

Client Login & Reports

Our Client portal has been custom created for the individual needs of our Clients. It is to help our clients better understand their statistics, billing as well as their customers. Your client login report is a central hub that allows you to report sales and returns, find installers, see your program summaries and see more detailed information on your individual programs.

For Sales and Returns, It is important to report sales and returns of InstallCards to InstallerNet on a nightly basis. This ensures accurate invoicing and a better, more streamlined experience for your customers buying the InstallCards. This document describes how to use InstallerNet's Web-based tool for reporting individual InstallCard sales as well as navigating the Client Login Reports. If your company's InstallCard sales volume gets large enough you can set up an automated process with InstallerNet using FTP. Contact InstallerNet at support@installernet.com to get set up to do this.

Looking for your login information? Get setup by contacting your Project Manager or our Support team.
Support@installernet.com

InstallerNet
"Leave the Installation to us"

return to InstallerNet.com

Members Login:

User name:

Password:

[Forgot your password?](#)

Welcome to the InstallerNet Clients site!

Welcome to the InstallerNet Clients portal! If you already have an account, please sign in to the left.

[InstallerNet Home](#) | [InstallCards](#) | [Resellers/Partners](#) | [Clients](#) | [Fleet/Commercial](#)

©2010 InstallerNet, inc. | All Rights Reserved | [Privacy Policy](#)

Once logged into your portal, you'll see your available options based on how the portal is customized to your needs.

Clients Menu

[Homepage](#)

[Change Password](#)
[Logout](#)

InstallCard Menu

[Generate eInstallCard](#)
[Installer Finder](#)
[Report Sales/Return](#)

[InstallCard Summary by Program](#)
[InstallCard Detail Reports](#)

Welcome to the InstallerNet Client Portal!

Within this site, you can see many different reports for all programs that belong to you.

[InstallerNet Home](#) | [InstallCards](#) | [Resellers/Partners](#) | [Clients](#) | [Fleet/Commercial](#)

©2010 InstallerNet, inc. | All Rights Reserved | [Privacy Policy](#)

To Report Sales & Returns:

1. Go to <http://www.installernet.com/clients/> to report the card sale or return. NOTE: Review the InstallCard returns section of this document prior to accepting or processing returns.
2. Click on the Report Sales/Return link on the left hand column of your client report
3. Select if you would like to submit via one at a time or bulk. (if bulk you will be prompted to upload a sheet)
4. Enter the InstallCard number of the InstallCard that was sold (or is being returned).
5. Press the "Submit" button to validate the card and see more options.

Clients Menu

[Homepage](#)

[Change Password](#)
[Logout](#)

InstallCard Menu

[Generate eInstallCard](#)
[Installer Finder](#)
[Report Sales/Return](#)

[InstallCard Summary by Program](#)
[InstallCard Detail Reports](#)

Report InstallCard Sales/Returns

This screen allows you to report sales to Installernet. The customer still must activate their InstallCard at www.InstallCard.com.

Select your report type: One at a time Bulk

Here you can fill in all the required information needed by the InstallerNet Network. After initially entering the InstallCard Number, press Submit and fill out the required information.

InstallCard #:

[InstallerNet Home](#) | [InstallCards](#) | [Resellers/Partners](#) | [Clients](#) | [Fleet/Commercial](#)

©2010 InstallerNet, inc. | All Rights Reserved | [Privacy Policy](#)

Clients Menu

[Homepage](#)

[Change Password](#)

[Logout](#)

InstallCard Menu

[Generate eInstallCard](#)

[Installer Finder](#)

[Report Sales/Return](#)

[InstallCard Summary by Program](#)

[InstallCard Detail Reports](#)

Beetle basic InstallCard



Report InstallCard Sales>Returns

Required InstallCard Information

Your InstallCard Number: 2540-0101-7441
 Your Client ID: 160 - Beetle basic

Transaction Date: (mm/dd/yyyy)
 Transaction Type: Sale Return

Notes / Reason for Return:

Item purchased with the InstallCard:

Make: Model Number:

Additional Store Information

Receipt Number: Store Number:
 InstallCard Product Number: 159-1003 Client SKU:

Customer Information

Customer Name

First: Last: M.I.
 Address:
 Address 2:
 Zip Code: Phone Number:
 e-mail Address:

Vehicle Information

Year:
 Make:
 Model:
 Type:

The second web page includes required fields at the top of the screen and optional fields below that will expedite the activation process for your customer. When you're done entering information about the sale, please press "Submit" at the bottom of the page to complete the report.

If an image of your card is available, clicking on the image of the InstallCard on the left of the screen will enlarge the images of the front and the back of the InstallCard for your convenience.

InstallCard summary by program:

1. Navigate to the link on the left hand side of your screen, InstallCard Summary by Program
2. Select your Desired Program from the dropdown list
3. Choose your date range
4. Click update to see your card statistics

The screenshot displays the InstallerNet website interface. At the top left is the logo "InstallerNet" with a red map of the United States and the tagline "Leave the Installation to us". At the top right is a link "return to InstallerNet.com".

