
Field Operations Manual

Chapter Two

Installation and Service Procedures



Installation and Service Dispatch Procedures

Installation Work:

When DMX has a new installation to be completed, a Project Manager will contact a subcontractor or affiliate to discuss availability and project details. Once a tentative agreement on the installation has been reached, DMX is responsible for providing a job packet that contains the following documentation for each contracted installation:

- Subcontract with price and completion date. The subcontract must be signed and returned to DMX within ten (10) days; its terms and conditions are in addition to the standards provided in this manual. In the event the subcontract terms and conditions contradict this manual, the subcontract agreement takes precedence. Subcontractor shall not be paid unless DMX receives a signed copy of the subcontract agreement. Commencement of work covered by the subcontract agreement constitutes acceptance of the agreement.
- Scope of work; with written directions and/or installation specifics. If the specific information provided in the job packet conflicts with the standards provided in this manual, the job packet information takes precedence.
- System Narrative - Written statement of how system is to function.
- Equipment List with estimated time of arrival (ETA).
- Blueprints for site showing equipment location if available.
- System block diagram with selected point-to-point drawings.
- DMX service stickers to be adhered to music source equipment or rack.
- Installation Work Order for customer signature. Signed work order must be attached with your invoice for payment.

Installation and Service Dispatch Procedures - (continued)

Service Call Dispatch:

When dispatching a service call, DMX is responsible for providing the following information:

- Customer information and contact
- All details of the service issue.
- DMX Work Order #
- An hour limit for the call, usually 2 hours. If the limit is to be exceeded, call DMX at 800-833-8780 to receive authorization prior to exceeding hour limit.
 - ★ All service calls are authorized for one technician and vehicle unless otherwise indicated.
 - ★ Hour limit includes travel charges. Dispatcher should be notified at the time the call is placed if there is to be a travel charge or similar surcharge.
 - ★ Unauthorized charges will not be paid.
 - ★ Regular service rates will be paid for service performed Monday through Friday, 8:00am to 5:00pm local time.
 - ★ DMX will not pay for unproductive trips due to scheduling arranged by contractor.

DMX will provide all non-expendable type materials required to complete the service call. If contractor provides equipment to expedite call completion, DMX will replenish contractors stock. Billing for materials/equipment used will be determined on a case by case basis. Subcontractor must contact DMX for pre-approval prior to using any equipment that subcontractor expects DMX to replenish or compensate subcontractor for.

Installation and Service Dispatch Procedures - (continued)

Service Call Dispatch:

The following procedure is followed for **standard** and **priority** service calls dispatched to a Subcontractor or Affiliate.

- Dispatch Rep determines closest qualified subcontractor and places phone call
- Dispatch Rep provides customer name, site location and condition reported.
- Subcontractor accepts or declines the call.

Upon acceptance of the call, the following procedures are followed:

For **standard** service:

- ◆ Subcontractor provides an ETA, Dispatch Rep confirms with customer.
- ◆ DMX dispatch will provide subcontractor with work order via fax/email or work order number via phone.
- ◆ Call must be responded to within 48 hours.
- ◆ If equipment is required for initial call, tech must wait for equipment to arrive.
- ◆ Follow remaining documented process.

For **Priority** service:

- ◆ Subcontractor provides an ETA, Dispatch Rep confirms with customer.
- ◆ DMX dispatch will provide subcontractor with work order via fax/email or work order number via phone.
- ◆ Call must be responded to within 24 hours or by ETA provided.
- ◆ Truck must roll regardless of equipment status. Tech must make best attempt to correct existing condition.
- ◆ Follow remaining documented process.

NOTE: For priority service calls, if the Dispatch Rep is unable to reach a representative from the subcontractor immediately, they will proceed to the next subcontractor option.

Installation and National Service Dispatch Procedures - (continued)

DMX National Accounts:

DMX National accounts require that calls for service and/or equipment be placed directly by DMX's Customer Service Center. Many of these customers have special billing procedures, purchase/work order requirements, national pricing, etc., that if not followed, may jeopardize receiving payment for services rendered. Please refer any requests for service or equipment for DMX National accounts directly to our Customer Services Center at 800/345-5000.

IMPORTANT NOTE:



If a DMX customer calls you directly, it is the Subcontractor's responsibility to refer the customer to the DMX customer service line, or call DMX Customer Service directly and receive the dispatch information prior to servicing the customer. Failure to comply could result in nonpayment.

Installation Closeout Procedure

When a DMX installation is complete, the Subcontractor must send the signed work order to the project management efax: 847-354-4926 or email: projectmanagers-austin@dmx.com within 24 hours.

In addition, the Project Manager may request that the subcontractor contact them directly via phone to confirm project completion. If you reach voice mail, please leave the following information:

- ◆ Technician or Subcontractor's full name and contact number.
- ◆ Company name represented.
- ◆ Site information: store name, store number (if available), city, and state.
- ◆ Verification that the installation is complete to the full satisfaction of the customer representative on site and/or all other pertinent information.

IMPORTANT NOTE



The Subcontractor must receive a written sign off before leaving the location

If the site installation is not finished by the assigned completion date, the Subcontractor or field technician must speak with the DMX Project Manager *while the technician is still at the location*. If the location requires additional labor and/or parts, your DMX contact for this project must approve it in order to proceed.

