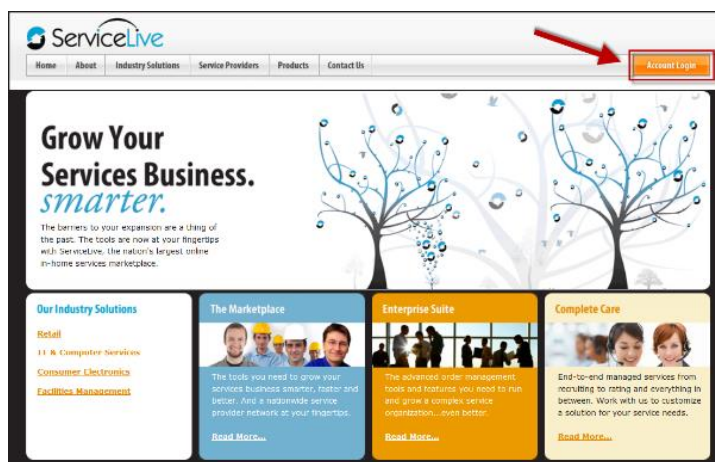


When you create an account on *ServiceLive*, one of the key areas that must be completed is the Wallet. Wallets hold money. *ServiceLive* has Wallets on both Buyer and Provider Firm accounts to hold their money.

- You spend the money in your Wallet on orders to pay Provider Firms, and Provider Firms use their Wallet to receive the money that you pay them.
- The ability to create and post orders requires that you put money in your Wallet.
- The Wallet is where you'll enter your financial institution information, which allows you to add money to your *ServiceLive* account.
- Adding money to your account is referred to as funding the wallet. As you take financial action, the wallet balances will drop, and funding will be needed.
- An email alert notification can be set up by the *ServiceLive Business Development* team to deliver to your company when your available balance has dropped below an amount that you specify.

1. Open <https://business.servicelive.com> in *Mozilla Firefox* or *Google Chrome*, and click **Account Login**.

**Note:** *ServiceLive* is optimized for these browsers. Do not use *Internet Explorer*.



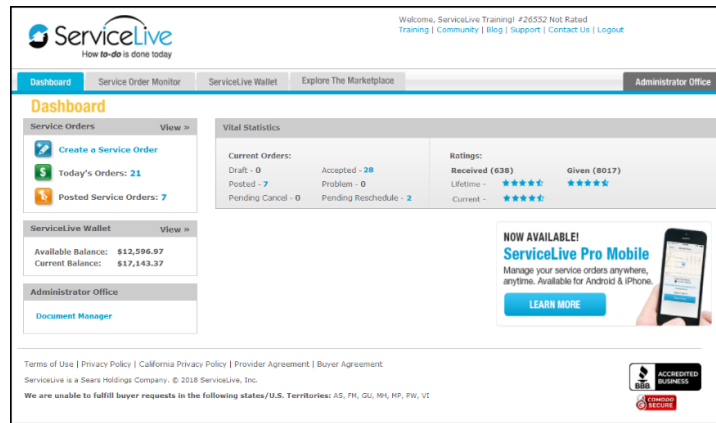
2. Enter your **user name** and password into the **Username** and **Password** fields, and then click **Login To ServiceLive**.

**Important:** Passwords are case sensitive.



3. You will be logged into your Buyer account and your account Dashboard will display.

**Note:** The information that displays on your Dashboard view is dependent on the permissions that were assigned to you when you were added to the account as a user.



