
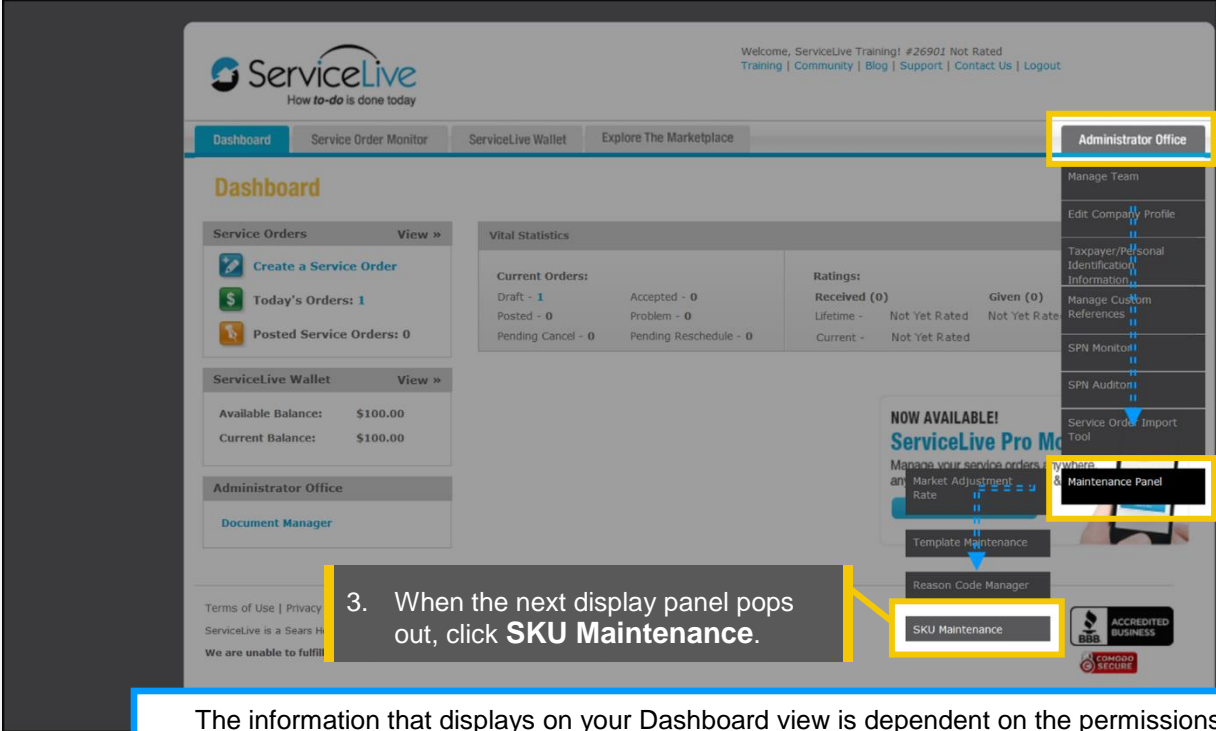


SKUs are the step-by-step instructions for the Provider, detailing how to perform the scope of work you outline in your Service Order. You can create SKUs for each skill that's needed to perform your project (e.g. Delivery, Installation, Repair and Maintenance). For example, a Buyer that offers multiple electrical services (such as outlet installation, light switch repair, and main panel rebuild), would create a SKU for each of those scopes.

 A SKU requires a template – for more about how to manage your templates, take a look at our [Template Management](#) lesson.


After logging into your account, your Dashboard will display – ServiceLive is optimized for Google Chrome and Mozilla Firefox browsers. Do not use Internet Explorer.