On the left side, there are two menu boxes:

- Clients Menu** containing links for [Homepage](#), [Change Password](#), and [Logout](#).
- InstallCard Menu** containing links for [Generate eInstallCard](#), [Installer Finder](#), [Report Sales/Return](#), [InstallCard Summary by Program](#), and [InstallCard Detail Reports](#).

The main content area is titled "Program Card Report". It features a "Choose Program:" dropdown menu currently set to "TroubleShoot", with a sub-menu open showing "TroubleShoot", "Removal", and "Swaps". Below this is a "Date range:" field with "1/1/20" and "010" entered, and an "Update" button.

Below the form is a table with the following data:

Model Number	basic	18	15	1	returned	Activated
159-1003						11

At the bottom of the page, there is a navigation bar with links: [InstallerNet Home](#) | [InstallCards](#) | [Resellers/Partners](#) | [Clients](#) | [Fleet/Commercial](#). Below this is the copyright notice: ©2010 InstallerNet, inc. | All Rights Reserved | [Privacy Policy](#).

InstallCard Detail Reports:

1. Navigate to the link on the left hand side of your screen, InstallCard Detail Reports
2. Choose your date range
3. Click the word "Activation" next to the desired report you would like to see
4. A new page should open up with your detailed report

InstallerNet
"Leave the Installation to us"

return to [InstallerNet.com](#)

Clients Menu

- [Homepage](#)
- [Change Password](#)
- [Logout](#)

InstallCard Menu

- [Generate eInstallCard](#)
- [Installer Finder](#)
- [Report Sales/Return](#)
- [InstallCard Summary by Program](#)
- [InstallCard Detail Reports](#)

InstallCard Detail Reports

Listed below are your programs, along with available reports for each program. Select a date range using the text boxes, and click on a report to view your report.

Date range: to

Program	Available Reports
TroubleShoot	Activation
	Activation
Removal	Activation
Swaps	Activation

[InstallerNet Home](#) | [InstallCards](#) | [Resellers/Partners](#) | [Clients](#) | [Fleet/Commercial](#)

©2010 InstallerNet, inc. | All Rights Reserved | [Privacy Policy](#)

Example of a Detailed Report

InstallerNet
"Leave the Installation to us"

[< Back](#) [Export to Excel](#)

InstallCard #	City	State	Zip Code	Vehicle Make	Vehicle Model	Vehicle Year
2540-0101-7491	Rockford	IL	61109	PONTIAC	SUNFIRE	1997
2540-0101-7493	Forest Park	IL	60130	TOYOTA	COROLLA	2007
2540-0101-7495	Buffalo Grove	IL	60089	ACURA	TL	2003
2540-0101-7508	Boardman	OH	44512	FORD	TAURUS	2000
2540-0101-7509	SPRINGFIELD	IL	62704	FORD	TAURUS	2000
2540-0101-7514	Fox River Grove	IL	60021	JEEP	CHEROKEE	1995
2540-0101-7563	Northlake	IL	60164	VOLVO	850 SERIES	1994
2540-0101-7565	Elk Grove	IL	60007	TOYOTA	TUNDRA	2005
2540-0101-7567	St. Charles	IL	60175	HONDA	CIVIC	2009
2540-0101-7568	Berwyn	IL	60402	CHEVROLET	MALIBU	2005
2540-0101-7570	Monroe Center	IL	61052	PONTIAC	G6	2008
2540-0101-7574	Thornton	IL	60476	FORD	RANGER	2007



[< Back](#) [Export to Excel](#)



InstallCard #	City	State	Zip Code	Vehicle Make	Vehicle Model	Vehicle Year
2540-0101-7491	Rockford	IL	61109	PONTIAC	SUNFIRE	1997
2540-0101-7493	Forest Park	IL	60130	TOYOTA	COROLLA	2007
2540-0101-7495	Buffalo Grove	IL	60089	ACURA	TL	2003
2540-0101-7508	Boardman	OH	44512	FORD	TAURUS	2000
2540-0101-7509	SPRINGFIELD	IL	62704	FORD	TAURUS	2000
2540-0101-7514	Fox River Grove	IL	60021	JEEP	CHEROKEE	1995
2540-0101-7563	Northlake	IL	60164	VOLVO	850 SERIES	1994
2540-0101-7565	Elk Grove	IL	60007	TOYOTA	TUNDRA	2005
2540-0101-7567	St. Charles	IL	60175	HONDA	CIVIC	2009
2540-0101-7568	Berwyn	IL	60402	CHEVROLET	MALIBU	2005
2540-0101-7570	Monroe Center	IL	61052	PONTIAC	G6	2008
2540-0101-7574	Thornton	IL	60476	FORD	RANGER	2007
2540-0101-7575	Schaumburg	IL	60193	CHEVROLET	S-10 BLAZER	1999
2540-0101-7576	Mascoutah	IL	62258	DODGE	RAM 1500	2003
2540-0101-7577	Aurora	IL	60505	FORD	EXPLORER	1995
2540-0101-7580	Elk Grove Village	IL	60007	INFINITI	G37	2009
2540-0101-7581	Homer Glen	IL	60491	PONTIAC	G6	2006
2540-0101-7582	Bolingbrook	IL	60490	INFINITI	FX35	2005
2540-0101-7586	E St Louis	IL	62205	FORD	FOCUS	2001
2540-0101-7589	Bensenville	IL	60106	HONDA	FIT	2007
2540-0101-7591	Harwood Heights	IL	60706	BMW	328CI	2000
2540-0101-7598	Peoria	IL	61606	FORD	ASPIRE	1995

