SERVICE*Power*

SERVICEOperations
SERVICEDispatch

Training Manual

Version 5.0

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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. SERVICEOutsourcing

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.
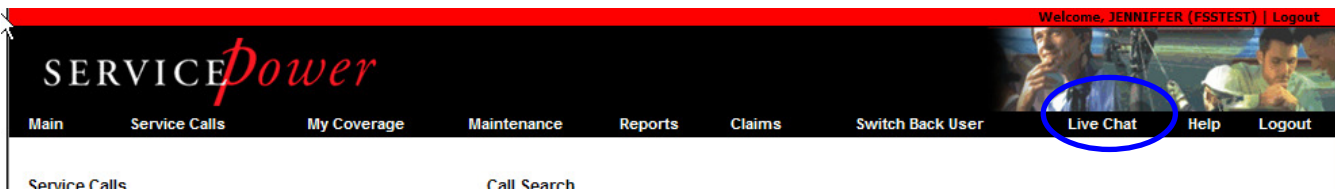
6. Main Menu

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.

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.

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.

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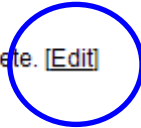
The main page indicates the percentage of completion of your current profile. Anything less than 100% needs to be correct immediately.

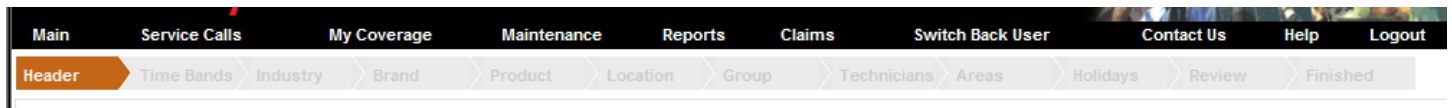Click on Edit under Maintenance to access the wizard.

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.

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

If you do no 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.

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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
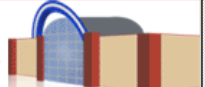
What Time Bands do you technicians follow?

Time Period		Select
Morning	8:00 - 12:00	☑
Afternoon	12:00 - 17:00	☑
All Day	8:00 - 17:00	☑
Evening	17:00 - 21:00	☑
Early Morning	6:00 - 8:00	☑

Prev | Save | Cut-off Time | Next

Home | Privacy Policy

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.

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 and industry from coverage, move it from right to left using the arrows. Click Save and then 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.

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.

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.

SERVICEPower

| 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

Please setup your default location

Name * : LaGrange   Description : LaGrange

Address
Line1 : 100 LinStation Road   Line2 :
City : LOUISVILLE   State : KY
Zipcode * : 40223   Country * : UNITED STATES

Contact Information
Contact Person : Jenniffer
Phone * : 5027191784   Email : j.breitenstein@servicepower.com

Dispatch Options
☑ Email   Dispatch Email * : n.chandrapati@servicepower.com
☑ Fax   Fax * : 5027197378
☐ IVR   IVR Phone * : 5027191784
☑ On-line
☐ 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.

SERVICE*Power*

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

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.

6.4.1.7.2.   Edit a Group

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

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	Jenniffer	Active	LaGrange - LaGrange
test	tes	Active	test - Louisville

Showing 1 to 6 of 6 entries

First | Previous | 1 | Next | Last

Prev | Create Tech | Edit Tech | Next

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.

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.

6.4.1.9.   Areas

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

6.4.1.9.1.   Create Area

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.

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.

Click Yes to confirm the deletion.

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.

6.4.1.10. Review

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

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.

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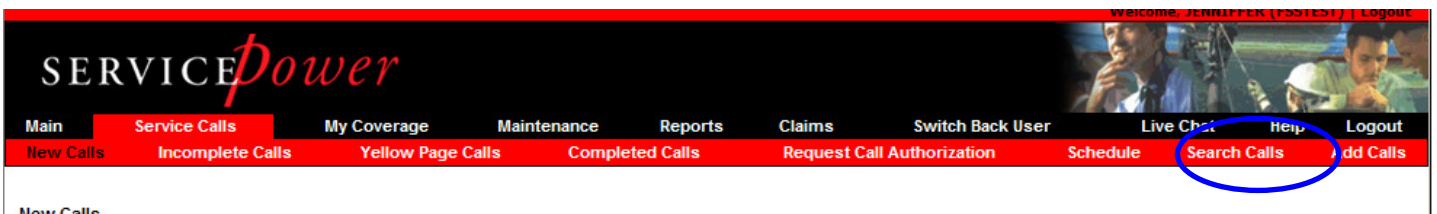
The Call Details page appears with the results of your search. Click a Call Number to see the Call Details page.

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.

Profile - Secure Account Info - Windows Internet Explorer

https://claimworks.servicepower.com/cgi-bin/lansaweb?procfun+kpiwebpr01+signon+dev+funcparms+SA_ORGINF(A110I

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

Done — Internet — 100%

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: jkronewitter@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 here	More Information
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.)

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.

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.

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.

