



SERVICEOperations
SERVICEDispatch

Training Manual

Version 5.0

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1.

2. Welcome to **SERVICEDispatch**

SERVICEDispatch is a web based application through which many networks, whether manufacturers, third party administrators or retailers, dispatch jobs to you for your acceptance.

The application is used to disseminate the work, provide status updates and ensure that you maintain timely and accurate profile information.

Formerly called FSS, SERVICEDispatch is fully integrated with SERVICEClaims (also formerly called Claimworks).

Therefore you may not only set up and maintain your profile and receive and manage jobs, but you may also file, correct and view payment information on claims.

This guide will assist you in understanding and using the **SERVICEDispatch** web application.



3. **SERVICEStore**

Additionally, SERVICEPower provides you with the opportunity through SERVICEStore to leverage the collective buying power of over 30,000 service companies! We can provide access to products and services in key spend areas at compelling discounts, such as:

- Service Parts, Accessories, Tools and Equipment
- Insurance Services
- Fuel and Vehicle Maintenance
- Local and Long Distance Phone Services
- Mobile Phones and Service
- Data and Internet Services
- Office Supplies
- Uniforms and Cleaning
- Merchant Account Services
- Pest Control & Extermination

For more information, log onto: http://www.servicepower.com/solutions/service_store_overview.shtml



4. SERVICE Outsourcing

SERVICEPower also maintains its own network of contractors, in various trades, to perform service or installation on behalf of our customers.

Become part of our network!

There is NO charge to you

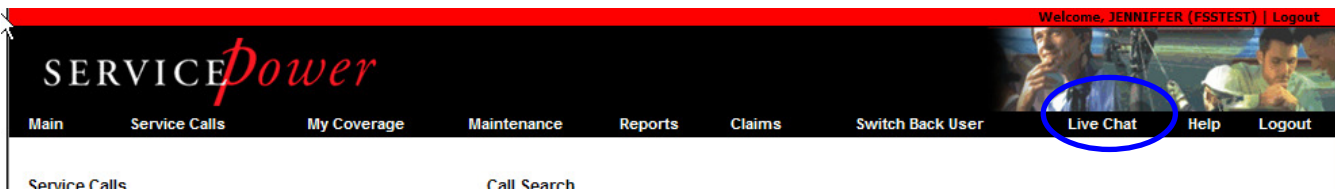
We support you with automated invoicing, customer service, training and technical support

We will continuously send you additional business

For more information, log onto: <http://www.servicepower.com/join/us/about.shtml>

5. Support

Contacting Support is easier than ever before! Click on **Live Chat** at the top of the main screen.



6. Main Menu

6.1. Service Calls Dashboard

The Service Calls Dashboard, near the top left of the main page, is one of the most used features of the ServicePower site.

ServicePower

Welcome, JENNIFER (FSSTEST) | Logout

Main Service Calls My Coverage Maintenance Reports Claims Switch Back User Contact Us Help Logout

Service Calls

Age of calls in days	Total	> 7	> 14	> 21
New Calls	0	0	0	0
Incomplete Calls	53	0	0	53
Waiting On Customer	0	0	0	0
Job Cmp Need Claim Filed	0	0	0	0
Contacted	0	0	0	0
Appointment Card Sent	0	0	0	0

Call Search

Call No:

Network:

Assigned Between:

And:

- Go green and GET PAID FASTER.
- Sign up for Electronic Funds Transfer (EFT)
- Capture important tax data for 1099 filing
- Click below to store Secure Account Info

Service Calls

- New Calls(0)
- Incomplete Calls (53)
- Completed Calls(238)
- Add Calls
- Request Call Authorization
- Schedule

News Archives

- Literature

Maintenance

Your Profile is 70% complete. [\[Edit\]](#)

- Profile Header
- QOS Score
- Dispatch Offices
- Service Alert Panel
- Time Bands
- Groups
- Techs
- Area Coverage
- Exceptions
- Holidays

User: FSSTEST

Latest News

Date Added From Message

There is no new news.

Messages in this list and all previous messages that have been removed can be reviewed in the News Archive. The News Archive can be accessed by clicking on the Literature button and selecting News Archive from the Literature Type drop down list.

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It allows you to see how your calls are aging and helps you determine which calls need immediate attention.

This section details the status and age of your calls in 7-day increments.

Click a number in the Total column to see all calls in that status (New, Incomplete, etc.) and to be able to act on those calls.

Click a number in a day increment column (>7, >14, or >21) to see a list of calls in that aging group, and to be able to act on those calls.

Call Status	Meaning and use
New Calls	Service call assignments which you have not yet accepted. (Same as Open Calls.)

Call Status	Meaning and use
Incomplete Calls	Service assignment calls which you have accepted but not completed.
Job Cmp Need Claim Filed	Job has been completed, but no claim has been filed.
Appointment Scheduled	Appointment has been scheduled.
Waiting On Auth Request	Call is waiting on authorization from Network Job Source.
Shipped	Ordered parts have been shipped.
Onsite	Service Technician is onsite.
Ready To Be Shipped - Create BOL	Parts are ready to be shipped, waiting on bill of lading.
Uneconomical To Repair	Repair is uneconomical.
Diagnosed	Problem has been diagnosed.
Accepted	Call has been accepted by servicing organization.
Rescheduled	Service call has been rescheduled.
Shipped To Store	Parts have been shipped to store.
Received At Store	Parts have been received at store.
Waiting On Cust Not Sched	Service call has not been scheduled--waiting on customer.
Parts On Order	Parts have been ordered.
Parts Ordered	Parts have been ordered
Enroute	Service Technician is enroute to customer site.
Waiting On Auth Request R	Service call is waiting for authorization.
Received	Parts have been received by servicing organization.
Waiting On Tech Assist	Waiting for technical assistance.
Waiting On Parts	Waiting for parts.

6.2. Service Calls

Below the Service Calls dashboard area is the Service Calls Quick Link area. Click on any link to go immediately to that category.

The screenshot shows the ServicePower dashboard for user JENNIFER (FSSTEST). The main navigation bar includes links for Main, Service Calls, My Coverage, Maintenance, Reports, Claims, Switch Back User, Contact Us, Help, and Logout. The Service Calls section features a table of call statistics by age in days, a search form, and a list of quick links. A blue circle highlights the 'Incomplete Calls (53)' link in the left sidebar.

Age of calls in days	Total	> 7	> 14	> 21
▶ New Calls	0	0	0	0
▶ Incomplete Calls	53	0	0	53
▶ Waiting On Customer	0	0	0	0
▶ Job Cmp Need Claim Filed	0	0	0	0
▶ Contacted	0	0	0	0
▶ Appointment Card Sent	0	0	0	0

Service Calls Quick Links:

- ▶ New Calls(0)
- ▶ **Incomplete Calls (53)**
- ▶ Completed Calls(238)
- ▶ Add Calls
- ▶ Request Call Authorization
- ▶ Schedule
- News Archives
 - ▶ Literature
- Maintenance
 - Your Profile is 70% complete. [\[Edit\]](#)
 - ▶ Profile Header
 - ▶ QOS Score
 - ▶ Dispatch Offices
 - ▶ Servicer Alert Panel
 - ▶ Time Bands
 - ▶ Groups
 - ▶ Techs
 - ▶ Area Coverage
 - ▶ Exceptions
 - ▶ Holidays

Latest News: There is no new news. Messages in this list and all previous messages that have been removed can be reviewed in the News Archive. The News Archive can be accessed by clicking on the Literature button and selecting News Archive from the Literature Type drop down list.

6.3. News Archives

The news archives allow you to navigate directly to Literature. Networks post various type of documentation there, such as news alerts, training, and repair guides, etc.

6.4. Maintenance

Maintenance allows you to quickly navigate to the menu options enabling you to update and maintain your profile.

Maintenance



Your Profile is 70% complete. [\[Edit\]](#)

- ▶ [Profile Header](#)
- ▶ [QOS Score](#)
- ▶ [Dispatch Offices](#)
- ▶ [Servicer Alert Panel](#)
- ▶ [Time Bands](#)
- ▶ [Groups](#)
- ▶ [Techs](#)
- ▶ [Area Coverage](#)
- ▶ [Exceptions](#)
- ▶ [Holidays](#)

Each of these will be discussed in greater detail later in the document.

6.4.1. Profile Wizard

In a continuing effort to make it as simple as possible to manage your profile and jobs, ServicePower create the Profile Wizard.

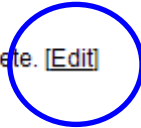
The main page indicates the percentage of completion of your current profile. Anything less than 100% needs to be correct immediately.

Click on Edit under Maintenance to access the wizard.

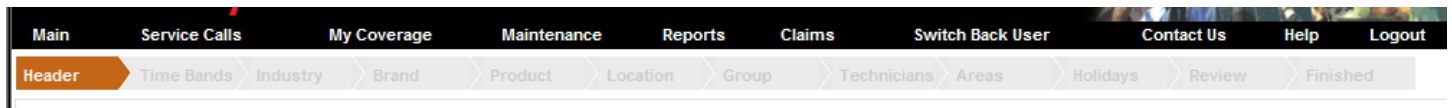
Maintenance



Your Profile is 70% complete. [\[Edit\]](#)



Once you click on the Edit, the page will show you a horizontal menu. Click on any one of the triangular menu items (that are gray) to move to that profile element directly.



6.4.1.1. Header

This section allows you to set your own servicer type. Your servicer type determines how call centers present your appointments to consumers.

Servicer Type:

- Type 1: The call center will offer date and time appointments based on your available openings.
- Type 2: You will manually follow up with the customer to schedule an appointment.

- Type 3: The call center will manually contact you based on their internal process.
- (Note: Type 3 and 2 may be treated the same by some call centers)

Note: You no longer must contact ServicePower to set or change your servicer type.

Make your selection on the screen.

Welcome, FSSTEST | Logout

SERVICEpower

Click here for free access!
(You will not be redirected)

Main Service Calls My Coverage Maintenance Reports Claims Contact Us Help Logout

Header Time Bands Industry Brand Product Location Group Technicians Areas Holidays Review Finished

I want to do give my **daily availability** ← **Type 1**

I don't want to give my availability but I can **respond to emails** ← **Type 2**

I want you to **call me** if you want to assign me a service call ← **Type 3**

Prev Save Next

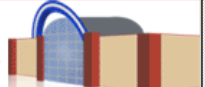
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You must click **Save** to save the changes and then **Next** to go to the next screen.

If you do not click **Save**, an error will pop up: "You must save your data to proceed. Do you wish to save?"

6.4.1.2. Time Bands

If you've chosen to be a Type 1 servicers, this section prompts you to select the time bands that will be offered and booked on your behalf by the network. Make a selection and click **Save**. Then click **Next**. Or, to set up **Cut Off Time**, click that button.



What Time Bands do you technicians follow?

	Time Period	Select
Morning	8:00 - 12:00	<input checked="" type="checkbox"/>
Afternoon	12:00 - 17:00	<input checked="" type="checkbox"/>
All Day	8:00 - 17:00	<input checked="" type="checkbox"/>
Evening	17:00 - 21:00	<input checked="" type="checkbox"/>
Early Morning	6:00 - 8:00	<input checked="" type="checkbox"/>

[Prev](#)
[Save](#)
[Cut-off Time](#)
[Next](#)

6.4.1.2.1. Cut off Time

Select the latest time in which a job can be booked for a particular day. Click **Save** and then **Next**.

[Main](#) [Service Calls](#) [My Coverage](#) [Maintenance](#) [Reports](#) [Claims](#) [Contact Us](#) [Help](#) [Logout](#)

[Header](#) [Time Bands](#) [Industry](#) [Brand](#) [Product](#) [Location](#) [Group](#) [Technicians](#) [Areas](#) [Holidays](#) [Review](#) [Finished](#)

Cut Off Day	Cut-off Hour/Day		Same Day
A call on Sunday will not be offered after	13:00	Friday	N
A call on Monday will not be offered after	12:00	Friday	N
A call on Tuesday will not be offered after	15:00	Tuesday	Y
A call on Wednesday will not be offered after	15:00	Tuesday	N
A call on Thursday will not be offered after	17:00	Wednesday	N
A call on Friday will not be offered after	14:00	Thursday	N
A call on Saturday will not be offered after	15:00	Friday	N

Time Period	Hour
Do not assign calls to the 8:00 -12:00 period any later than	10:00
Do not assign calls to the 12:00 -17:00 period any later than	15:00
Do not assign calls to the 8:00 -17:00 period any later than	15:00

[Prev](#) [Save](#) [Back to TimePeriod](#) [Next](#)

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6.4.1.3. Industry



Using the arrows in the middle of the screen, move Industries you service from the left (All Industries) to the right (Industry Categories you Service). Conversely, to remove an industry from coverage, move it from right to left using the arrows. Click **Save** and then **Next**.

SERVICEpower SERVICEpower SERVICEStore

Main Service Calls My Coverage Maintenance Reports Claims Contact Us Help Logout

Header Time Bands Industry Brand Product Location Group Technicians Areas Holidays Review Finished

Select Industry Categories you service?

All Industry Categories		Industry Categories You Service
ALL INDUSTRY CODE AUTOMOBILES CHILD CARE EQUIP ELECTRICAL ENGINE POWERED PRODUCTS MARINE MUSICAL INSTRUMENTS PET EQUIPMENT POOL AND PATIO RECREATIONAL EQUIP TOOLS	 	COMPUTER PRODUCTS CONSUMER ELECTRONICS EXERCISE EQUIPMENT FURNITURE HEATING AND AIR HOME IMPROVEMENT JEWELRY LAWN AND GARDEN MAJOR APPLIANCES OFFICE EQUIPMENT PHOTOGRAPHY PLUMBING SMALL APPLIANCES

Prev Save Next

6.4.1.4. Brand

Using the arrows in the middle of the screen, move Brands you service from the left (All Brands) to the right (Brand you Service). Conversely, to remove a brand from coverage, move it from right to left using the arrows. Click **Save** and then **Next**.



Welcome: FSSTEST | Logout

SERVICEpower SERVICEpower SERVICEStore

Main Service Calls My Coverage Maintenance Reports Claims Contact Us Help Logout

Header Time Bands Industry Brand Product Location Group Technicians Areas Holidays Review Finished

Select Brands you service?

All Brands		Brands You Service
ACER (COMPUTER PRODUCTS) ACER AMERICA CORP. (COMPUTER PRODUCT ADVANCED MICRO DEVIC (COMPUTER PROD ALBA (COMPUTER PRODUCTS) ALL COMPUTER TECHNOL (COMPUTER PROD AMERICAN INK JET (COMPUTER PRODUCTS) APPLE (COMPUTER PRODUCTS) AVERATEC (COMPUTER PRODUCTS) BROTHER (COMPUTER PRODUCTS) BUSH (COMPUTER PRODUCTS) CANON (COMPUTER PRODUCTS) CANON SOFTWARE (COMPUTER PRODUCTS) CASIO (COMPUTER PRODUCTS)	 	1ST COMPUTER (COMPUTER PRODUCTS) 3A (COMPUTER PRODUCTS) 3COM (COMPUTER PRODUCTS) A-OPEN (COMPUTER PRODUCTS) ADDLOGIX (COMPUTER PRODUCTS) BEKO (COMPUTER PRODUCTS) DELL (COMPUTER PRODUCTS) 2K GAMES (CONSUMER ELECTRONICS) GENERAL ELECTRIC (CONSUMER ELECTRONI SHARP (CONSUMER ELECTRONICS) ABBAKA (MAJOR APPLIANCES) ADMIRAL (MAJOR APPLIANCES) AGA (MAJOR APPLIANCES)

Prev Save Next

6.4.1.5. Product

Using the arrows in the middle of the screen, move Products you service from the left (All Products) to the right (Products you Service). Conversely, to remove a product from coverage, move it from right to left using the arrows. Click **Save** and then **Next**.

ServicePower

Discounts on parts, insurance, fuel, office supplies & more!

Main Service Calls My Coverage Maintenance Reports Claims Contact Us Help Logout

Header Time Bands Industry Brand Product Location Group Technicians Areas Holidays Review Finished

Select Products you service?

All Products		Products You Service
BW LASER JET PRINTER (COMPUTER PRODUCTS)	→	BW INK JET PRINTER (COMPUTER PRODUCTS)
COLOR INK JET PRINTER (COMPUTER PRODUCTS)	←	PERSONAL COMPUTER (COMPUTER PRODUCTS)
COLOR LASER JET PRINTER (COMPUTER PRODUCTS)		AUTO AUDIO (CONSUMER ELECTRONICS)
COMPUTER PACKAGE (COMPUTER PRODUCTS)		AUTO DVD (CONSUMER ELECTRONICS)
COMPUTER PRODUCTS (COMPUTER PRODUCTS)		AUTO GPS (CONSUMER ELECTRONICS)
CRT PC MONITOR (COMPUTER PRODUCTS)		AUTO TV (CONSUMER ELECTRONICS)
EMAIL DEVICE (COMPUTER PRODUCTS)		AUTO VCR (CONSUMER ELECTRONICS)
LAPTOP PC (COMPUTER PRODUCTS)		CAMCORDER ANALOG (CONSUMER ELECTRO...
LCD PC MONITOR (COMPUTER PRODUCTS)		CAMCORDER DIGITAL (CONSUMER ELECTRO...
PC CPU (COMPUTER PRODUCTS)		DSS (CONSUMER ELECTRONICS)
PC Component (COMPUTER PRODUCTS)		HOME DVD (CONSUMER ELECTRONICS)
PC KEYBOARD (COMPUTER PRODUCTS)		HOME VCR (CONSUMER ELECTRONICS)
PC MEDIA CENTER (COMPUTER PRODUCTS)		LCD TV (CONSUMER ELECTRONICS)

Prev Save Next

6.4.1.6. Location

Update your office Location with the correct information. This is the company name and contact information by which your business is known.

A different Location may be set up if your business has separate locations, or you have some other division of work.

Click **Save** and then **Next**, or click on **Setup other Location** to set up a different office.

Please setup your default location

Name * :	<input type="text" value="LaGrange"/>	Description:	<input type="text" value="LaGrange"/>
Address			
Line1:	<input type="text" value="100 LinStation Road"/>	Line2:	<input type="text"/>
City:	<input type="text" value="LOUISVILLE"/>	State:	<input type="text" value="KY"/>
Zipcode *:	<input type="text" value="40223"/>	Country *:	<input type="text" value="UNITED STATES"/>
Contact Information			
Contact Person:	<input type="text" value="Jenniffer"/>	Email:	<input type="text" value="j.breitenstein@servicepower.com"/>
Phone *:	<input type="text" value="5027191784"/>		
Dispatch Options			
<input checked="" type="checkbox"/> Email	Dispatch Email *:	<input type="text" value="n.chandrapati@servicepower.com"/>	
<input checked="" type="checkbox"/> Fax	Fax *:	<input type="text" value="5027197378"/>	
<input type="checkbox"/> IVR	IVR Phone *:	<input type="text" value="5027191784"/>	
<input checked="" type="checkbox"/> On-line			
<input type="checkbox"/> Mobile			

[Prev](#)
[Save](#)
[Setup other Locations](#)
[Next](#)

6.4.1.7. Group

View existing groups, edit existing groups or set up a new group.

Click on the group name line for a group to edit.

Click **Save** and then **Next**, or click on **Setup other Location** to set up a different office.

Welcome, ROBIES | Logout

SERVICEpower

[Main](#)
[Service Calls](#)
[My Coverage](#)
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[Reports](#)
[Claims](#)
[Contact Us](#)
[Help](#)
[Logout](#)

[Header](#)
[Time Bands](#)
[Industry](#)
[Brand](#)
[Product](#)
[Location](#)
[Group](#)
[Technicians](#)
[Areas](#)
[Holidays](#)
[Review](#)
[Finished](#)

Service Location	Group Key	Group Name	Status
LaGrange	Carols Tech	Carols TechName	Active
Earl's Appliance Repair	EARLS MA GROUP	EARLS MA GROUP	Active
LaGrange	LAG	LaGrange	Active
Louisville	test	test	Active

Showing 1 to 4 of 4 entries

[First](#)
[Previous](#)
[1](#)
[Next](#)
[Last](#)

[Prev](#)
[Create Group](#)
[Edit Group](#)
[Next](#)

6.4.1.7.1. Create Group

Create a group by entering a unique key and group name. Select the skills which apply to the group, including warranty type, service type and service location. Click **Create** and **Next**.