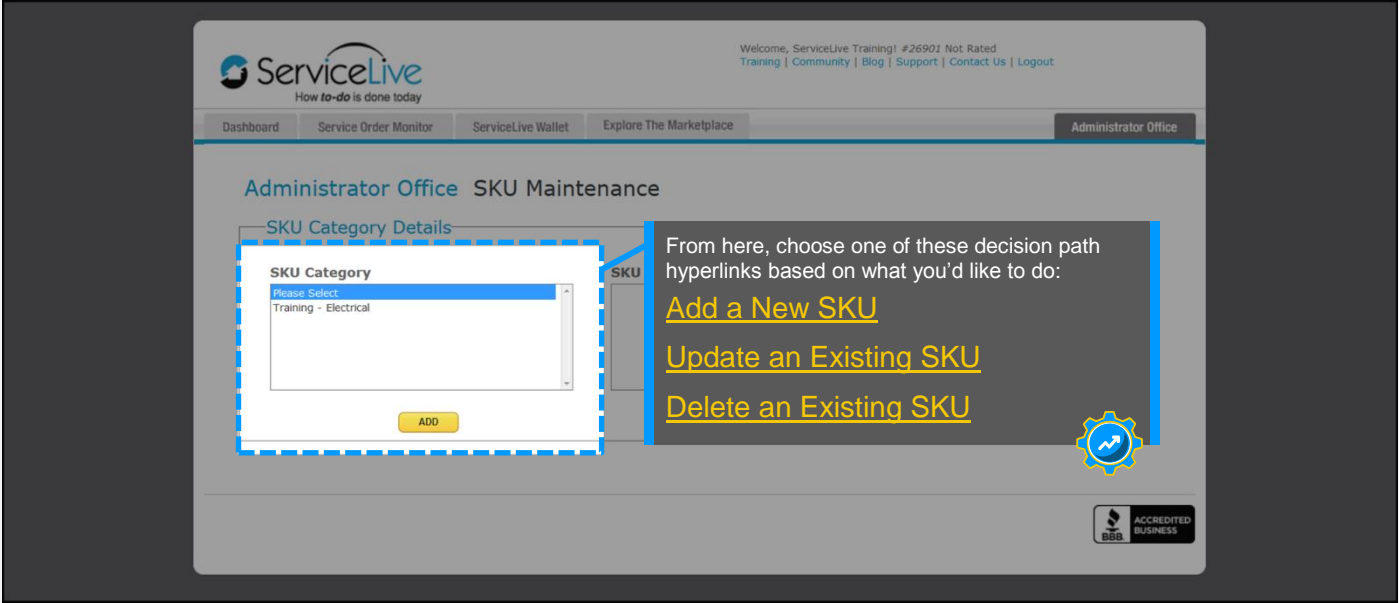
1. Hover your mouse over the **Administrator Office** tab.

2. In a continuous motion, slide your mouse down and hover over **Maintenance Panel**.

3. When the next display panel pops out, click **SKU Maintenance**.

 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.

The SKU Maintenance page will display.



From here, choose one of these decision path hyperlinks based on what you'd like to do:

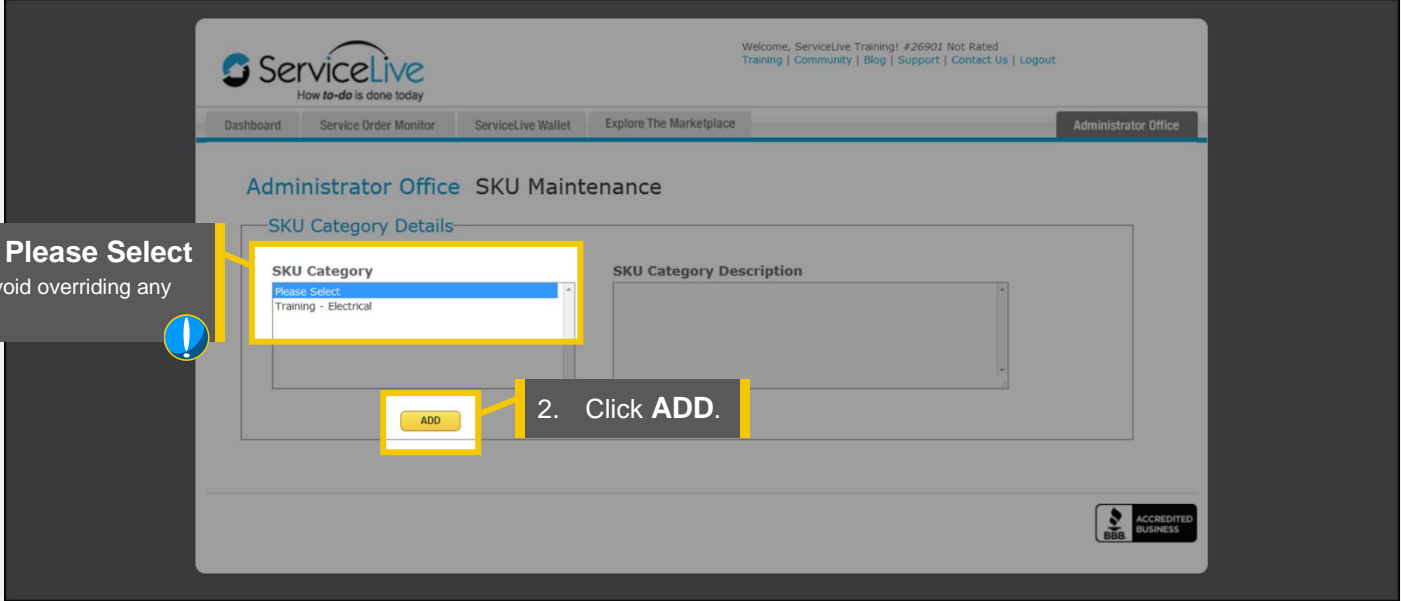
- [Add a New SKU](#)
- [Update an Existing SKU](#)
- [Delete an Existing SKU](#)