- 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 ![excel] 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.
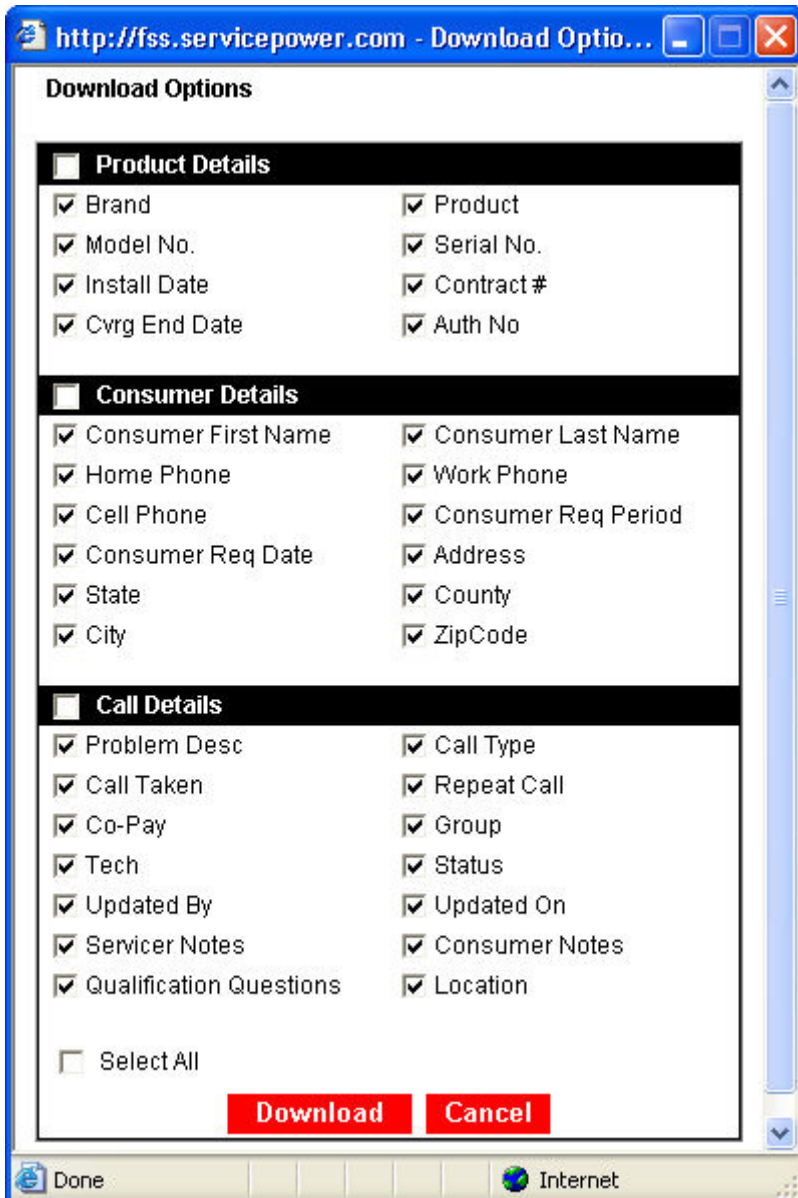
Click the checkboxes to choose your options.

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

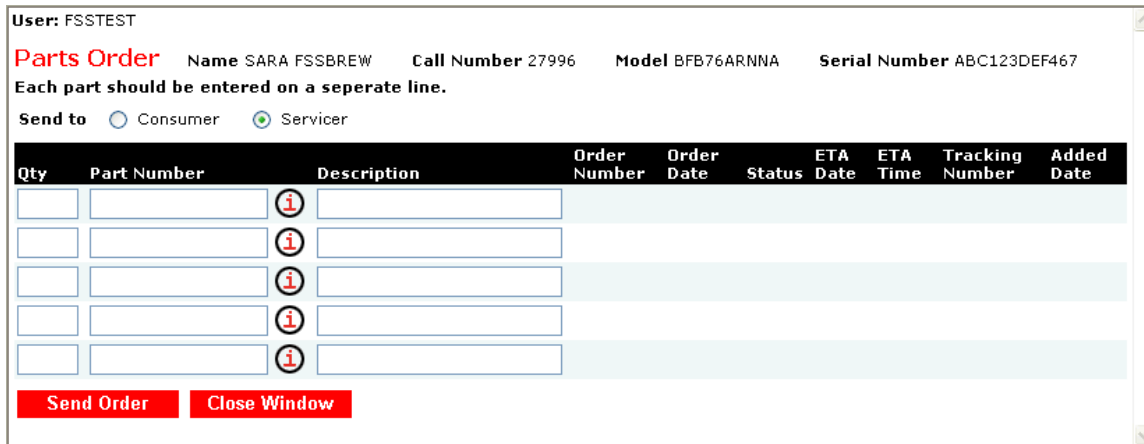The Parts Order screen, allows you to order parts for the product you are to repair.

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 ① to see a list of parts to choose.

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.
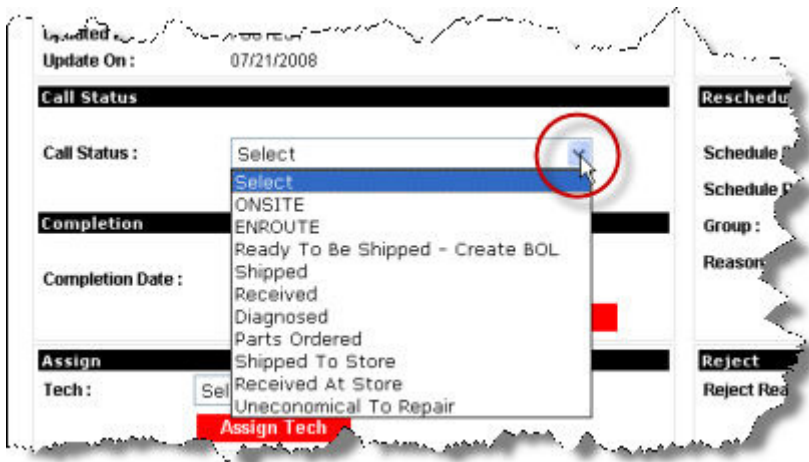
7.2.1.2.6.   Rejecting a Call

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 Descrption :	Test
Consumer Notes	Servicer Notes

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.