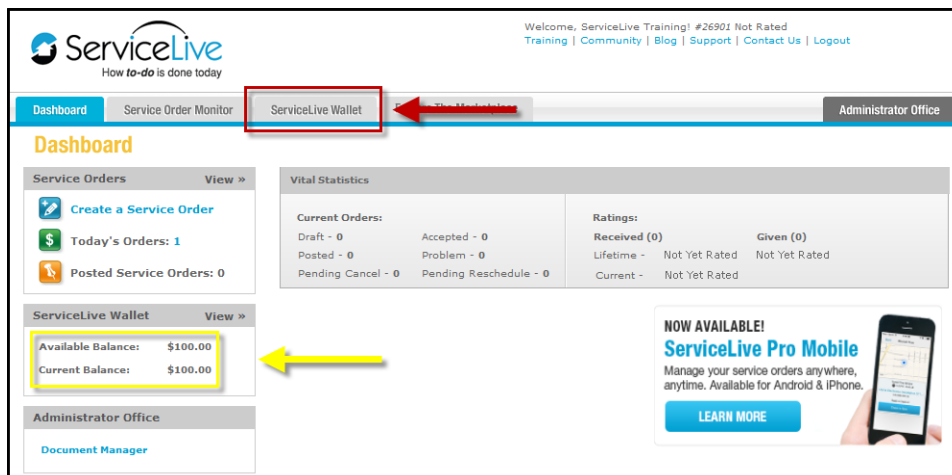
4. Click the **ServiceLive Wallet** tab.

**Note:** There is also a snapshot of the two (2) wallet balances on the Buyer Dashboard. They are the *Available Balance* and the *Current Balance*.

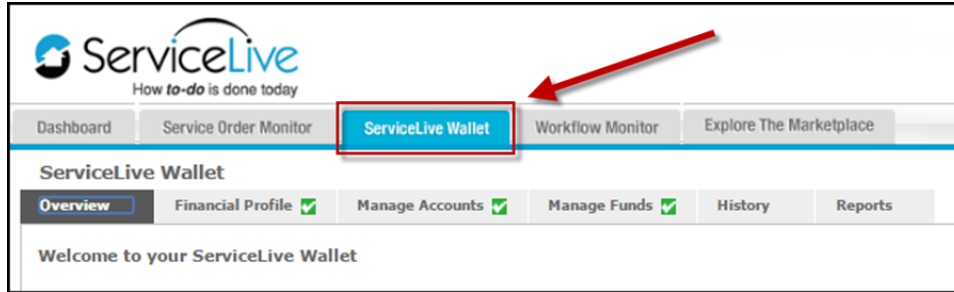
- The *Available Balance* is the money you have available to spend, meaning it is not committed to any orders.
- The *Current Balance* is the total amount of money in your Wallet, which includes the available balance.
- Subtracting the *Available Balance* from the *Current Balance* equals the amount on your account that is committed to orders.
- When you create and post a Service Order, you put a payment on it and that payment amount comes from the *Available Balance* in your Wallet.

For example: If your Wallet has an available balance of \$15,141.20 and a *Current Balance* of \$18,251.80, you would have \$15,141.20 to spend on orders, and \$3110.60 would already committed to orders.

$$\begin{array}{r}
 \$18,251.80 \\
 -\$15,141.20 \\
 \hline
 \$3,110.60
 \end{array}$$