SERVICEpower Click here for free access!
(You will not be redirected)

[Main](#) | [Service Calls](#) | [My Coverage](#) | [Maintenance](#) | [Reports](#) | [Claims](#) | [Contact Us](#) | [Help](#) | [Logout](#)

[Header](#) > [Time Bands](#) > [Industry](#) > [Brand](#) > [Product](#) > [Location](#) > [Group](#) > [Technicians](#) > [Areas](#) > [Holidays](#) > [Review](#) > [Finished](#)

Create of groups of technicians to allocate availability?

Service Location:

Group Key:

Group Name:

Skill	Warranty Type	checkbox
IN WARRANTY		<input type="checkbox"/>
OUT WARRANTY		<input type="checkbox"/>
SERVICE CONTRACT		<input type="checkbox"/>
SALES FULFILLMENT		<input type="checkbox"/>
MFG REWORK		<input type="checkbox"/>
CONCESSIONS		<input type="checkbox"/>
Services		
PREVENTIVE		<input type="checkbox"/>
INSTALL		<input type="checkbox"/>
REPAIR		<input type="checkbox"/>



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6.4.1.7.2. Edit a Group

Select the Skills for the group: warranty type, service location and service type.

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Create of groups of technicians to allocate availability?

Dispatch Office	LaGrange
Group Key	<input type="text" value="Carols Tech"/>
Group Name	<input type="text" value="Carols TechName"/>

Skill	Warranty Type	✓
IN WARRANTY		<input checked="" type="checkbox"/>
OUT WARRANTY		<input checked="" type="checkbox"/>
SERVICE CONTRACT		<input type="checkbox"/>
SALES FULFILLMENT		<input type="checkbox"/>
MFG REWORK		<input type="checkbox"/>
CONCESSIONS		<input type="checkbox"/>
	Services	
PREVENTIVE		<input type="checkbox"/>
INSTALL		<input checked="" type="checkbox"/>
REPAIR		<input checked="" type="checkbox"/>

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6.4.1.8. Technicians

Technicians own capacity or the number of jobs by time band that your company may complete. Set up the number of jobs for each technician that you wish to offer to the networks.

Tech Key	Tech Name	Tech Status	Service Location - Group
Carols Tech	Carols Tech	Active	Carols TechName - LaGrange
1775	Deb	Active	LaGrange - LaGrange
EMATECH	EARL MA TECH	Active	EARLS MA GROUP - Earl's Appliance Repair
Earls MA Tech	Earls MA Tech	Active	LaGrange - LaGrange
1776	Jennifer	Active	LaGrange - LaGrange
test	tes	Active	test - Louisville

Showing 1 to 6 of 6 entries

6.4.1.8.1. Create Tech

Click **Create Tech** to create a technician record. Enter unique values for: Tech Key, Tech Name, Group Name, Cell Phone, and Email. Enter Capacity. Click **Create** and **Next**.



Discounts on parts, insurance, fuel, office supplies & more!

Setup technicians under group

Tech Key Tech Name Group Name
 Cell Phone Email

Default Capacity		Mon	Tue	Wed	Thu	Fri	Sat	Sun
Morning	8:00 -12:00	0	0	0	0	0	0	0
Afternoon	12:00 -17:00	0	0	0	0	0	0	0
All Day	8:00 -17:00	0	0	0	0	0	0	0
Total		0	0	0	0	0	0	0

Prev Create Cancel Next

6.4.1.8.2. Edit Tech

Click **Edit Tech** to create a technician record. Edit values for: Tech Name, Group Name, Cell Phone, and Email. Enter Capacity. Click **Create** and **Next**.



Setup technicians under group

Tech Key Tech Name Group Name
 Cell Phone Email

Default Capacity		Mon	Tue	Wed	Thu	Fri	Sat	Sun
Morning	8:00 -12:00	1	1	1	2	1	0	0
Afternoon	12:00 -17:00	0	0	0	0	0	0	0
All Day	8:00 -17:00	0	0	0	0	0	0	0
Total		1	1	1	2	1	0	0

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6.4.1.9. Areas

Areas are segments of zip codes. Create, edit and delete areas.

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SERVICEpower

Discounts on parts, insurance, fuel, office supplies & more!

Main Service Calls My Coverage Maintenance Reports Claims Contact Us Help Logout

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aaaa

Service Location	Area Key	Area Name	Group Name
LaGrange	CAROLS AREA	CAROLS AREA	Carols TechName
LaGrange	DEB	DEB	LaGrange
Earl's Appliance Repair	EARLS MA AREA	EARLS MA AREA	EARLS MA GROUP
LaGrange	LAG	LAGRANGE	LaGrange
LaGrange	TEST	TEST	LaGrange
LaGrange	NC001	WEBTEST123	

Showing 1 to 6 of 6 entries

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Prev Create Area Edit Area Delete Area Next

6.4.1.9.1. Create Area

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Create work areas/zones ?

Area Key
 Area Name
 Dispatch Office

Search Zip Code

Select Country

Zip Code Search
 Zip Code Range

State
 County
 City
 Zip Code
 Mileage

Search

No Zips

[Prev](#)
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Enter unique values for area key, area name and select the dispatch office to which the area belongs. Then, search for zip codes using the search options on the screen. Click **Create** and **Next**.

6.4.1.9.2. Edit Area

Edit area name and select the dispatch office to which the area belongs. Then, search for and add or delete zip codes using the search options on the screen. Be sure to link the area to a group at the bottom of the screen. Click **Update** and **Next**.

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Update work areas/zones ?

Area Key:
 Area Name:
 Dispatch Office:

Search Zip Code

Select Country:

Zip Code Search
 Zip Code Range

State:
 County:
 City:
 Zip Code:
 Mileage:

Select the Zip Code

<input checked="" type="checkbox"/> 40018,EASTWOOD EARLS MA AREA	<input checked="" type="checkbox"/> 40025,GLENVIEW EARLS MA AREA	<input checked="" type="checkbox"/> 40027,HARRODS CREEK EARLS MA AREA	<input checked="" type="checkbox"/> 40041,MASONIC HOME EARLS MA AREA
<input checked="" type="checkbox"/> 40059,PROSPECT EARLS MA AREA	<input checked="" type="checkbox"/> 40118,FAIRDALE EARLS MA AREA	<input checked="" type="checkbox"/> 40201,LOUISVILLE EARLS MA AREA	<input checked="" type="checkbox"/> 40202,LOUISVILLE EARLS MA AREA
<input checked="" type="checkbox"/> 40203,LOUISVILLE EARLS MA AREA	<input checked="" type="checkbox"/> 40204,LOUISVILLE EARLS MA AREA	<input checked="" type="checkbox"/> 40205,LOUISVILLE EARLS MA AREA	<input checked="" type="checkbox"/> 40206,LOUISVILLE EARLS MA AREA

Select All

Linked Groups

EARLS MA GROUP

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6.4.1.9.3. Delete Area

Click on the area to be deleted and then click **Delete**. Deleting an area deletes the unique zips associated with it. Click **Update** and **Next**.

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Header Time Bands Industry Brand Product Location Group Technicians Areas Holidays Review Finished

Service Location	Area Key	Area Name	Group Name
LaGrang2	CANADA	CANADA	LaGrange
LaGrang2	CAROLS AREA	CAROLS AREA	Carols Tech
LaGrang2	CENTEX	CENTEX	
LaGrang2	DEB	DEB	LaGrange
Earl's Appliance Repair	EARLS MA AREA	EARLS MA AREA	EARLS MA GROUP
CENTEX	1	FIRST	CENTEX
LaGrang2	A031	GENPACT	LaGrange
LaGrang2	LAG	LAGRANGE	LaGrange
LaGrang2	NEW	NEW	new
LaGrang2	NJ	NEW JERSEY	LaGrange

Showing 1 to 10 of 18 entries

First Previous 1 2 Next Last

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Click **Yes** to confirm the deletion.

Welcome, JENNIFER (FSSTEST) | Logout

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Confirmation Dialog

Are you sure you want to delete?

Yes No

Area Name: NEW
Number of Zip code: 1
Number of Group: 1

LaGrang2	NEW	NEW	new
LaGrang2	NJ	NEW JERSEY	LaGrange
LAGNIG	OCC	ORANGE COUNTY	
LaGrang2	REDDING	REDDING	

Showing 1 to 10 of 16 entries

First Previous 1 2 Next Last

Prev Create Area Edit Area Delete Area Next

6.4.1.9.4. Holidays

Holidays are days in which any capacity is ignored during appointment offering or booking. Click **Delete** to delete an existing holiday or **Add Holiday** to add a new one. Click **Save** and **Next**.

Setup Exceptions, if any, for your service business ?

Holiday List

Order	Description	Day	Date	
1	CHRISTMAS	Tuesday	12/25/2007	Delete
2	Carol	Thursday	11/29/2007	Delete
3	Columbus Day	Monday	10/08/2007	Delete
4	Easter Monday	Monday	04/09/2007	Delete
5	MLK	Monday	01/15/2007	Delete
6	New Years	Monday	01/01/2007	Delete
7	THANSGIVING	Thursday	11/22/2007	Delete
8	Vacation	Wednesday	02/20/2008	Delete
9	<input type="text"/>		<input type="text"/>	Delete

[Prev](#) |
 [Save](#) |
 [Add Holiday](#) |
 [Next](#)

6.4.1.10. Review

Review displays the profile and success or issues with its set up.

Review of FSSTEST's Appliance setup

FSSTEST's Appliance

- ✓ Profile setup
- ✓ Time brands setup
- ✓ Brand(s) setup
- ✓ Product(s) setup
- ✓ Exceptions setup

- ✓ Location - LaGrange
 - ✓ Group -
 - ✓ - Deb
 - ✓ - Jennifer
 - ✓ - Earls MA Tech
 - ✓ Group -
 - ✓ - Carols Tech
 - ✓ Location - Louisville
 - ✓ - tes
 - ✓ Location - Earl's Appliance Repair
 - ✓ Group -

- ✗ Group -
- ✗ Group -

[Prev](#) [Next](#)

Click on the **X** to review and the profile problems.

6.4.1.11. Finished


Success! You've finished using the Profile Wizard to set up or edit your profile!

6.5. Call Search

There are several ways to search for a service call from the main page.

From the Main page, in the Call Search area, enter a call number, network name or date range, then click **Submit** to find the call. Then click a **Call Number** to open the Call Details page. You can sort by any column.

Welcome, JENNIFFER (FSSTEST) | Logout



Main Service Calls My Coverage Maintenance Reports Claims Switch Back User Live Chat Help Logout

Service Calls

Age of calls in days	Total	> 7	> 14	> 21
▶ New Calls	0	0	0	0
▶ Incomplete Calls	77	1	0	76
▶ Contacted	0	0	0	0
▶ Waiting On Customer	0	0	0	0
▶ Job Cmp Need Claim Filed	0	0	0	0
▶ Appointment Card Sent	0	0	0	0

Call Search

Call No:

Network:

Assigned Between:

And:

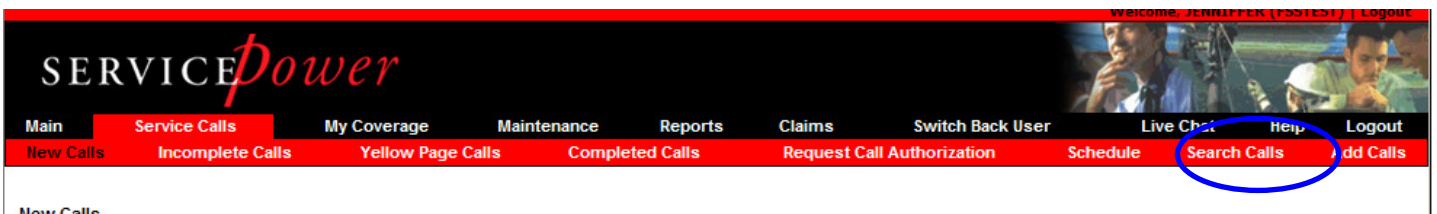
Search

- Go green and GET PAID FASTER.
- Sign up for Electronic Funds Transfer (EFT)
- Capture important tax data for 1099 filing
- Click below to store Secure Account Info

EFT & Tax ID Info

—Or—

From the Main page, click **Service Calls** then **Search Calls** to use the advanced search functions. The Advanced Call Search page appears. Populate the search fields, and click **Search**.



The Call Details page appears with the results of your search. Click a **Call Number** to see the Call Details page.

Advanced Call Search

Call & Consumer Info

Call No Contract # Consumer Name
Home Phone Work Phone Cell Phone

FSS Call Attributes

Network Warranty Type Service Type
Status Dispatch Office Zip Code

Call Dates

Search calls -

6.6. EFT and Tax ID Info

Click the button to set up EFT or Tax info.

- Go green and GET PAID FASTER.
- Sign up for Electronic Funds Transfer (EFT)
- Capture important tax data for 1099 filing
- Click below to store Secure Account Info

EFT & Tax ID Info

Fill in the data required.

EFT (electronic fund transfer) is a fast, simple way to get paid. Signing up costs you nothing and negates the need to wait for the proverbial 'check in the mail'. Funds are deposited directly to you bank account.

Networks must have your tax information to issue 1099s at the end of the year.

PLEASE ADD AND VERIFY YOUR FEDERAL TAX ID.

Messages:

- Invalid Federal Tax ID or Social Security Number

Secure Account Info

Servicer	FSSTEST
Bank Name	MY OTHER BANK
Routing Number	083000138
Checking Account Number	999876524
EFT E-mail	

Federal Tax ID or Social Security Number* 303943329

Is your service center a Corporation?* Yes

Your banking information will only be used if the client supports Electronic Funds Transfer (EFT) through ServicePower's payment processing module.

NOTE: If the bank rejects the bank account or routing number, the information above will be automatically removed, please re-enter correctly.

Save **Close Window**

Secure Account Info History

Bank Name	Routing Number	Checking Account Number	Federal Tax ID or Social Security Number	IRS Message	EFT E-mail	Is your service center a Corporation?	Changed Date	Changed By

6.7. Latest News

The “Latest News” may be the first page you see after logging on to the application. If so, you will have the option to Read the messages (click on any “[More Information](#)” hyperlink for further explanations, attachments, etc.), [Remove Messages](#) from the list, or [Save \[them\] for Later](#).

Latest News

Date Added	From	Message
11/02/05	FEDDERS	Effective December 1,2005 You will be required to fill in the "Dealer field"
10/26/05	DEMO	We are looking for servicers across the country More Information
10/03/05	FEDDERS	CareCo Field Call Report. Please fill out form either email a copy to: jkronewriter@fedders.com or fax 217-347-6404. Thank you More Information
8/22/05	GE	GE's technical conference call schedule has been updated for the fall and winter. Click More Information here
8/04/05	GE	GE's 2005 Fall training schedule has been posted. Click here for details. More Information
6/22/05	GE	GE has added Danby branded appliances to their service contract program. Be sure Danby is in your profile if you service it.
6/10/05	PHILIPS	Beginning July 5th, all Philips and Magnavox in-warranty and Service Contract claims will require a Service Request number (SR#) and Schematic Location number on every claim form. For more information click the more information link. More Information
5/24/05	DEMO	The latest ServicePower eNewsletter is now available on our Web site. To see it, click the more information link.
5/16/05	KPI SYSTEM	As a follow up on our Test Dispatch Email and for more information on ServicePower, please click on the More Information Link. More Information

[Remove Messages](#)

[Save for Later](#)

Messages in this list and all previous messages that have been removed can be reviewed in the News Archive. The News Archive can be accessed by clicking on the Literature button and selecting News Archive from the Literature Type drop down list.

If you don't see the Latest News page right away, go to the [Claims](#) menu. At the top right corner, click on [Literature](#).

(Note: if you file claims for multiple Network Job Sources, be sure to select the appropriate Network Job Source name from the drop-down list first so that you see their specific News items.)

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New Claim
Claims Search
Claims List
Payment History
Upload Claim(s)
Warranty Info
Literature

User: FSSTEST

Service Literature

Manufacturer*

Literature Type*

Model

(Leave blank for ALL models)

* Required Field

Document Number	Title/Description	Issue Date	Model

7. Service Calls

Service Calls is one of the main topics on the ServicePower site.

When you click [Service Calls](#), eight sub-topics appear below the main navigation bar:



Click on one of the sub-topic links below to learn more.

- [New Calls](#)
- [Incomplete Calls](#)
- [Yellow Page Calls](#)
- [Completed Calls](#)
- [Request Call Authorization](#)
- [Schedule](#)
- [Search Calls](#)
- [Add Calls](#)

7.1. New Calls

New Calls is the first tab under Service Calls on the Main Page. New Calls are sometimes referred to as Open Calls.

These are service call assignments which you have not yet accepted.

Note: Every call has different Terms & Conditions that must be accepted in order to see the full Call Details. You may accept or reject a new or open call. You may also reschedule a job, if absolutely necessary, once the job is accepted. This should be done with CAUTION.

7.1.1.1. View New Calls

From the Main Page, click [Service Calls > New Calls](#). The New Calls screen appears, giving you high level summary information of the new calls waiting.

Notice the checkboxes on the left.

Terms & Conds
 I accept the Terms and Conditions
 Accept All

Accept	Reject	Source	Brand	Product	Problem Desc	Call Taken	Zip Code	Accept Deadline	State	County	City	Schedule Date
<input type="checkbox"/>	<input type="checkbox"/>	DEMO	Philips	Plasma TV	Test For Snet	03/10/2008	47130	03/10/2008 16:56	IN		Jeffersonville	08/10/2008
<input type="checkbox"/>	<input type="checkbox"/>	DEMO	General Electric	Refrigerator	Test	06/10/2008	21401	06/10/2008 16:03	MD		Annapolis	08/07/2008

Use the check boxes to:

- Accept a Call or Accept All Calls
- View Terms & Conditions
- Accept Terms and Conditions

7.1.1.2. Reject a Call

Click **Update** to apply your choices.

Note: You must accept the Terms and Conditions for all calls you choose to accept.

If you reject a call, you must select a rejection reason. You will also be asked to modify your profile if the rejection reason you select is non zip code/post code coverage, or non brand or product coverage.

You have accepted 0 call(s) and rejected 1 call(s).
 Before the rejection is finalized, you must select a reject reason for each call and submit.

Rejected Reason	Source	Brand	Product	Problem Desc	Call Taken	Zip Code	Accept Deadline	State	City	County	Schedule Date
Zip Code Not Covered	DEMO	Sharp	Plasma TV	Test For Flextr	03/22/2009	40031	03/23/2009 5:28	KY	La Grange		03/24/2009

All Networks

7.2. Incomplete Calls

Incomplete Calls are Service Assignment calls which you have accepted but not completed.

It is shown as the second tab under Service Calls on the Main Page.

From this page you can see all the Incomplete Calls you have accepted.

Use the navigation arrows and page links at the bottom of the screen to go to additional pages.

- On the Main Page, click **Service Calls**, then **Incomplete Calls**.

ServicePower

Welcome, F55TEST | Logout

Main **Service Calls** My Coverage Maintenance Reports Claims Contact Us Logout

New Calls **Incomplete Calls** Yellow Page Calls Completed Calls Request Call Authorization Schedule Search Calls Add Calls

Incomplete Calls

- You have 46 incomplete call(s).
- To view calls of a particular status, take your mouse over the 'Status' column and select a status.
- To sort the list by a column, click on the column header.


