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I. OVERVIEW

What is a Select Provider Network (SPN)?

*Select Provider Network* (SPN) is a ServiceLive functionality that will allow any ServiceLive Enterprise Buyer to be able to rapidly recognize a group of providers from the total population to deliver consistent Best-in-Class service. The SPN allows Buyers to designate specific requirements above and beyond market approval and only dispatch orders to those Providers who meet the specific criteria. Examples could include specific licenses, levels of insurance, signing a contract specific to the work, acknowledging certain policies or terms and conditions or even taking a training course. It also, enables a convenient communication channel directly to the providers for urgent updates concerning services.

Provider Benefits of joining an SPN

The Select Provider Network (SPN) allows Providers to be part of a select membership that will distinguish them from the competition within their market and increases the number of opportunities to perform work for that Buyer. All *Select Provider Networks* begin with the Buyer initiating the invitation(s) on performing work especially for the Buyer and the Provider willing to join in.

Why join a *ServiceLive Select Provider Network* (SPN)? Here are some of the benefits:

- Increased Service order volume
- Buyers will post service orders to an SPN member prior to the open market place
- Open communication between Buyer and Provider
- Create loyalty between Buyers and Providers
- Creating a consistency brand with the Buyer and during the service call
- Specific training for members of the Select Provider Network

Buyer SPN Benefits

Buyers have the ability to create multiple Select Provider Networks based on specific service offerings. Each SPN will provide the Buyer with a more controlled solution and creating a better customer experience.

- Better service by utilizing local providers with excellent track records in their industry.
- Broadcast messaging and communication to Provider’s dashboard while creating their own Select Provider Network
- Maintaining compliance by utilizing Provider licenses and credentials, insurance capabilities to meet requirements
- Leveraging Provider knowledge to quickly and accurately complete service events, and be able to create repeatable Best-in-Class service experience for their customer.
- Feedback on processes from provides
II. SPN INVITATION

SPN Provider Email Invitation

The main Provider Firm Admin will be notified by email when they are invited to a Buyer’s SPN. To view the invitation and take further action log in to your ServiceLive account.

Each Buyer SPN email invitation will have:

- An expiration date – you must apply for that membership prior to the offer expiration date.
- Buyer contact info – you may contact the buyer at anytime with questions about this membership

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Dear John Smith,

You are invited to join Sears GDO (Garage Door Opener) Installation, a Select Provider Network (SPN) for SEARS at ServiceLive.

To learn more and how to become a member, log in to ServiceLive and click on the link in your “Communication Monitor” for this SPN.

Here you will find the details about this great opportunity for your business, including:

- Instructions to join this SPN
- Information about SEARS
- Credentials and criteria required for membership for your company and provider team
- Any documents necessary to complete your application

This offer does expire 04-27-2009. Take the time now to see if this is right for your company’s future.

If you have any questions about Sears GDO Installation SPN, please contact Sears at (800)497- 4402.

Regards,

Val Haxhiu
Sears Buyer
Email: sears_servicelive@searshc.com
Phone: (800)497-4402

Figure 1: Provider SPN Email Invitation
Provider Dashboard

If a Provider has been invited to one or more Select Provider Networks, the invitation links will appear in the “Communications Monitor” section within the main Provider Admin’s dashboard.

A Select Provider Network invitation will only be sent to the main Provider Firm Admin which can see listings for all SPN invitations. The SPN invitation is sent once per each campaign to the main Provider Firm Admin for the Providers that meet the campaign criteria. Same Buyer may invite your Firm to different SPNs.

Note: the Communication Monitor only becomes active after the Provider Firm has been invited to a Select Provider Network.

An SPN invitation will provide the following:

- Buyer Name in the From column
- SPN Title campaign in the subject column
- SPN Invitation and Expiration date in the Date/Time column

![Image: Provider Dashboard/Communication Monitor – Viewing SPN Invitations]
Viewing a Buyer’s Select Provider Network Invitation

To view the Buyers invitation click on the SPN invitation name. Each SPN invitation will provide specific information to the network along with requirements of becoming a member.

- Buyer contact information
- Learn more about this opportunity
- Membership criteria and credentials
- ServiceLive Verification Guide
- Required criteria for Provider Firm and Providers
- Attached documents (informational and required)
- Applying or Denying the SPN membership
Please find below detailed information from the SPN invite.

**1. Contact Information**

Every SPN Invitation will have a Buyer contact information listed. Provider may call the Buyer with any questions in regards to the SPN invitations and its requirements.

**2. Learn more about this opportunity/view instructions**

Buyer may also upload documents in the SPN invitation to find more about that opportunity. To see any attached documents/instruction and to find more information click the link Learn More.

**3. Membership Criteria – Company Requirements**

The Membership Criteria & Credentials lists all the requirements that a Provider Firm and Providers must qualify to become a members of a Select Provider Network. Some Buyers may require verified credentials as noted in ServiceLive with a "Verified" logo. For more information on the ServiceLive Verification Guide please see link below:


Each SPN invitation will have different Company and Provider requirements that must be met in order to become a member. Buyers can select from different requirements (see below) needed to participate in the SPN. In the example the Buyer has selected the following Company and Provider requirements for this SPN.

**Note:** The Provider does not meet the credential for the Company requirement as listed with the orange icon. To become a member of this SPN the Provider must have an "Approved" credential from ServiceLive. The green icon confirms that the Provider meets the requirement.
4. Documents

Buyers may upload informational and/or required documents that must be returned to the Buyer when applying to a SPN invitation. These are types of documents a Buyer may include on an SPN invitation:

- Informational document (FAQ, for your information, potential pricing)
- Sign & Return document (a document that you must read and sign the agreement, proof of documentation (i.e. certificate)

For any required document you upload in your SPN application the following statuses are applied as Buyers take action.

