Create a network of Providers that know who you are, and how to complete your work! Select Provider Networks (SPNs) allow you to set requirements that Providers must meet to become members in your network, and your SPN will let you manage those members that receive your work.

Start from your Dashboard.

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

2. In a continuous motion, slide your mouse down and click **SPN Monitor**.

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. *ServiceLive* is optimized for *Google Chrome* and *Mozilla Firefox* browsers. Do not use *Internet Explorer*. If you do not see these options, contact your *ServiceLive* account Administrator for help!

The Manage Select Provider Networks page will display.

3. Click the **Create Network** tab.

The Create A Select Provider Network page will display.

From here, click each **title** to expand the form – allowing you to **name** your network and enter some **general information**, assign **criteria** and **credential** requirements, and upload important **documents** for the Provider. Follow along with the steps outlined below.

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Name & General Information

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Dashboard

Administrator Office Select Provider Network (SPN)

Create A Select Provider Network

SPN Monitor | Create Network | Member Manager | Campaign Monitor | Create Campaigns

Name & General Information ▬

Items marked with an asterix(*) are required.

1. Click **Name & General Information** to expand the form.

Name of Network *

2. **Name** your network.

3. Enter **contact information** – this is how the Providers you invite to join your network will contact you if they have any questions about your network. Be prepared for calls and emails!

Contact Name *

Contact Email *   Contact Phone *

SPN Description *

255 character left

4. Enter a **description** – think of this as a marketing message to the Providers you invite, if you have a strong and exciting description, you'll attract more Providers to your network!

5. Enter any **special instructions** related to the SPN or the application – e.g. *"all members of this SPN will need to wear blue polo shirts while on-site"*.

Special Instructions

255 character left

Main Services *

2 Selected

6. Select all **main services** that apply to your network – these are the industry verticals offered by the Providers (e.g. Electrician, Heating & Cooling, etc.), and they are part of the ServiceLive skill tree.

7. Select all **skills** that apply to the main services you selected (e.g. Installation, Repair, etc.).

Skills *

1 Selected

Electrician   Subcategories

1 Selected   No Selection

Heating & Cooling   Subcategories

2 Selected   1 Selected

8. Select your **categories** (e.g. PC Desktops, General Heating, etc.) and **subcategories** (e.g. Electrical Fixtures, Natural Gas, etc.) – these are categories and subcategories that will display on your Service Order.

Subcategories display based on the category selected, not all categories have a subcategory tied to it.

9. Click **Approval Criteria & Credentials** to expand the form.

Approval Criteria & Credentials ➕

Documents ➕

cancel   SAVE & DONE

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Approval Criteria & Credential

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How *to-do* is done today

Dashboard

Administrator Office Select Provider Network (SPN)

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Name & General Information +

Approval Criteria & Credentials –

1. Click **Approval Criteria & Credentials** to expand the form.

Items marked with an asterix(*) are required.

Minimum Rating   **Languages**

No Selection ▾   No Selection ▾

☐ Include non-rated providers

Minimum Completed Service Orders

2. Select a **minimum rating** (Providers are rated by other Buyers), select **languages** that match your customer's needs (some Providers are able to speak multiple languages), and enter a **minimum amount of Service Orders** the Providers must have completed already.

The *Approved (Market Ready)* status is automatically selected by default. All Providers must meet this minimum requirement to be in *any* network.

Provider Profile Status ⊞

☑ ServiceLive Status = Approved (Market Ready)

Insurance

☐ Vehicle Liability

☐ Workers Compensation

☐ Commercial General Liability

3. Define your **insurance coverage** requirements, and choose if each type of insurance must be *verified*.

For example, some projects may require an electrician with a common insurance amount (e.g. $100,000) – selecting the Vehicle and Commercial General Liability checkboxes will display fields for you to specify the coverage amount the Provider must have.

The *Verified* status means the Provider has uploaded proof of their coverage, and that proof has been audited by our Compliance team!

4. Choose **who** needs to carry a **credential** (license or certificate) — the Firm (**company**), or the Provider (resource).

5. Choose the **type** of **credential** they need to carry (e.g. Contractor Plumbing).

Provider Credentials

Company Credential

No Selection ▾   No Selection ▾

Resource Credential

No Selection ▾   No Selection ▾

6. Decide if you require a **meeting** (think of this as an interview) with the Provider before they become a member in your SPN.

We recommend <u>not</u> using the **exceptions** option for your campaign! This feature is intended for use when a specific license is required nationally, but not applicable to a specific state. For example, in the state of Washington, there is no "Master Plumber" license, instead, only a Journeyman level license is applicable.

⚠ ☐ There are one or more exceptions to the above credentials.
   ☐ A meeting with the Provider Firm is required for approval.

7. Click **Documents** to expand the form.

Documents +

cancel   SAVE & DONE

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Documents

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Dashboard

Administrator Office Select Provider Network (SPN)
Create A Select Provider Network

| SPN Monitor | Create Network | Member Manager | Campaign Monitor | Create Campaigns |

Name & General Information ➕

Approval Criteria & Credentials ➕

1. Click **Documents** to expand the form.

Documents ➖

Items marked with an asterix(*) are required.

Upload New Document(s) ➕

2. Click **Upload New Document(s)** to expand the upload wizard.

Document Title *
[   ]

Document Type *
[Information Only ▾]

Document Description *
[   ]

255 character left

Browse...   No file selected.

Accepted File Types:
.jpg | .pdf | .doc | .gif | .tiff | .png | .bmp | .txt

Max file size: 100MB

Upload & Add More   Upload & Close

3. Give your document a **title**, decide what **type** of document it is, enter a **description**, and then **upload** it. Do this for each document you want to upload.

Types of Documents

➤ <u>Informational Only:</u> not legally binding, and does not require acknowledgement.

➤ <u>Click to Agree or Electronic Signature:</u> legally binding and requires the applicant to read and acknowledge in order for the application to be considered complete.

➤ <u>Sign & Return:</u> (more commonly used) legally binding and requires the applicant to not only read, but also to sign and return with their application.

Delete	Document Title	Type
❌	Document	Information Only

All **uploaded documents** will display here. To remove a document from this list, click the ❌ icon next to that document.

4. Click **SAVE & DONE**.

SAVE & DONE

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The Manage Select Provider Networks page will display.

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Dashboard

Administrator Office Select Provider Network (SPN)
Manage Select Provider Networks

| SPN Monitor | Create Network | Member Manager | Campaign Monitor | Create Campaigns |

The page will re-direct to your **SPN Monitor** tab.

Filter by: Market [Select One]   State [Select One]

SPN	Total Active Campaigns	Invited Firms | Providers												SPN Approved					
		Invited		Interested		Not Interested		Applied		Declined		Application Incomplete		Inactive		Active		Removed	
		Firms	Pros	Firms	Pros	Firms	Pros	Firms	Pros	Firms	Pros	Firms	Pros	Firms	Pros	Firms	Pros	Firms	Pros
The Buyer SMART Device Installation Select Provider Network ➕	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
The Buyer Electrical Installation Select Provider Network ➕	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
The Buyer Home Automation Select Provider Network ➕	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Your SPNs will display in a manageable list, where you can **monitor** the status of each network.

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Questions?
Contact our Support Team at **888-549-0640**, option **1**
Mon - Fri, 8am to 7pm Central Standard Time
Sat, 8am to 5pm Central Standard Time

You can also email us at **Support@servicelive.com**
Mon - Fri, 8am to 5:30pm Central Standard Time