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.

7.2.1.2.13. Complete or Complete and Submit a Claim

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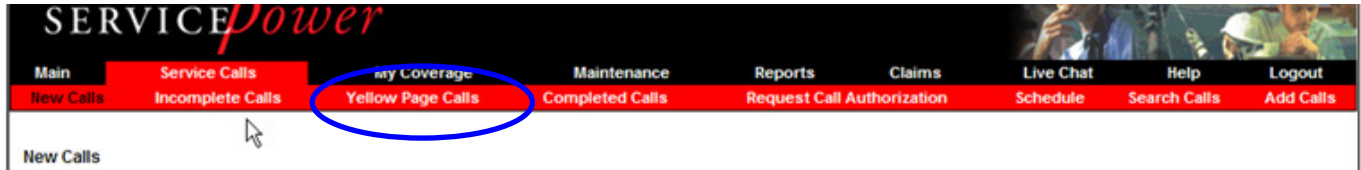
However, now ServicePower sends those jobs directly to you as a New Call that you must accept or reject as any other call within the application.

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.

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.

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 <u>before</u> 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.

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.

Supply the required information in the boxes provided.

Scroll down to the section labeled Repair Description.

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
		More Parts		
Parts	.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 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.
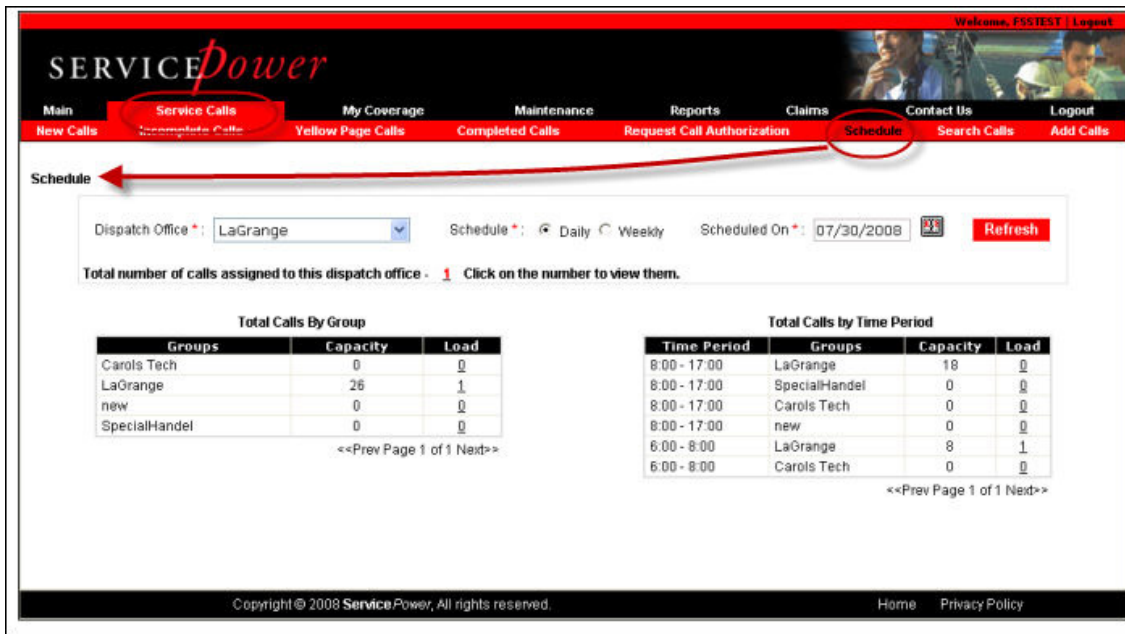
Select a calendar date, either by direct input or selection from the calendar icon, and click **Refresh**.

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.

This is the same page that is available under **Reports**.

Select applicable search field and click Search.

The search results are displayed on screen or can be downloaded via Excel .

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.

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

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 **Servicer 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:

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.

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.

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.

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.

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 <u>brand coverage requests by networks</u>. Each brand is displayed by status based upon the network's/your action. Status is defined at the told 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.

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.

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.

8.3. Product Coverage

Set up the Products you cover, by industry.

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

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.

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.

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 <u>Product coverage requests by networks</u>.   Each Product is displayed by status based upon the network's/your action. Status is defined at the told 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.

8.3.3.   Product Profile by Network

This new functionality allows you to manage a <u>Product that you added or deleted via Product Coverage</u>, 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.
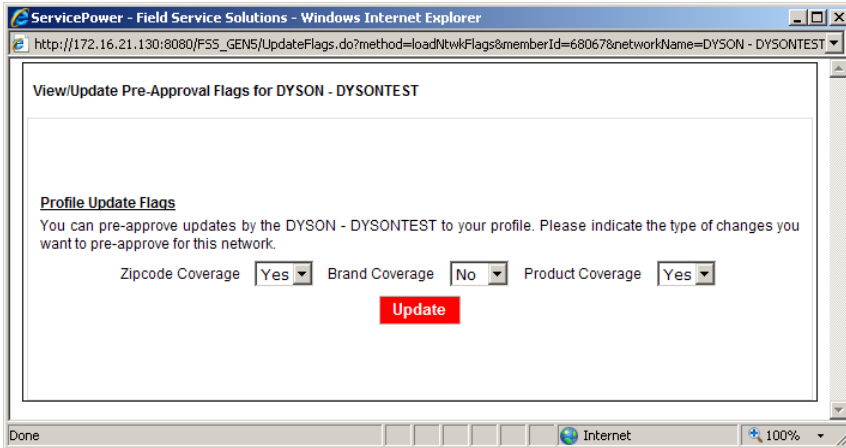
If you choose to add a network to Product coverage, simply select the Product, and choose which network to whom to offer the coverage. Click Add Product.

