



LOCKSUB
OLD WAYS WON'T OPEN NEW DOORS

Operating Procedures 2020

1. **LOCKSUB** Premium Subcontractors
2. **LOCKSUB** Health & Safety Policy
3. **LOCKSUB** Subcontractors Responsibilities
4. **LOCKSUB** Invoicing/Payments
5. **LOCKSUB** Izettle Card Reader
6. **LOCKSUB** App Guide
7. **LOCKSUB** Approved Locksmiths
8. **LOCKSUB** Support Team

LockSub Premium allows locksmiths to work for **LockSub** as a subcontractor on a percentage basis.

Premium members have exclusivity in their chosen postcode areas and do not have to pay for jobs via the app. They also view the job details 60 seconds before other users and can simply accept or are automatically assigned the jobs they wish to cover and complete using **LockSub's** payment terms and suggested pricing.

LockSub Premium gives you a competitive edge over local competition allowing you to view jobs in your area first, however if you have not seen many jobs in your local area then this feature may not be for you right now.

We have listed active and available postcode areas on our website

<https://locksub.com/premium/> along with the amount of jobs posted in the previous month, if you do not see any jobs in your local postcode areas listed then please bear with us as we are always expanding.

Locksmiths should only sign up to **LockSub** Premium if they find themselves beaten to jobs by competitors, based on feedback provided, some locksmiths have requested they are given time to view the job and consider if its a job they wish to complete and take on before the competition snaps up the job.

LockSub Premium simply allows you to view local jobs 60 seconds prior to other members that are not on the premium scheme, we also understand that there are a handful of Locksmiths on the app who have no intention of purchasing jobs via the app,

LockSub Premium simply allows you to view local jobs 60 seconds prior to other members that are not on the premium scheme, if a job is not accepted or assigned to a premium subcontractor then this job will be offered to other locksmiths using the app at a set price, usually 33% of the expected outcome of each job. If you see more than 10 jobs per month posted in postcode areas you cover we recommend signing up to LockSub Premium to ensure you are seeing jobs local to you first.

Please visit us at www.LockSub.com



LOCKSUB 2 Health & Safety Policy

LockSub subcontractors have a duty to carry out the work with no or minimal supervision.

LockSub hires a subcontractor to complete a specific aspect of the job, such as fittings, drilling, use of ladders. The subcontractor is responsible for any works carried out.

LockSub subcontractors are responsible for supplying the necessary safety equipment, material, labour, and services to complete specific jobs.

LOCKSUB 3 Subcontractors Responsibilities

LockSub undertakes thorough procedures to get confirmation from their subcontractors that they are trained in the areas of health and safety, required to carry out their role safely and effectively without harm to anyone. That they wear the safety clothing suitable to the environment in which the operation will take place, and that they carry out the relevant risk assessments when on every job.

Each **LockSub** subcontractor's vehicle must be fitted with a range of equipment relevant to the role upon which it is engaged and are appropriately stocked to carry out the majority of jobs.

All subcontractor tools and equipment must comply with the current safety laws.

Sharp, heavy and pointed hand tools must always be kept in a safe manner. Particular attention to detail needs to be made when working near children and in residential care homes or hospitals etc.

Attending a Customer's address, Each job will have been received by the **LockSub** Despatch team and relayed onto the subcontractor within the **LockSub** app.

Do the work – being tidy, efficient and polite at all times. Keep the customer and our Despatch staff informed of ANY likely changes to costs or if the customer is requesting any additional works not requested by us.

Once the job is finished – ask the customer to check that they are completely happy with the work.



Your invoice should be sent to accounts@locksub.com every Sunday which should include the following:

- Your name/company name and address.
- Bank account details
- Our name and address; Lock Sub Limited. Chessington Business Centre, Cox Lane, Chessington, Surrey, KT9 1SD
- VAT Number if applicable.
- A breakdown of each job 'COMPLETED' full postcode of job with total amount less VAT and amount payable for yourself.
- Materials, If the material cost to yourself is under £20 this will be covered by the sub contractor, If the material cost is above £20 we will share a 50/50 split.
- Any problems please email accounts@LockSub.com

EXAMPLE:

KT9 1SD

Total for Job £00.00 + VAT

Materials (price you purchased) £00.00

what you are owed (% you work on) £00.00

All Subcontractors are paid each and every Wednesday.

On completion of jobs, customers are able to pay via Izettle reader which is our preferred payment method.

- All over the phone card payments are to **Steve on 07772 666767 Mon-Fri 8am-5pm**
- Out of hours Payments to designated Despatch members.
- There will be cases where they will pay once they receive an invoice (email address is required), please let us know so we can monitor payment and then inform you once we have received it.
- (Please do not invoice us direct for this until payment has been made)
- On Completion of jobs where customers pay by cash, please make sure these cash payments are transferred into our bank account by Sunday evening.

