Field Operations Manual
Chapter Three – Administration

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I. Invoicing for Contracted Installations

Invoices must be submitted to the DMX office shown on the Work Order or Contract in a timely manner, no later than 10 days after completion of work.

Send the invoice and information to the attention of the individual who issued the Work Order or Contract to you.

If the individual's email address is not shown – call the telephone number to the office and request the email information.

Through email, we are accepting **PDF** formatted documents ONLY at this time.

When invoicing for completed installations for which you were contracted, DMX requires the following to be submitted prior to payment being made:

A copy of the original Work Order or Contract
A copy of your Invoice with the customer name, customer location, and the Work Order or Contract number referenced on the Invoice.
Any Change Orders or additional information.

If *mailing* completed paperwork, please follow the above list except be sure to send all originals, as copies will not be accepted when paperwork is sent directly to the office.

Bill only one Work Order or Contract per Invoice
Submit only one Invoice per Work Order or Contract unless requested by DMX to do otherwise.

Customer signature or Printed Name ***must be legible*** or Invoice and paperwork may be returned to subcontractor for further information.

Originals must be kept on file by the subcontractor should DMX require them at a future time. This applies only to those who use electronic submittal.

Emailed submissions are preferred and will be acknowledged by recipient.
Faxing of documents will be accepted, but no acknowledgement will be sent to the subcontractor concerning receipt.

II. Invoicing for Field Service Work

Invoices must be submitted to the DMX office shown on the Work Order in a timely manner, no later than 10 days after completion of work.

Send the invoice and information to the attention of the individual who issued the Work Order to you.

If the individual's email address is not shown – call the telephone number to the office and request the email information.

Through email, we are accepting **PDF** formatted documents ONLY at this time.

When invoicing for Field Service Work dispatched from DMX, DMX requires the following to be submitted prior to payment being made:

A copy of the original Work Order

A copy of your Invoice with the customer name, customer location, store number(if available) and the Work Order number referenced on the Invoice.

A copy of the completed and signed DMX Service Ticket(four part form).

Any Change Orders or additional information.

If *mailing* completed paperwork, please follow the above list except be sure to send all originals, as copies will not be accepted when paperwork is sent directly to the office.

Bill only one Work Order per Invoice.

Submit only one Invoice per Work Order unless requested by DMX to do otherwise.

Customer signature or Printed Name ***must be legible*** or Invoice and paperwork may be returned to subcontractor for further information. Service Ticket must be accurately and completely filled out, including service hours, travel hours and dates of service.

Originals must be kept on file by the subcontractor should DMX require them at a future time.

Emailed submissions are preferred and will be acknowledged by recipient.

Faxing of documents will be accepted, but no acknowledgement will be sent to the subcontractor concerning receipt.