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

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

8.4.1.2. Manage Zip Profile by Network

Click on Manage Zip Profile by Network to set up network preferences.

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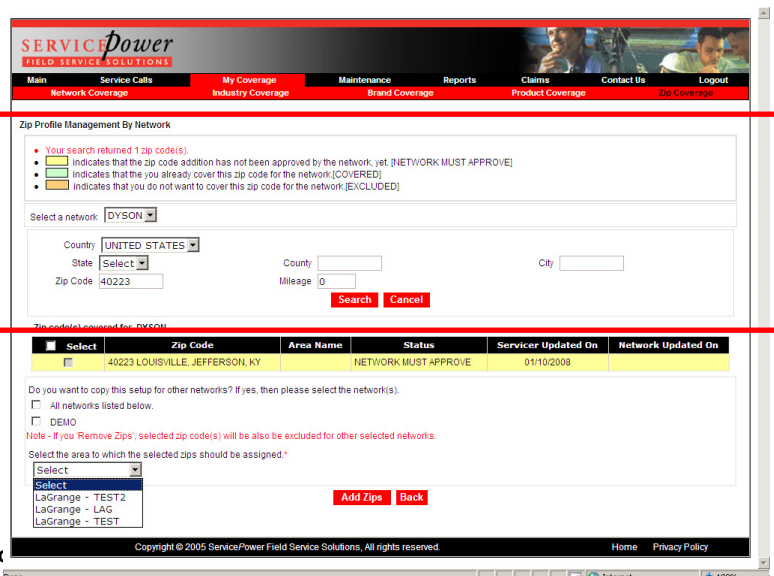
drop down list includes both active and inactive areas. Choose carefully!

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".

To accept the addition, click Accept Addition. Be sure to assign it to an area, if you have more than one. SERVICE*Dispatch* 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.

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.

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	MY BANK
Routing Number	083000137
Checking Account Number	999876523
Federal Tax ID or Social Security Number	303943329
Is your service center a Corporation?	Yes

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.

Save   **Close Window**

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.
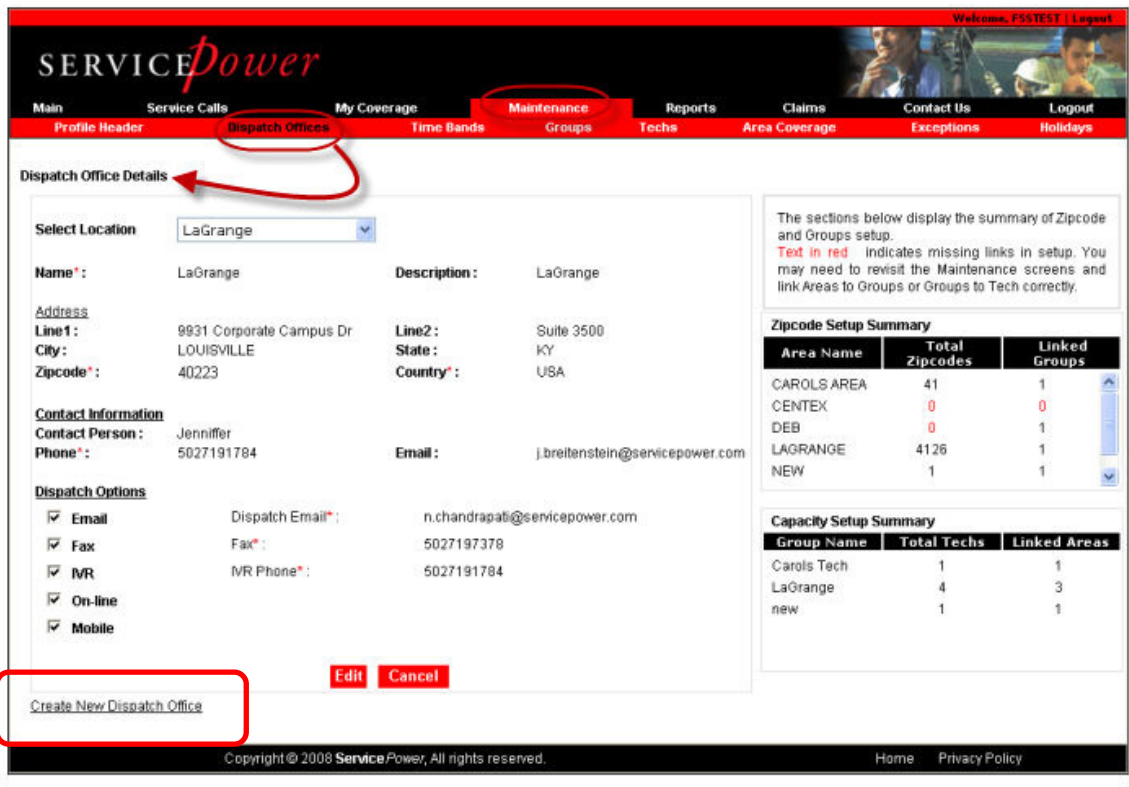
9.2.1.1. To Create a New Dispatch Office:

