



PROVIDER ONBOARDING WELCOME TO THE DMG TEAM

Detailed Guide to Onboarding
with Divisions Maintenance Group

2026

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EXECUTIVE SUMMARY

Who is Divisions Maintenance Group

Divisions Maintenance Group (DMG) started in 1999, managing lot sweeping for a single store in Alexandria, Kentucky. Fueled by employee growth, we built a brand-new headquarters in the heart of downtown Cincinnati in 2023.

DMG provides comprehensive facility maintenance services nationwide. Starting small with exterior trades, we've expanded to include interior services, always evolving to meet customer needs.

Today, we partner with diverse clients, including Fortune 500 companies, regional businesses, and property managers. Our clientele spans retailers, REITs, restaurants, logistics, hospitality, education, and rentals. We are committed to our clients and technicians, offering dedicated teams, local support, 24/7 coverage, customized solutions, and a strong customer-first focus, ensuring uninterrupted peace of mind.

Why Work with DMG?

Work with Household Names

Access national customers without the cost or hassle of marketing and building relationships with executives.

Back-Office Agent in your Back Pocket

DMG Pro verifies technicians' labor, parts, and equipment, enhancing accuracy and speeding up invoicing all in one place.

Talk to a Real Person

In an era dominated by AI, DMG knows the importance of being able to speak with a real person whenever you require support at work or in the office.

No More Paper Chasing

With DMG Pro, you can manage invoicing and track payments in one place, eliminating the need to juggle multiple platforms or chase payments.

We are driven by a simple goal: to give our customers "Uninterrupted Peace of Mind."

Division's Core Services



LANDSCAPING



PRESSURE WASHING



LOT SWEEPING



SNOW REMOVAL



WINDOW CLEANING



IRRIGATION REPAIR



PLUMBING



ELECTRICAL



HANDYMAN



PORTER



HVAC/R



FLS/FIRE ALARM

DMG completed over 1.1 million jobs at over 60k properties in the US in 2023

Join our nationwide provider network through DMG PRO and get access to reliable facility maintenance jobs from coast to coast. Our easy, plug-and-play platform supports better technician use, higher earnings, and stronger business growth. We focus on **speed, quality, and cost** to deliver real value.



FREQUENTLY ASKED

Q What Makes DMG Pro Different?

A Our platform provides a comprehensive work order management system. DMG Pro features a free provider dashboard and technician app for efficient job and technician oversight, including check-ins, quality evaluations, and invoicing. There are no marketing costs required to grow your commercial business.

Q How much Coverage do I Need?

A The name of insured on COI must match the business name in DMG Pro. \$1M Commercial General Liability, auto and worker's comp (when required by state) coverage.

[Find requirements here](#)

Q How Do I Get Paid?

A DMG keeps things simple: ACH payments, Net55 timing, and the option for early pay with a 6% fee. There's also a \$1 fee per invoice. Each job lays out details like NTE, hourly rate, and trip fee, all ready for you to review before accepting.

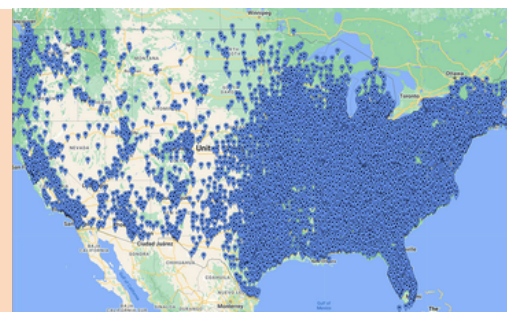
[Learn about invoicing](#)

Q Who is my Point of Contact?

A Each work order comes with a friendly DMG representative who can help with payment, job details, and any hiccups along the way. Skip the AI talk — real people, real relationships.

[Find assignee information](#)

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GET READY TO WORK

Create your Account

Using the desktop version, start your sign-up on the DMG [website](#) via a computer or cellphone. You'll use your mobile number to log in, no need to keep track of a password. Just enter your *legal* business name, number, email, and dispatch location.

