

February 1, 2019

LYNX Services has unveiled a new site for uploading an invoice for dispatched work.

<https://www.lynxservices.com/GlassInvoices/RetailerInvoiceLogin.aspx>

The site has been active for several weeks and is being used regularly by glass retailers for submission of their manual invoice upon completing work assigned by LYNX Services. Dispatch confirmations now include the above site address as well as the mailing address.

This follows last year's introduction of a site for uploading Proofs of Purchase/Calibration reports when a preliminary authorization approval is issued.

<https://www.lynxservices.com/ProofOfPurchase/Search.aspx>

Both sites were introduced with the goal of expedited processing and for discontinuing the use of incoming fax transmissions for both invoices and supporting documentation.

Effective February 1, 2019; all transaction related Fax numbers to LYNX Services have been taken out of service. Going forward all manual invoice submissions for LYNX Services dispatched work can either be uploaded or submitted via US Mail.

Uploaded invoices will immediately be recorded upon receipt and routed electronically to the appropriate queue for processing. Uploaded invoices will receive the highest priority for processing.

Uploading an invoice requires input of the LYNX Services dispatch number, the last name of the policyholder as indicated on the LYNX Services dispatch confirmation, the Federal Tax ID (EIN) of the company having received the dispatch and the 6 characters appearing in the CAPTCHA test. Upon acknowledging the invoice being submitted is for the dispatched work only, the invoice image can be selected and then uploaded.

The Job Status function within the password secured pages of [www.lynxservices.com](http://www.lynxservices.com) provides an update for any current, open dispatch issued to the company. Coming in the months ahead a link to the invoice and/or POP upload page will be available within the Job Status function once a dispatch number has been selected.

Contractual manual invoice processing fees, if any, apply.

EDI invoice submission to LYNX Services is available through most Point-of-Sale providers serving the auto glass industry. 90% of invoices submitted for LYNX Services dispatched work are received via EDI.

LYNX Services will neither accept, acknowledge receipt, nor process an invoice for glass work not dispatched by LYNX Services.

Glass losses must be reported following the insurance company's first notice of loss procedures prior to dispatch creation.

The LYNX Services Field Support Team can be reached via email at [fieldsupport@lynxservices.com](mailto:fieldsupport@lynxservices.com) or via phone at 239-479-6000 for any transaction related questions. Please provide the LYNX Services issued dispatch number when requesting assistance.