8	\$ 11	\$	11
Hanging / Desktop Organizer	\$ 11	\$ 22	\$	22
Mail Sorter <48 compartments	\$ 45	\$ 90	\$	90
Mail Sorter > 48 compartments	\$ 65	\$ 130	\$	130
Pictures-24x18 inc non-security hdwr	\$ 20	\$ 20	\$	20
Microwave	\$ 25	\$ 25	\$	25
Coffee Machine	\$ 25	\$ 25	\$	25
Refrigerator	\$ 50	\$ 50	\$	50
Tackboard	\$ 30	\$ 30	\$	30

DRIVING MILEAGE for above Pricing

miles

PER PIECE CARTON DELIVERY

(no unboxing)

MINIMUM CHARGE

RESIDENTIAL DELIVERY

(Chose one option)

Call for Quote

No Bid

% Upcharge \_\_\_\_\_

Flat Rate Upcharge \_\_\_\_\_

STAIR CARRY (Per piece)

\*Flight assumes 10 steps  
(Chose one option)

Call for Quote

% Upcharge \_\_\_\_\_

Flat Rate Upcharge \_\_\_\_\_

TRAVEL (beyond above mileage)

\*assumes 2 men  
(Chose one option)

Call for Quote

Rate per hour/man \_\_\_\_\_

Rate per additional driving mileage: \_\_\_\_\_

Flat Rate \_\_\_\_\_

MAXIMUM MILEAGE:

MAN-HOUR RATE

OVER-TIME RATE

I agree to the above good pricing and will accept any pre-priced jobs at these rates. Any items not listed above (including any systems projects) will be pre-priced by a Project Manager and sent to me for review. If InstallNET wins this job, I will receive a Purchase Order for the designated amount and agree to perform the job at this price. Should I disagree with the price, I will notify InstallNET immediately, but no later than 24 hours.

Service Provider Company Name

Service Provider Signature

Date

InstallNET Signature

Date

9/1/2011