Add a New SKU

Create templates for any vertical (e.g. Electrical, Plumbing, etc.) by selecting an applicable Main Service Category. Our Business Development team is available to help you decide which Main Service Category is right for your project.

To set up a **new** SKU template – you’ll need to have the **SKU Maintenance** permission selected on your profile. See your account administrator if you are unable to create a new SKU template.

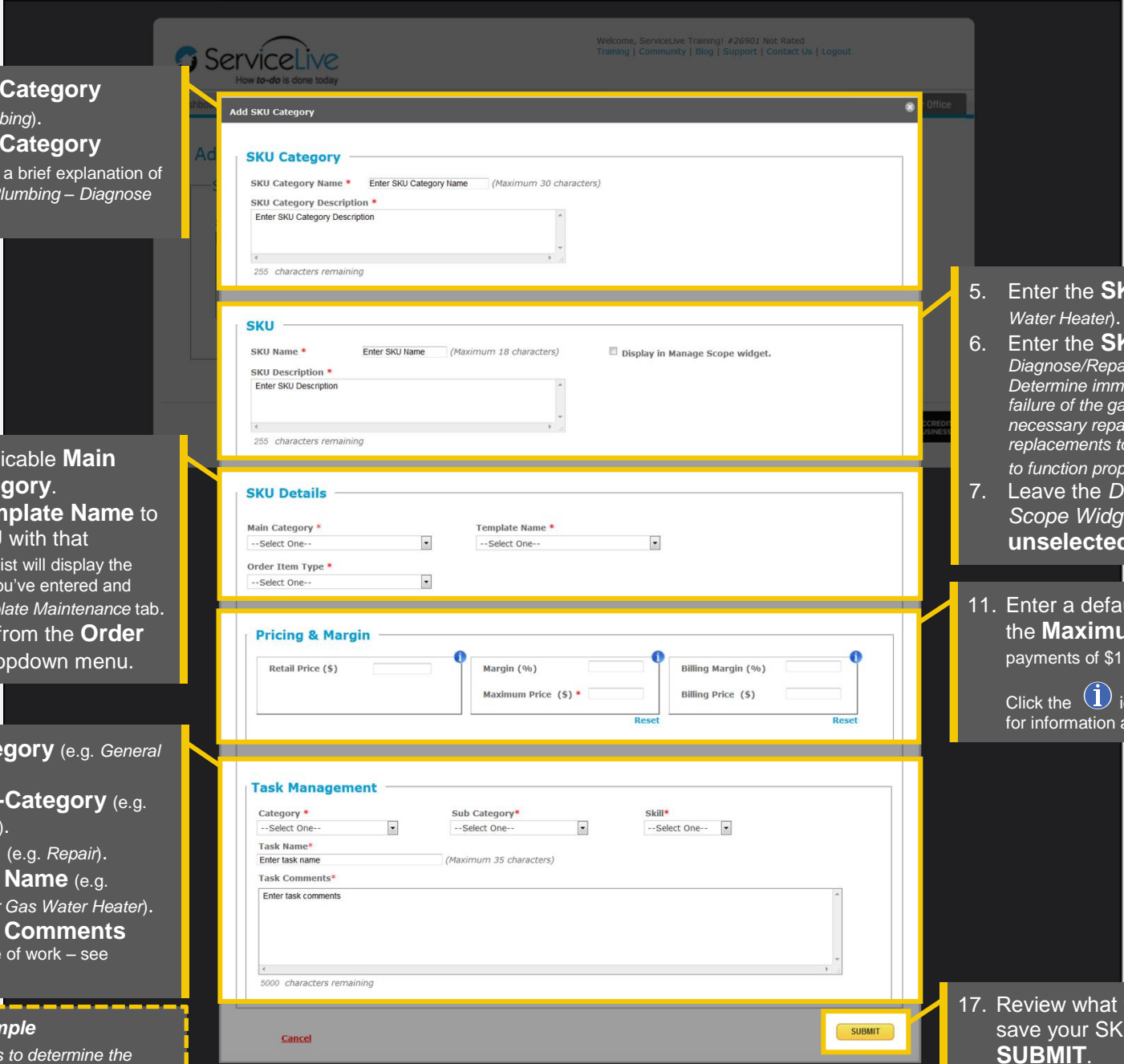
The SKU Maintenance page will display.