LockSub: Acc: 13754340 S/c: 20-65-20

Customers can also use the above details to pay direct via BACS

Do not leave the site until you have sent Despatch a screenshot of the izettle invoice to close the job and check with them that you have done everything required to enable us to be paid for the job without any problems.

If a customer calls in to complain about pricing, this will be passed back over to yourself to negotiate with the client. You will be given 48hrs to resolve the issue otherwise it will then be dealt with by Steve@LockSub who will have authority to refund on your behalf when applicable. Any refunds will be deducted off your wages the next week commencing.

Remember : You might not get paid if you leave the site without collecting payment or have not confirmed with Despatch about payment collection/confirmation.



Once you have received your card reader, please email steve@locksub.com or call Steve on 07772 666767 who will then send you an email invitation to izettle.

Once you have received this, accept the email and download the izettle app logging in using your credentials, you can then pair your phone and card reader sent in your welcome pack via bluetooth. Any problems please contact Steve.

Once signed in, please take some time to look around the gallery where you will find suggested prices. Feel free to adjust and discount where applicable.

All **LockSub** jobs are VAT applicable at 20%, please add this into 'CUSTOM AMOUNT' (change wording to VAT) within izettle.

Once a job is completed, the customer can then receive an invoice via the izettle by either text or email.

Please take a screenshot of the breakdown of the invoice and send it over to the Despatch member who is working during the time of job or feel free to upload the screenshot in the app when marking the job complete.

LOCKSUB 6 App

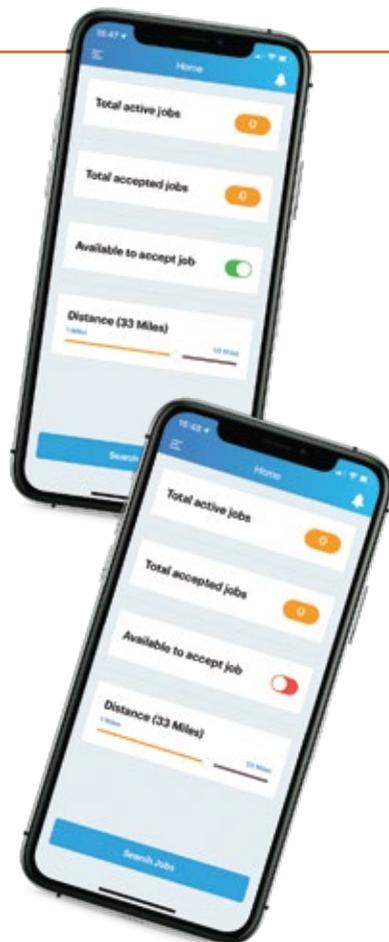
Once signed up to the app, you will see 'Available to accept job' if you want work then please switch to **'GREEN'**

It is very important that you switch the button to **'RED'** when you are unavailable. If we send you a job when you are **GREEN** and you are not available for work, once is a genuine mistake on your behalf, next time will be a suspension for seven days as it is our main priority to get jobs covered. Repetition of misuse of the availability button will result in being removed from **LockSub**.

Please set your radius limit to a maximum of your capacity that you are willing to cover. If a job comes in and you are available, we will assign this job directly to you within the Lock Sub app. Anything just out of your perimeter, we will always call you to check before booking to see if you are able to cover. Any problems with this or you are unsure what your radius looks like then please get in touch with Steve@**LockSub** who will send you a screenshot of your radius that you have set.

For every job you are able to mark as completed, second visit required, quote provided or customer cancelled, please use the features in the app to mark the appropriate job outcome.

For more information please visit <https://locksub.com/the-app/>



LOCKSUB 7 Approved Locksmiths

To become a Lock Sub approved locksmith, we will need:

- A copy of your public liability insurance
- Vehicle (VAN) registration number
- Photo of yourself against our logo'd backdrop (We will be travelling around the country meeting you all in due course to complete this)
- 5 years trading history
- Proven customer satisfaction



For more information please visit <https://locksub.com/locksub-approved/>

All approved locksmiths will be given a weekly KPI report via message every Monday which will include the previous weeks figures.

All Locksmiths will work on a percentage of profit from each job. This will increase by 10% once 10 or more jobs are completed within the week.



☎ 03333 660708 ✉ help@locksub.com 🌐 www.locksub.com

Chessington Business Centre, Cox Lane, Chessington Surrey KT9 1SD

Accounts

accounts@locksub.com

Locksmith Support & Recruitment

steve@locksub.com 07772 666767

Advertising & Marketing

help@locksub.com

Despatch Team

Wendy - 07902 543313

Matilda - 07368 132188

Geta - 07830 791917



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matilda@locksub.com

clare@locksub.com

gary@locksub.com

geta@locksub.com

wendy@locksub.com

From the LockSub team, we would like to thank you for supporting our efforts to ensure local locksmiths carry out more jobs each day whilst ensuring customers receive a local **LockSub** Approved Locksmith.

We look forward to working with you!