[New Providers click here](#) [Existing providers click here](#)



Update Services

Pick the trades and services that best fit the work your business handles. This helps us connect you with the right jobs. Your DMG Pro profile will only match you with projects based on what you choose, so make sure everything reflects the services you offer. Trade groups are set up in simple layers—categories, sub-groups, and service types. For example, "Plumbing" is a trade group, and "Sewer Repair" is a service type under "Major Plumbing." [Add your trades](#)

Get Covered – Insurance

To get started with DMG, work with your agent to ensure. You can quickly connect with your insurance agent using our ready-to-send email or upload your documents right through the system. [Learn How to Upload Insurance Requirements](#)



Add Members and Licenses

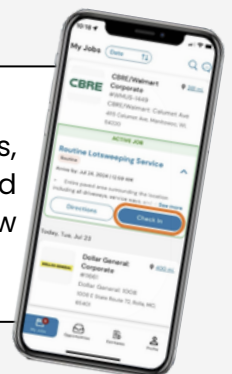
Bring your talented team into DMG Pro and set them up for success. Assign roles that match their skills, add necessary licenses and give each member the access they need to do great work. [Learn How to Add Members](#)



Get Paid!

Skip the fees and the long wait. Bank transfers mean no credit card charges, and our friendly Net55 terms are far quicker than the standard Net110. Need money right away? Opt in for early pay with a 6% fee and get paid in just a few business days. Add your W9 and you're ready to go.

[Learn How to Update ACH Information](#)



HOW DOES IT WORK?

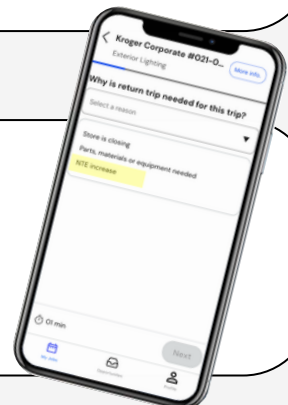
The Job Board

Our matching engine sends you jobs that fit your skills and service areas. As you apply, you pick the technician and the dispatch date. Each job clearly shows details like NTE, hourly rate, and trip fee so you can review everything with confidence before accepting.



Checking Into a Job

With the DMG Pro technician app, technicians record every step onsite—from check-in and check-out times to time spent and team members involved. They also take before and during photos to verify the problem, show the work in action, and add real results to their portfolio.



Submit Quotes in the App*

Within DMG Pro, you can conveniently submit a quote directly in the app while on-site, eliminating the hassle of managing multiple platforms. Inform your assignee that the Not To Exceed (NTE) amount must be adjusted if your technician determines that the cost to finish the job surpasses the initially agreed NTE after evaluating the scope of work required on-site.

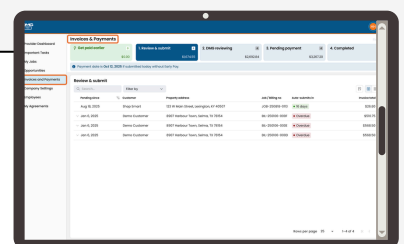


Checking Out of Jobs

When the job is complete, technicians tidy up the work site, conduct a walkthrough with management, take quick after photos, and seamlessly transition into preparing the invoice for an immediate side-by-side comparison. Designated technicians, known as invoicers, can even finalize the bill on-site, ensuring a convenient checkout experience without the need to navigate multiple platforms.

Invoicing and Payment

Wrap up your jobs and send off your invoices all in one easy spot. With DMG's smooth NET55 terms—faster than the usual NET90 in commercial work—you're already ahead. Want cash even quicker? Choose the early pay bank transfer for a simple 6% fee and get paid without the wait.



GET READY TO WORK TODAY!

BEGIN ONBOARDING

NEW PROVIDERS SIGN-UP

EXISTING PROVIDERS SIGN-IN

QUESTIONS?

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