1. Make sure you leave **Please Select** highlighted – this will avoid overriding any existing SKU Categories.

2. Click **ADD**.

The SKU Maintenance page will display.



3. Enter the **SKU Category Name** (e.g. *Plumbing*).
4. Enter the **SKU Category Description** – a brief explanation of the category (e.g. *Plumbing – Diagnose and Repair*).

8. Select the applicable **Main Service Category**.
9. Select the **Template Name** to group this SKU with that template – this list will display the template names you've entered and saved in the *Template Maintenance* tab.
10. Select **Labor** from the **Order Item Type** dropdown menu.

12. Select the **Category** (e.g. *General Water Heaters*).
13. Select the **Sub-Category** (e.g. *Gas Water Heaters*).
14. Select the **Skill** (e.g. *Repair*).
15. Enter the **Task Name** (e.g. *Plumbing: Diag/Rpr Gas Water Heater*).
16. Enter the **Task Comments** (step-by-step scope of work – see example below).

Scope of Work Example


The scope of this SKU is to determine the immediate root cause of the failure of the water heater and make appropriate recommendations to correct the issue by making any necessary repairs, replacements or adjustments to allow the water heater to function properly, reliably and safely.

This Diagnosis and Repair service includes:
1-Check general operation of gas water heater
2-Check thermostat(s)
3-etc...

Repair, adjust or replacement of necessary covered parts in order to allow system to operate properly, reliably and safely. Covered parts include: temperature/pressure relief valve, etc.

Out of Scope: Repair of piping leaks, water heater replacement, and replacement of expansion tank.

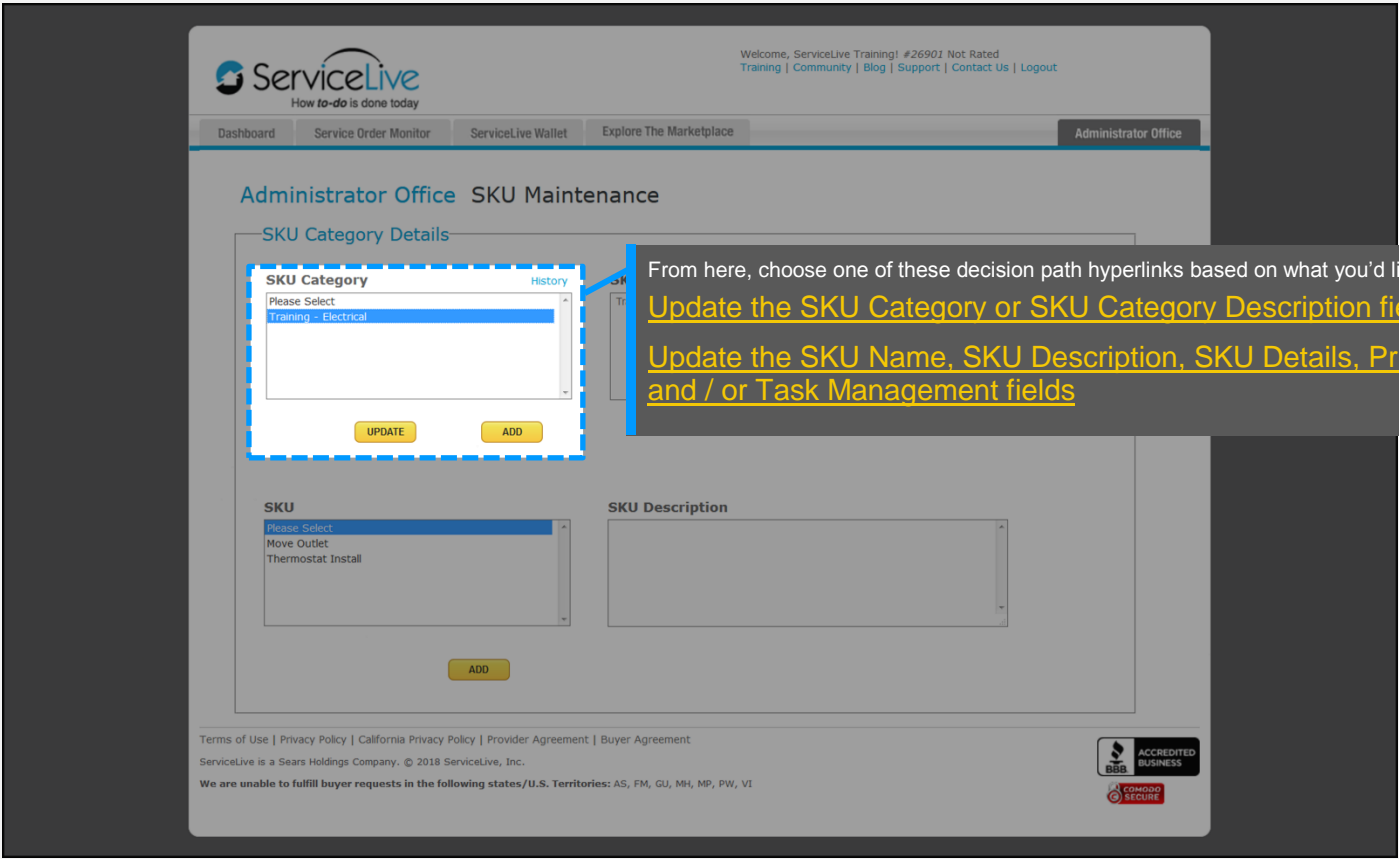
5. Enter the **SKU Name** (e.g. *Gas Water Heater*).
6. Enter the **SKU Description** (e.g. *Diagnose/Repair Gas Water Heater: Determine immediate root cause of the failure of the gas water heater and make any necessary repairs, adjustments or replacements to allow the gas water heater to function properly, reliably and safely*).
7. Leave the *Display in Manage Scope Widget* checkbox **unselected**.