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

☑ Email   Dispatch Email* :   h.evans@servicepower.com

☑ Fax   Fax* :   4105719330

☐ IVR

☑ On-line

☑ 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.
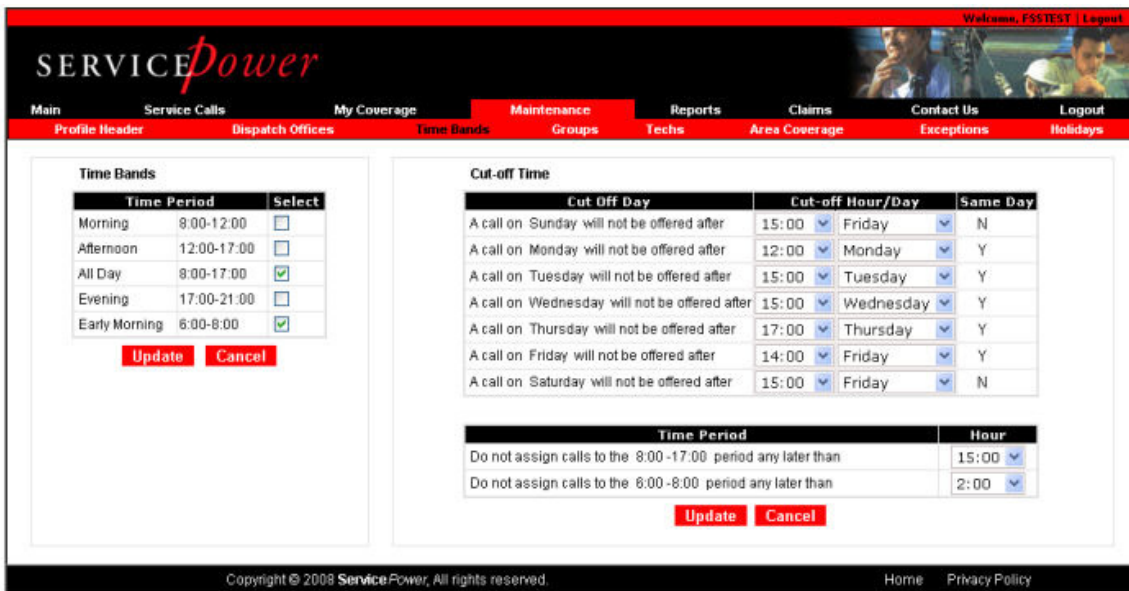
9.4.   Groups

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.

SERVICE *Power*

Main	Service Calls	My Coverage	Maintenance	Reports	Claims	Switch Back User	Contact Us	Help	Logout