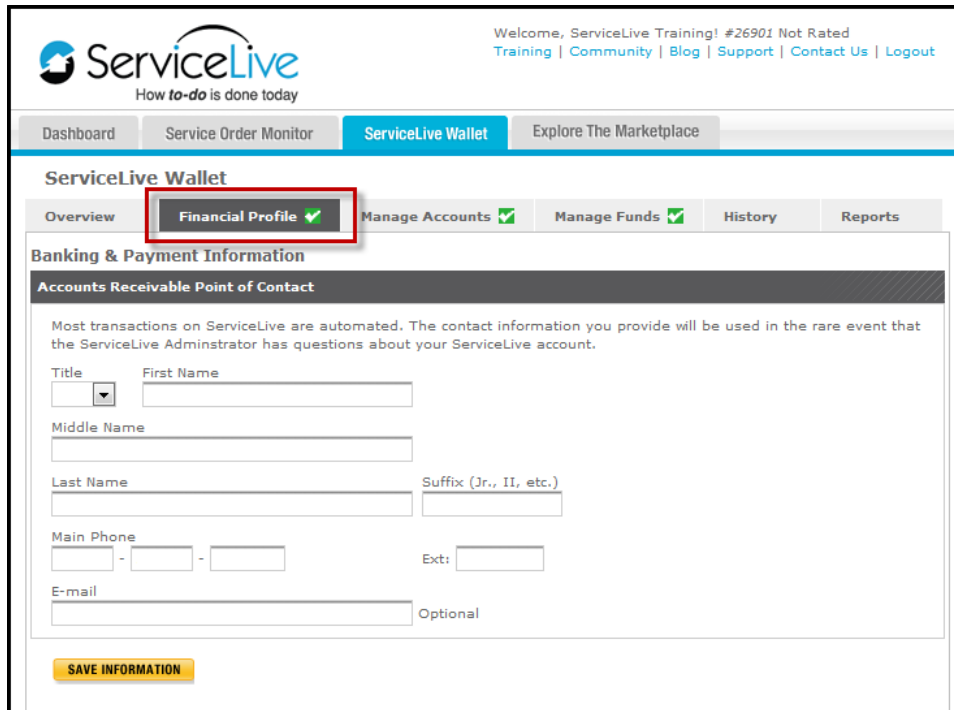
5. Your Wallet will display. There are six (6) tabs on the Wallet ribbon. They are *Overview*, *Financial Profile*, *Manage Accounts*, *Manage Funds*, *History*, and *Reports*.



6. Your company will need to complete the screens on two (2) of the tabs to set up your account Wallet – they are **Financial Profile** and **Manage Accounts**.

**Financial Profile Tab**

The first screen is the *Financial Profile* tab, which is where your company will designate the person who will be your financial point of contact – best practice is for your company’s financial point of contact to be the person responsible for funding and managing the Wallet.



**Manage Accounts Tab**


The second screen on the Wallet ribbon is the *Manage Accounts* tab, which is where your company will enter bank account and / or credit card information.

ServiceLive offers three (3) methods to fund your Wallet, which are:

- Electronic funds transfer (EFT)
- Credit card
- ACH payment

A transfer from your company's bank to ServiceLive's bank is the preferred funding method. For wire transfers (EFT), ServiceLive can provide a letter from our bank showing the name of the bank, plus the account and routing numbers.

The EFT and credit card fields are on the *Manage Accounts* tab.

- Depending on the funding method selected – your company must fill in all fields related to your selection, and then click **SAVE INFORMATION**.
- Upon successful completion – a green  checkmark will display on the *Manage Accounts* tab.

The screenshot shows the ServiceLive Wallet interface. At the top, there's a navigation bar with 'ServiceLive Wallet' selected. Below that, a sub-navigation bar shows 'Overview', 'Financial Profile', 'Manage Accounts' (highlighted with a red box and a red arrow), 'Manage Funds', 'History', and 'Reports'. The main content area is titled 'My ServiceLive Account Information' and contains two sections: 'Bank Account - Electronic Funds Transfer (EFT)' and 'Credit Card Account Information'. The 'Bank Account' section has a 'SAVE INFORMATION' button highlighted with a red arrow. The 'Credit Card' section also has a 'SAVE INFORMATION' button. The page includes various input fields for account details, routing numbers, and card information.

**Electronic Funds Transfer (EFT)**

By definition, an electronic funds transfer (EFT) is a method of moving funds from one person or entity to another. EFT's are also referred to as a wire, bank, or credit transfer.

- An EFT moves money from one bank account to another using routing and account numbers, usually with no fees charged.
- EFT's process within 3-5 business days on average, and are considered to be one of the most effective and secure ways to move money.
- Creating an EFT is done between your company and your bank.
- *ServiceLive* will send your company an electronic copy of a letter from our bank – which will give the bank name, account number and routing number. If the city, state, and zip code of the bank are needed, please ask your *ServiceLive* point of contact person.