11. Enter a default payment amount in the **Maximum Price** field (e.g. for payments of \$110, enter **110.00**).
- Click the  icons next to each price box for information about each of these fields.

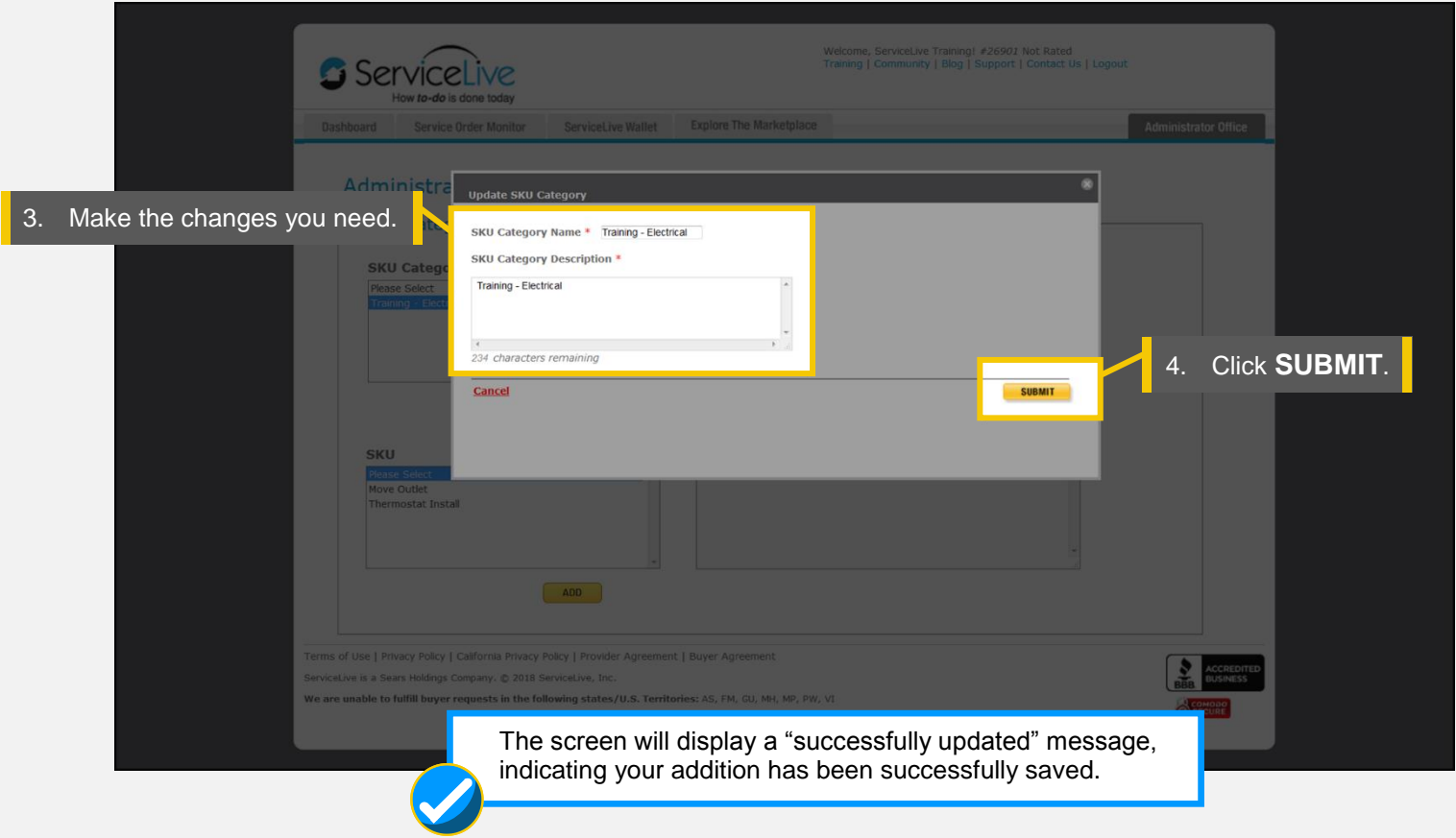
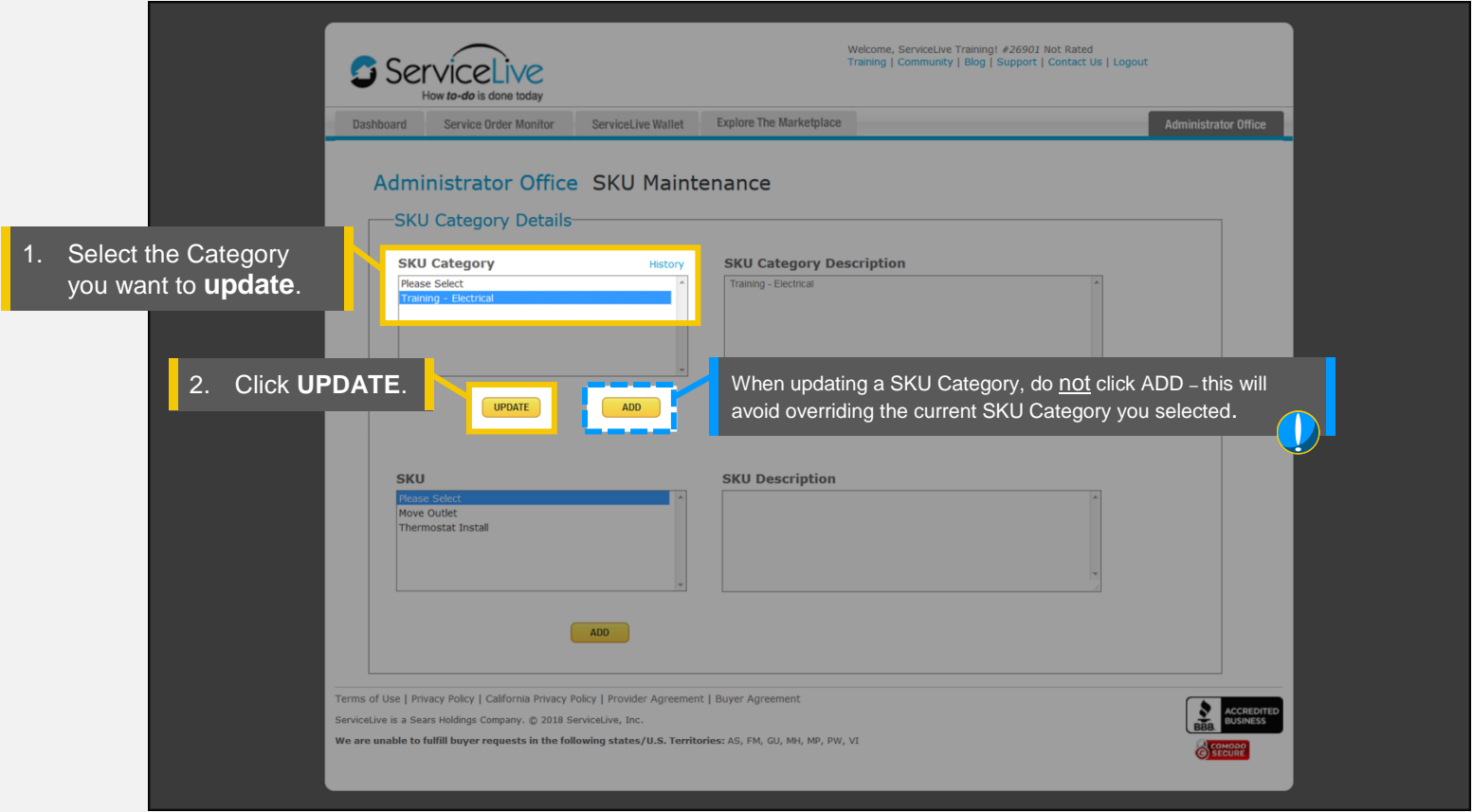
17. Review what you’ve entered and save your SKU template by clicking **SUBMIT**.

