

# Attn: We've partnered with Levelset



Our company is now using Levelset to help simplify our construction payments. Levelset is a tool that will help us exchange payment documents, maintain customer relationships, and ensure jobs run smoothly.

## Why did we get Levelset?

Our company, wants to maintain good customer relationships by avoiding the need to file a mechanics lien due to payment disputes. Sending visibility documents like notices not only protects our company but also legitimizes our company's role on construction projects.

Using Levelset allows us to:

- Exchange payment documents like notices, waivers, and pay apps
- Increase visibility & communication on our jobs
- And, ultimately, speed up payment

## How do we communicate this to customers?

Familiarize yourself with our new process and the documents we'll be sending so you can answer any customer questions. Businesses in the construction industry are familiar with exchanging payment documents and know they are just a part of doing business.

Please begin communicating this new process by providing document examples so customers are not caught by surprise. Explain that our policy is to create visibility so everyone gets paid faster and payment issues don't arise by exchanging documents like notices through Levelset. Receiving one is not necessarily an indication of payment issues. Customers should also be aware that Levelset might reach out to them to collect more information on a job or fill in missing info on job sheets so that our documents can go out accurately to the right contacts on the job.

If you have any questions, don't hesitate to reach out or visit [Levelset.com/rollout](https://Levelset.com/rollout) for more information.