	Profile Header	Dispatch Offices	Time Bands	Groups	Techs	Area Coverage	Exceptions	Holidays

Group Search

Group Key [   ]   Name [   ]   Status [All ▼]   Dispatch Office [All ▼]   **Search**

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

[First] [Previous] [1] [2] [Next] [Last]

Create Group

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.

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.
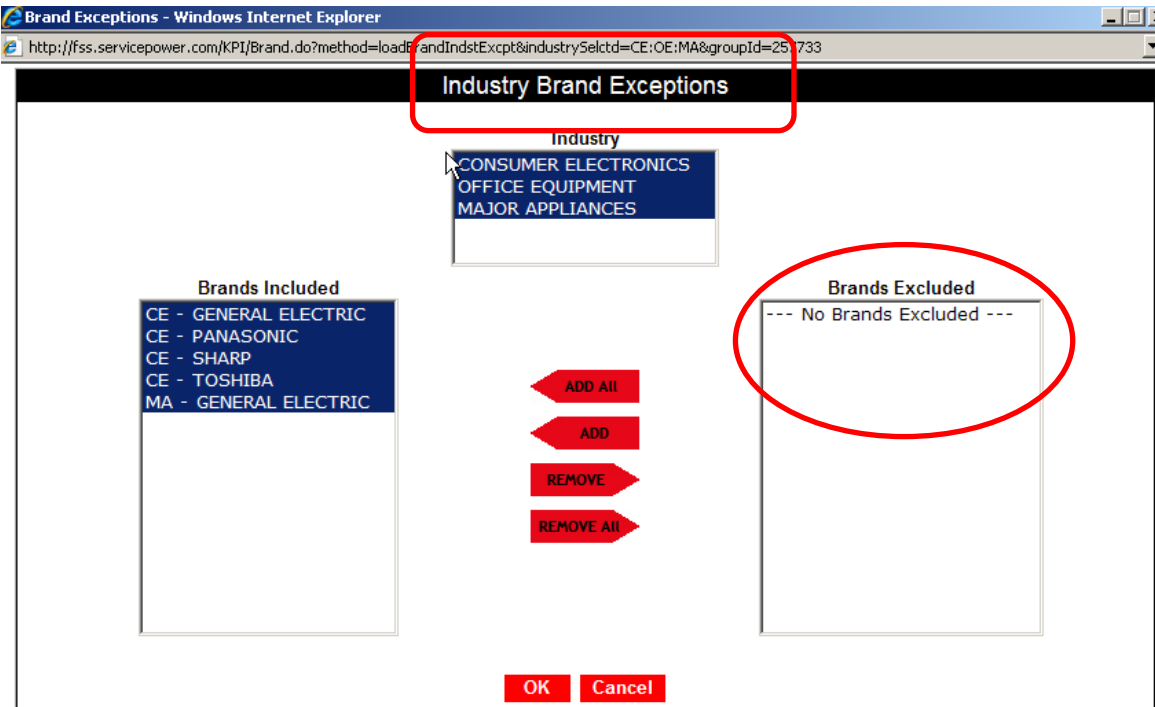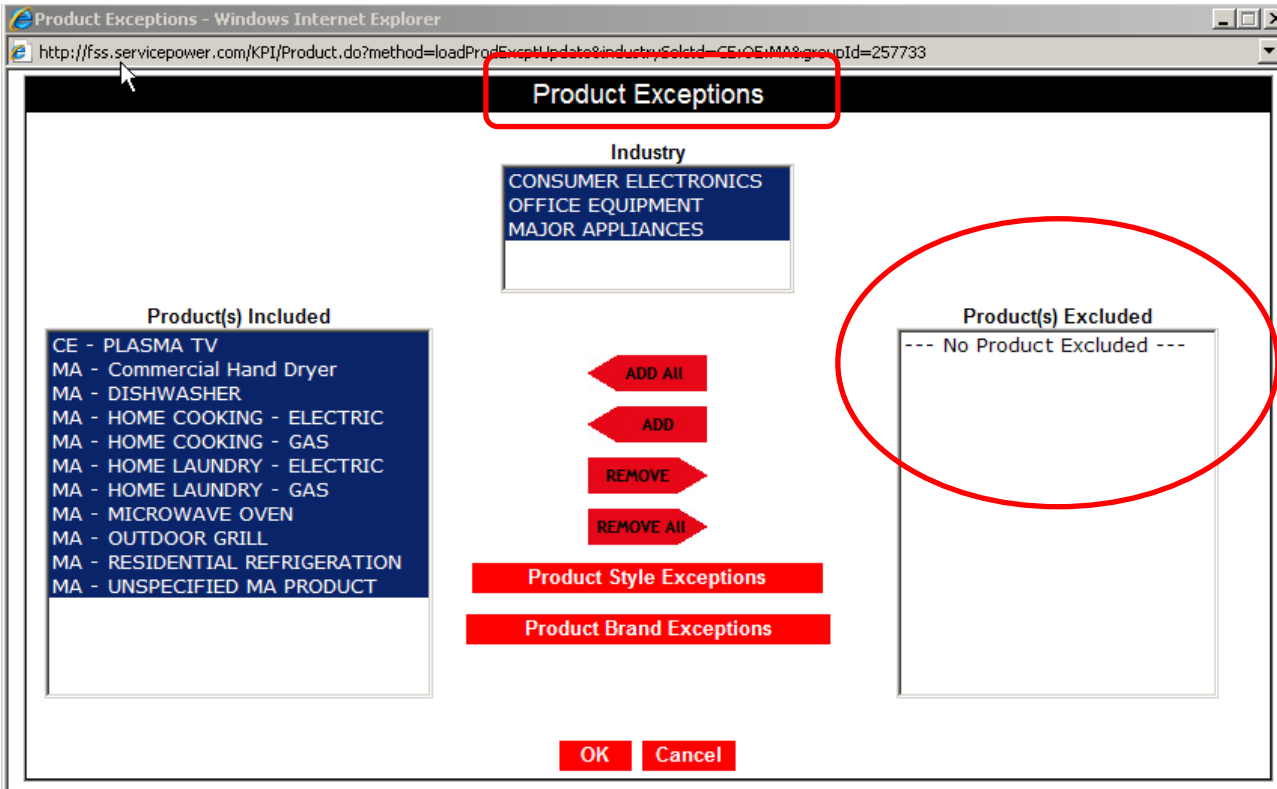
9.4.2.4. Members (Technicians)

