



Operating Procedures 2021

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Becoming LockSub Approved:

Unlike other Locksmith associations or networks, **LockSub** approved does not require any annual or monthly membership fees. **LockSub** has rapidly grown over the past 2 years with over 120 **LockSub** approved Locksmiths nationwide, accepting jobs locally to them via our despatch team.



To apply and join the largest lead generator and provider company in the UK, you will need to:

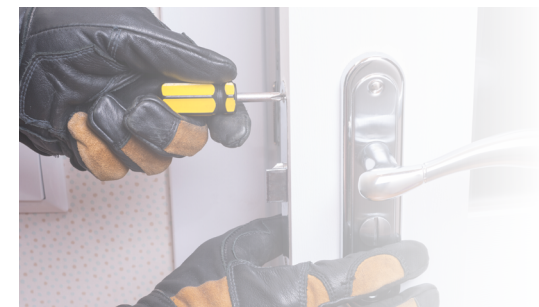
- > Sign up to the **LockSub** App via Apple Store/ Google play and enter all relevant fields with your details.
- > If you are interested in taking on additional work, please email Steve@LockSub.com who will then get in touch with you.
- > Your application is dependent on the area you cover as we may have sufficient cover already in your area. If this is the case, we will add you to our waiting list and will contact you once a place becomes available.
- > If your application is successful, we will then send you out our starter pack free of charge which includes an Izettle card reader.
- > Once a locksmith has been assigned and completed ten jobs from the **LockSub** App and has positive feedback from the customers, we will then let you know that you have been approved to continue with **LockSub**.
- > We will need a copy of your public liability insurance.
- > We will need a photo of yourself so we can set up a **LockSub** I.D card.
- > We will supply you with **LockSub** branded: Face Covering, T- shirt, Polo Shirt & Body Warmer
- > You will be set up with a @LockSub.com Email address and be sent a weekly report every Monday.
- > You will be added to the **LockSub** Whatsapp Group chat which is useful if you ever need any advice (you may wish to mute this occasionally).



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 or the 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.



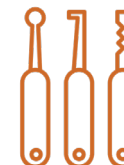
LOCKSUB 3 Subcontractors Responsibilities

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 van 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 subcontractors 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.



On attending a customer's address, each job will have been received by the LockSub Despatch team and relayed onto the subcontractor via the LockSub App.

It is your responsibility to check identification that the customer resides at the address before commencing any work.

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.

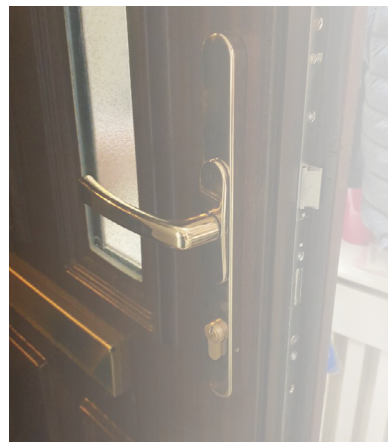
Please try to take before and after photos of the job for any future reference.

If the customer calls to complain about any damage caused by yourself this will cover you.

If any complaints regarding any damage caused whilst on site, will have to be discussed between yourself and the customer and come to an agreement.

LockSub has the right to withhold payment for the total sum of the job until the dispute has been settled.

Before:



After:



Before:



After:



Your email/invoice from week commencing Monday - Sunday should be sent to Invoice@LockSub.com by the following Monday morning, from the spreadsheet you have been sent on your @LockSub.com email address.

To access and edit the sheet, please sign into GOOGLE SHEETS.

Please fill out the spreadsheet as you will not be paid until this is done. If you need help setting up, please contact Steve. If you need to send your own invoice as well then please attach it to the email with the spreadsheet

Please fill in all relevant boxes:

- > *Locksmith name
- > *Full Postcode Of Job
- > *Total Amount Of Job
- > *Payment Method
- > *% You Are On For The Week
- > *Parts Used (what it costs you to purchase, not what you charge the customer)
£20 or over will be a 50/50 Split
- > *Admin Fee - £39.00 to be deducted from invoices over £499.99
- > *Cash Total you are holding
- > *Total You Are Owed
- > Your Name/Company Name And Account Details

GOOGLE SHEET EXAMPLE

DATE	LOCKSMITH	POSTCODE	AMOUNT	EX VAT	PAY METHOD
04/01/2021	STEVE	KT1 1AA	£70.80	£59.00	CARD
04/01/2021	STEVE	KT2 2AA	£150.00	£125.00	CASH
04/01/2021	STEVE	KT3 3AA	£168.70	£140.42	PHONE
04/01/2021	STEVE	KT4 4AA	£172.80	£144.00	INVOICE
04/01/2021	STEVE	KT5 5AA	£185.00	£154.17	BACS
			£747.30	£622.59	



All invoices are to be sent every week, from the previous weeks' work.

There is to be no build up of invoicing.

