

Kalan Contract Service Rep Payment FAQs

Q – How do I send my invoice to Kalan?

A – There are three questions at the end of every service survey that you must complete to generate an invoice for service. Each submitted and approved ARS survey will create a separate invoice.

Q – What information is needed to create an invoice?

A – You must create and enter a unique invoice number for each ARS survey you submit that will generate an invoice for payment. We recommend keeping a log of all service visits and each unique invoice number that you use so that you do not duplicate numbers when entering the invoice number on the survey. In addition, you must fill in the agreed-upon contract rate for the service you are completing and confirm that you are generating an invoice upon survey submission.

Please enter contract rates as XX.XX (for example, for a \$50 visit, please enter as 50.00)

Q – Why did I get an email that my invoice was not approved?

A – There are a few reasons your invoice could not be approved:

- 1) The invoice number you entered was not unique and has been used before. In this case, the system will add a digit to the invoice number and submit it on your behalf. You will receive an email with the revised invoice number. Please keep a log of the revised invoice number for your records.
- 2) The rate does not match what we have in our system. We will email you to confirm the rate. You will either resubmit the survey if it has not gone through final approval yet, or you will need to submit a revised invoice by email. If we require a revised invoice by email, we will let you know.
- 3) Your survey was not approved. We will provide information on why it was unapproved by email. Please resubmit your survey for approval and invoice submission.

Q – Do I need to send in an invoice by email?

A – Most of the time, the survey will generate an invoice for you to submit. Should your survey invoice not be approved because the rate does not match our system, we may need you to submit an invoice with the correct rate to us by email. You will receive an email if this is the case. Create an invoice using the same unique number you entered on the

survey, save it as a PDF document, and attach the invoice to the email you are sending to servicepayments@kalanlp.com.

Invoices sent by email must contain:

Invoice Number (must be a unique number that has not been used on a previously approved and paid invoice)

Your Full Name

Your Address, City, State, Zip Code

Your Rep ID#

Store Number Serviced

Date of Service

Six-Digit Service Code

Service Rate Per Visit

A separate invoice must be created for each visit.

Q – I serviced more than one location in a week? Will I be paid for all service visits together?

A – Since each survey creates a separate invoice, you will only have one service visit per invoice. If you submit multiple invoices on the same day for payment, usually they will be paid together in one lump payment at the same time. However, sometimes they will not be paid together – this depends on how fast we are able to process surveys and payments in a given week. If you have multiple invoices in the same week but they happen to be processed on different days, it is possible that they will not be paid together. Remember that invoices are paid within the timeline spelled out in your contract, so please wait until we have passed that timeline before contacting us to check on payment.

Q – How long will it take for my invoice to be approved?

A – You will receive an email when your survey has been approved. This means your invoice has also been submitted for payment. Invoices are paid within the timeline spelled out in your contract.

Q – I am still receiving a paper check. Can I be moved to ACH payment?

A – Yes! If you were not previously signed up for ACH payments via deposit, please reach out to the team to let us know you are interested in changing from checks to ACH. We will send you a form to submit your information. For ACH setup we require a voided check, direct deposit form provided by your financial institution, or you can submit your banking information that you have to get signed up. Once we receive the necessary information, we will get it submitted and will do a test deposit within the next 2 weeks. At that point, it typically takes less than 2 weeks for ACH to take effect.

Q – Who do I contact with payment questions?

A – Niki oversees payments. She can be reached at rhinkson@kalanlp.com. If you have a question about your payment, email Niki the invoice number and ask her to investigate. Please check for your survey approval email before inquiring about payments. If your survey has not been approved, your invoice has not been submitted. Payments will be made on the timeline noted in your contract. The time frame on your contract for payment begins after the ARS survey approval email has been sent, so please do not inquire until after we are past the timeline.