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.

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.
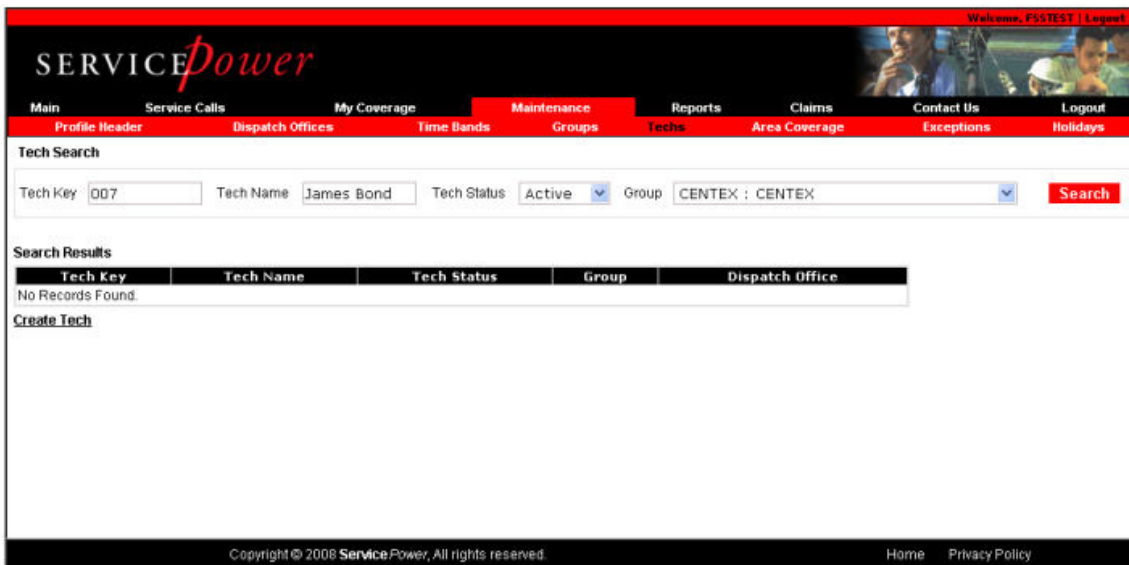
The Create Tech screen appears.
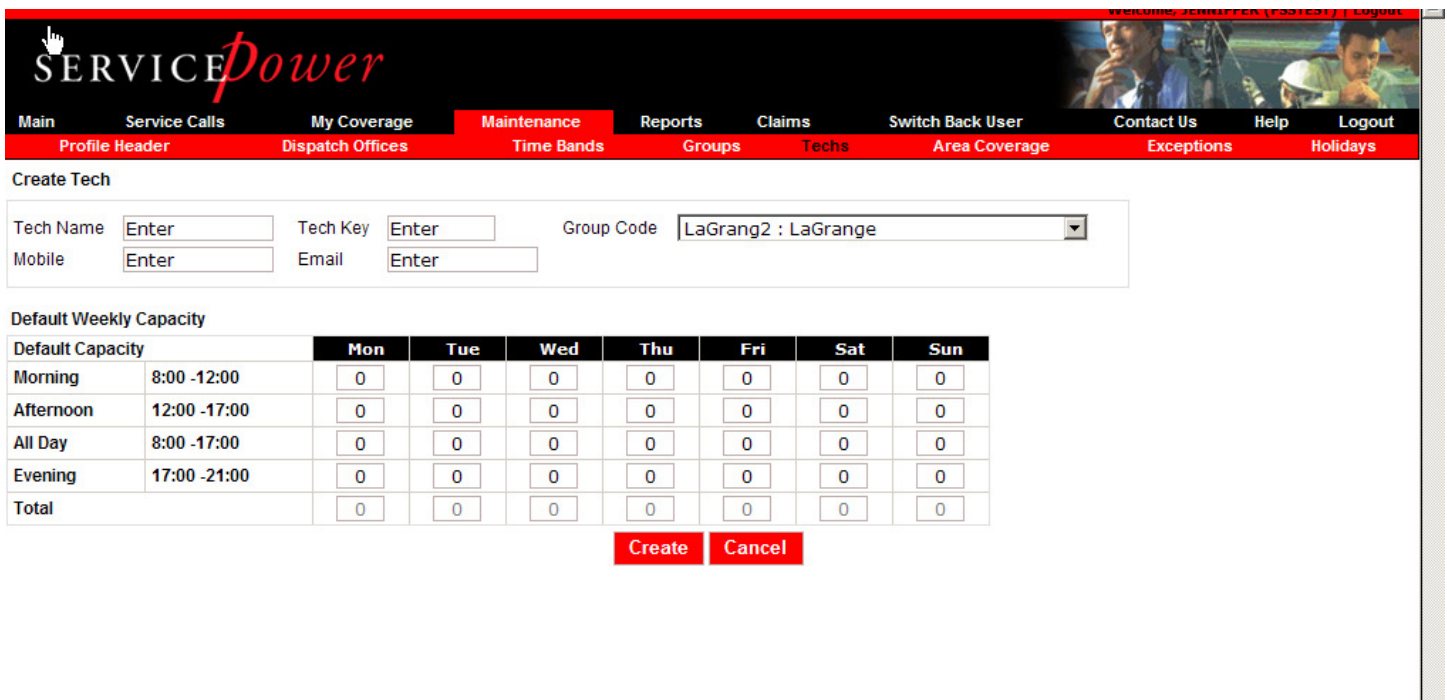
Enter the identification information for the technician, including the name, key and contact information.

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 CAPCITY. 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 ![edit] to edit an existing technician.

You may also delete a technician by clicking the delete button ![delete]. <u>This is new functionality.</u>