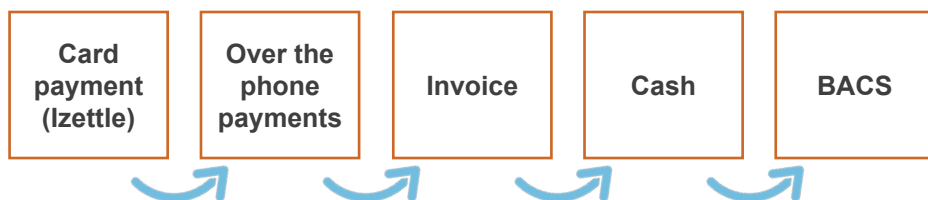
Please only invoice us for jobs that have paid.

Any jobs that have not paid, it is your responsibility to chase the customer for payment otherwise, you may not get paid for this.

Once any outstanding payments are made we will pay you the following week.
All Subcontractors are paid each and every Wednesday.

%	PAYABLE	LOCKSUB	MATERIAL COST VALUE OVER £20	50% MATERIALS
50.00%	£29.50	£29.50	£0.00	£0.00
50.00%	£62.50	£62.50	£0.00	£0.00
50.00%	£70.21	£70.21	£0.00	£0.00
50.00%	£72.00	£72.00	£30.00	£15.00
50.00%	£77.08	£77.08	£50.00	£25.00
	£311.29	£311.29	£80	£40

YOUR EARNINGS (ROW H)		
MATERIALS ROW K		After 50/50 split
CASH HOLDING		
ADMIN FEE (£39.00)	-£39	(For earnings over £499.99)
PAYABLE TO LOCKSMITHS	£	

LockSub payment options:


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 Despatch. 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 the 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.

Customers can also use the below details to pay direct via BACS or invoice Link which can be sent via email from the Izettle reader.

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

- > Once a job has been completed, please upload a screen shot of the Izettle breakdown to the **LockSub** App when marking the job as complete.
- > If marking a job as 'quote provided' please update Despatch with the quote you have given the customer.
- > If marking a job as 'second visit required' please update Despatch of when you will be returning to complete the job.
- > If marking a job as 'cancelled' please update Despatch as to the reason why.

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.com who will have authority to refund on your behalf when applicable. Any refunds will be deducted off your wages the following week commencing.

All pricing is up to the Locksmith attending the job. Our Despatch team will only ever give a guideline 'from' to give you something to work with.

We will never give an exact quote over the phone unless discussed with the relevant Locksmith first. All calls from customers are recorded and can be listened back to.

You will find a guideline of pricing on the Izettle App, please feel free to adjust these prices accordingly. Just remember if the prices exceed our guidelines and the customer calls in to complain of overcharging, unfortunately they will be refunded to our pricing.

If any jobs exceed £500 or over, this must be authorised by Steve or Gary. The customer must be made aware of the cost and agree pricing before any work is carried out.

All parts and labour supplied and fitted by a **LockSub** approved Locksmith comes with a 12 month warranty.

- > Customers should be made aware of the cost of the job before any work commences.
- > Customers must be made aware that this does not cover any parts supplied by themselves.

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



Once you have received your card reader, please message, email steve@LockSub.com or call Steve on 07593 564970 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 @LockSub.com email address and creating a password.

For IOS phones:

In Izettle app, go to:

Settings

Card Reader

Izettle Reader 2

Start and select your reader from number shown on Izettle

To Add VAT:

Once you have added a product in your basket, go to trolley (top right) click on keypad (bottom left) and in custom amount, enter VAT amount and where it says 'Description' add the wording 'VAT' and add to Basket.

For ANDROID phones:

Settings

Card reader and connect via number shown on reader

To Add VAT:

Click on amount (Top Left)

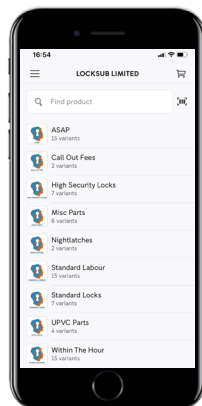
Add VAT amount, and change 'add description' to VAT and add to basket.

You then go into settings in the Izettle app, go to card readers, click on Izettle reader 2 and connect.

You can then pair your phone and card reader 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.



Once signed up to the **LockSub** 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 **LockSub** 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.com who will send you a screen shot 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.

All Locksmiths will work on a percentage of profit from each job. This will increase by 10% once you hit your target of jobs 'COMPLETED' within the week. The target will be set by Steve@LockSub.com.

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

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!

Gary - 07593 564969
Marketing & Advertising
Gary@LockSub.com



Steve - 07593 564970
Locksmith Support &
Recruitment
Steve@LockSub.com



Clare - 07593 564975
Marketing & Advertising
Mon - Fri 9:30am - 2:30pm
Clare@LockSub.com



Amy
Graphic Designer
Amy@LockSub.com



Chloe - 07593 564973
Despatch
Mon - Fri 8am - 4pm
Chloe@LockSub.com



Natalie - 07593 564980
Despatch
Mon - Fri 8am - 4pm
Natalie@LockSub.com



Wendy - 07593 564975
Despatch
Fri 4pm - 12am
Sat - Sun 8am - 3pm
Wendy@LockSub.com



Geta - 07593 564974
Despatch
Mon - Thur 4pm - 12am
Sat - Sun 3pm - 12am
Geta@LockSub.com



Emily
Admin
Emily@LockSub.com



Invoicing
Invoice@LockSub.com