**Important:** *ServiceLive* recommends that EFT be a primary method of funding.

**Bank Account - Electronic Funds Transfer (EFT)**

Provide the routing number for the financial institution you would like to use for electronic funds transfer. All sensitive information will be encrypted for your protection.

Description

Account Holder Name

Account Type

Financial Institution

NOTE: Do not use Deposit slips for entering routing information. Use routing number from actual Checks as routing numbers can be different

Routing Number (9 digits)

Re-enter Routing Number

Account Number (3-17 digits)

Re-enter Account Number

**SAVE INFORMATION**

**Credit Card**

Funding with a credit card occurs in real time. This method is suggested only when funding is needed very quickly.

- Credit cards customarily charge fees to both the sender and the recipient.

**Credit Card Account Information**

Name on Card

Card Type

Card Number

Expiration Date

NOTE: If your card does not have an expiration date, you do not need to enter.

Billing Address Line 1

Billing Address Line 2  
 Optional

City

State

Zip

**SAVE INFORMATION**

**Note:** All sensitive information is encrypted (e.g. account and routing numbers), and is not visible to *ServiceLive*.

**Manage Funds Tab**

Use the Manage Funds tab to fund your Wallet via an ACH payment.

**ACH payment**

By definition, an ACH payment is an electronic payment that is created when a customer gives an originating institution, corporation or other customer like a bank the authorization to debit directly from their checking or savings account for the purpose of payment.

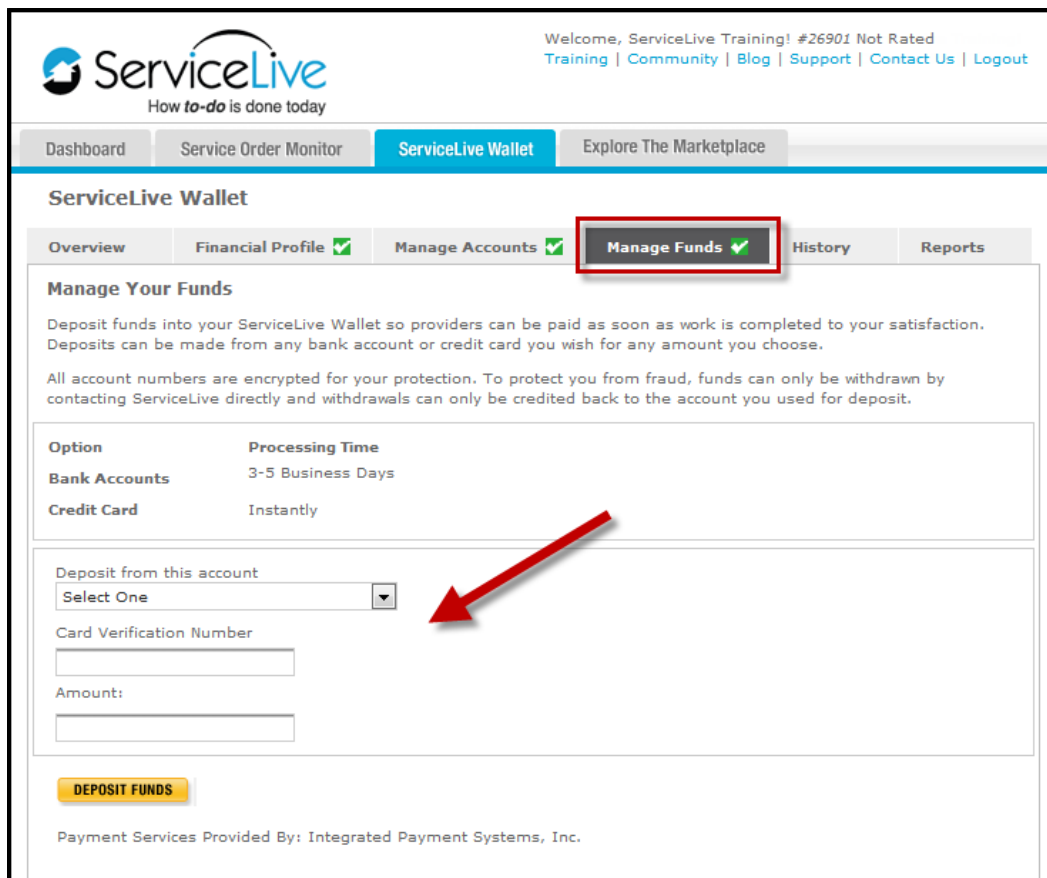
ACH stands for Automated Clearing House which is an electronic network for financial institutions in the United States.