9.6. Area Coverage
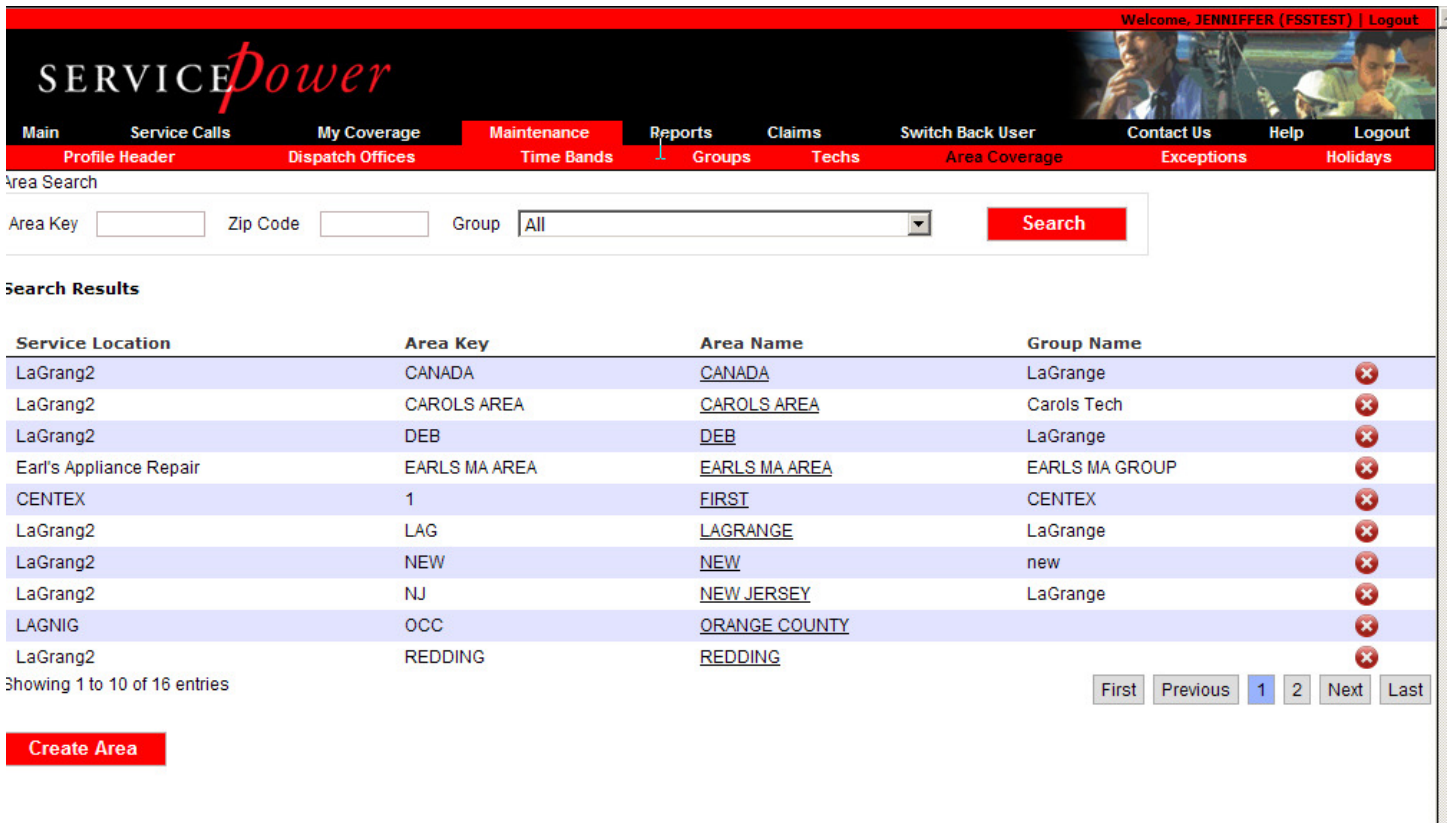
Areas define which zip codes you are willing to service.

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.

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.

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 and 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.

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.

- 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.
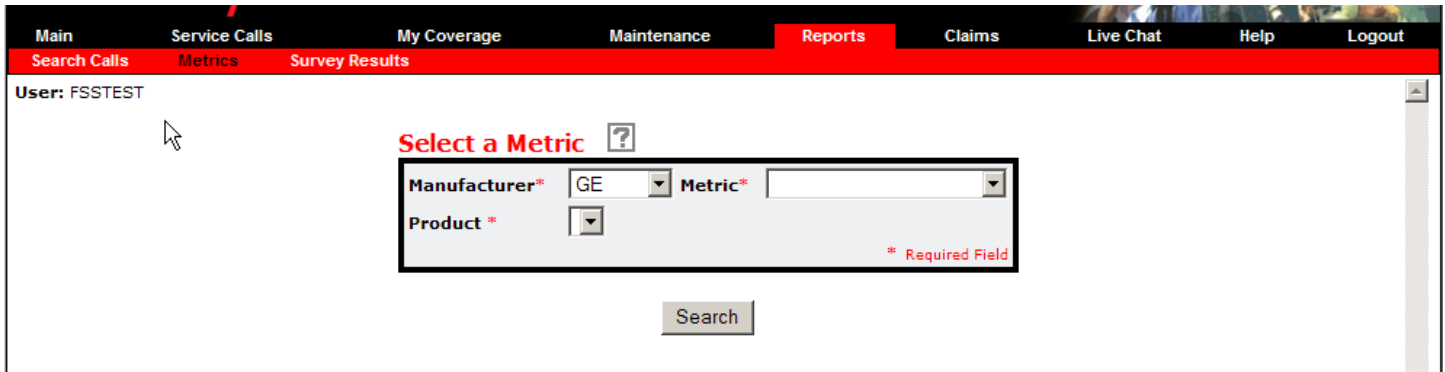
9.10. Search calls

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

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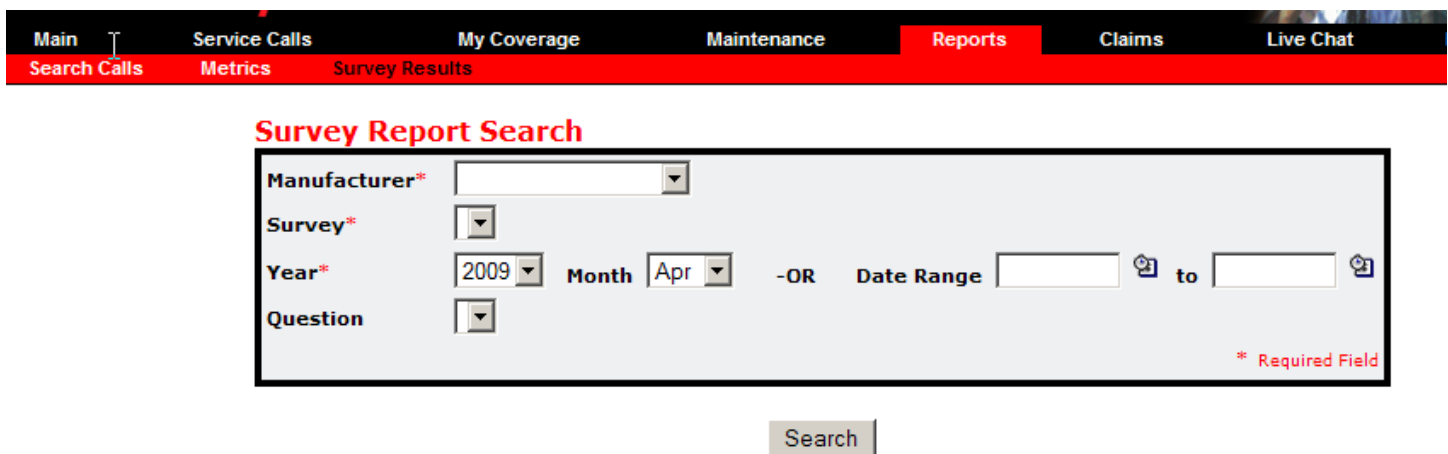
Some Networks post metrics or measurements they track on SERVICEDispatch. Select the network and the metric from the drop down list.

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.

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** form 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.