The screen will display a “successfully updated” message, indicating your addition has been successfully saved.

Update an Existing SKU



Update the SKU Category or SKU Category Description fields



Update the SKU Name, SKU Description, SKU Details, Pricing and / or Task Management fields

1. Select the **SKU Category** related to the SKU you want to update.

2. Select the **SKU** you want to update.


3. Click **UPDATE**.

These SKU Details will display when you select a **SKU** (step 2). These fields are just informational, and they can only be edited when you click **UPDATE** (step 3).

4. Make the changes you need.

* When updating the *Pricing & Margin* fields – you'll need to click the **Reset** links before you enter a new price.

5. Click **SUBMIT**.

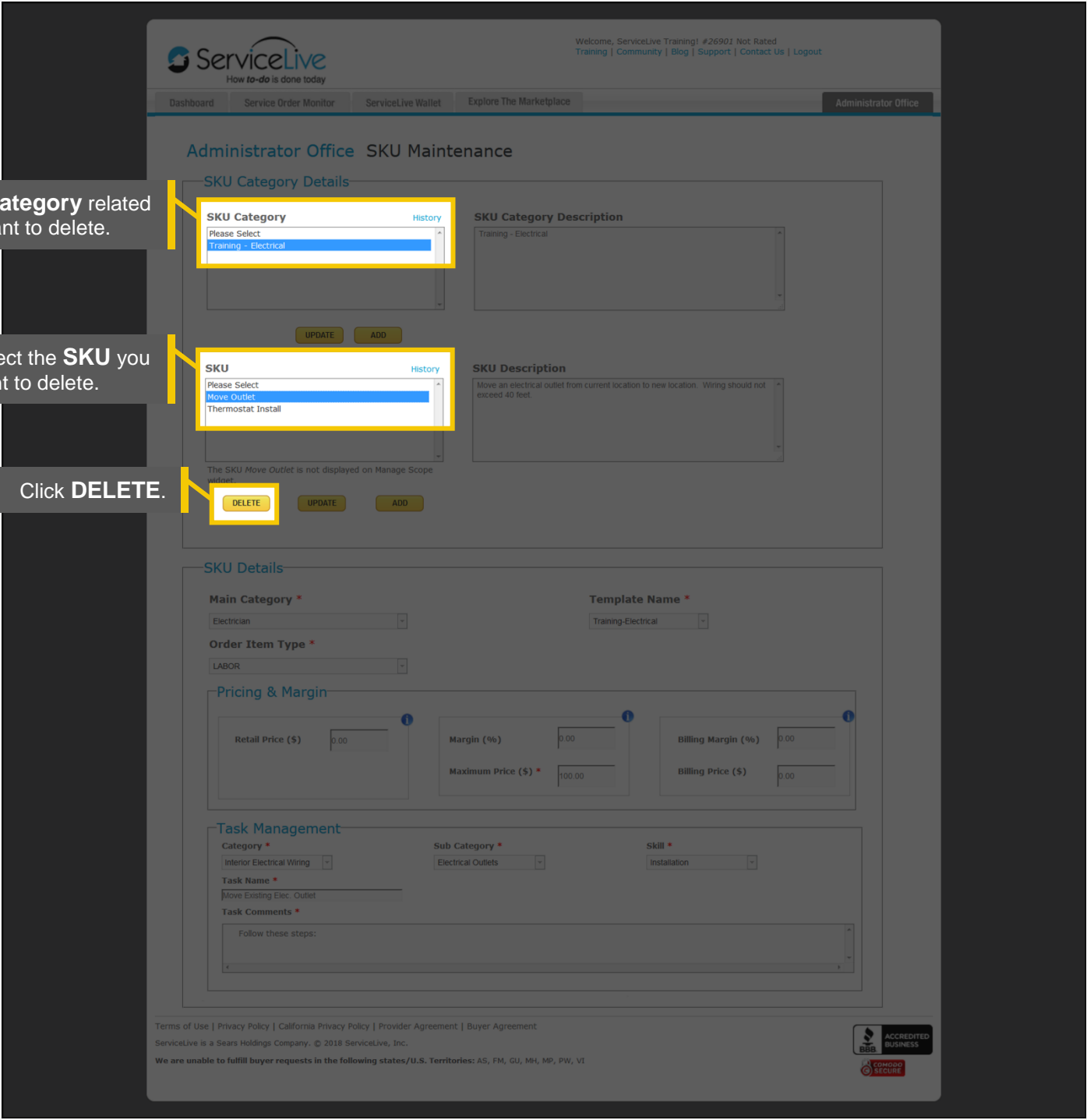
 The screen will display a “successfully updated” message, indicating your addition has been successfully saved.