- ACH processes large volumes of credit and debit transactions in batches.
- ACH credit transfers include direct deposit, payroll and vendor payments.
- The normal lead time for an ACH is 3-5 business days.

(An ACH payment usually takes a bank 2-days to settle the transaction if it is requested after 2:30pm. If the ACH payment is initiated prior to 2pm the bank usually takes 1-business day to settle the transaction. Once settled the process to send the payment to the receiving bank begins.)

Funding the wallet via ACH payment is done in four (4) steps:

- a. Go to the **Deposit from this account** dropdown menu to display the accounts your company entered on the *Manage Accounts* tab. Select the appropriate account.
- b. In the **Card Verification Number** field – enter the card number if a credit card is being used, otherwise, leave blank.
- c. In the **Amount** field – enter the amount to send to fund the wallet.
- d. Click **DEPOSIT FUNDS** – this triggers an Automated Clearing House (ACH) payment between your company’s bank or credit card, and *ServiceLive*.



### Overview, History and Reports Tabs

These three (3) tabs allow your company to either view on-screen or pull reporting for the wallet transactions on your account, regardless of when they were done.

Transactions on the *Overview* tab are view-only. On the left-hand side of the page – there are hyperlinks that lead to information about:

- Managing the wallet
- The *ServiceLive Payment Terms Agreement*
- Handling concerns, questions, or complaints regarding licensing and / or fraud awareness

The screenshot shows the ServiceLive Wallet interface. At the top, there is a navigation bar with tabs: Dashboard, Service Order Monitor, **ServiceLive Wallet**, Workflow Monitor, Explore The Marketplace, and Administrator Office. The main header includes the ServiceLive logo and the tagline "How to-do is done today". On the right, it displays the date and time: "Wednesday, December 28, 2016 12:41 PM (CST)", along with "Available Balance: \$14,687.20" and "Current Balance: \$17,348.80".

Below the navigation bar, there are sub-tabs: **Overview**, Financial Profile (with a checkmark), Manage Accounts (with a checkmark), Manage Funds (with a checkmark), History, and Reports. The main content area is titled "ServiceLive Wallet" and contains a welcome message: "Welcome to your ServiceLive Wallet. Think of this page as your ServiceLive Wallet. Get the current status of all recent transactions to your ServiceLive account, including service orders that are currently active."

A "Recent Activity" table is displayed with the following columns: ID #, Date/Time, Description, Service Order #, Status, Amount, and Balance. The table contains several rows of transaction data, including "Service Order Spend Limit" and "Service Order Posting Fee" entries.

On the right side of the interface, there are two informational panels. The top one is titled "Integrated Payment Systems, Inc." and contains a warning about consumer protection and fraud. The bottom one is titled "Information" and lists links for "Managing ServiceLive Wallet", "Payment Terms Agreement", and "Concerns, Complaints, Licensing & Fraud Awareness". Below this is a "Check Sample" section showing a check with routing, account, and check numbers.