Call No	Source	Product	Problem Desc	Service On	Status	Consumer	Zip Code	Phone
2230926	COD	Residential Refrigeration	something	07/31/2008	Accepted	JJ D	78641-	(512)563-8862
2217783	COD	Outdoor Grill	broke	07/30/2008	Accepted	G Mm	40233-	(502)266-7778
28187	DEMO	Refrigerator	BROKEN REF	07/26/2008	Accepted	Wolfe Vom Hartman Haus	40223-	(502)222-1234
28181	DEMO	Refrigerator	TEST	07/15/2008	Accepted	Jennifer Breitenstein	40031-	(502)222-1221
28129	DEMO	Lightwave Oven	CENTER WON'T LIGHT	07/09/2008	Accepted	James Rushton	92626-	(909)999-9999
27996	DEMO	Refrigerator	ICE BOX ATTACKED ME	06/23/2008	Accepted	Sara Fssbrew	94024-	(650)333-4444
28146	DEMO	Home Cooking - Gas	OVEN IS NOT LIGHTING PROPLERY - CUSTOMER HAS TO KEEP PRESSING RED BUTTON	06/20/2008	Rescheduled	Manna Bakery Paul Lee	90005-	(213)700-4085
28133	DEMO	Plasma Tv	TEST	02/22/2008	Accepted	Halen Vom Torien	40031-	(502)222-1222
28128	DEMO	Plasma Tv	TEST	02/12/2008	Accepted	Smith Chris	40223-	(502)555-1212
28127	DEMO	Plasma Tv	TEST	02/08/2008	Accepted	Halen Vom Torien	40031-	(502)222-1222
28126	DEMO	Plasma Tv	TEST	02/08/2008	Accepted	Wolfe Vom Hartman Haus	40031-	(502)222-1234
28121	DEMO	Plasma Tv	TESTING NC	01/22/2008	Accepted	Smith Chris	40223-	(502)555-1212
28105	DEMO	Home Cooking - Electric	TEST	10/04/2007	Enroute	Chris Smith	40223-	(502)719-1774
28098	DEMO	Home Cooking - Electric	TEST	09/17/2007	Accepted	Chris Smith	40223-	(502)719-1774
28095	DEMO	Home Cooking - Electric	TEST	09/15/2007	Accepted	Chris Smith	40223-	(502)719-1774

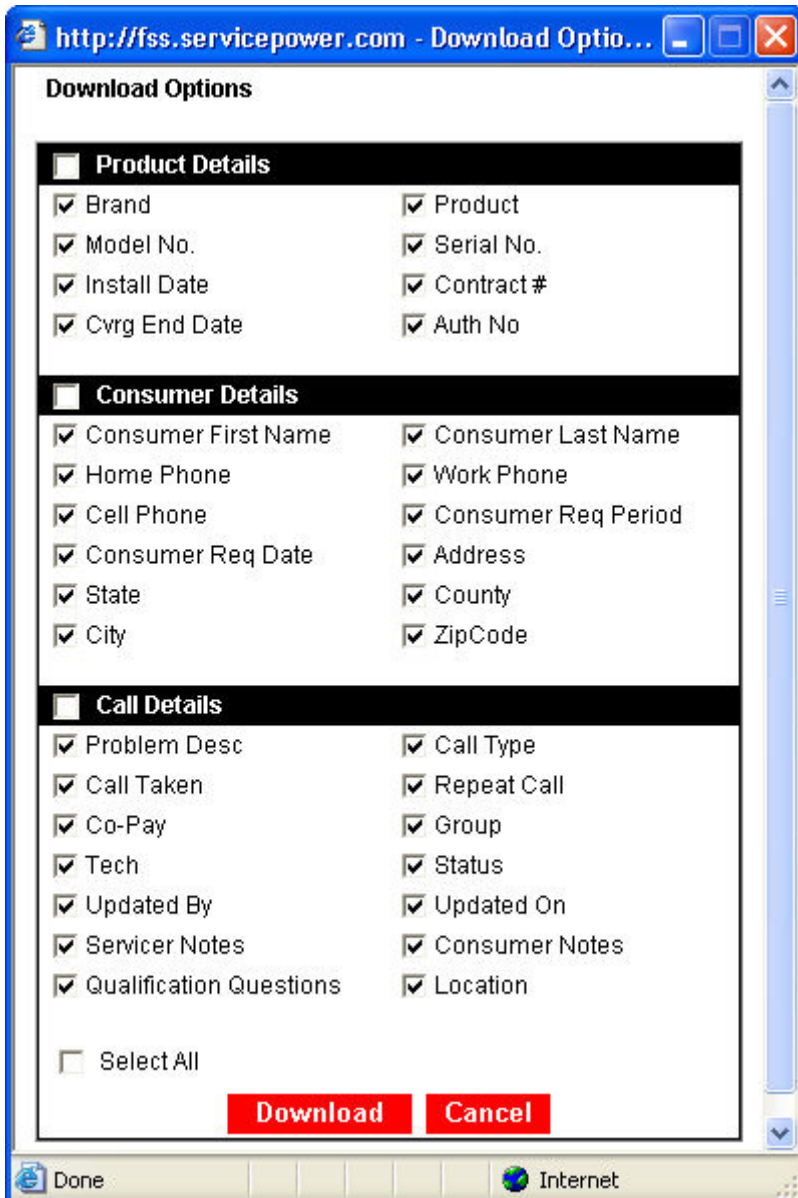
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- Click on a column heading to re-sort all calls in ascending or descending order.
- Hoover your mouse over a call number to see a pop-up window listing the Brand, Repair Type, and Create Data.
- Click on a call number to see the Calls Details screen.

7.2.1.1. Export Calls Data

Click on the Excel icon  at the top right of the screen to export the data shown on this screen to an excel spreadsheet file. You are prompted to select which details to download.



Click the checkboxes to choose your options.

Click **Download** to export the data to a file.

—Or—

Click **Cancel** to not export the data.

You may also click the **printer icon**  at the top right to print this page.

Once you accept a call, you may view the job details by clicking on the **Call No** hyperlink on the Incomplete Calls Page.

7.2.1.2. Call Details Page

The Call Details Page is available from the Incomplete Calls, and Completed Calls screens.

It shows all the details of a particular call and allows you to change many of those details click on the Call No hyperlink to view specific job details.

7.2.1.2.1. Change Job Details

Red and white buttons, like **Part Order**, and **Update**, are action buttons which allow you to change the information presented in the subject sections.

For example, in the Product section, click **Part Order** to display the Parts Order screen, to order parts for that product.

In other sections, you display and make a choice from a drop down menu, then click the action button to select that choice.

When you change an item, the database and form is updated immediately, rather than later or overnight.

Call Status Tracking indicates status changes and/or service call progress.

Scroll all the way to the bottom of the screen to see Call Status Tracking.

CAUTION:

Only click **Return** to go to the previous screen. (Never use the browser Back button.)

In the Completion section, the **Complete and Submit** button does two things:

It changes the status to Complete and submits the claim
—after which **you cannot make any changes** to the call or claim.

Only **Submit** a claim after a repair is **Complete**.

7.2.1.2.2. Consumer Section

The consumer section has everything you need to know about your customer including contact information. Some Network Job Sources make some of this information editable.

Consumer

Name : Wolfe Vom Hartman Haus
Address : 4578 Big Toy Drive

State : KY
County :
City : Louisville
Zip : 40223
Country : United States
Home Phone : (502)222-1234
Cell Phone : 0
Work Phone : 0 Extn 0

7.2.1.2.3. Product

The Products section provides details on the actual product to be serviced, include model, serial and install date.

Product

Brand : General Electric
Product : Refrigerator
Model No. : BGA132BIN
Serial No. : LASIDFJ90238R34
Install Date : 04/03/2006
Retailer Id :
Retailer Name :

[Parts Order](#)

Part orders can be placed from this section as well.

7.2.1.2.4. Order Parts

Some Network Job Sources allow you to order parts by part number.

1. From the Call Details page (see Find a Call) click **Part Order**. The Parts Order screen appears.
2. Click whether to send to Consumer or Servicer.
3. Enter the **Part Number** and **Description**.

See Part Description and Part Number.

See also Order Window.

7.2.1.2.4.1. Parts Order Screen

The Parts Order screen, allows you to order parts for the product you are to repair.

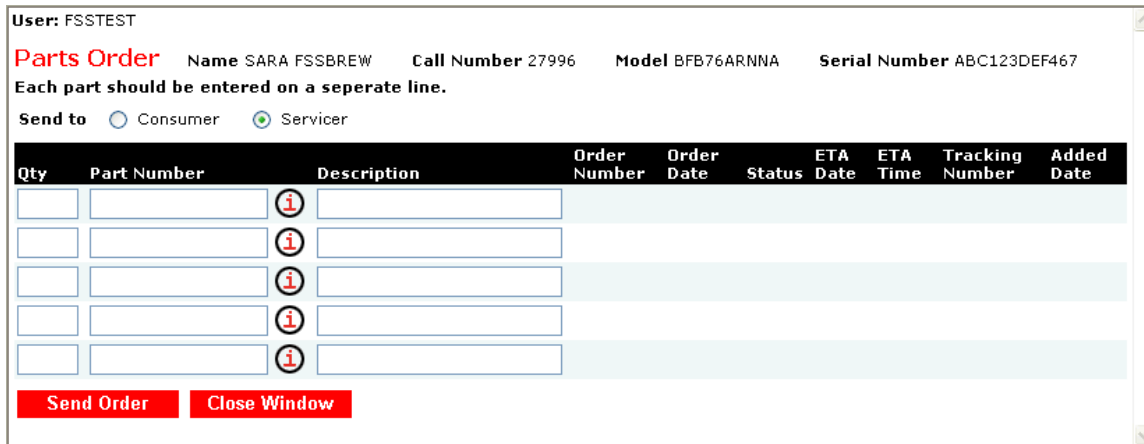
From the Main Page, click **Service Calls > Incomplete Calls**. The Incomplete Calls screen appears.

Click on a call number. The Call Details page appears.

In the Product section and click **Parts Order**.

Click one of the **Send to** radio buttons to indicate where to send the parts.

Click the red "i" in a circle icon  to see a list of parts to choose.








User: FSSTEST

Parts Order Name SARA FSSBREW Call Number 27996 Model BFB76ARNNA Serial Number ABC123DEF467

Each part should be entered on a separate line.

Send to Consumer Servicer

Qty	Part Number	Description	Order Number	Order Date	Status	ETA Date	ETA Time	Tracking Number	Added Date
<input type="text"/>	<input type="text"/>	<input type="text"/> 	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/> 	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/> 	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/> 	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/> 	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Indicate the quantity to order.

Click **Send Order**.

Or

Click **Close Window** to not send the order.

7.2.1.2.4.2. Part Number and Description

If you do not provide both the part number and description, the Network Job Source may not be able to ship the right part to you.

See Order Parts.

7.2.1.2.4.3. Ship Parts to Consumer

From the **Call Details** page (see Find a Call) click **Parts Order**. The Parts Order page appears.

Click the radio button to send to **Consumer**.

Enter the Part Number and Description.

Click in the check box to indicate you have read and understand the Return & Core / Dude policy when applicable.

Click **Send Order**.

7.2.1.2.4.4. Ship Parts to Servicer

From the **Call Details** page (see Find a Call) click **Parts Order**. The Parts Order page appears.

Click the radio button to send to Servicer.

Enter the Part Number and Description.

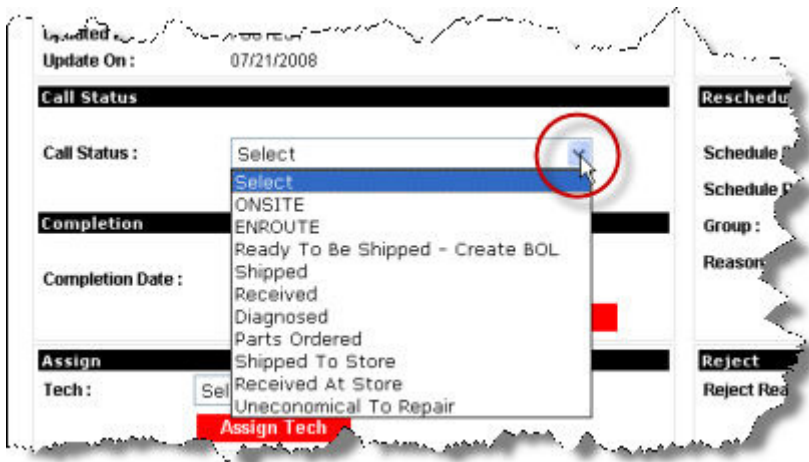
Click in the check box to indicate you have read and understand the Return & Core / Dude policy when applicable.

Click on **Send Order**.

7.2.1.2.5. Change Call Status

Call Status indicates stages of the service event.

On the Call Details page, scroll down to the Call Status area, and click the down arrow to see a drop down list of possible call statuses. Not all calls have the same status options as they are configurable by Network Job Source.



7.2.1.2.6. Rejecting a Call

On the New Calls screen, you may reject a call. If you REJECT a call, you must select a reason. If the reason is Zip Code Not Covered, Brand Not Covered, or Product Not Covered -- you will be asked to confirm removal of the rejected zip code, brand, or product from all areas and/or networks in your profile.

If you don't check the checkbox a reminder message will appear.

Note: If when Service Requests are emailed to you and you click the REJECT button in the email, a new window will open with the call screens and Rejected Reasons for you to choose.

Other reject reasons, which are configurable by Network Job Source, don't update your profile. Only Zip Code Not Covered, Brand Not Covered, or Product Not Covered reasons update your profile.

- Be sure to choose the correct reason!

ServicePower will update your information automatically and will direct future dispatches accurately so you will not continue to receive calls for zip codes, brands, or products you have already declined.

CAUTION: If you reject a call, it is permanently removed from your account, and you cannot recall it

7.2.1.2.7. Schedule

The schedule section is perhaps the most important part of a dispatch.

The Schedule Date and Schedule Period are what the Network Job Source has committed on your behalf. The consumer is expecting you to be onsite on this date, between these hours.

If you have not provided capacity to the SERVICEDispatch system, then you would only see the Requested Consumer Date and Consumer Period. Please contact the consumer, in this case, to set up a specific date and time.


Schedule	
Schedule Date :	02/24/2009
Schedule Period :	8:00 - 17:00
Consumer Date :	
Consumer Period :	
Group :	Lagrange
Tech :	
Problem Description :	Test
<u>Consumer Notes</u>	<u>Service Notes</u>

If you cannot make the Scheduled date/period, reschedule the call from within SERVICEDispatch.

7.2.1.2.8. Reschedule Calls

If you must reschedule a call based on the consumer's preferences, do so from the Reschedule section. Select the new date and period, as well as the reschedule reason. Rescheduling here reschedules to your SERVICEDispatch capacity, and provides the Network Job Source with the new date and period information.

Reschedule

Schedule Date : 

Schedule Period :

Group :

Reason :

Servicer Notes, Consumer Notes, Qualification Questions and Call Status Tracking

7.2.1.2.9. Servicer Notes

You may add notes to SERVICEDispatch, by typing them into the Notes section. Select Internal to keep the notes in SERVICEDispatch only, or External to make them available to the Network Job Source.

7.2.1.2.10. Consumer Notes

You may view additional notes sent to you by the Network under consumer notes.

7.2.1.2.11. Qualification Questions

You may view survey questions and answers, if applicable, from the Qualification Questions section. This isn't used by many Networks today.

7.2.1.2.12. Call Status Tracking

This section allows you to view the progression of statuses for a call.

Servicer Notes

Notes

Internal External

Consumer Notes **Qualification Questions**

Call Status Tracking

Status	Updated Date	Updated By
OPEN	02/23/2009 12:41:27 EST	9999
ACCEPTED	02/24/2009 00:08:24 EST	FSSTEST

7.2.1.2.13. Claim

Complete or Complete and Submit a



Completion

Completion Date : 

Complete **Complete & Submit**

If the Network Job Source is using SERVICEClaims to manage their claim filing process, use the **Submit** option on Call Details. The claim form will then be pre-populated with these details.

If the call status has not yet been marked as Complete, use the **Complete & Submit** button in the next step to submit your claim.

If the call status has been marked as Complete, use the **Submit** button to submit your claim.

CAUTION: If you click **Complete**, you cannot reopen the call. Completed calls can only be **Submitted**.

In the following step, if you click **Submit**, the call is automatically changed to **Complete**, and then Submitted as a claim.

You cannot reopen calls that have been Completed. You cannot view calls that have been Submitted.

When you are ready to submit your claim, from the **Call Details** page, scroll down to the **Completion section**, and click **Complete and Submit**.

The Claims Entry form page appears.

A claim should only be submitted when a repair is complete.

You must provide all necessary information on this form before it will be accepted.

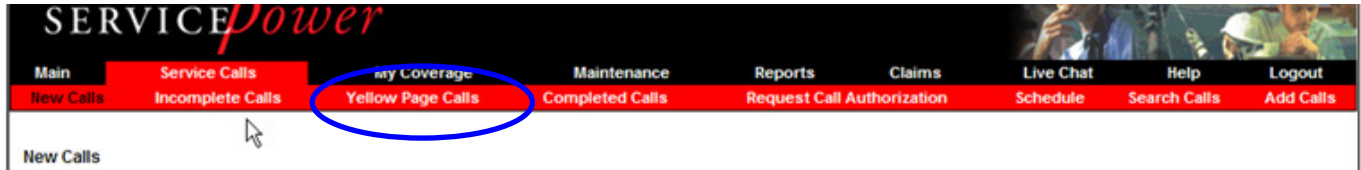
The system will prompt you for missing or incorrect information.

Click the **question mark icons** for more information.

7.3. Yellow Page Calls

YP or yellow page calls are dispatches sent to you directly from ServicePower.

YP calls used to appear in a separate menu item (below).



However, now ServicePower sends those jobs directly to you as a New Call that you must accept or reject as any other call within the application.

Each job will contain possibly different Terms and Conditions. Please review and accept them while accepting the call.

All YP calls still must be accepted within 24 hours or the calls will be sent to another provider. Additionally, you must update the status of all calls as well as file claims within 30 days of receiving the call.

7.3.1. YP Profile

Review your zip coverage, as well as brands, products, OEM authorizations and skills at www.servicepower.com. Your profile must be updated in order to maximize the number of calls you receive.

Note: Be sure the zips listed in your coverage areas are only zip codes you service for no additional mileage.

7.4. Completed Calls

Calls which you have designated as Completed are listed on this page.

From a completed call, you can submit a claim.

Note: once you click complete, you cannot reopen the call for further action.

Claims can be automatically submitted for those networks using SERVICEClaims.

You may click on any **Call Number** to see the details of that call.

Completed Calls

- You have completed 200 call(s).
- To sort the list by a column, click on the column header.

Call No	Source	Product	Problem Desc	Service On	Status	Consumer	Zip Code	Phone
28186	DEMO	Refrigerator	LIGHT WILL NOT TURN ON	07/26/2008	Completed	B Dillion	94303-	(555)555-5555
28184	DEMO	Refrigerator	TEST	07/25/2008	Completed	Wolfe Vom Hartman Haus	40223-	(502)222-1234
28182	DEMO	Refrigerator	TEST	07/17/2008	Completed	Wolfe Vom Hartman Haus	40031-	(502)222-1234
28131	DEMO	Plasma Tv	TEST HELLO	07/08/2008	Completed	Smith Chris	40223-	(502)555-1212
28177	DEMO	Dishwasher	TEST CALL	06/24/2008	Completed	James Rushton	40223-	(502)444-4849
28176	DEMO	Refrigerator	TST	06/23/2008	Completed	Wolfe Vom Hartman Haus	40031-	(502)222-1234
28170	DEMO	Refrigerator	TEST	06/11/2008	Completed	Simon Cooper	21401-	(502)719-1784
28171	DEMO	Refrigerator	TEST	06/11/2008	Completed	Simon Cooper	21401-	(502)719-1784
28151	DEMO	Outdoor Grill	WONT WORK	06/05/2008	Completed	James Rushton	92826-	(714)428-0010
28163	DEMO	Refrigerator	TEST	05/26/2008	Completed	Simon Cooper	21401-	(502)719-1784
28161	DEMO	Refrigerator	TEST	05/23/2008	Completed	Simon Cooper	21401-	(502)719-1784
28158	DEMO	Refrigerator	TEST	05/22/2008	Completed	Simon Cooper	21401-	(502)719-1784
28156	DEMO	Refrigerator	TEST	05/22/2008	Completed	Simon Cooper	21401-	(502)719-1784
1297	SERVICE NET	Plasma Tv	TEST	04/15/2008	Completed	Jennifer Breitenstein	40031-	(502)555-1212
1385	SERVICE NET	Plasma Tv	TEST	04/15/2008	Completed	Jennifer Breitenstein	40031-	(502)555-1212


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Click on a column heading to re-sort all calls in ascending or descending order.

Hold your mouse over a call number to see a pop-up window listing the Brand, Repair Type, and Create Data.

Click on a call number to see the Calls Details screen.

Click on Submit Claims to file the claim.

Click on the Excel icon  at the top right of the screen to export the data shown on this screen to an Excel spreadsheet file.

You are prompted to select which details to download.

Download Options

Product Details

Brand Product

Model No. Serial No.

