



# **FSR Introduction**

## **Guide to becoming a Field Service Representative**

## What does it mean to be a Field Service Representative?

### **Business Partnership**

Field Service Representatives (FSRs) are individual business partners and independent contractors. FSRs are not employees of NSA. As independent contractors, FSRs provide NSA with their skills and labor in exchange for compensation. That means the FSR is his/her own private company.

### **Dependability**

Doing what you say you are going to do is important in all business relationships. The same is true for the NSA and FSR business relationship. Dependable FSRs are important to everyone's success. We give preference to our most conscientious business partners. We all suffer if the work is not completed in a predictable fashion. The "work" means doing all the tasks including the reporting. If the reporting is not done correctly the work is not done correctly.

### **Compensation**

We compensate our FSRs on a project-by-project, per-site rate. The per-site rate is to cover all your costs associated with the job and to provide any profit. It is up to you to find the most efficient way to get all your sites completed properly within the timeframe given, and if you do, the additional profit you make from that efficiency is yours. As an independent contractor you are expected to plan and execute your work.

As an NSA FSR you decide how many hours per day you wish to work, provide your own tools and equipment, transportation, and pay all expenses incurred while executing a project. That means that if you can save money on any expenses it directly benefits you. We do not reimburse you for expenses. And since you are an independent contractor, there is always an option to turn down a rate or a project you feel won't make enough money to cover the expenses and provide a profit.

FSRs are not paid for visits made if the work does not meet the specifications. Our in-house Project Manager works with the FSRs to make sure they understand the project requirements before accepting the contract and he/she reviews each completed site as quickly as possible to catch mistakes as early as possible. If an FSR fails to complete a site properly they are responsible for the "go-back" visit and will only be paid for one visit once completed correctly.

### **Scope of Work and Site List**

A "Scope of Work" (SOW) is developed for each project that defines the work or project requirements to be completed. We strongly encourage that the FSR study the SOW and ask any and all questions required to clarify any concerns or issues before accepting any contract.

NSA will also send our FSRs a Site List with the addresses being offered. The Site List defines the individual locations or sites that need to be visited in order to perform the work. The combination of the SOW and Site List define the effort required to complete a contract successfully.

An FSR should always complete one or two sites nearby and have them reviewed by the Project Manager to assure understanding of the SOW before visiting the balance of locations assigned.



## Reporting

NSA accepts contracts with specific reporting requirements from our clients. NSA gets paid for performing the work and proving that the work was performed such that the customers' requirements are met. Typically these requirements include photos and completion reports, which are submitted electronically to the Project Manager generally within 24 hours of the site visit. The Project Manager and NSA's Quality Control team review and approve each visit. Without proof of performance there is no such thing as completed work, and thus, the FSR cannot be paid without this proof of work.

NSA's compensation depends on timely reporting that meets specifications. NSA is contractually obligated to report to our clients in a timely way, and our reporting is a combination of all of our individual FSR reports, so it is crucial that they are accurate and on time. Failure to communicate and report properly will end our business partnership.

In addition, FSRs must have NSA's express permission to contact NSA clients. If direct communication with NSA's customer is required, it will be determined by the NSA Project Manager. The FSRs main NSA contact throughout a project is with the assigned Project Manager unless specified otherwise.

## Schedule and Other Obligations

You have the flexibility to work as slow or as fast as you'd like, within the time limits of a contract. NSA needs to stay on track towards project completion, so if a project's timeframe is 65% elapsed we'd like everyone involved to have at least 65% of their sites completed.

As an independent contractor we expect that you will have other customers and obligations. We simply expect you to be realistic about your ability to take on an assignment. Some of our FSRs choose to work on NSA projects at night, on their days off, or weekends to make extra income. But, we do not encourage anyone to take on an NSA commitment that conflicts with other obligations or that might undermine NSA's commitment to our clients.

## On Site Requirements

NSA and our FSRs are working on other people's property and in other people's facilities. NSA must be able to inform our customers of the identity of those working when requested. For that reason, you cannot subcontract your work to another person or group without our knowledge and agreement. We must know exactly who is representing NSA on each project to ensure that our client's expectations and standards are met or exceeded. Many of our projects have no restrictions on the time of day we make field visits. We do ask that you take all necessary safety precautions and obey our customers' rules and regulations. If a project does require specific hours, we expect our FSRs to abide by those agreements with the customer.

## Invoicing, Payment, and Other

### Insurance and Taxes

As an independent contractor, you run your own business and you therefore need to be familiar with all applicable laws in your state that may require you to have Workman's Compensation insurance, Automobile Insurance, etc. For instance, Tennessee-based FSRs can elect to waive Workman's Compensation Insurance by completing the Tennessee Election of Non-Coverage by Sub-Contractor Form (I-18). You may be asked by NSA to provide a certificate of insurance as proof you are insured on some types of projects or when working at certain types of facilities/properties.