If you would like to see your report in an excel spreadsheet, click the link at the top of the page that says "Export to Excel". If you need to go back to the main page, simply click the "back" link at the top of the page.

Items for Special Programs:

Some items that will be seen in special programs include e-installcard generation and a specialty installer locator. These require special development time and this optional item can be added to your reports. Please contact your sales representative to learn more about these features. We hope in the future we can offer even more tools to our Clients.

Clients Menu

[Homepage](#)

[Change Password](#)

[Logout](#)

InstallCard Menu

[Generate eInstallCard](#)

[Installer Finder](#)

[Report Sales/Return](#)

[InstallCard Summary by Program](#)

[InstallCard Detail Reports](#)

Installer Finder by Program & Zip

Choose Program: Zip Code:

Troubleshoot
N.E.
Transfer
N.E. Removal

[InstallerNet Home](#) | [InstallCards](#) | [Resellers/Partners](#) | [Clients](#) | [Fleet/Commercial](#)

©2010 InstallerNet, inc. | All Rights Reserved | [Privacy Policy](#)

The Installer Finder is for programs that require special installers that are certified only for a specific client or group.

Installer Finder by Program and Zip:

1. Navigate to the link on the left hand side of your screen, Installer Finder
2. Choose your program
3. Type your zip code
4. Hit submit to view your results

Our generic Installer Finder is located here: <http://www.installcard.com/MobileElectronics/InstallerFinder.aspx>

RETURNED INSTALLCARD Policy & Procedure

Most InstallCards are sold attached to a carrier panel, and the panel states clearly on the back “NOT VALID FOR RETURN IF INSTALLCARD IS DETACHED” so Resellers should enforce that policy.

Reseller’s should only accept InstallCard returns if the bottom of the InstallCard is intact, and it has not been activated. If it has been activated it may require a “reset”, or it may not be reusable at all, but only InstallerNet will be able to tell you which.

Use this process to determine if an InstallCard has been activated and what to do in either case:

1. Go to www.installcard.com
2. Type in the InstallCard number (include dashes) into the “Schedule Your Installation” field and click “Submit”.
3. If you are then taken to step one of the Activation Screens the customer did not activate (or did not finish activating). You can tell you are in the Activation Screens because they start with “Please Begin By Selecting Your Vehicle Below” for Auto InstallCards and “Tell Us about Your Home” for Home InstallCards and an InstallCard image appears on the right side of the page.
4. If you are kept on the www.installcard.com page and a status message appears after you click the Submit button then the InstallCard was activated, but there is still a chance the customer never went through with the installation.
5. You then will have one of two options to pursue:
 - a. If the InstallCard was NOT activated you can reuse/resell it. You will want to claim a credit for that return in your next sales report to InstallerNet to prevent InstallerNet from double-charging you for that InstallCard when you sell it again.
 - a. If the InstallCard WAS activated you must email InstallerNet with the InstallCard serial number at support@installernet.com and they will research the InstallCard history, calling the Installer if necessary, to see if the installation was actually done or if credit can be applied. InstallerNet will then inform you by email what to do with that InstallCard; however we generally ask that all activated InstallCards be destroyed.
6. In either of the above cases you cannot reuse the InstallCard if it is detached from the carrier panel, so if you accept it back from your customer you take the risk that InstallerNet may not give you return credit. If you choose to accept it back you should email support@installernet.com to inform us you have taken it back and provide the serial number. We will research to see if credit can be given.

REPLACEMENT FOR LOST INSTALLCARDS

If your customer informs you they have lost their InstallCard after purchase (or otherwise rendered it unusable/non-returnable) you should direct them to call InstallerNet at 800-950-9869 or email us at support@installernet.com to see if something can be done to help them. If your company is reporting sales to InstallerNet along with customer information it will greatly increase the chance that customer can be helped because InstallerNet will be able to search by customer name to find and process the original InstallCard according to the needs of the customer.

Don’t know who your Project Manager is? Contact your salesperson or our support team.

Support@installernet.com