Install Date Contract #

Cvrq End Date Auth No

Consumer Details

Consumer First Name Consumer Last Name

Home Phone Work Phone

Cell Phone Consumer Req Period

Consumer Req Date Address

State County

City ZipCode

Call Details

Problem Desc Call Type

Call Taken Repeat Call

Co-Pay Group

Tech Status

Updated By Updated On

Servicer Notes Consumer Notes

Qualification Questions Location

Select All

Download Cancel

Done Internet

7.5. Request Call Authorization

Use this feature to request additional labor, parts or mileage for an assigned repair after the initial evaluation has been completed.

Authorizations should be requested online before continuing a service call—otherwise, unapproved or unfiled requests may impact whether you are paid the claim amount.

NOTE: It is very important to view your Request for Authorization after it has been handled by the Network Job Source to see what amounts have been approved, adjusted or denied.

To create a new authorization request, or to check on an existing request, click **Service Calls**, then **Request Call Authorization**.

The **Request List** or **Create a New Request** screen appears.

ServicePower

Manufacturer: SERVICE NET - FSSTEST Call Number: Status: All Search

NOTE: The approved parts amount is an "estimate". All final parts are paid based on parts distributor invoice amount plus markup.

Call Number	Request Date	Last Name	First Name	Labor	Parts	Mileage	Status
-------------	--------------	-----------	------------	-------	-------	---------	--------

Previous

Select a Network Job Source from the dropdown list, enter the call number if you know it, and click **Search**.

To view every authorization request filed, change the drop down box Status choice to **All**, and click **Search**.

The **Request Details** screen appears.

Welcome, FSSTEST | Logout

SERVICEpower

[Main](#) [Service Calls](#) [My Coverage](#) [Maintenance](#) [Reports](#) [Claims](#) [Live Chat](#) [Help](#) [Logout](#)
[New Calls](#) [Incomplete Calls](#) [Yellow Page Calls](#) [Completed Calls](#) [Request Call Authorization](#) [Schedule](#) [Search Calls](#) [Add Calls](#)

User: FSSTEST [Request List](#)

Request Details ?

Mfg Claim Number 123456	Call Sts CMP - Completed	
Call Number 1249	Request Sts REJ - Rejected	
First Name JENNIFFER	Brand PHILIPS	New Brand <input type="text"/>
Last Name BREITENSTEIN	Product TV Plasma	
Address 123 MAIN	Model AS400M3799	New Model <input type="text"/>
City LA GRANGE	Serial Number ASDFASDF	New Serial <input type="text"/>
State KY	Purchase Date 2/02/05	
Zip Code 40031	Dealer Name	
E-mail	Phone 502-555-1212	
	Cell Phone	
	Work Phone	
Added By FSSTEST		

Supply the required information in the boxes provided.

Scroll down to the section labeled **Repair Description**.

Repair Description TEST

Why does this repair require a rate higher than your negotiated rate.
TEST

Job Code ALCP

Estimated time on the job. Hours 1 Minutes 0

Is the product repaired? Yes No

Are the parts in warranty? Yes No

Is the labor in warranty? Yes No

Are you OEM authorized with the manufacturer of the product to be repaired? Yes No **Days owned by the consumer** 1222

Will there be an additional man on the job? Yes No

In your opinion, is it cost effective to perform the repair? Yes No

Do you need to pick up unit and repair in shop? Yes No

Complete all questions in this section as well as the next small box and then proceed to the 3rd section of the form **PRE-AUTHORIZED AMOUNTS REQUESTED**.

	PRE-AUTHORIZED AMOUNTS	REQUESTED		REQUESTED TOTAL	AUTHORIZED																																			
Labor	.00	150.00	(Labor includes service call + trip charge + diagnostic fee + completed call labor)	150.00	0.00																																			
		<input type="button" value="More Parts"/>																																						
Parts	.00	<table border="1"> <thead> <tr> <th>Qty</th> <th>Part#</th> <th>Description</th> <th>Price</th> <th>Markup</th> <th>Ext</th> </tr> </thead> <tbody> <tr><td>0.00</td><td></td><td></td><td>0.00</td><td>0.00</td><td>0.00</td></tr> <tr><td>0.00</td><td></td><td></td><td>0.00</td><td>0.00</td><td>0.00</td></tr> <tr><td>0.00</td><td></td><td></td><td>0.00</td><td>0.00</td><td>0.00</td></tr> <tr><td>0.00</td><td></td><td></td><td>0.00</td><td>0.00</td><td>0.00</td></tr> <tr><td>0.00</td><td></td><td></td><td>0.00</td><td>0.00</td><td>0.00</td></tr> </tbody> </table>	Qty	Part#	Description	Price	Markup	Ext	0.00			0.00	0.00	0.00	0.00			0.00	0.00	0.00	0.00			0.00	0.00	0.00	0.00			0.00	0.00	0.00	0.00			0.00	0.00	0.00	0.00	0.00
Qty	Part#	Description	Price	Markup	Ext																																			
0.00			0.00	0.00	0.00																																			
0.00			0.00	0.00	0.00																																			
0.00			0.00	0.00	0.00																																			
0.00			0.00	0.00	0.00																																			
0.00			0.00	0.00	0.00																																			
Mileage	.00	# of miles 50 Rate per Mile 1.00 Distance to Customer 0 <input type="button" value="Map It"/>		50.00	0.00																																			
		(Do not include mileage in your standard coverage area.)																																						
TOTAL	.00			200.00	.00																																			
Added By FSSTEST Added On 6/27/08 13:58 Changed By KPILANSA Changed On 6/27/08 14:02 Approved By KPILANSA Approved On 6/27/08 14:02																																								

Reason for Reject or Changes to Requested Amount

Click [Save Changes](#).

The authorization request is sent for review.

When your authorization has been approved or declined you will receive an email directing you back to this feature for the results.

The Network Job Source will approve, deny or request additional information concerning your request, so review your requests often.

7.6. Schedule

The Schedule screen allows you to monitor capacity versus load. Capacity is the total number of jobs you set your company up to receive from all Network Job Sources. Load is the total number of jobs booked as of now. You may review the individual jobs by clicking the Load hyperlink.

Under **Total Calls by Group** is shown by each group:

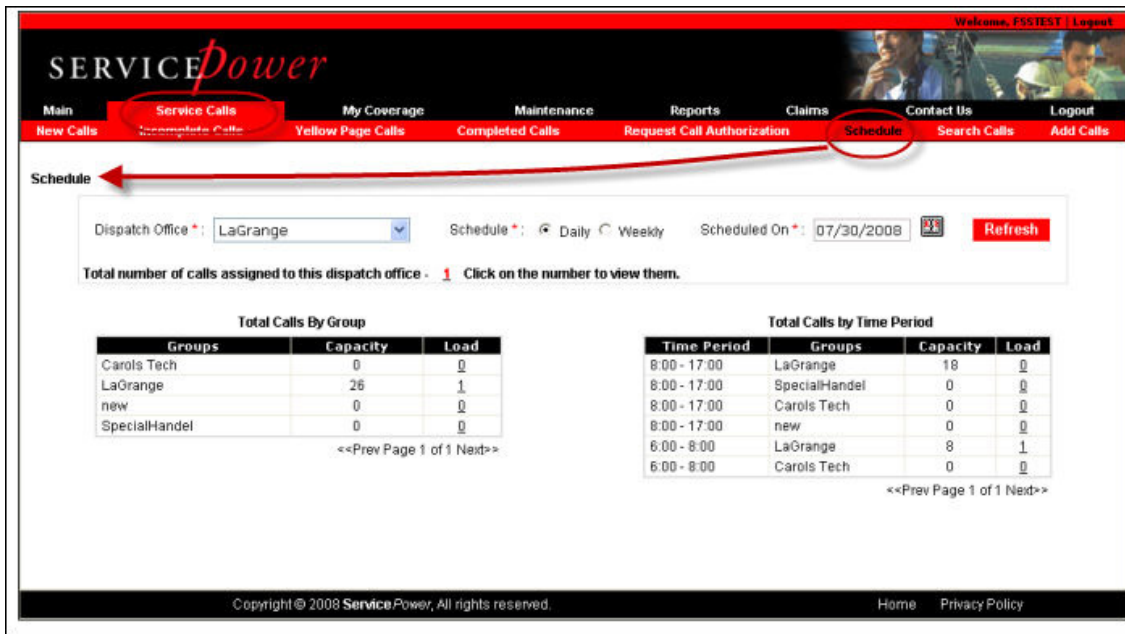
- Capacity—the number of service calls the group can take.
- Load—the number of assigned or accepted calls.
- Under **Total Calls by Time Period** is shown by each time period:
 - Capacity—the number of service calls the group can take.
 - Load—the number of assigned or accepted calls.

7.6.1. Using the Schedule screen

Click [Service Calls](#), then [Schedule](#). The Schedule screen appears.

Click the down arrow for the [Dispatch Office](#) drop down menu, and select a Dispatch Office.

Select a [Daily](#) or [Weekly](#) schedule.



Select a calendar date, either by direct input or selection from the calendar icon, and click **Refresh**. Click on a link to see appointments and details.

7.7. Search Calls

The Search Calls tab, gives you an advanced search function for finding your calls.

This screen is also available through [Service Calls > Search Calls](#).

7.7.1. Using the Search Calls Screen

From the Main Page, click [Service Calls > Search Calls](#).




The Advanced Call Search page appears.

Welcome, FSSTEST | Logout
ServicePower
 Main Service Calls My Coverage Maintenance **Reports** Claims Contact Us Logout
 Search Calls Metrics Survey Results
Advanced Call Search
 Call & Consumer Info
 Call No Contract # Consumer Name
 Home Phone Work Phone Cell Phone
 FSS Call Attributes
 Network Warranty Type Service Type
 Status Dispatch Office Zip Code
 Call Dates
 Search calls --select date type-- --select date range type--
Search
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This is the same page that is available under Reports.

Select applicable search field and click **Search**.

Welcome, FSSTEST | Logout
ServicePower
 Main Service Calls My Coverage Maintenance **Reports** Claims Contact Us Logout
 Search Calls Metrics Survey Results
Advanced Call Search
 Call & Consumer Info
 Call No Contract # Consumer Name
 Home Phone Work Phone Cell Phone
 FSS Call Attributes
 Network Warranty Type Service Type
 Status Dispatch Office Zip Code
 Call Dates
 Search calls --select date type-- --select date range type--
Search
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The search results are displayed on screen or can be downloaded via Excel .

Welcome, FSSTEST | Logout

SERVICEpower

[Main](#) [Service Calls](#) [My Coverage](#) [Maintenance](#) **Reports** [Claims](#) [Live Chat](#) [Help](#) [Logout](#)

[Search Calls](#) **Metrics** [Survey Results](#)

Advanced Call Search

Call & Consumer Info

Call No Contract # Consumer Name
 Home Phone Work Phone Cell Phone

FSS Call Attributes

Network Warranty Type Service Type
 Status Dispatch Office Zip Code

Call Dates

Search calls between 2 dates. - Between And

Search

• Your search returned 1 page(s) having total 3 call(s).
 • You can download the all 3 calls with details on a spreadsheet. Click on the green icon above the list.

Call No	Source	Product	Problem Desc	Service On ↑	Status	Consumer	Zip Code	Phone
	DEMO	Refrigerator	NO POWER TO THE UNIT	04/10/2009	Open		92626	
	DEMO	Refrigerator	TEST	04/10/2009	Open		40223	
28278	DEMO	Refrigerator	BROKEN DOOR	04/07/2009	Completed	Blake Dillion	94303	(650)555-5555

⏪ ⏩ 1 ⏪ ⏩ Go To of 1 ⏩

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Clicking on the Call No hyper link will take you to the Call Details for each job.

7.8. Add Calls

Add Calls allows you to add your own calls into SERVICEDispatch. This helps you consolidate all the information about your daily work in one place.

After evaluating your profile (Capacity, Load, Exceptions etc.), SERVICEDispatch will return a list of available appointments from your schedule.

Click [Service Calls > Add Calls](#). The Add a Call screen appears. Red asterisks (*) indicate required information.

ServicePower

Main Service Calls My Coverage Maintenance Reports Claims Contact Us Logout

New Calls Incomplete Calls Yellow Page Calls Completed Calls Request Call Authorization Schedule Search Calls Add Calls

Add a Call

- This functionality allows you to add your own calls into FSS. Adding your own calls in FSS helps to you consolidate all the information about your daily work in one place.
- After evaluating your profile (Capacity, Load, Exceptions etc.), FSS will return a list of available appointments from your schedule.

Step 1 - Enter Customer and Product details.

Consumer Information

First Name* Last Name*
 Address Line 1* Address Line 2*
 City* State*
 Zip Code* WorkPhone Extn
 Phone* Email

Product Information

Product* Brand*
 Warranty Information* Service Requested*
 Model No Serial No
 PO Number

Call Information

Earliest Date*
 Problem Description*
 Additional Comments

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Enter all necessary information and click **Search For Appointments**.
 The **Select an Appointment Slot** screen appears.

ServicePower

Main Service Calls My Coverage Maintenance Reports Claims Contact Us Logout

New Calls Incomplete Calls Yellow Page Calls Completed Calls Request Call Authorization Schedule Search Calls Add Calls

Add a Call

- After going through your profile, we have found following slots available for this job.

Step 2 - Select An Appointment Slot.

Dispatch Office	Group Name	Scheduled Date	Time Period	Selection
CENTEX	CENTEX	08/04/2008	8:00 - 17:00	<input type="radio"/>
CENTEX	CENTEX	08/05/2008	8:00 - 17:00	<input type="radio"/>
CENTEX	CENTEX	08/06/2008	8:00 - 17:00	<input type="radio"/>
CENTEX	CENTEX	08/07/2008	8:00 - 17:00	<input type="radio"/>
CENTEX	CENTEX	08/08/2008	8:00 - 17:00	<input type="radio"/>
CENTEX	CENTEX	08/09/2008	8:00 - 17:00	<input type="radio"/>
CENTEX	CENTEX	08/10/2008	8:00 - 17:00	<input type="radio"/>
CENTEX	CENTEX	08/11/2008	8:00 - 17:00	<input type="radio"/>
CENTEX	CENTEX	08/12/2008	8:00 - 17:00	<input type="radio"/>
CENTEX	CENTEX	08/13/2008	8:00 - 17:00	<input type="radio"/>
CENTEX	CENTEX	08/14/2008	8:00 - 17:00	<input type="radio"/>
CENTEX	CENTEX	08/15/2008	8:00 - 17:00	<input type="radio"/>

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Use the radio buttons on the right to select an appointment time and click **Book**.
 —Or—
 Click **Back** to return to the Add a Call screen without setting any appointment.

8. My Coverage

The ServicePower system facilitates a close working relationship between service providers and participating Network Job Sources. Through this system you and the service networks you serve can collaborate so that service calls placed by consumers are handled in the most efficient manner possible.

Be sure to update this information as your coverage changes to help ensure that the calls you are sent are the calls you should receive!

Be sure to notice your **Service Type. This determines how call centers present your appointments to customers.**

You as the service provider can specify which areas, dates, and times are best for you to respond to service calls.

- Click on **My Coverage**. The Network Coverage screen with a series of five sub-tabs appears:

The screenshot shows the 'My Coverage' page in the ServicePower system. The 'My Coverage' sub-tab is selected in the navigation menu. The main content area displays instructions and a table of network coverage. A red arrow points to the 'Currently, you are setup as Type: 1: Offers Date and Time Appointments' text, with a note: 'Be sure to notice your Service Type.'

Network Name	Phone	Account Id	Active	Available	Eligible
DEMO		LEX	Yes	Yes	Yes
DYSON	0000000000	DYSONTEST	Yes	Yes	Yes
DEMO		FSSTEST	Yes	Yes	Yes
SERVICE NET	0000000000	FSSTEST	No	Yes	Yes
LA CORNUJE	0000000000	FSSTEST	Yes	Yes	Yes

Click on each sub-tab or the links below to learn more:

- Network Coverage
- Industry Coverage
- Brand Coverage
- Product Coverage
- Zip Coverage
- Network Coverage

Note: Network coverage items are profile items that tend to apply to your whole company.

Network coverage displays your servicer type. They are as follows:

- Type 1: The call center will offer **date and time appointments** based on your available openings.
- Type 2: You will **manually follow up** with the customer to schedule an appointment.
- Type 3: The call center will **manually contact you** based on their internal process.

(Note: Type 3 and 2 may be treated the same by some call centers)

You may now change your servicer type via the Profile Wizard.

The screen displays the networks to which you are linked. It also displays your status with the network. Contact the network to change your status.

8.1. Industry Coverage

Brands and products are set up at the industry level in SERVICEDispatch today. So, in order to add brands and products you must select the industries in which you work. Click **Add Industry** to add a new industry.

Welcome, FSSTEST | Logout

SERVICEpower

Main Service Calls **My Coverage** Maintenance Reports Claims Live Chat Help Logout

Network Coverage Industry Coverage Brand Coverage Product Coverage Zip Coverage

Industry Coverage

- Here you define the industries in which you operate.
- You will be allowed to add only those Brands and Products to your coverage which belong to these industries.
- Please select industries carefully as this, along with Brands and Products, tells FSS about the kind of calls you want to receive from our partner Service Networks.
- NOTE - You can control the number of calls per industry by setting up Groups and Techs appropriately. Go to Maintenance and click on Groups/Techs.

Industry	Delete
COMPUTER PRODUCTS	<input type="checkbox"/>
CONSUMER ELECTRONICS	<input type="checkbox"/>
MAJOR APPLIANCES	<input type="checkbox"/>
OFFICE EQUIPMENT	<input type="checkbox"/>

Update **Add Industry**

8.2. Brand Coverage

Set up the brands you cover, by industry. Indicate for which you are manufacturer authorized. Click **Add Brand** add a new brand to your profile.

Welcome, JENNIFFER (FSSTEST) | Logout

SERVICEpower

Main Service Calls **My Coverage** Maintenance Reports Claims Switch Back User Contact Us Help Logout

Network Coverage Industry Coverage Brand Coverage Product Coverage Zip Coverage

[Brand Coverage](#) | [Brand Network Approval\(s\)](#) | [Manage Brand Profile By Network](#)

- Here you define the brands on which you would like to work.
- Service Networks can assign calls for only these brands.
- Select an industry and add brands for that industry. (To add more industries go to Industry Coverage)
- NOTE - You can control the number of calls per brand by setting up Groups and Techs appropriately. Go to Maintenance and click on Groups/Techs.

Industry *

Edit	Brand Description	Warranty Authorized	Oem Acct Code	Delete
No Records Found.				

Add Brand

Once you've selected an industry from the drop down list, you may **add** or **delete** brands or manage **Network Approvals** or **Brand Profiles by Network**.

Welcome, JENNIFFER (FSSTEST) | Logout

SERVICEpower

Main Service Calls **My Coverage** Maintenance Reports Claims Switch Back User Contact Us Help Logout

Network Coverage Industry Coverage Brand Coverage Product Coverage Zip Coverage

[Brand Coverage](#) | [Brand Network Approval\(s\)](#) | [Manage Brand Profile By Network](#)

- Here you define the brands on which you would like to work.
- Service Networks can assign calls for only these brands.
- Select an industry and add brands for that industry. (To add more industries go to Industry Coverage)
- NOTE - You can control the number of calls per brand by setting up Groups and Techs appropriately. Go to Maintenance and click on Groups/Techs.

Industry *

Edit	Brand Description	Warranty Authorized	Oem Acct Code	Delete
<input type="checkbox"/>	GENERAL ELECTRIC	<input checked="" type="checkbox"/>	<input type="text"/>	<input type="checkbox"/>

Update **Add Brand**

8.2.1. Add Brand

To add a brand to your master profile, click the **Add Brand** button and select from the pop up list. Click **Save** when complete.

ServicePower - Field Service Solutions - Windows Internet Explorer
http://fssqa.servicepower.com:40223/FSS5/SvcBrandMapAction.do?method=loadSvcBrandMapAddScri...

Add Brand Close

Industry : MAJOR APPLIANCES

- Select a brand, if available, enter the OEM Account Code and click on 'Save' button.
- To add more than one brand at a time click on 'Add' button and select again.
- To remove a brand click 'Cancel' button.

Brand Description	Warranty Authorized	Oem Acct Code
1ST COMPUTER	<input type="checkbox"/>	

Save Add Cancel

Or click **Edit** from the main brands page to delete a brand.

