



# DMX Technician Procedure Guidelines & Terms 2012

## **Paperwork and Payment:**

- **Paperwork** is to be turned in no later than **72 hours** from Installation or Service Call completion. Paperwork should always include PO, Invoice, and WO.
- **Invoices will not be paid unless** all Special Instructions and Work Order Terms and Conditions have been met. This includes checking in and out with IVR systems, store stamps, manager signatures, and cap approval. For Group PM Rollout, instructions will always be clearly defined, in the Rollout Scope of Work & Sign-Off Sheets.
- **Additional Time will only be approved prior to exceeding the cap.** Call the Dispatch Line or the Project manager that assigned the job to have it increased. If you are calling during afterhours (after 7:30 CST), you must leave a voicemail with the specific Dispatcher or Project Manager with additional hours needed and reason for the extra hours.
- Service and Install payments will be turned into AP within 48 hours of receiving all resolution paperwork (PO, Invoice, and WO) and AP sends payment within 30 days

- **Submit Paperwork to:**

<b><u>Dispatch</u></b> EFAX: Dispatch@dmx.com and CC the Dispatcher OR Fax to 512-402-8308	<b><u>Project Management</u></b> EFAX:1-847-354-4926 OR Email the original PM directly	<b><u>Group PM Rollout</u></b> Email:Grouppmrollout@dmx.com Or Fax to: 512-351-4424  *Special Instructions will always be clearly defined, in detail, on Rollout Scope of Work & Sign-Off Sheets*
<b><u>By Mail:</u></b> ATTN: AR Billing Department DMX Inc. 1703 West Fifth street, Suite 600 Austin, Texas 78703		

\*If disputing payment, please contact the original Dispatcher or Project Manager by phone or mail with detailed reason for dispute.

## **Contact Information:**

- ***Dispatch: 1-800-833-8780 (pick correct dispatcher's extension)***  
Each Dispatcher has their own phone # option to speak to them directly or press 1 to speak to any available dispatcher if the request is urgent. Each dispatcher has a voicemail that can be used to leave non-urgent messages or resolution notes. The dispatch line is used to request additional time on site, report resolution, and close out the service call.  
  
\*A member of dispatch can be reached from 7:30am-7:30pm M-F and Saturday 9-6pm. If you call after hours, you will reach the answering service who will take a message if you press 1 instead of picking the dispatchers extension. It is recommended you pick the dispatchers extension after hours.
- ***Project Management& Group PM Rollout***  
Call the Project manager's phone number that is listed on the Scope of Work or Roll Out Scope of work for each individual job.
- ***Customer Service:1-800-345-5000***  
This number should only be used for additional troubleshooting while on site 1-800-345-5000. All Res Notes must go through the Dispatch Line 1-800-833-8780.



## WORK ORDER TERMS AND CONDITIONS

All work must be completed in accordance with the scope of work associated to the attached DMX work order. Acceptance of the work order indicates acceptance of the Terms and Conditions stated herein.

### Subcontractor responsibilities:

- All work performed must meet the standards set forth in the DMX Installation and Field Service Standards ("Field Standards"), which are included as Exhibit B to the Master Subcontractor Agreement.
- DMX required every Subcontractor to acquire the customer's Sign Off on every installation or service call. Use the accompanying Work Order Installation Record. Failure to gain the appropriate party's signature may result in non-payment or require a return trip to the site at the subcontractor's expense.
- Customer will be contacted and provided an estimated time of arrival for the technician to be on site. In the event that the technician is unable to arrive as scheduled, the DMX dispatcher must be notified immediately so this can be communicated to the customer in a timely manner.
- Subcontractor will be issued a purchase order (PO) number to cover anticipated labor costs associated to each work order. If circumstances dictate additional labor expense, subcontractor must get DMX dispatcher approval and receive an amended PO to cover the additional labor expenses.
- Technician must contact DMX dispatcher immediately after completion of service call to relay the following information:
  - **Work Order number**
  - **Work performed**
  - **Equipment used**
  - **Time on/off site**
  - **Travel hours**
  - **On-site contact that has signed off on the work performed**
- Invoicing and paperwork should be submitted within 72 business hours of completion of the service call. Failure to return invoicing and paperwork in a timely manner will result in non-payment for service rendered.
- The acceptance by Subcontractor of final payment hereunder shall constitute a release of any lien by subcontractor in favor of DMX and its customer.

### **\*\* FOLLOW UP REQUIRED \*\***

- IF YOU ARE NOT ABLE TO MAKE YOUR ETA, YOU MUST CONTACT DISPATCH - NO EXCEPTIONS
- BEFORE LEAVING THE SITE PLEASE CONTACT DISPATCHER
- TO CLOSEOUT WORK ORDER OR REQUEST ADDITIONAL TIME CALL 1-800-833-8780
- If equipment replacement is needed, you must document all make and models
- For additional troubleshooting call Customer Service @ 1-800-345-5000
- Please fax PO, Invoice, time stamp card, and Stamped Store Sign off within 3 business days to ensure your timely payment for completed jobs.

### DMX Responsibilities:

- DMX will procure and deliver to the subcontractor all equipment required to complete the scope of work outlined in the attached DMX work order.
- PAYMENT WILL BE MADE AS FOLLOWS: NET 30 UPON COMPLETION OF THE WORK, INVOICING AND SUBMISSION OF THE SIGNED COPY OF THE ATTACHED SERVICE RECORD WITH THE INVOICE TO THE DMX OFFICE NOTED BELOW.

Austin Dispatch  
Phone: 800-833-8780  
EFax: 512-402-8308  
Email: Dispatch@dmx.com