



# Technician Work Type and Rate Form

Please complete and return this form to LockNet by fax 1-877-887-4958 or email: [iang@locknet.com](mailto:iang@locknet.com)  
If you have any questions please contact Ian Greene at 1-800-887-4307 extension 140.

Company Name: \_\_\_\_\_ Main Contact: \_\_\_\_\_  
Owner Name: \_\_\_\_\_ Owner's Cell#: \_\_\_\_\_  
Shipping Address: \_\_\_\_\_ City: \_\_\_\_\_ ST: \_\_\_\_\_ ZIP: \_\_\_\_\_  
Remittance Address: \_\_\_\_\_ City: \_\_\_\_\_ ST: \_\_\_\_\_ ZIP: \_\_\_\_\_  
Main Number: \_\_\_\_\_ Fax: \_\_\_\_\_ After Hours Number: \_\_\_\_\_  
Do you prefer work orders be sent via  fax or  email email: \_\_\_\_\_

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

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

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

## Check only the following work types that your company regularly self performs

- |   |  |   |
|---|--|---|
| <input type="radio"/> Automatic Door Installation       | <input type="radio"/> Automatic Door Service                                   | <input type="radio"/> Low Energy Operator Service           |
| <input type="radio"/> Low Energy Operator Installation  | <input type="radio"/> Herculite Door Service                                   | <input type="radio"/> Storefront Glazing & Installation     |
| <input type="radio"/> Storefront Gates/Grills           | <input type="radio"/> Roll Up/Overhead Doors                                   | <input type="radio"/> 24 Hour Glass Board Up Service        |
| <input type="radio"/> Glass Laminate Installation       | <input type="radio"/> Revolving Door Service/Replacement (pivot, leafs, locks) |   |
| <input type="radio"/> Drive-thru Window Service         | <input type="radio"/> Welding  | <input type="radio"/> SD Lock Opening and Service \$ _____  |
| <input type="radio"/> Safe Moving Max weight: _____ lbs |  | <input type="radio"/> Licensed Electrician # _____          |
| <input type="radio"/> CCTV Installation/Service         | <input type="radio"/> Burglar & Fire Alarm                                     | <input type="radio"/> Finishing Trim/Tile                   |
| <input type="radio"/> Division 10 installation          | <input type="radio"/> Certified Fire Door Inspector                            | <input type="radio"/> Certified INTERTEK Race Way Installer |
| <input type="radio"/> X10 Certified                     | <input type="radio"/> 2740B Certified  | <input type="radio"/> GSAI                                  |
| <input type="radio"/> GSAT                              | <input type="radio"/> 2890 Certified   | <input type="radio"/> LKM 7000 Certified                    |

If any of the above work types have different rates than listed for general locksmithing, please list them here. \_\_\_\_\_

## TRAVEL RATES, SERVICE AREA & OPERATING HOURS

- ◆ **Current Trip Charge:** \$\_\_\_\_\_ **After Hours Trip Charge:** \$\_\_\_\_\_ Standard Trip charge covers \_\_\_\_\_ Miles/KM
- ◆ **Mileage/KM charge beyond \_\_\_\_\_ Miles/KM is \$\_\_\_\_\_**
- ◆ **Are there tolls or parking fees in the area your standard trip charge covers?**  YES  NO  
Average amount of toll \$\_\_\_\_\_ Average parking fee \$\_\_\_\_\_ **Do you offer 24 hour service?**  YES  NO
- ◆ **When do your After hours rates begin \_\_\_\_\_ : \_\_\_\_\_ am/pm** **When do your standard rates begin \_\_\_\_\_ : \_\_\_\_\_ am/pm**

## SHOP INFORMATION

- ◆ How many field technicians do you have available for service calls? Day time: \_\_\_\_\_ Night/Weekend: \_\_\_\_\_
- ◆ How do you bill your time?  ¼ hr  ½ hr  1hr  Bill by job type - Please attached your job rate schedule
- ◆ Do you accept stock replacement of same or equivalent parts for parts used on LockNet service calls?  YES  NO
- ◆ **Can you access the internet to update rate and contact information through our website?**  YES  NO
- ◆ **Can you send copies of signed and completed work orders through email?**  YES  NO
- ◆ **Are you able to use the LockNet mobile app (Android/iOS) to receive work orders and submit job information?**  YES  NO

## LICENSING & BACKGROUND CHECKS

 \*If you have additional licenses please include them

License Type:  Contractor  Locksmith  Alarm/Low voltage License: # \_\_\_\_\_ expires: \_\_\_\_\_

State issuing license: \_\_\_\_\_ Name on License: \_\_\_\_\_

License Type:  Contractor  Locksmith  Alarm/Low voltage License: # \_\_\_\_\_ expires: \_\_\_\_\_

State issuing license: \_\_\_\_\_ Name on License: \_\_\_\_\_

Do you background check your employees?  YES If yes \_\_ Federal \_\_ State  NO If NO will you if needed?  YES  NO

Do you drug test your employees?  YES  NO If YES are they  Pre Employment  Random

## INSURANCE

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

## WARRANTY

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

### Additional information –

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

### Acknowledgement –

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

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

Signed: \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Title: \_\_\_\_\_

**Thank you for your assistance keeping our records accurate for your company.**

LockNet LLC 800 John C. Watts Dr. Nicholasville, KY 40356 [www.locknet.com](http://www.locknet.com)