*NOTE: if you add a brand here, or want to manage a previously added brand, you must do so via **Brand Profile by Network**.*

8.2.2. Brand Network Approvals

This new functionality allows you to view and manage brand coverage requests by networks. Each brand is displayed by status based upon the network's/your action. Status is defined at the top of the page.

Any network making a coverage request is highlighted in the middle of the page.

If you choose to approve a brand coverage request, you may also choose the network to which you offer coverage. Simply select the brand, and choose which network to whom to offer the coverage, below. Click **Accept Additions**.

Likewise, you may select the brand and click **Reject Additions** to decline coverage.

SERVICEpower
 Main Service Calls My Coverage Maintenance Reports Claims Switch Back User Contact Us Help Logout
 Network Coverage Industry Coverage Brand Coverage Product Coverage Zip Coverage
 Brand Coverage | Brand Network Approvals | Manage Brand Profile By Network

- 2 network(s) have added Brands to your profile. Please review them.
- You can accept or reject the changes made by the network(s) to your profile.
- Indicates that the Brand code addition has not been approved by the network, yet [NETWORK MUST APPROVE]
- Indicates that the network wants you to cover this Brand code and needs your approval [NETWORK ADDITION]
- Indicates that the you already cover this Brand code for the network [COVERED]
- Indicates that you do not want to cover this Brand code for the network [EXCLUDED]

Select a network: DEMO - FSSTEST (Network(s) which updated your Brand profile.)

Select	Brand	Industry	Status	Service Updated On	Network Updated On
<input type="checkbox"/>	SHOPMATE	MA	COVERED		06/15/2009

Do you want also to cover the selected Brand codes for other networks? Please select the network(s).

- All networks listed below.
- DYSON - DYSONTEST
- ARINC MANAGED SERVICES - FSSTEST
- LA CORNUE - FSSTEST
- SERVICE NET - FSSTEST
- DEMO - LEX
- SERVICE NET LLC - FSSTEST
- KPI - FSSTEST

Note - If you 'Reject Additions', selected Brand code(s) will be also be excluded for other selected networks.

Accept Additions Reject Additions

8.2.3. Brand Profile by Network

This new functionality allows you to manage a brand that you added or deleted via Brand Coverage, and consequently choose for which networks you want the change to affect.

Each brand is displayed by status based upon the network's/your action. Status is defined at the top of the page.

The **Pre-Approval Flag** for each network may be set in the middle of the page. Select brand and yes or no to automatically accept any changes the network requests.

ServicePower - Field Service Solutions - Windows Internet Explorer
 http://fssqa.servicepower.com:40223/FS55/UpdateFlags.do?method=loadNtwkFlags&memberId=680678&networkName=DYSON - DYSON

View/Update Pre-Approval Flags for DYSON - DYSONTEST

Profile Update Flags
 You can pre-approve updates by the DYSON - DYSONTEST to your profile. Please indicate the type of changes you want to pre-approve for this network.

Zipcode Coverage Brand Coverage Product Coverage

Update

If you choose to add a network to brand coverage, simply select the brand, and choose which network to whom to offer the coverage. Click **Add Brand**.

Likewise, you may select the brand and the network for whom you no longer which to offer brand coverage by clicking **Delete Brand**.





Welcome, JENNIFER (FSSTEST) | Logout

SERVICEpower

Main Service Calls **My Coverage** Maintenance Reports Claims Switch Back User Contact Us Help Logout

Network Coverage Industry Coverage Brand Coverage Product Coverage Zip Coverage

Brand Coverage | Brand Network Approval(s) | Manage Brand Profile By Network

- You agreed to cover 8 brand(s) for DYSON - DYSONTEST.
-  indicates that the Brand code addition has not been approved by the network, yet. [NETWORK MUST APPROVE]
-  indicates that you already cover this Brand code for the network.[COVERED]
-  indicates that you do not want to cover this Brand code for the network.[EXCLUDED]
-  indicates that network do not want to cover this Brand code. [NETWORK EXCLUDED]

Select a network: Select a industry: [View/Update Pre-Approval Flags for DYSON - DYSONTEST](#)

Brand(s) covered for DYSON - DYSONTEST

Select	Brand	Brand Description	Status	Servicer Updated On	Network Updated On
<input type="checkbox"/>	DAC	DACOR	COVERED		
<input type="checkbox"/>	MAY	MAYTAG	COVERED		
<input type="checkbox"/>	AMA	AMANA	COVERED		
<input type="checkbox"/>	JEN	JENN-AIR	COVERED		
<input type="checkbox"/>	WHP	WHIRLPOOL	COVERED		
<input type="checkbox"/>	KIT	KITCHEN AIDE	COVERED		
<input type="checkbox"/>	GEC	GENERAL ELECTRIC	COVERED		
<input type="checkbox"/>	ELC	GENERIC ELECTRICAL	COVERED		

Do you want to copy this setup for other networks? If yes, then please select the network(s).

- All networks listed below.
- ARINC MANAGED SERVICES - FSSTEST
- LA CORNUE - FSSTEST
- SERVICE NET - FSSTEST
- DEMO - LEX
- SERVICE NET LLC - FSSTEST
- KPI - FSSTEST
- DEMO - FSSTEST

Note - If you 'Remove Brands', selected Brand(s) will be also be excluded for other selected networks.

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8.3. Product Coverage

Set up the Products you cover, by industry.

Click **Add Product** to add a new Product to your profile.

- Here you define the brands on which you would like to work.
- Service Networks can assign calls for only these brands.
- Select an industry and add brands for that industry. (To add more industries go to Industry Coverage)
- NOTE - You can control the number of calls per brand by setting up Groups and Techs appropriately. Go to Maintenance and click on Groups/Techs.

Industry *

Product Description	Delete
OUTDOOR GRILL	<input type="checkbox"/>

[Update](#) [Add Product](#)

Once you've selected an industry from the drop down list, you may **add** or **delete** Products or manage **Network Approvals** or **Product Profiles by Network**.

Welcome, JENNIFER (FSSTEST) | Logout

SERVICEpower

Main Service Calls My Coverage Maintenance Reports Claims Switch Back User Contact Us Help Logout

Network Coverage Industry Coverage Brand Coverage Product Coverage Zip Coverage

Product Coverage | Product Network Approval(s) | Manage Product Profile By Network

- Here you define the brands on which you would like to work.
- Service Networks can assign calls for only these brands.
- Select an industry and add brands for that industry. (To add more industries go to Industry Coverage)
- NOTE - You can control the number of calls per brand by setting up Groups and Techs appropriately. Go to Maintenance and click on Groups/Techs.

Industry * MAJOR APPLIANCES

Product Description	Delete
OUTDOOR GRILL	<input type="checkbox"/>

Update Add Product

8.3.1. Add Product

To add a Product to your master profile, click the **Add Product** button and select from the pop up list. Click **Save** when complete.

ServicePower - Field Service Solutions - Windows Internet Explorer

http://fssqa.servicepower.com:40223/FS55/SvcrProductMapAction.do?method=loadAddProduct

Close

Add Product

Industry : MAJOR APPLIANCES

- Select a brand, if available, enter the OEM Account Code and click on 'Save' button.
- To add more than one brand at a time click on 'Add' button and select again.
- To remove a brand click 'Cancel' button.

Product Description
Commercial Hand Dryer

Save Add Cancel

Done Internet 100%

Or click **Edit** from the main Products page to delete a Product.

NOTE: if you add a Product here, or want to manage a previously added Product, you must do so via [Product Profile by Network](#).

8.3.2. Product Network Approvals

This new functionality allows you to view and manage Product coverage requests by networks. Each Product is displayed by status based upon the network's/your action. Status is defined at the top of the page.

Any network making a coverage request is highlighted in the middle of the page.

If you choose to approve a Product coverage request, you may also choose the network to which you offer coverage. Simply select the Product, and choose which network to whom to offer the coverage, below. Click [Accept Additions](#).

Likewise, you may select the Product and click [Reject Additions](#) to decline coverage.

Welcome, JENNIFFER (FSSTEST) | Logout

SERVICEpower

Main Service Calls **My Coverage** Maintenance Reports Claims Switch Back User Contact Us Help Logout

Network Coverage Industry Coverage Brand Coverage Product Coverage Zip Coverage

[Product Coverage](#) | [Product Network Approval\(s\)](#) | [Manage Product Profile By Network](#)

- 3 networks have added Products to your profile. Please review them.
- You can accept or reject the changes made by the network(s) to your profile.
- indicates that the Product code addition has not been approved by the network, yet. [NETWORK MUST APPROVE]
- indicates that the network wants you to cover this Product code and needs your approval. [NETWORK ADDITION]
- indicates that the you already cover this Product code for the network. [COVERED]
- indicates that you do not want to cover this Product code for the network. [EXCLUDED]

Select a network: DEMO - LEX (Network(s) which updated your Product profile.)

DEMO

<input type="checkbox"/> Select	Product	Status	Service Updated On	Network Updated On
<input type="checkbox"/>	DISHWASHER	COVERED	04/29/2009	
<input type="checkbox"/>	OUTDOOR GRILL	COVERED	04/29/2009	

Do you want also to cover the selected Product codes for other networks? Please select the network(s).

All networks listed below.

DYSON - DYSONTEST

DEMO - FSSTEST

Note - If you 'Reject Additions', selected Product code(s) will be also be excluded for other selected networks.

[Accept Additions](#) [Reject Additions](#)

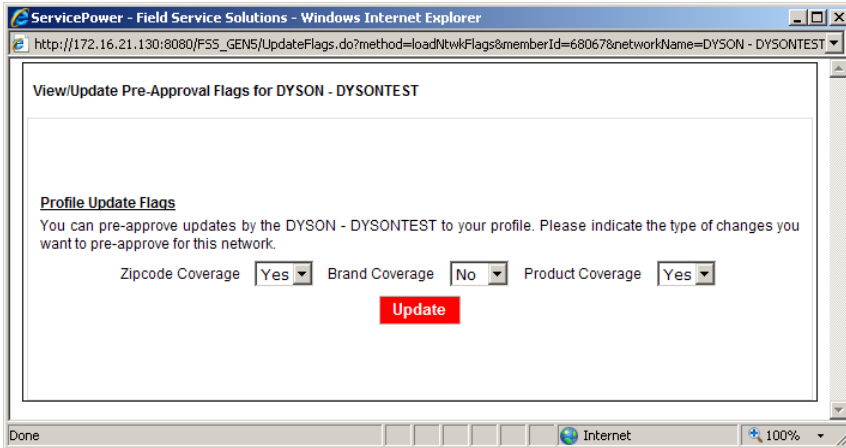
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8.3.3. Product Profile by Network

This new functionality allows you to manage a Product that you added or deleted via [Product Coverage](#), and consequently choose for which networks you want the change to affect.

Each Product is displayed by status based upon the network's/your action. Status is defined at the top of the page.

The **Pre-Approval Flag** for each network may be set in the middle of the page. Select Product and yes or no to automatically accept any changes the network requests.



If you choose to add a network to Product coverage, simply select the Product, and choose which network to whom to offer the coverage. Click **Add Product**.

Likewise, you may select the Product and the network for whom you no longer wish to offer Product coverage by clicking **Remove Product**.

ServicePower - Field Service Solutions - Windows Internet Explorer
 http://172.16.21.130:8080/FSS_GEN5/UpdateFlags.do?method=loadNtwkFlags&memberId=68067&networkName=DYSON - DYSONTEST

View/Update Pre-Approval Flags for DYSON - DYSONTEST

Profile Update Flags
 You can pre-approve updates by the DYSON - DYSONTEST to your profile. Please indicate the type of changes you want to pre-approve for this network.

Zipcode Coverage Brand Coverage Product Coverage

Update

ServicePower

Main Service Calls **My Coverage** Maintenance Reports Claims Switch Back User Contact Us Help Logout

Network Coverage Industry Coverage Brand Coverage Product Coverage Zip Coverage

Product Coverage | Product Network Approval(s) | **Manage Product Profile By Network**

- You agreed to cover 2 Product(s) for DYSON - DYSONTEST.
- indicates that the Product code addition has not been approved by the network, yet. [NETWORK MUST APPROVE]
- indicates that you already cover this Product code for the network. [COVERED]
- indicates that you do not want to cover this Product code for the network. [EXCLUDED]
- indicates that network do not want to cover this Product code. [NETWORK EXCLUDED]

Select a network: Select a Industry: [View/Update Pre-Approval Flags for DYSON - DYSONTEST](#)

Product(s) covered for DYSON - DYSONTEST

Select	Product	Product Description	Status	Service Updated On	Network Updated On
<input type="checkbox"/>	PC	PERSONAL COMPUTER	COVERED		
<input type="checkbox"/>	PRNT	BW INK JET PRINTER	COVERED		

Do you want to copy this setup for other networks? If yes, then please select the network(s).

All networks listed below.
 DEMO - LEX
 DEMO - FSSTEST

Note - If you 'Remove Products', selected Product(s) will be also be excluded for other selected networks.

Remove Products **Add Products**

8.4. Zip Coverage

SERVICEDispatch now provides servicers, receiving jobs via the web portal, the ability to manage zip codes by Network. That is, a specific zip code can be made available for one or many network's use. In the past, all zip codes were available to all networks. Now you can segregate zips by network.


Click the [My Coverage](#) Menu, then the [Zip Coverage](#) menu, to review and manipulate zip codes.


8.4.1. Zip Coverage Set Up

You may now manage zip codes at the network level. That is, you can choose to run certain zip codes for one (many) network (s) or not.


8.4.1.1. Zip Code Statuses


Generally, colors are used to identify the current status of a zip code. The status colors indicate the following:

Yellow (): The network must approve your zip code addition for coverage of its own calls.

Brown (): The network wants you to cover a specific zip code. Your approval is needed before it is added to your Area Coverage.

Green () The network has approved your coverage of a specific zip code.

Orange () You've declined to cover a zip code for a network.

Light Blue (): You need to assign an area to the zip code for the network



The screenshot shows the ServicePower web portal interface. At the top, there is a navigation bar with the following items: Main, Service Calls, My Coverage (highlighted in red), Maintenance, Reports, Claims, Live Chat, Help, and Logout. Below the navigation bar, there is a sub-navigation bar with the following items: Network Coverage, Industry Coverage, Brand Coverage, Product Coverage, and Zip Coverage (highlighted in red). The main content area is titled "Zip Coverage" and contains a list of instructions and a button. The instructions are:

- No changes were made to your zip profile by any network.
- To manage your zip profile per network click on 'Manage Zip Profile'.
-  indicates that the zip code addition has not been approved by the network, yet. [NETWORK MUST APPROVE]
-  indicates that the network wants you to cover this zip code and needs your approval. [NETWORK ADDITION]
-  indicates that you already cover this zip code for the network. [COVERED]
-  indicates that you do not want to cover this zip code for the network. [EXCLUDED]
-  indicates that you have to add the area to the zip code for the network. [NEED AREA ASSIGN]

Below the instructions, there is a red button labeled "Manage Zip Profile By Network" which is highlighted with a blue border.

8.4.1.2. Manage Zip Profile by Network

Click on [Manage Zip Profile by Network](#) to set up network preferences.

SERVICE Power
FIELD SERVICE SOLUTIONS

Main Service Calls My Coverage Maintenance Reports Claims Contact Us Logout
 Network Coverage Industry Coverage Brand Coverage Product Coverage Zip Coverage

Zip Profile Management By Network

- You agreed to cover 73 zip code(s) for DEMO.
- 1 zip code(s) added by you have not been approved by DEMO yet.
- Indicates that the zip code addition has not been approved by the network, yet. [NETWORK MUST APPROVE]
- Indicates that the you already cover this zip code for the network.[COVERED]
- Indicates that you do not want to cover this zip code for the network.[EXCLUDED]

Select a network: DEMO Select a State: KY **View/Update Pre-Approval Flags for DEMO**

Zip code(s) covered for DEMO

<input type="checkbox"/>	40221 LOUISVILLE, JEFFERSON, KY	LAGRANGE	COVERED
<input type="checkbox"/>	40222 LOUISVILLE, JEFFERSON, KY	LAGRANGE	COVERED
<input type="checkbox"/>	40223 LOUISVILLE, JEFFERSON, KY	LAGRANGE	COVERED
<input type="checkbox"/>	40224 LOUISVILLE, JEFFERSON, KY		NETWORK MUST APPROVE
<input type="checkbox"/>	40225 LOUISVILLE, JEFFERSON, KY	LAGRANGE	COVERED
<input type="checkbox"/>	40228 LOUISVILLE, JEFFERSON, KY	LAGRANGE	COVERED

Do you want to copy this setup for other networks? If yes, then please select the network(s).
 All networks listed below.
 DYSON
 Note - If you 'Remove Zips', selected zip code(s) will be also be excluded for other selected networks.
 Select the area to which the selected zips should be assigned.*
 [Select]

Search & Add Zips **Remove Zips** **Back**

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ServicePower - Field Service Solutions - Windows Internet Explorer

http://fssdev.servicepower.com/FSS3/UpdateFlags.do?method=loadNetworkFlags&memberId=32927&networkName=DEMO

View/Update Pre-Approval Flags for null

Profile Update Flags
 You can pre-approve updates by the null to your profile. Please indicate the type of changes you want to pre-approve for this network.

Zipcode Coverage: **No**

Update

Click on the **VIEW/Update Pre-Approval Flags** (the selected network) button. The screen allows you to set a preapproval flag by network. For instance, if you choose to allow GE to add any zip code to your profile, without your preview, then select **Yes** from the **Zip Coverage** drop down box. If you want to review all additions by the network, select **No**. You will have to review each zip code prior to it being added to your profile. Click **Update** to save your changes.

8.4.1.3. Adding/Deleting Zip Codes

The next section of the screen displays zip codes for the selected network and state, with their corresponding statuses. It also allows you to search and add or delete zip codes from a single or multiple networks.

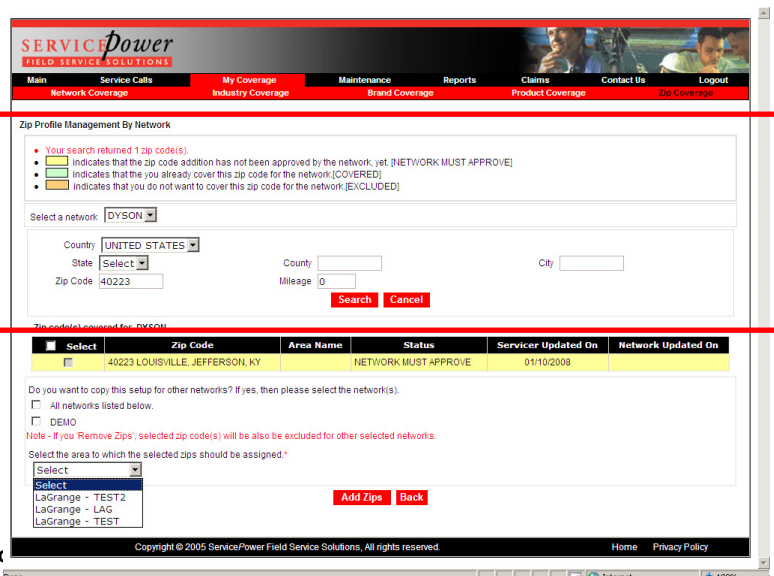


8.4.1.4. Search and Add Zips

To add a zip code to your profile, click **Search & Add Zips**. The screen allows you to search for a zip code by various geographical elements.

Check the appropriate zip codes to add from the results returned, determine whether to apply the addition to other networks, select the area to which it is applied and click **Add Zips**.

If you have only one **Area**, the zip will automatically be added to that area. If you have multiple areas, you must select the area to which you want to add the zip code. The



drop down list includes both active and inactive areas. Choose carefully!

These zip codes must be approved by the network, unless they set your account to pre-approval status, before you are eligible for calls in that zip code for that network.

8.4.1.5. Remove Zips

To remove (decline) a zip code for a network, check the zip code box and then click the **Remove Zips** button.

Selecting a network when prompted by the question “Do you want to copy this setup for other networks?” allows you to apply the additions or deletions, made above, to other networks, directly from this page. This step allows you to manage changes to multiple networks from a single screen.

8.4.1.6. Network Additions

The networks may also make changes to the zip codes for which they allow you to cover on their behalf.