ID #	Date/Time	Description	Service Order #	Status	Amount	Balance
225574353	12/28/16 12:31 PM	Service Order Spend Limit	529-4988-0393-13	Completed	(\$57.00)	14687.20
225574349	12/28/16 12:31 PM	Service Order Posting Fee	529-4988-0393-13	Completed	(\$0.00)	14744.20
225572299	12/28/16 12:10 PM	Service Order Spend Limit	529-4864-1752-15	Completed	(\$62.00)	14744.20
225572295	12/28/16 12:10 PM	Service Order Posting Fee	529-4864-1752-15	Completed	(\$0.00)	14806.20
225560611	12/28/16 09:54 AM	Service Order Spend Limit	529-4047-0276-18	Completed	(\$70.00)	14806.20
225560607	12/28/16 09:54 AM	Service Order Posting Fee	529-4047-0276-18	Completed	(\$0.00)	14876.20
225560599	12/28/16 09:53 AM	Service Order Spend Limit	529-4043-1812-64	Completed	(\$64.00)	14876.20
225560595	12/28/16 09:53 AM	Service Order Posting Fee	529-4043-1812-64	Completed	(\$0.00)	14940.20
22557894	12/28/16 09:43 AM	Service Order Return Spend Limit Balance	525-2832-0081-12	Completed	\$12.00	14940.20

These are the financial actions that your company can take on your account that will result in a financial transaction, which will be visible on the Wallet.

- Creating an order
- Posting an order
- Canceling an order
- Voiding an order
- Increasing maximum payment
- Accepting a counter offer
- Closing and Paying an order

See the example below. Wallet transactions are visible for Service Order # 545-5591-7547-18 as it is:

- A. Created
- B. Posted
- C. Receives a payment (spend limit) increase

**Overview** | Financial Profile  | Manage Accounts  | Manage Funds  | History | Reports

**Welcome to your ServiceLive Wallet**

Think of this page as your ServiceLive Wallet. Get the current status of all recent transactions to your ServiceLive account, including service orders that are currently active.

**Recent Activity**

ID #	Date/Time	Description	Service Order #	Status	Amount	Balance
231325741	05/12/17 07:05 AM	Increase Service Order Spend Limit	545-5591-7547-18	C Completed	(\$12.20)	6491.00
231323701	05/11/17 09:25 PM	Service Order Spend Limit	545-5591-7547-18	A Completed	(\$61.00)	6503.20
231323697	05/11/17 09:25 PM	Service Order Posting Fee	545-5591-7547-18	B Completed	(\$0.00)	6564.20

**Callouts:**

- A:** Each line has a unique transaction ID#  
Each line is date/time stamped
- B:** Each line shows the service order# associated with the financial action taken by the Buyer
- C:** Each line indicates the amount of the financial action taken and whether it is a credit or debit

**Summary:** A running total of the available balance in the wallet is maintained

**Note:** In the example above, the available balance on the first line matches the snapshot Wallet view on the Buyer's Dashboard.

ServiceLive Wallet		View >>
<b>Available Balance:</b>	<b>\$6,491.00</b>	
<b>Current Balance:</b>	<b>\$9,176.90</b>	



### History Tab

On the *History* tab, you can search for wallet transactions either by selecting a date interval from the dropdown (e.g. 1-week, 1-month, etc.), or by entering a date range.

### Reports Tab

On the *Reports* tab, you have two (2) options for reports – they are Buyer Payments by Taxpayer ID, and Buyer Payments by Service Order.

#### Buyer Payments by Taxpayer ID

This report shows a summary of payments made to all (or specific) Providers during a set period of time that you select. Best use for this report is to prepare 1099MISC statements for Providers that you’ve paid for services performed.

Provider FirmID	Provider Firm Name	DBA	Taxpayer Type	Exempt?	TIN Type	Taxpayer ID	Street Address1	Street Address2	City	State	Zip	Total Gross Payments
250000	Sample Data, LLC	ABC Company	LLC	Y	EIN	11-2222222	1234 W. Sesamy St.	Suite 126	Phoenix	AZ	85027	\$150.00

#### Buyer Payments by Service Order

This report shows the detail of payments made to all (or specific) Providers by Service Order during a set period of time that you select. Best use for this report is to analyze the individual transactions that are shown in summary on the Buyer Payment by Taxpayer ID report.