- **Need More Information**
  
  Buyer has reviewed the uploaded documents Provider attached in the SPN application but further information is required by the Provider.

- **Pending Approval**
  
  Document(s) has not been approved by the Buyer yet.

- **Approved**
  
  Buyer has approved document(s).

5. SPN Invitation option

After reviewing the SPN invitation you have two choices to select from:

- Decline – select “No Thank You”

In the event that you are not interested you have the option to decline an SPN invitation by clicking the “No Thank You” section. Here you'll have the opportunity to tell the Buyer why you are not interested by selecting from the drop down and click “Submit”.

![Figure 5: Selection “No Thank You” to an SP invitation](image)

- Apply for membership – proceed to apply for the SPN membership
Apply for Membership

If you are interested on becoming a member of the SPN invited click on “APPLY FOR MEMBERSHIP” in the SPN invitation.

The “Requirements” tab will list additional info and the status for those requirements:

- Company and Provider Requirements
- Attached document by the Buyer (informational and returned)

Buyers may require the same requirements for multiple SPNs. If those requirements have already been submitted and/or "Approved" you will not have to submit them again unless the requirements change.

Each SPN invitation will list a Membership Status based on the Buyer’s action:

- Pending Approval – application has been submitted for approval
- Incomplete – incomplete applicant – need more information
- Declined – Buyer has declined your membership for this SPN
- InActive – Out Of Compliance. Please check Provider Firm and Provider profile for missing criteria or credentials required for this SPN
- Member – green icon (you have been approved for this membership SPN)

Qualified Providers will list the number of providers within your Provider Firm that meet the requirements to be part of this SPN membership.
1. View SPN “Requirements” tab

Figure 6: Apply for SPN Membership
2. Sign & Return document Process

Before clicking “SUBMIT” and sending your application to the Buyer please view “Document Requirements” and “Buyer Agreements” required for this SPN. If a Buyer has attached document(s) that need to be uploaded with the SPN application follow instructions below:

- View all documents listed
- Click the name of the document to open the actual document
- If it’s a “Sign & Return” document print the document. Read it and then sign it.
- Scan document once signed
  - For further instructions on scanning and uploading files click the link below:
    http://community.servicelive.com/docs/ScannerTraining.pdf
- Click “Upload”
- Click “Browse”, select document and click “Open”
- Click “Upload”

A Buyer may also include an Electronic Agreement in the SPN invite.
Note: The Electronic Agreement is between the Provider and the Buyer not ServiceLive. Provider Firm is responsible for its service and Providers and requirements. Always read the Electronic Agreement prior to selecting “Agree”. Once you click “Agree” you will see the confirmed icon below next to the Electronic Agreement.
After uploading all required documents and having agreed to the Electronic Agreement(s) you should see the following status next to each requirement.

Note: You have the option to update any file prior to submitting your SPN application to the Buyer.

![Image of SPN Provider Guide page 12]

Figure 8: SPN Invitation view after uploading all required documents and agreeing to the Buyer's Agreement(s)
3. View “SPN Information” tab

The “SPN Information” tab will list the criteria requirements needed to become a member of the SPN and also any informational documents uploaded by the Buyer.

Figure 9: View all informational documents to learn more about this opportunity
After reviewing the SPN invitation including all the Buyer requirements and documents you may click on "Submit" to send you SPN application to the Buyer for review. Make sure you have uploaded all required documents and agreed to any Electronic Agreements.

Congratulations, you now have submitted your SPN application to the Buyer. A confirmation in regards to your application is now posted under the SPN name. Note: Buyer must approve your application (see Membership statuses on page 9).

Once you have submitted your membership application you may still log in to your ServiceLive profile to add and update any Firm/Provider credentials.

Figure 10: Application submitted confirmation
Upon Buyers approval on each SPN invitation (see Membership statuses on page 9), when you log in to your ServiceLive account you will see an active “SPN Monitor” on your Dashboard (lower left hand).

The “SPN Monitor” will list all the Select Provider Networks (including status and qualified Providers) a Provider Firm is a member of. **Note:** A Provider Firm may have different SPNs from the same Buyer. To manage each SPN click on the SPN name.

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**Figure 11:** SPN monitor activated upon submitting you SPN application to Buyers
III. GLOSSARY

**Select Provider Network (SPN)** - a ServiceLive functionality that will allow any ServiceLive Enterprise Buyer to be able to rapidly recognize a group of providers from the total population to deliver consistent Best-in-Class service.

**Main Provider Firm Admin** - The initial creators of the ServiceLive account and have full access to the ServiceLive Provider Firm account.

**ServiceLive Verification Guide** – a guide on receiving a “Verified” logo on your profile next to the Provider Firm/Provider credentials (insurances, licensees and certificates).

**Informational document** - FAQ, for your information, potential pricing)

**Sign & Return document** - a document that you must read and sign, proof of documentation (i.e. certificate).

**Electronic agreement** – is an electronic agreement between the Provider and the Buyer not ServiceLive.

**SPN Monitor** – a tool shown in the main Provider Firm Admin’s Dashboard that allows them to manage all the Select Provider Networks they belong to.

IV. CONTACT

If you have questions in regards to the requirements for an SPN you must contact the Buyer listed on the SPN invitation or to check on your status.

If you have general questions in regards to SPN please contact our ServiceLive Support Team at (888) 549-0640.