If a network has requested a change to the zip codes you cover for them, those zip codes and their appropriate statuses will appear on the main **Zip Coverage** page, as below.

If a new zip code has been added, it appears as brown and the status is “network addition”.

SERVICE Power
FIELD SERVICE SOLUTIONS

Main Service Calls My Coverage Maintenance Reports Claims Contact Us Logout
Network Coverage Industry Coverage Brand Coverage Product Coverage Zip Coverage

Zip Coverage

- 1 networks have added zip codes to your profile. Please review them.
- You can accept or reject the changes made by the network(s) to your profile.
- To manage you zip profile per network click on 'Manage Zip Profile'.
- indicates that the zip code addition has not been approved by the network, yet. [NETWORK MUST APPROVE]
- indicates that the network wants you to cover this zip code and needs your approval. [NETWORK ADDITION]
- indicates that the you already cover this zip code for the network. [COVERED]
- indicates that you do not want to cover this zip code for the network. [EXCLUDED]

Select a network: DEMO (Network(s) which updated your zip profile.)

Select	Zip Code	Status	Service Updated On	Network Updated On
<input type="checkbox"/>	40228 LOUISVILLE, JEFFERSON, KY	NETWORK ADDITION		01/07/2008

Do you want also to cover the selected zip codes for other networks? Please select the network(s).

All networks listed below.
 DYSON

Note - If you 'Reject Additions', selected zip code(s) will be also be excluded for other selected networks.

Select the area to which the selected zips should be assigned.*
LaGrange - TEST2

Accept Additions **Reject Additions** **Manage Zip Profile By Network**

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To accept the addition, click [Accept Addition](#). Be sure to assign it to an area, if you have more than one. *SERVICEDispatch* automatically assigns it to an area if you only have one area.

To reject it, click [Reject Addition](#).

If this acceptance or rejection applies to more than one network, select that network from the drop down list.

Remember, you can set a specific network for pre-approval of zip code additions by going back to [Manager Zip Profile by Network](#). This saves time, if you are willing to allow the network to add zips to your profile. Those additions would only apply to those networks you opt to allow to add zips on your behalf.

8.4.2. Zip Code Areas

8.4.2.1. Remove Existing Zips from a Network

All existing zip codes set up in Areas prior to this functionality release apply to all networks.

To assign existing zips to specific networks, go to [My Coverage, Zip Coverage](#).

All existing zip codes will appear for each network to which you are linked. To remove zip codes from a network, de-select the zip code and click [Remove](#).

8.4.2.2. Deleting Zips from Areas

If you remove a zip code from an area, it removes it from all networks to which it was associated.

8.4.2.3. Adding Zips to an Area

Adding zip codes to an area adds the zip to all networks. If you simply wish to add a zip code to a network only, add it from [My Coverage, Zip Coverage, Search and Add Zips](#). Refer to page 6, above.

9. Maintenance

The Maintenance tab allows you to create, maintain and manage the details of your office profile as it relates to accepting and scheduling service calls.

In this section, you specify all of the who, what, when, where, why, and how details of your service offerings.

Welcome, FSSTEST | Logout

SERVICEpower

Main Service Calls My Coverage **Maintenance** Reports Claims Live Chat Help Logout

Profile Header Dispatch Offices **Time Bands** Groups Techs Area Coverage Exceptions Holidays

Dispatch Office Details

Select Location: LaGrange

Name*: LaGrange Description: LaGrange

Address
 Line1: 9931 Corporate Campus Dr Line2: Suite 3500
 City: LOUISVILLE State: KY
 Zipcode*: 40223 Country*: USA

Contact Information
 Contact Person: Jennifer
 Phone*: 5027191784 Email: h.evans@servicepower.com

Dispatch Options
 Email Dispatch Email*: h.evans@servicepower.com
 Fax Fax*: 4105719330
 IVR
 On-line
 Mobile

[Edit](#) [Cancel](#)

[Create New Dispatch Office](#)

The sections below display the summary of Zipcode and Groups setup.
 Text in red indicates missing links in setup. You may need to revisit the Maintenance screens and link Areas to Groups or Groups to Tech correctly.

Zipcode Setup Summary

Area Name	Total Zipcodes	Linked Groups
CANADA	12444	1
CAROLS AREA	13	1
CENTEX	44	0
DEB	0	1
GENPACT	2	1

Capacity Setup Summary

Group Name	Total Techs	Linked Areas
Carols Tech	1	1
LaGrange	5	5
new	1	1

Click **Maintenance**.

Eight sub-tabs appear under the main navigation bar:

- Profile Header — Defines your business information.
- Dispatch Offices — Defines your dispatch office details.
 Edit your dispatch office details or create a new dispatch office.
This page appears by default when you click the Maintenance tab.
- Time Bands — Defines the hours when your services are available, that are offered as appointment windows to consumers calling the Network Job Sources for service.

- Groups — Defines the groupings of Skills, (service type, service location and warranty type), Industries (as well as brand and product exceptions), and Technicians (capacity) you've set up to manage your business.
- Techs — Defines your Technicians and most importantly, their capacity.
- Area Coverage — Defines zip codes you service.
- Exceptions — Zip codes or technician for which you DO NOT provide services.
- Holidays — Days during the year you DO NOT provide services.

9.1. Profile Header

The Profile Header section allows you to define your business information like business address, billing address phone numbers, and what kinds of service you provide.

Network Job Sources use this data to send service orders, send payments, notify you of important updates, and contact you whenever necessary.

The system will remind you to review your profile information periodically.

Red asterisks mark fields that you must complete.

ServicePower
 Main Service Calls My Coverage Maintenance Reports Claims Contact Us Logout
 Profile Header Dispatch Offices Time Bands Groups Techs Area Coverage Exceptions Holidays
 User: FSSTEST
 Last Updated 4/01/08
 Customer Number FSSTEST Servicer Type * Independent FSS User Yes
 Bus Name* FSS TEST ACCOUNT Contact Name* JENNIFFER B
 Bus Address* 9931 CORPORATE CAMPUS DRI Phone* 502-719-1784
 SUITE 3500 Fax 502-719-7378
 City* LOUISVILLE Cell Phone
 State* Kentucky E-mail* J.BREITENSTEIN@SERVICEPOWER.COM
 Zip* 40223 Number of Techs* 10
 Dispatch Information
 E-mail J.BREITENSTEIN@SERVICEPOWER.COM
 Billing Information
 Address 9931 CORPORATE CAMPUS DRI Contact Name JENNIFFER B
 SUITE 3500 Phone 502-719-1784
 City LOUISVILLE Fax 502-719-7378
 State Kentucky Cell Phone
 Zip 40223 E-mail* J.BREITENSTEIN@SERVICEPOWER.COM
 Other Questions
 1. Are you certified for sealed systems repairs?* No
 2. Do you service the following types of claims? *
 Out of Warranty Yes In Warranty Yes Service Contract Yes
 3. Do you provide the following types of service? *
 Preventative Maintenance Yes Installation Yes Repair Yes Sales No
 * Required Field
 Save Changes No Changes Required Secure Account Info
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9.1.1. Define or Edit your Business Profile

Click **Maintenance > Profile Header**.

Examine the details in all the text box fields.

Change, add, or delete any incorrect information.

After making any changes, click **SAVE CHANGES**.

If you have made no changes, click **NO CHANGES REQUIRED**.

If you would like to receive payments via Direct Deposit or EFT (electronic funds transfer) click **SECURE ACCOUNT INFO** and provide your banking information. This data is not accessible to anyone but you and our accounting manager.

9.1.2. Direct Deposit

If you would like to have your payments made directly to your bank account via Electronic Funds Transfer (EFT), use the Profile Header function under the Maintenance tab.

Click [Maintenance > Profile Header > Secure Account Info](#).

The Secure Account Info screen appears:

Secure Account Info

Servicer	FSSTEST
Bank Name	<input type="text" value="MY BANK"/>
Routing Number	<input type="text" value="083000137"/>
Checking Account Number	<input type="text" value="999876523"/>
Federal Tax ID or Social Security Number	303943329
Is your service center a Corporation?	<input type="text" value="Yes"/> <input type="button" value="v"/>

The information you supplied above will be used only if the manufacturer supports Electronic Funds Transfers through the payment processing module at ServicePower.

In order to discontinue Electronic Funds Transfers (EFT) you must contact our accounting department at 800-377-3678 ext. 3023.

Provide the required information, and click [Save](#).

9.2. Dispatch Offices

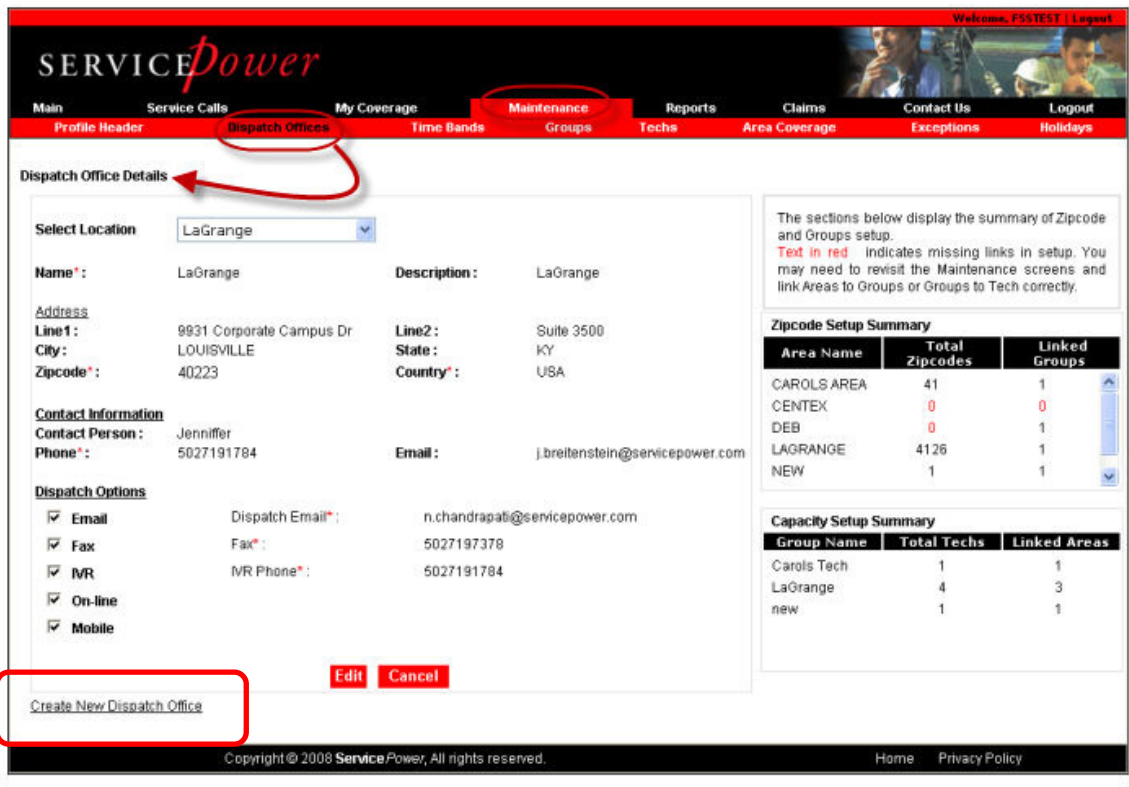
This screen allows you to set Dispatch Options for each office. Use the functionality when you have more than one physical location and wish to allocate work to each differently.

Dispatch Options define how Network Job Sources will communicate dispatches to you.

On the right of the page are summaries of your zip code and group capacity setups. See Groups, Techs, and Area Coverage to set up your zip code Coverage Areas, Groups, and Techs.

9.2.1. Dispatch Office Details Options

Click [Maintenance > Dispatch Offices](#). The Dispatch Office Details screen appears.



9.2.1.1. To Create a New Dispatch Office:

A Dispatch Office may be set up if your business has separate locations, or you have some other division of work.

In the lower left corner of the screen, click **Create New Dispatch Office**. The screen is refreshed with editable text boxes. Supply necessary information for Dispatch Options.

Click **Save**.

9.2.1.2. Define Dispatch Options

Dispatch options are the ways in which dispatches are sent to you. Select one or many options.

In the lower left corner of the screen, click one or more of the **Dispatch Options** check boxes. The screen is refreshed with editable text boxes.

—Or—

Click **Edit** to refresh the screen with editable text boxes.

—Or—

Click **Cancel** to leave the screen without making any changes.

Dispatch Options

- | | | |
|---|-------------------|--------------------------|
| <input checked="" type="checkbox"/> Email | Dispatch Email* : | h.evans@servicepower.com |
| <input checked="" type="checkbox"/> Fax | Fax* : | 4105719330 |
| <input type="checkbox"/> IVR | | |
| <input checked="" type="checkbox"/> On-line | | |
| <input checked="" type="checkbox"/> Mobile | | |

[Edit](#) [Cancel](#)

9.2.1.2.1. IVR or Mobile

SERVICEDispatch offers an IVR (interactive voice response) dispatch method option that calls a number you designate whenever you receive a dispatch. You must accept or reject the call upon receipt. You may also call into it get retrieve call details, update job status or accept or reject a call.

Likewise, SERVICEDispatch offers a Sprint/Nextel mobile application that, when loaded to your cell phone, dispatches work to you.

Contact ServicePower for more information on either option.

CAUTION: In the next step, only enter phone numbers without dashes.

Supply necessary information for Dispatch Options.

Click [Save](#).

9.3. Time Bands

The **Time Bands** screen allows you to define when you or your technicians are available to respond to service calls. Select those time bands that you wish Network Job Sources to commit to consumers on your behalf.

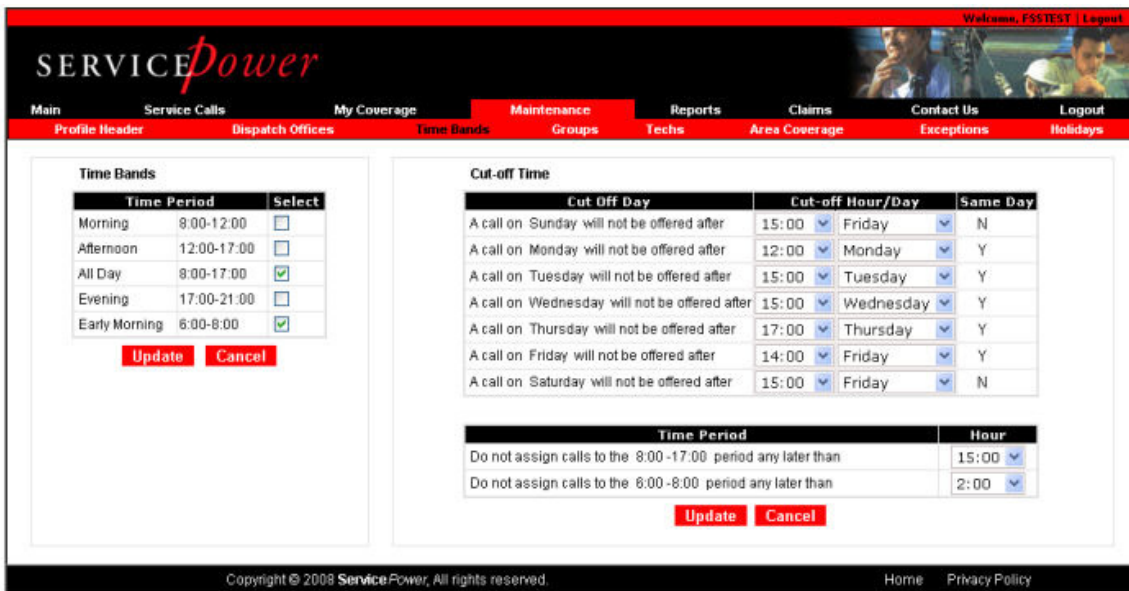
CAUTION: You are expected to arrive during these time bands when a call is booked against a band. Networks measure many metrics, including adherence to the booked time bands.

9.3.1. Work Flow Management

Read and consider carefully the definitions of Cut-off Times, Cut-off Hours, and Cut-off Days as you define your service times. These options allow you to manage the latest time in which a job can be booked for a particular day.

Click [Maintenance](#), then [Time Bands](#).

The Time Bands screen will appear.



9.4. Groups

Groups are composed of Skills, Industries and Technicians with capacity. Areas are assigned or linked to Groups as well.

Each group must have at least one Area and one Technician, therefore all new accounts are loaded with a default Group, Technician (and Area).

Use **Groups** to define what you do and when your technicians are available.

Notes on Group set up: Oftentimes, many servicer simply use the default group, area, and technicians to operate their businesses. However, if your business requires segregating or grouping any of those entities together for optimal perform, you may set up your profiles accordingly.

For example, if you have technicians that tend to live in area, and you want to keep them close to home to saving fuel expenses, you may set up a group for those technicians, and then link an area including only those zip codes.

Indiana Tech= Indiana Group= Indiana Area

You can edit an existing Group or create a new Group.

9.4.1. Find a Group

If you have a large number of groups to work with, if your list of groups extends beyond Page 1 in Search Results, you can enter search criteria in the fields provided under Group Search, and click **Search**.





















9.4.2. Edit or Create Groups

Click **Maintenance**, then **Groups**.
The Group Search screen appears.


Group Search


Group Key
 Name
 Status
 Dispatch Office

Search Results

Service Location	Group Key	Group Name	Techs	Areas	Status	
CENTEX	CENTEX	CENTEX	3	3	Inactive	 
LaGrang2	Carols Tech	Carols Tech	1	1	Inactive	 
Earl's Appliance Repair	EARLS MA GROUP	EARLS MA GROUP	1	1	Active	 
LaGrang2	LAG	LaGrange	3	5	Inactive	 
LAGNIG	OCC	OCC	1	0	Active	 
Redding2	REdding2	REdding2	1	0	Inactive	 
Redding	Redding	Redding	1	0	Active	 
CENTEX	TRAVIS	TRAVIS	2	1	Inactive	 
CENTEX	WMSN	WILLIAMSON	1	1	Inactive	 
LaGrang2	WG001	Webservice_group	1	1	Inactive	 

Showing 1 to 10 of 12 entries

To edit a Group, in the Search Results table, click on a **Group Name** link or click the edit button .

To delete a group, click on the delete button . This is new functionality!

To create a new Group, in the lower left corner, click **Create Group**.

Welcome, FSSTEST | Logout

SERVICEpower

Main Service Calls My Coverage **Maintenance** Reports Claims Live Chat Help Logout

Profile Header Dispatch Offices Time Bands Groups Techs Area Coverage Exceptions Holidays

Create Group

Group Name

Group Key

Dispatch Office

Members

Select Dispatch Office to view techs and check the ones you want add to this group.

Create Tech

Select the skills you want to assign to this group.

Warranty Type	Services	Service Location
<input type="checkbox"/> IN WARRANTY	<input type="checkbox"/> PREVENTIVE	<input type="checkbox"/> IN HOME
<input type="checkbox"/> OUT WARRANTY	<input type="checkbox"/> INSTALL	<input type="checkbox"/> CARRY IN
<input type="checkbox"/> SERVICE CONTRACT	<input type="checkbox"/> REPAIR	<input type="checkbox"/> HELP DESK
<input type="checkbox"/> SALES FULFILLMENT	<input type="checkbox"/> SALES	<input type="checkbox"/> DEPOT
<input type="checkbox"/> MFG REWORK	<input type="checkbox"/> EXCHANGE	<input type="checkbox"/> COMMERCIAL

Industry

Calls for products, belonging to industries selected here, will be assigned to this group.

CONSUMER ELECTRONICS OFFICE EQUIPMENT MAJOR APPLIANCES

COMPUTER PRODUCTS

Product Exceptions **Brand Exceptions**

Create **Cancel**

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9.4.2.1. Skills

Skills loosely refer to warranty work type, service location and typ. They are further defined below.