Delete an Existing SKU

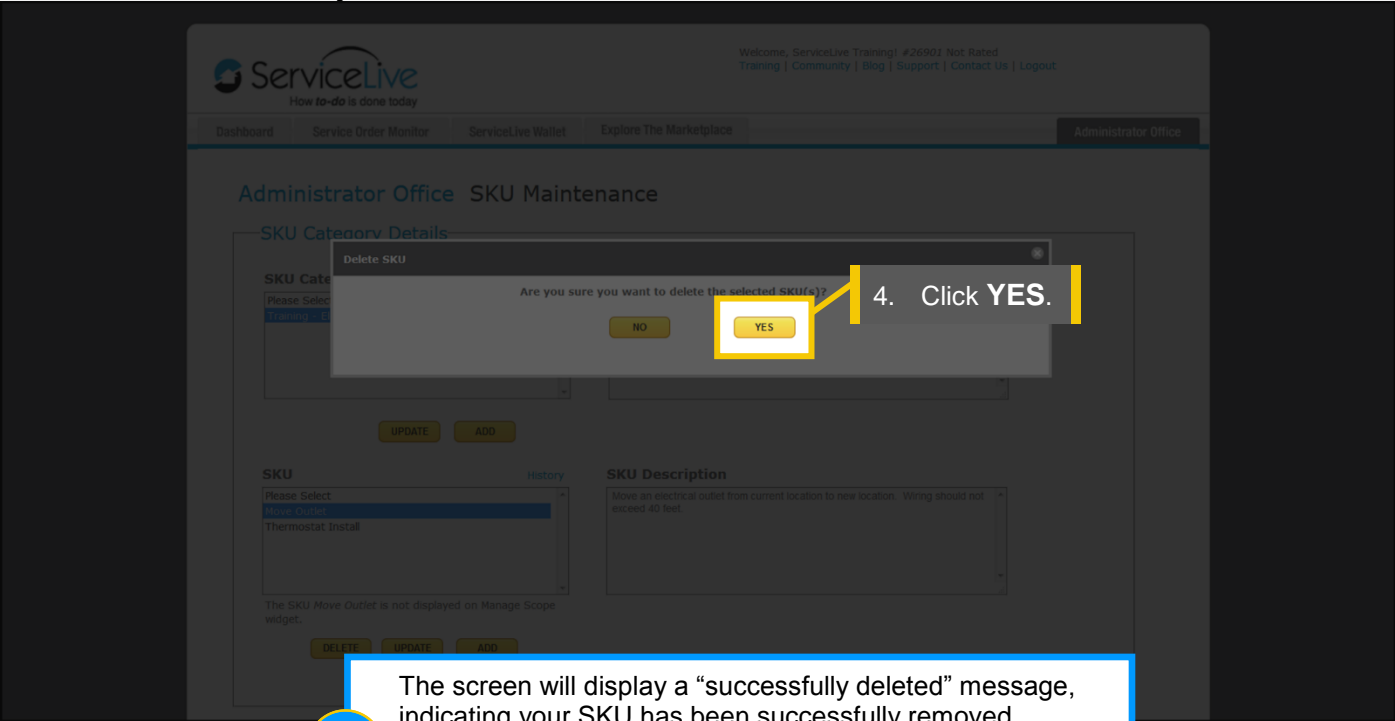
1. Select the **SKU Category** related to the SKU you want to delete.

2. Select the **SKU** you want to delete.

3. Click **DELETE**.



You'll be asked to confirm your decision.



The screen will display a “successfully deleted” message, indicating your SKU has been successfully removed.