## Insurance and Taxes (continued)

A "Request for Taxpayer Identification Number and Certification Form" (W-9) is required of all FSRs, and is kept on file at our corporate offices. Contractual relationships with NSA are on a *per project* basis as work is offered and accepted by you. Owing to the fact that FSRs are not NSA employees, NSA does not withhold federal, state and Social Security (FICA) taxes, or pay unemployment or workers' compensation insurance for business partners. You act as your own employer and are responsible for payment of these taxes. NSA sends the IRS all appropriate paperwork detailing revenue FSRs receive from us, and it is the FSR's responsibility to pay any taxes required. FSRs receive a "1099 Non-Employee Compensation Form" for the work performed at the end of each year.

## Invoicing for Completed Projects

Completion reports will be generated by the Project Manager and act as an invoice for the FSR. There is no need to spend time creating, calculating and communicating an invoice. That's all done for the FSR as part of the Quality Control review process. FSR invoices are paid 30 days from the date of approval by the Project Manager and submitted to Accounts Payable.

## Background Checks and Drug Testing Policy

A background check and periodic drug testing may be required from time to time.

## Tools and Skills

### Basic Equipment

An FSR needs a few basic tools to complete the vast majority of our projects:

1. A computer (laptops are preferable if you travel a lot) with the ability to receive and send large documents via email, software that can read Microsoft Office, like OpenOffice or Google Docs, and the Adobe Acrobat Reader. MapPoint or another mapping program will help you locate the physical addresses and route your sites efficiently.
2. Access to a printer, so that the FSR can print the instructions sent. Color isn't required, but it can make instructions easier to follow.
3. A digital camera that can take pictures at a minimum 640 x 480 pixel resolution.
4. Dependable transportation and valid driver's license. An SUV or truck may be useful for some of our projects that require large or bulky materials be transported to a site, but a car is fine in many cases.
5. A cell phone, since the FSR may have on-site questions for the Program Manager. NSA also occasionally gets emergency requests from our clients and we may need to contact all project FSRs immediately.
6. Voicemail or an answering machine is needed in case we cannot reach the FSR via cell. A remote call-in on an answering machine is helpful if the FSR is on the road and wants to check messages.

### Special Equipment

Some projects may require a drill (heavy-duty cordless is preferred), screwdriver, measuring tape, levels, ladders, etc. Other projects require basic cleaning supplies. Still other projects will require access to more advanced-use tools and equipment. NSA specifies the tools needed for every project.

### Computer knowledge

Basic knowledge of computers and programs is required to be an FSR. Most of the documents are simple and straightforward, but an FSR still has to be able to save them if changes are made, enter site information into a spreadsheet and attach the file to an email. An FSR must also be able to upload digital photos to our website (instructions for uploading pictures are included with the Scope of Work if it is required).



## **Dress**

Appropriate dress will vary from project to project. Khakis and an NSA polo shirt are always preferred but if the job requires dirty, physical labor, jeans are acceptable. You must always be mindful as an FSR that you not only represent NSA but our clients as well. FSRs never need anything beyond “business casual” (khakis and polo shirt), but if they have tattoos or body piercings we strongly suggest they remove or conceal them prior to each site visit, especially when working in a retail or professional environment. Safety shoes (no open toe shoes) are preferred.

## **Identification**

NSA provides each FSR with a name badge with the FSR’s photo which must be carried on each site visit. Usually a shirt with an NSA or client logo is also provided as well as a Letter of Authorization (LOA) from the client requesting that site personnel allow NSA access to work.

## **Safety**

Our FSRs’ safety is very important. An FSR needs to be aware of all the conditions that may cause an accident in their local environment. Occasionally an FSR will have to take an extensive written test prior to a project to insure they understand all the safety rules involved. Unsafe conditions are present if working at night, in remote locations, or in higher crime areas, so we ask that all FSRs take precautions to insure their personal safety prior to and during site visits. Our FSRs have the right to refuse any project they are not certain can be executed safely under normal or expected conditions.

## Types of Projects

### **Geographical Possibilities**

NSA has completed projects in all 50 states, and occasionally Canada, Puerto Rico and Mexico. Our goal is to complete projects quickly and economically. That means “cherry picking” sites is not an option. NSA will offer each FSR a defined geography, including sites that may be nearby, but not necessarily convenient. We have solidified relationships with our clients by taking care of all of their needs regardless of the volume in a given market and we expect our FSRs to do the same in order to continue this success.

### **Notification of Projects**

We generally notify FSRs of pending project opportunities within 5-10 business days of project start. However, there are times when we have even less lead time.

### **Projects Skills**

The skills required to be a successful FSR are a combination of job knowledge and organizational ability. There are many individuals who have the skills to perform the work whether the tasks are very simple or extremely technical in nature. We find that organized individuals who are willing to follow a scope of work can be successful. NSA will not ask you to perform a task that you are not capable of doing. If an individual has a hard time, usually they are not following the scope of work. The simple tasks are usually where the mistakes are made.

Projects are all different; they can be as simple as putting a decal on an ATM, as complex performing a branding survey, or as physically demanding as rigging an ATM or building POP displays.

## Summary

NSA has a tremendous volume and variety of work to offer our FSRs. We hope this document has given you some insight into the requirements and rewards of becoming a business partner with NSA. Our organization is growing and we need more field resources every day.