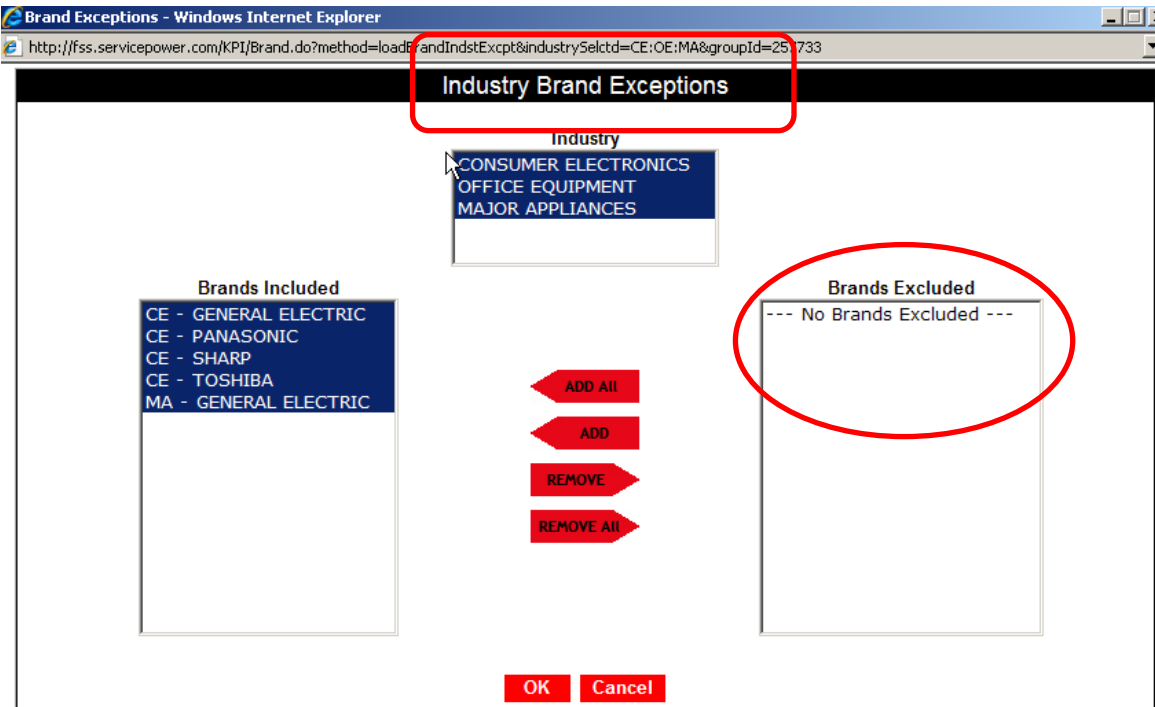
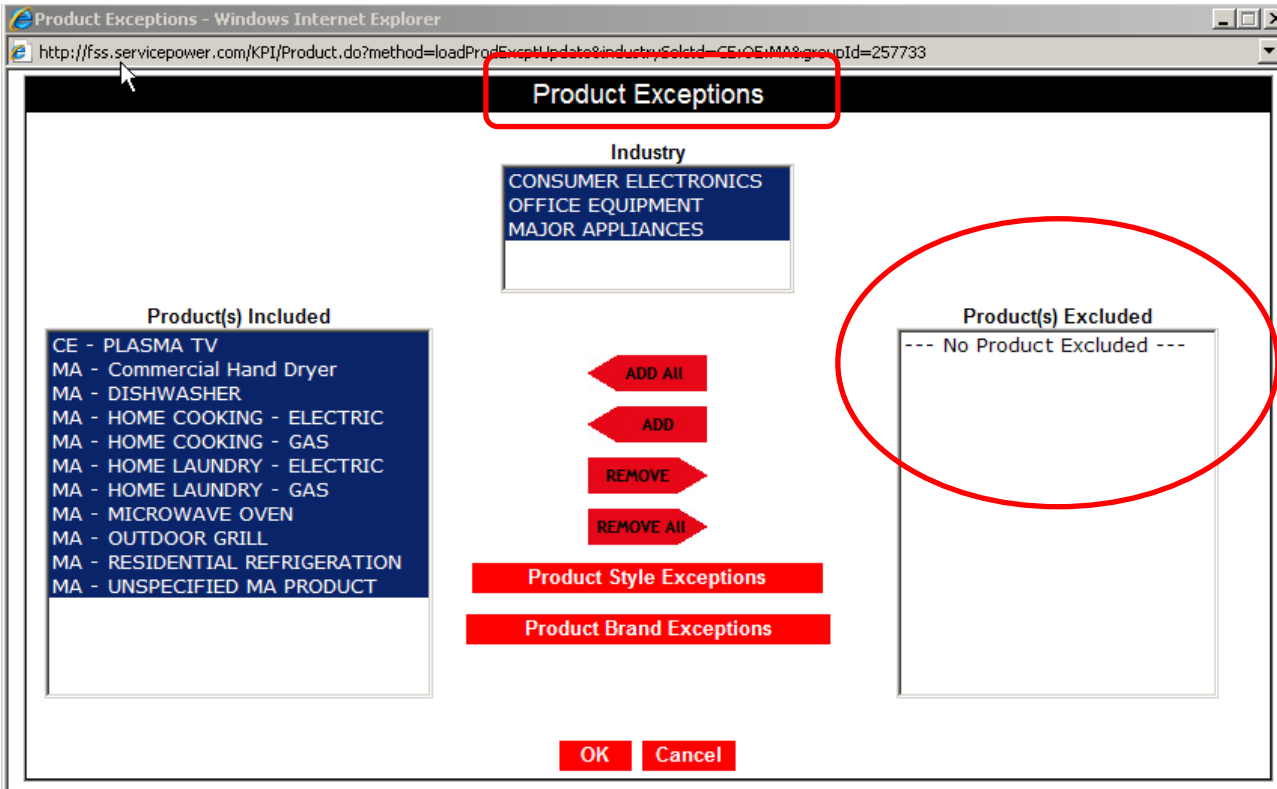
- Warranty Types: define the kinds of calls you are willing to run in terms of warranty, out of warranty, service contract, etc.
- Services: what kinds of services do you perform?
- Service Locations: where are you willing to perform service?

9.4.2.2. Industry

Industries you selected under My Coverage appear here. Select the industry in which this Group will operate.

9.4.2.3. Product or Brand Exception

Set exceptions for those products or brands for which you are unwilling to perform service. Exceptions prevent work from being dispatched on those selected items. Add or remove either from the Products or Brand Excluded columns.



9.4.2.4. Members (Technicians)

Choose the technicians which are part of the Group set up. See the next section for details on setting up the technicians and their capacity.

9.5. Technicians

The Techs tab allows you to define one or more Technicians and their capacity by time band which when they are available to respond to service calls.

Click [Maintenance > Techs](#). The Tech Search screen appears.

When you search for a Technician that is not found, you are prompted to create a Tech.

The screenshot shows the ServicePower web application interface. At the top is a navigation menu with tabs: Main, Service Calls, My Coverage, Maintenance (highlighted), Reports, Claims, Switch Back User, Contact Us, Help, and Logout. Below the navigation menu is a sub-menu with tabs: Profile Header, Dispatch Offices, Time Bands, Groups, Techs (highlighted), Area Coverage, Exceptions, and Holidays. The main content area is titled "Tech Search" and contains a search form with fields for Tech Key, Tech Name, Tech Status (a dropdown menu), and Group (a dropdown menu), followed by a red "Search" button. Below the search form is a "Search Results" section displaying a table of technicians. The table has columns for Tech Key, Tech Name, Tech Status, Group, and Dispatch Office. Each row also includes a small icon with a red 'x' in the top right corner. Below the table, it says "Showing 1 to 10 of 19 entries" and a pagination control with buttons for First, Previous, 1 (selected), 2, Next, and Last. At the bottom left of the screenshot is a red button labeled "Create Tech".

Tech Key	Tech Name	Tech Status	Group	Dispatch Office
BRUCE	BRUCE	Inactive	LaGrange	LaGrang2
007	Bond James Bond	Active	CENTEX	CENTEX
Carols Tech	Carols Tech	Active	Carols Tech	LaGrang2
CS	Chemo Sahbi	Active	TRAVIS	CENTEX
CM	Clayton Moore	Active	TRAVIS	CENTEX
1775	Deb1	Active	LaGrange	LaGrang2
EMATECH	EARL MA TECH	Active	EARLS MA GROUP	Earl's Appliance Repair
Earls MA Tech	Earls MA Tech	Active	LaGrange	LaGrang2
Heidi	Heidi	Active	Redding	Redding
heidi2	Heidi2	Active	REdding2	Redding2

9.5.1. Find a Technician

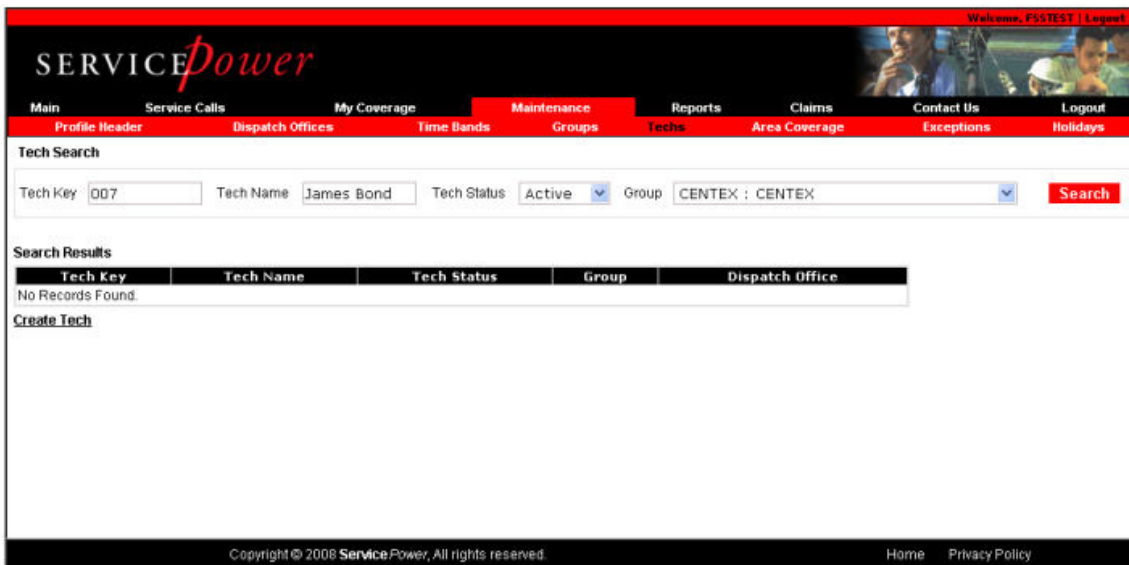
Click [Maintenance > Techs](#). The Tech Search screen appears.

Populate one or more fields in the search fields at the top and click [Search](#).

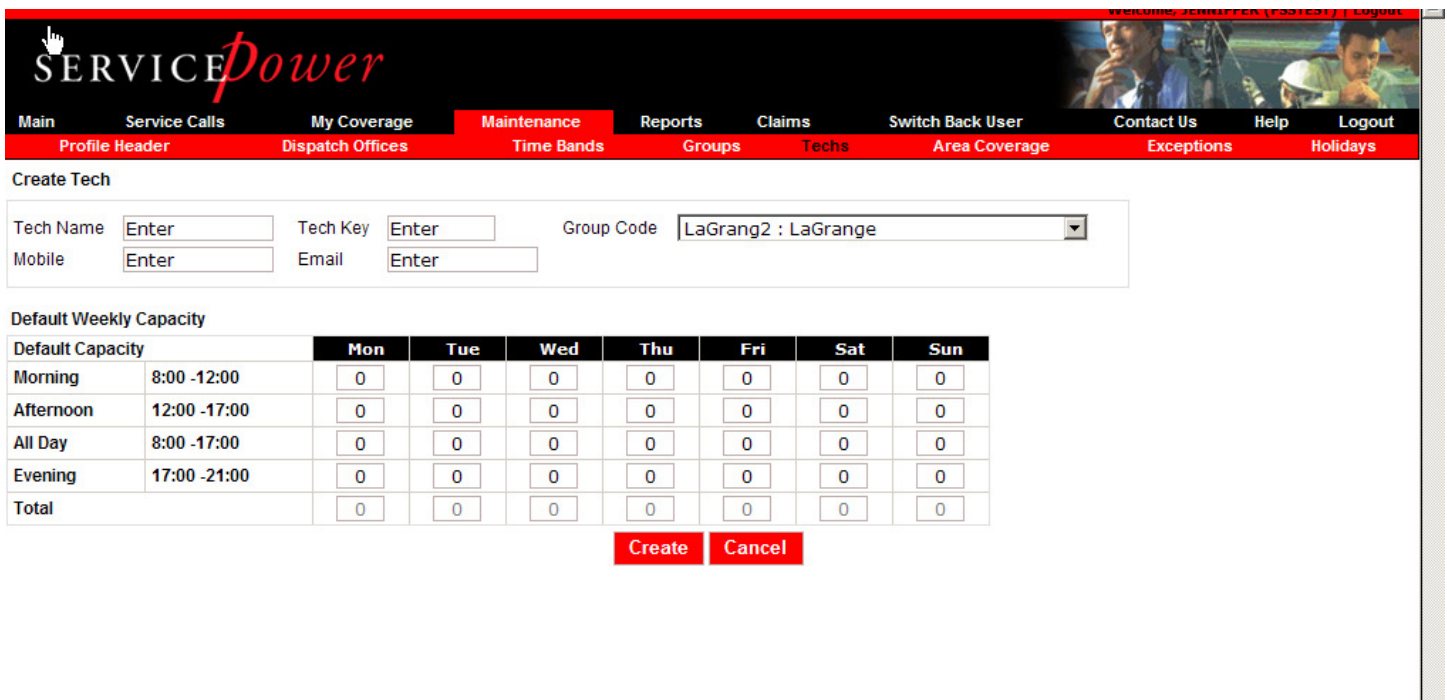
Results are returned in the Search Results section.

9.5.2. Add a Technician

If no records are found, as in the following example, click [Create Tech](#) to create a new Technician record.



The Create Tech screen appears.



Enter the identification information for the technician, including the name, key and contact information.

Set up capacity for all the applicable Time Bands you selected earlier under the Time Bands section.

Capacity is the total bucket of jobs to which all Network Job Sources will book calls on your behalf.

The Time bands are what they see when they get appointments from SERVICEDispatch, and to which they will commit you to the consumer. They expect you to show up on the date and time displayed.

YOU CONTROL CAPACITY. TAKE CARE SETTING UP CAPACITY SO THAT YOU ARE NOT OVER OR UNDERBOOKED.


If you are a mobile dispatch users, the FSS Mobility Settings at the bottom of the page control how often SERVICEDispatch communicates with your mobile devices.

Click [Create](#).

A Confirmation screen appears with the information you provided.

9.5.3. Edit a Technician

Click the [Tech Name](#) or the edit button  to edit an existing technician.

You may also delete a technician by clicking the delete button . This is new functionality.

9.6. Area Coverage

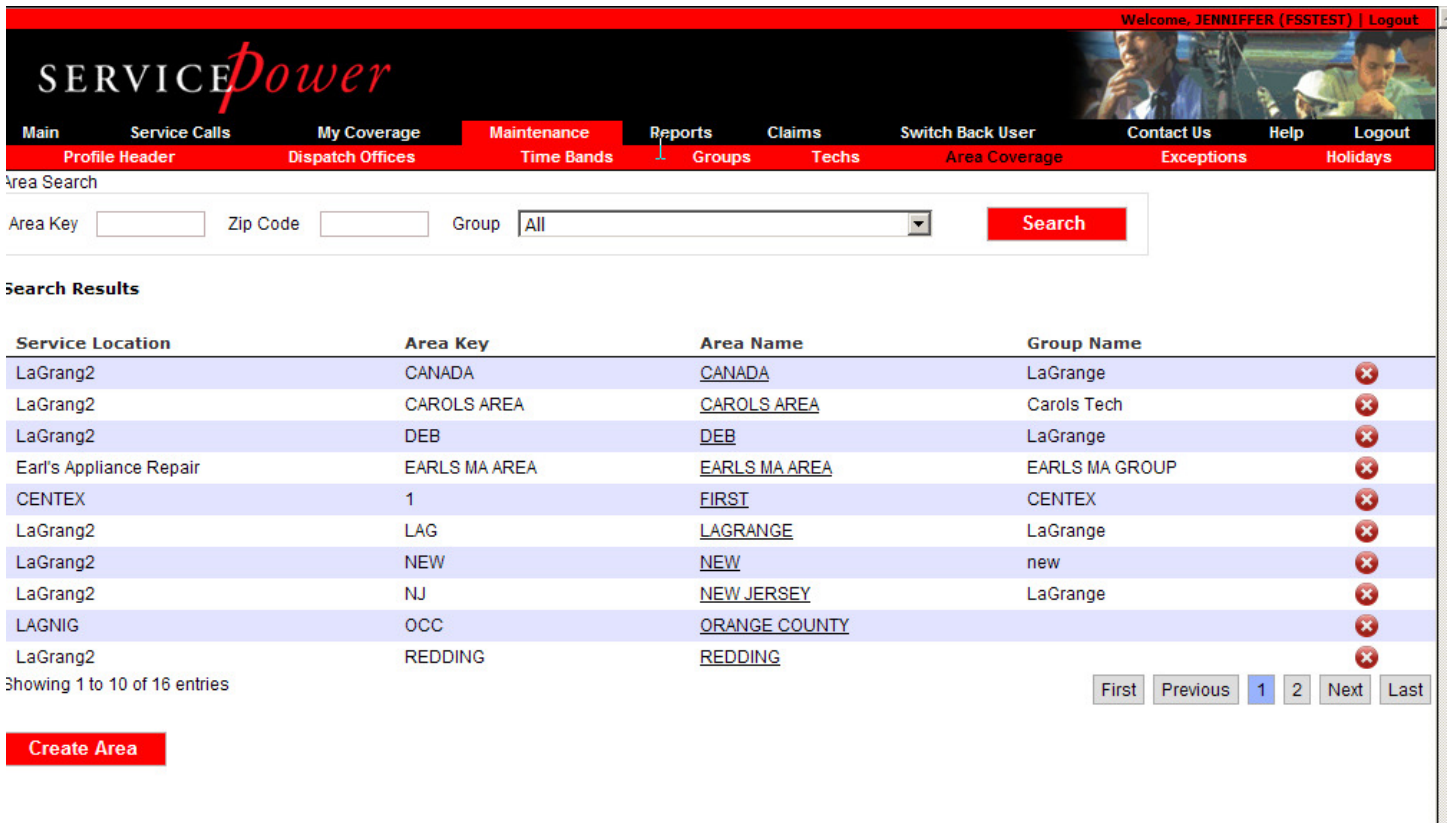
Areas define which zip codes you are willing to service.

The Area Coverage tab allows you to create service areas for your business.

You must define an area key, an area name, and a range of zip codes that define the geographical limits of the area.

Click [Maintenance](#), then [Area Coverage](#).











The Area Search screen appears.



Area Search

Area Key Zip Code Group

Search Results

Service Location	Area Key	Area Name	Group Name
LaGrang2	CANADA	CANADA	LaGrange 
LaGrang2	CAROLS AREA	CAROLS AREA	Carols Tech 
LaGrang2	DEB	DEB	LaGrange 
Earl's Appliance Repair	EARLS MA AREA	EARLS MA AREA	EARLS MA GROUP 
CENTEX	1	FIRST	CENTEX 
LaGrang2	LAG	LAGRANGE	LaGrange 
LaGrang2	NEW	NEW	new 
LaGrang2	NJ	NEW JERSEY	LaGrange 
LAGNIG	OCC	ORANGE COUNTY	
LaGrang2	REDDING	REDDING	

Showing 1 to 10 of 16 entries

Enter a zip code number and click [Search](#).

- If you have already defined an Area with that zip code, the Search Results section is populated with that one area. Click on the underlined [Area Name](#) link to display the Area Update screen.

- If you have NOT already defined an Area with that zip code, the Search Results section is populated with "No Records Found,"--but you can click on the underlined Create Area link to display the Area Update screen, where you can create another area.