Provider FirmID	Provider Firm Name	DBA	Taxpayer Type	Exempt?	TIN Type	Taxpayer ID	Street Address1	Street Address2	City	State	Zip	Total Gross Payments
250000	Sample Data, LLC	ABC Company	LLC	Y	EIN	11-2222222	1234 W. Sesamy St.	Suite 126	Phoenix	AZ	85027	\$150.00

Each type of report has to be submitted on the *Reports* tab, and will display as “*Pending*” while *ServiceLive* searches for, and compiles, all the data requested...this can take up to 4-hours depending on the quantity of data requested.

Your request has been submitted successfully. The report should be available to view and/or download in the next 3 to 4 hours.

For all Providers  
 For Specific Providers   
 You may enter up to 15 Provider IDs (separated by commas).

Calendar Year    
 Date Range  to   
 The maximum allowed timespan for the Date Range is 13 months.

**SUBMIT**

All activity from Thu May 11 15:30:39 CDT 2017 to Thu May 11 15:30:39 CDT 2017

ID #	Delete	Report Name	Status	User Action
100166	✗	Buyer_Payments_By_TaxpayerID_May_11_2017_15_30_39_CDT	Pending	<input type="button" value="DOWNLOAD"/> <input type="button" value="DISPLAY"/>

When the report is done it will change to “*Completed*” status, and will be available to display or download. The downloaded report can be opened as an *Excel* spreadsheet. Click **Display** next to the “*Completed*” status to see the report on your screen...or click **Download** to save the file on your computer in *Excel* format.

For all Providers  
 For Specific Providers   
 You may enter up to 15 Provider IDs (separated by commas).

Calendar Year    
 Date Range  to   
 The maximum allowed timespan for the Date Range is 13 months.

**SUBMIT**

All activity from Thu May 11 15:30:39 CDT 2017 to Thu May 11 15:30:39 CDT 2017

ID #	Delete	Report Name	Status	User Action
100166	✗	Buyer_Payments_By_TaxpayerID_May_11_2017_15_30_39_CDT	Completed	<input type="button" value="DOWNLOAD"/> <input type="button" value="DISPLAY"/>

**Example of how your report will display**

Provider FirmID	Provider Firm Name	DBA	Taxpayer Type	Exempt?	TIN Type	Taxpayer ID	Street Address1	Street Address2	City	State	Zip	Total Gross Payments
60810	Aaron Geist	Aaron Geist Computer Services	Sole Proprietor	N	SSN		2900 Grand Ave Lot 284	-	Kearney	NE	68847	\$80.00
16235	Alfred Farrow	A&D PC	Sole Proprietor	N	EIN		4725 Bougainville Dr #216	-	Honolulu	HI	96818	\$137.00
39447	Augustin Romero	Augustin Romero	Individual	N	SSN		206 saddle brook	-	San Antonio	TX	78245	\$120.00
104618	Braden Enterprises LLC	FM-IT Direct	LLC	N	EIN		445 Oakland Avenue South	-	Fargo	ND	58103	\$100.00
94401	COMPUTECH LLC	-	LLC	N	EIN		348 Brinn CT.	-	Fort Collins	CO	80525	\$75.00
38647	Computer Geeks of Georgia LLC.	Computer Geeks of Georgia LLC.	LLC	N	EIN		1070 Boseman Dr	-	Lithia Springs	GA	30122	\$56.00
68715	DataFast Networks LLC	DataFast	LLC	N	EIN		7558 W. Thunderbird Road	Ste 1	Peoria	AZ	85381	\$61.00
108073	Fan Ware	-	Partnership	N	EIN		3247 Gaylord Ln	-	Memphis	TN	38118	\$93.20