IMPORTANT NOTE



Any overages must be followed up with written documentation and receipts within 5 business days.

Field Service Call Closeout Procedure

When a field service call is complete, the Subcontractor must call DMX from the site at 800-833-8780.

Please provide the following information:

- Work Order #
- Site information: Client name, city, and state
- What was done to resolve the issue or any additional work or equipment that will be required to complete the call
- Technician name, company and contact number.

NOTE: You are required to call **from site** to close out the service call request; call closure is extremely important and is monitored very closely. 100% consistent performance in this area is mandatory

Within 24 hours, please send completed work orders to the Dispatch Group via efax: 512-402-8308 or via email: dispatch@dmx.com.

Make sure the service ticket is accurately filled out with the customer signature. See next page for an example of the four part form....



Date: TODAY'S DATE

WORK ORDER



CUSTOMER INFORMATION			CUSTOMER PO		SERVICE PROVIDER INFORMATION		
ACCOUNT NAME <u>CUSTOMER</u>			COMPANY NAME <u>SUBCONTRACTOR NAME</u>				
ADDRESS <u>1234 MAIN STREET</u>			ADDRESS <u>1212 BROADWAY</u>				
CITY <u>Anytown</u>			STATE <u>KS</u>	ZIP <u>012456</u>	INVOICE NUMBER		
ACCOUNT # <u>562943</u>			PHONE# <u>(000) 000-0000</u>		WORK ORDER # <u>555206</u>		
CUSTOMER CONTACT <u>ED Smith</u>			TECHNICIAN <u>TECHNICIAN NAME</u>				

QTY	PART NUMBER	DESCRIPTION	SERIAL NUMBER	UNIT \$	TOTAL
1	ATLSD72W	SPEAKER			

CONDITION REPORTED NO SOUND FROM SPEAKER

CALL RECEIVED

10-1-06

ONSITE

DATE ARRIVED COMPLETED

10/3/06 09:45 10:45

TIME SUMMARY

SERVICE	TRAVEL	TOTAL
<u>1.0</u> HRS.	<u>.75</u> HRS.	<u>1.75</u> HRS.

WORK PERFORMED TECH FOUND SPEAKER WITH NO CONE. MAGNET WORKS FINE. REPLACED SPEAKER WITH NEW UNIT. AUDIO RESTORED.

PLEASE CHECK ONE OF THE FOLLOWING:

- ☐ ADDITIONAL EQUIPMENT REQUIRED RMA#: _____
☐ ADDITIONAL SERVICE CALL REQUIRED
☒ TESTED SYSTEM/CONDITION RESOLVED

NOTE: THIS IS NOT YOUR INVOICE. WE ACKNOWLEDGE RECEIPT OF SERVICE AND/OR INSTALLATION OF THE ABOVE EQUIPMENT TO OUR SATISFACTION AND IN APPARENT GOOD WORKING ORDER.

CUSTOMER SIGNATURE: ED Smith DATE 10/3/06

PRINT NAME/TITLE: ED Smith MANAGER

FORM No. 1500 (Rev 2/02)

WHITE / DMX

YELLOW / DMX

PINK / SERVICE PROVIDER

BLUE / CUSTOMER

STORE
STAMP

Field Service Call Close Out Procedures - (continued)

If a service call is incomplete, requires a additional time, a return trip, equipment/parts, extra work outside the original scope of work, or will not be completed on time; the Subcontractor must contact the DMX dispatch group at 800-833-8780 from the site.

- A. Have the following information ready:
 - Technician/Subcontractor's full name with contact number.
 - Company represented
 - Work Order # issued by DMX
 - Verification that service is complete or if additional service and/or equipment is needed.
- B. If a Service Dispatcher is unavailable leave a DETAILED message on the voice mail.
- C. For additional trips to complete service please send in only ONE invoice per work order. Do not invoice DMX for a work order until the service issue(s) has been resolved

NOTE: You will receive a different work order number for each trip.

IMPORTANT NOTE



If the Subcontractor/technician does not complete the service call and fails to contact DMX before leaving the customer site, the Subcontractor runs the risk of nonpayment for any work performed.

Returned Material Authorizations (RMA's)

For DMX installations and service work, as the DMX Subcontractor, you will have agreed to follow the process below:

Equipment returns process:

Contact the DMX Project Manager within 5 days of completion of installation, providing a list of any unused or defective equipment. Your DMX contact will provide RMA# and shipping instructions for proper return.

For service work, the RMA # will be issued by the Service Dispatcher. DMX Subcontractor is responsible for returning any damaged or unused equipment for each service call.

For all equipment returned, the DMX RMA# must be written clearly on the outside of every box. Ensure that only equipment specifically issued on the RMA# is returned in that particular shipment. Be sure to reference the DMX RMA# on all paperwork generated for the freight carrier.

DMX will facilitate pre-paid shipping for all equipment to be returned via UPS-ARS label, Roadway Managed Returns (for large shipments), or UPS Collect Billing.

NOTE: UPS-ARS labels will be included in the box with all equipment shipped for general service work. DMX will bill contractor for any equipment not returned within 30 days of the issue date of the RMA.