The screenshot shows the 'Update Area' interface in the SERVICEpower system. At the top, there's a navigation bar with 'Main', 'Service Calls', 'My Coverage', 'Maintenance', 'Reports', 'Claims', 'Contact Us', and 'Logout'. Below that, a secondary navigation bar includes 'Profile Header', 'Dispatch Offices', 'Time Bands', 'Groups', 'Techs', 'Area Coverage', 'Exceptions', and 'Holidays'. The main form area is titled 'Update Area' and contains several input fields: 'Area Key' (value: 1), 'Area Name' (value: FIRST), and 'Dispatch Office' (value: CENTEX). A 'Search Zip Code' section follows, featuring a 'Select Country' dropdown menu set to 'UNITED STATES', and sub-sections for 'Zip Code Search' (with 'State' dropdown, 'County', and 'City' text boxes) and 'Zip Code Range' (with 'From' and 'To' text boxes). A red 'Search' button is located below these fields. The 'Select the Zip Code' section shows a single result: a checked checkbox next to '04002,ALFRED : 1'. At the bottom of the form, there are three buttons: 'Update', 'Area Group Mapping', and 'Cancel'. The footer of the page includes 'Copyright © 2008 ServicePower, All rights reserved.', 'Home', and 'Privacy Policy'.

9.6.1. Create an Area

Enter an Area Key, an Area Name, and a Dispatch Office.


Select a State from the State drop down list. A list of all zip codes and cities in that state appears.

Use the check boxes to select one or more zip codes and click **Update**.

Click **Area Group Mapping**. The Area Group Mapping screen appears.

Use the Check boxes to select the group to which to map this Area and click **Update**.

9.6.2. Edit an Area

Click the **Area Name** to edit the zip/post codes or group mapping. You may also delete an area by clicking the delete button . This is new functionality.

9.7. Exceptions

Exceptions pertain to zip codes or technicians, by day of the week or date, which are not available for service.

You will receive no dispatches in the zip codes of for the capacity associated with the technician you specify during the time periods you specify under Exceptions.

Define Times and Areas of No Service

Click **Maintenance**, then **Exceptions**.

The screenshot shows the ServicePower web application interface. The top navigation bar includes links for Main, Service Calls, My Coverage, Maintenance, Reports, Claims, Contact us, and Logout. Below this, a secondary navigation bar contains Profile Header, Dispatch Offices, Time Bands, Techs, Area Coverage, Exceptions, and Holidays. The 'Maintenance' and 'Exceptions' links are circled in red. A red arrow points from the 'Exceptions' link to the 'Zip Code Exception' form.

Zip Code Exception

Location Name: Country Code: Zip Code: Day wise Date wise

Time Period	Mon	Tue	Wed	Thu	Fri	Sat	Sun
All Day 08:00- 17:00	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Early Morning 06:00- 08:00	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Tech Exception

Tech:

Time Period	07/30	07/31	08/01	08/02	08/03	08/04	08/05
All Day 08:00 - 17:00	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Early Morning 06:00 - 08:00	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Total	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

<<Prev Next>>

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Select the zip code or technician for which you are NOT available. You will receive no calls for these areas or technicians.

Click **Update**.

—Or—

Click **Cancel** to leave the page without making any changes.

9.8. Holidays

You can define days during the year when no services are available.

You will receive no dispatches for days you have defined as holidays.

9.8.1. Define Holidays

Click **Maintenance**, then **Holidays**.

The Holiday List screen appears.

ServicePower

Welcome, FSSTEST | Logout

Main Service Calls My Coverage Maintenance Reports Claims Contact Us Logout

Profile Header Dispatch Offices Time Bands Groups Techs Area Coverage Exceptions Holidays

Holiday List

Include	Description	Day	Date	Exclude
<input checked="" type="checkbox"/>	CHRISTMAS	Tuesday	12/25/2007	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Carol	Thursday	11/29/2007	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Columbus Day	Monday	10/08/2007	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Easter Monday	Monday	04/09/2007	<input type="checkbox"/>
<input checked="" type="checkbox"/>	MLK	Monday	01/15/2007	<input type="checkbox"/>
<input checked="" type="checkbox"/>	New Years	Monday	01/01/2007	<input type="checkbox"/>
<input checked="" type="checkbox"/>	THANSGIVING	Thursday	11/22/2007	<input type="checkbox"/>
<input checked="" type="checkbox"/>	vac	Wednesday	04/02/2008	<input type="checkbox"/>
<input checked="" type="checkbox"/>	vacation	Wednesday	02/20/2008	<input type="checkbox"/>

Save Add Holiday Cancel

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- To delete a holiday, click the **Exclude** checkbox, and click Save.
- To add a holiday, click **Add Holiday**, add the details of your holiday, and click Save.
- To edit a holiday, delete it, then click **Add Holiday**, and define it again.

9.9. Reports

SERVICEDispatch includes some basic dispatch reporting. Go to Reports.

ServicePower

Welcome, FSSTEST | Logout

Main Service Calls My Coverage Maintenance Reports Claims Live Chat Help Logout

Search Calls Metrics Survey Results

Advanced Call Search

Call & Consumer Info

Call No Contract # Consumer Name

Home Phone Work Phone Cell Phone

FSS Call Attributes

Network Select Warranty Type Select Service Type Select

Status Select Dispatch Office Select Zip Code

Call Dates

Search calls --select date type-- --select date range type-- -

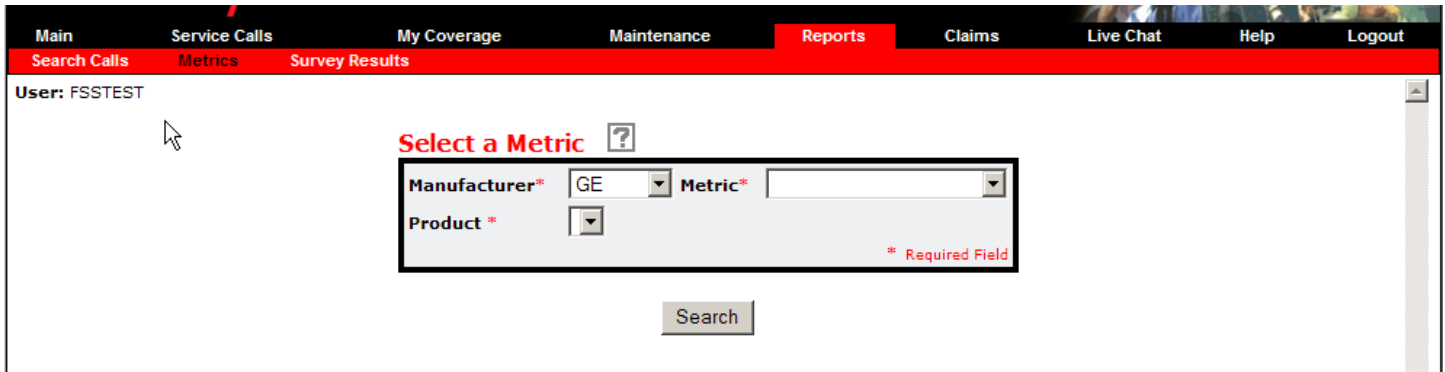
Search

9.10. Search calls

Search calls is a query function. Review section Search Calls, page 29 for details.

9.11. Metrics

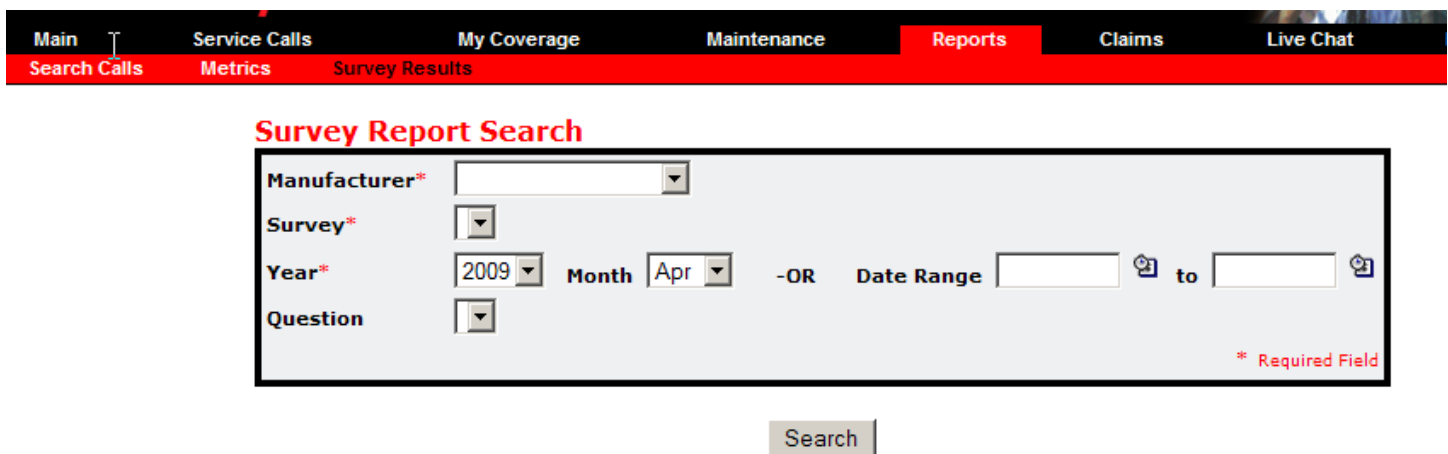
Some Networks post metrics or measurements they track on SERVICEDispatch. Select the network and the metric from the drop down list.



The screenshot shows the SERVICEDispatch web application interface. The top navigation bar includes links for Main, Service Calls, My Coverage, Maintenance, Reports (highlighted), Claims, Live Chat, Help, and Logout. Below this, a secondary navigation bar has Search Calls, Metrics (highlighted), and Survey Results. The user is identified as 'User: FSSTEST'. The main content area features a 'Select a Metric' section with a help icon (?). This section contains three dropdown menus: 'Manufacturer*' (set to 'GE'), 'Metric*', and 'Product *'. A red asterisk indicates that these are required fields. A 'Search' button is located below the form.

9.12. Survey Results

Likewise, some Networks retain ServicePower to perform quality surveys. Others simply post their own quality survey data to SERVICEDispatch. Select the network and the survey, period and question from the drop down list.



The screenshot shows the SERVICEDispatch web application interface. The top navigation bar includes links for Main, Service Calls, My Coverage, Maintenance, Reports (highlighted), Claims, and Live Chat. Below this, a secondary navigation bar has Search Calls, Metrics, and Survey Results (highlighted). The main content area features a 'Survey Report Search' section. This section contains four dropdown menus: 'Manufacturer*', 'Survey*', 'Year*' (set to '2009'), and 'Question'. Additionally, there are 'Month' (set to 'Apr') and 'Date Range' (with 'to') fields. A red asterisk indicates that Manufacturer, Survey, and Year are required fields. A 'Search' button is located below the form.

10. Claims

SERVICEClaims, the claim processing engine for many manufacturers, third party administrators, retailers, and others, is fully integrated with SERVICEDispatch. Therefore managing claims is possible from one location. See the document titled **ServicePower SERVICEClaims User Guide** for training instructions.

11. Logout

Click [Logout](#) to complete your session and close this application.

12. Frequently Asked Questions

12.1. Service Calls



Where are my calls? I can't find my calls.



On the **Main** tab, look to the left-hand side. Calls are listed on the **Service Calls Dashboard** (with the grid at the top) or **Quick Links** (listed down the side).

--Or--



On the **Service Calls** tab, click each "sub-link" for the separated call queues, from New to Completed to Add(ed) Calls (that you've added).

--Or--



Be sure to **Accept** or **Reject** calls -- and their Terms & Conditions -- (according to the source or sender requirement) to see all the call details.



I don't see my yellow page calls, how do I find them?



Yellow page calls are now located in your New Calls.



My reason for rejecting isn't listed, what do I do?



Choose the closest reason from the set of choices, and give a detailed reason in the Reason text field. See Reject Reason. See also Rejecting a Call.

12.2. Maintenance



I only have a default Technician, do I have to add every technician in my office?



No. One "Tech" is required for you to receive jobs; adding all of your other Techs is optional. Having all of your Techs in the system helps you manage your schedules. See Techs.



I have calls that are not on this list. Where are they?



Probably on the Yellow Page Calls list. See Yellow Page Calls.




How do I move the incomplete calls to complete calls?




Follow these steps:

- Open call details by clicking on the hyperlinked call number.
- Scroll down to the Completion section and input the date (mm/dd/yyyy format, slashes included).
- Click **Complete**.

12.3. Claims and Payments


 What does it mean when the claim status is PAID, but I have not received payment?


 Some service networks make claim payments through ServicePower. Some make payments directly to servicers.


"**PAID**" might mean the service network has only approved the claim. It may indicate payment has been issued.


If you look under the Payments tab, and there is no information, you must contact the service network directly for payment information.


if payments are made through ServicePower, as soon as funds are received from the service networks, we mail checks or issue EFTs. Depending on the service network, this process can take from 5 to 34 days.


 Why did we get debited?

 This may happen for various reasons. (1) Your claim may have been previously paid in error. (2) You may not have returned a broken, dud, or core part in time. (3) An audit review may have found an error on a paid claim, etc.

 Why was I paid less than ServicePower authorized?

 The pre-authorization process is based on your repair description. If the final repair was not as pre-authorized, you receive reimbursement for the actual repair. For example, the replacement of an optic block and lamp are approved for \$300 labor, but the lamp replacement (only a 30 minute repair) fixed the unit. The \$300 is reduced to the fair amount for a lamp replacement.


 On the Payment History page, what do the dates mean?


 service networks set specific dates each month, known as the **Pay Cycle End Dates**, to process claims ready for payment.

This is the date ServicePower creates checks or prepares EFTs if available, and sends a payment register to the service network to fund the bank account.


The date the checks are printed is shown as the **Check/EFT Date**.

When ServicePower receives the funds, checks are mailed, EFTs are transmitted, and the **Check/EFT Date** is updated to reflect the date of posting. Depending on the service network, this can take from 5 to 45 days.


 What is the difference between the Requested Amount, Calculated Amount, and Paid Amount?


 The **Requested Amount** is what you requested on the claim form. The **Calculated Amount** is calculated based on service network rates or negotiated rates. The **Paid Amount** is the final amount to be paid based on service network policy.

 How can I request additional labor, parts, or mileage?


 Follow the instructions under Request Call Authorization.


 Where will the parts orders be delivered?


 Parts will be shipped to the Servicer or to the customer according to the indicator you set when ordering the parts. See Order Parts.


 If the service network does not use the ServicePower **Parts Order module**, you must contact them directly to get clarification on their parts delivery processes.


Miscellaneous


 Why can't I see the calendar button?


 You are probably using Firefox, or some browser other than Internet Explorer.

 Will I be notified when action is taken on an authorization request?


 Yes—by the default notification method. The default notification method is set under **Maintenance** and **Dispatch Offices**.

 It says I do not have access, what does this mean?

 If you do not have access to the internet, contact your system administrator or check with your internet service provider.

 Your **SERVICEDispatch** access level is based on your login ID. If you are not set up to have access to a function, contact your system administrator or ServicePower via Live Chat.


 Where can I add my Federal Tax ID or Social Security Number?


 Go to **Maintenance > Profile Header**. If one of your networks offers EFTs, through our payment module, you will see a Service Account Information button at the bottom of the screen. Add your information there.

If something changes, contact your service network for a new account. Complete and submit a new W-9, and contact ServicePower via Live Chat for a new profile.

 How can I delete a Technician?

 **Contact** ServicePower Customer Service via Live Chat.

 I am going on vacation, how do I stop you from sending work to me while I am gone?

 Go to the **Maintenance-Holidays** tab and click **Add Holiday**. Input the description, day, and date; make sure the **Include** box is checked; and click **Save**.

 How can I add brands?

 You can add Brands under the **My Coverage>Brand Coverage** tab.

Select the industry (industry must have been set-up first) from the drop-down list and click **Add Brand**.

Select the **Brand Description** from the drop-down list, click the **Warranty Authorized** box if applicable, add your **OEM Acct Code** if desired, and click **Save**.

--IF you want to Add more brands now--

Click **Add** for additional lines.

--OTHERWISE--

Click **Save** then **Close**.



How can I add zip codes?



Zip codes can be added two ways:

Under the **Maintenance-Area Coverage** tab, open or create an Area (click on its hyperlinked Area Key name or the Create Area link).

Search for a particular zip code or range of zip codes via the available fields and click **Search**.

Select (check the check boxes to the left-side of each) the intended Zip Codes, and click Update. (If this is a New Area, be sure to link it to a Group with the "Area Group Mapping" button.)



How do I segregate zip codes for different service networks or networks?



Follow these steps:

Go to My Coverage > Zip Coverage and click Manage Zip Profile by Network.

From the **Select a network** drop-down, choose a network or service network.

From the **Select a state** drop-down, choose a state.

Click **Search & Add Zips**, fill-in the search criteria, and click **Search**.

CAUTION: IN THE NEXT STEP, DO NOT SELECT ADDITIONAL NETWORKS TO COPY THE ZIP CODE SET-UP INTO OR YOU WILL NOT BE SEGREGATING YOUR COVERAGE AS DESIRED!

Select (check the check boxes on the left) the Zip Codes desired, select the Area the zip codes should belong to, then click **Add Zips**.



How do I set my profile so I can get job offers on particular days for particular areas?




Be sure you are a Type 1 Servicer offering specific calendar appointments.

Then, create and link new Areas, Service Technicians, and Groups with only the service information you want to provide.





Why can't I log in to ServicePower?


 Be sure you are going to www.servicepower.com and have selected Country & Language from the initial log-on screen.


Next, be sure the CAPS lock is off and that your ID or password have not changed.

12.4. My Coverage

 How can I improve my QOS?

 This is controlled by each call source or sender. Please contact them directly for assistance.

 Why am I not getting calls or why is my volume dropping?

 Demand for service requests may have decreased all-around, your business information may need adjusting, or the call source or sender may have changed their selection preferences.


Ensure your profile or business information is


Updated for best Servicer Type. (Type 1 directly offers the consumer appointments by date & time band; Type 2 only shows ability to receive requests.)

Showing the correct Tech capacity (number of requests Type 1 servicers will accept) and Time Bands or availability.

Accurate for Area and Zip Code Coverage (including exceptions), Industry or Brand or Product Coverage, and Group skills.

Also be sure to check your selection status with the call source or sender and ask if they have increased the number of servicers near you.

 My email or fax does not have all the information I need, how do I get the information? Why do I have to "Accept" first?

 Call sources or senders determine how much information is released in the initial service request. The Terms & Conditions may be different for each call, therefore you must acknowledge that you have read and understood them by accepting each one. Accepting or Rejecting or updating the call status is also critical for informing everyone involved in the service cycle as to the progress of the service call from request to completion.

13. Glossary

A

Area: An area of service defined by zip codes.

Authorized network source: One of the following: a Network Job Source (Network Job Source or third party administrator {TPA}) that uses SERVICEPower to dispatch calls.

C

Call Status: Call Status indicates stages of the service event, e.g. "waiting for customer," "Waiting on parts," etc. so that the Network Job Source, call center, and customer can all know the current progress of the service call. On the Main Page, in the Service Calls Dashboard area, is a list of possible call statuses. Scroll down to see them all.

Completed Calls: On the Service Calls page, the tab that shows a list of all the calls you have completed.

Completion: On the Calls Details page, the section that allows you to complete or complete and submit a call.

Create a New Request: On the Service Calls page is a tab labeled Add Calls. This tab allows you to add your own calls into FSS. Adding your own calls into FSS helps to you consolidate all the information about your daily work at one place. After evaluating your profile (Capacity, Load, Exceptions etc.), FSS will return a list of available appointments from your schedule.

G

Group: A Group is made up of a combination of one or more areas with one or more Technicians. Use Groups to fine tune the areas and times when your services are available.

I

Incomplete Calls: Service assignment calls which you have accepted but not completed. On the main page, click Incomplete Calls to see a list.

L

Literature: In the Quick Links area, the link to Network Job Source's literature like installation, repair, and maintenance manuals.

N

New Calls: Service call assignments which you have not yet accepted. (Same as Open Calls.)

O

Open Calls: Service call assignments which you have not yet accepted. (Same as New Calls.)

Q

Qty: Quantity. When you order parts you must specify how many to ship.

R

Reject: The action you take or the button you click if you do not want to accept a service call assignment. If you reject a call, it is removed from your call list and you cannot recover it.

Request Call Authorization: The feature you use to request authorization for a call you may have received from a customer by phone.

S

Scheduled Date: The date when service is scheduled or when you want to schedule a service call.

Search Calls: On the main page, this is the label for the Search Calls dashboard area, where you can enter minimal data to find a call.

SERVICEDispatch Calls: Service calls you receive through an authorized network source.

T

Terms and Conditions:

Y

Yellow Page Calls: Calls you may receive when a Network Job Source has no service provider in their network.