This lesson explains process to Place a Bid on a Service Order. All "Bid Requests" Service Order opportunities display on Respond link until they Expire <u>OR</u> Service Order is awarded to a Provider Firm. You can Place a Bid, Place a Bid and Change Bid Expiration, Place a Bid and Request New Service Date & Time or Reject Service Order. Comments are available for Providers & Buyers to communicate about the Service Order, ask questions or share information. Buyer & all Providers that received Service Order opportunity can add, view, or reply to comments. Comments typically are entered during the time when Providers are determining if they are going to Accept Service Order (Respond link) <u>OR</u> during Bid process (Respond link).

- 1. When you login to ServiceLive, the **Dashboard** page will open.
- 2. Navigate to Respond link:
 - a. Click on Order Management tab.



- b. Click on the **Respond** link from left navigation panel.
- c. Indicates the number of Service Orders that require action on Respond link.



3. Search Filters available on Respond link:

Note: This section explains how you can search and locate information on Respond link. You may select any one filter or multiple filters to narrow your search. All filters default to **Select**.

- a. Market(s) Filter = Click on **drop down arrow** to display geographical **Market** filter choices. Click on appropriate market(s), then click outside of **Market** filter and Service Orders within the market selected will display.
- b. Order Type Filter = Click on **drop down arrow** to display **Order Type** filter choices. Click on appropriate Service Order Status. Service Orders containing selected Status will display.
 - **Exclusive** Filter displays CAR (Conditionally Auto Routed) Service Orders.
 - Bid Request Filter displays Service Orders that are open for Bids.
- c. Appointment Date Filter = Click on **drop down arrow** to display Service Order **Appointment Date** filter choices. Click on appropriate Service Order Appointment Date. Service Orders containing selected Appointment Dates will display.
- d. To clear filter selections, click on **Reset Filters** link.

	Ja	b	D
Market(s): -Select-	Order Type: -Select-	Appointment Date: -S	Select- Reset Filters Showing 8 of 8
Atlanta Mariatta CA	Bid Request	To	Today
Date Adama Marietta, GA Recei Chicago-North, II	:le/SO ID 🗧 Exclusive	vice	Tomorrow + Flag + Price Actions
	Location	Ne	lext 2 days

ServiceLive



4. Information categorically displayed within Respond link:

Note: Service Orders display most current to oldest. Clicking on the subtron in front of text (i.e. Service Location) in Title bar, allows you to change the displayed sort order or the grouping of Service Orders.

- a. Date Received = Date a Service Order was received.
- b. Order Type = Exclusive verses General
 - Exclusive Filter displays CAR (Conditionally Auto Routed) Service Orders.
 - Bid Request Filter displays Service Orders that are open for Bids.
- c. Title/SO ID = Service Order information, which includes Title (Name) entered for Service Order and Service Order #.
- d. Service Location = City, State, and Zip Code for Service Order visit.
- e. Service Appointment = Date and Time Service Order is scheduled.
- f. Product Availability = Company Name, Address and Time for product pick up (if applicable).
- g. Provider(s) = Name of Service Provider that Service Order is routed to <u>OR</u> if there are multiple Service Provider in Provider Firm who are part of routing list. This will display as # Providers, or as Unassigned.

Note: You can choose to assign or reassign a Service Provider to Orders at any time by clicking on the Assign or the Reassign links listed under **Provider** category in Title bar and selecting Provider.



h. Flag = A visual reminder to follow up on Service Order in some way.

Note: Click on flag symbol to highlight the Service Order and again to de-flag a Service Order. When a Service Order is flagged, the flag will display as red.

- i. Price = Maximum price determined by Buyer. You can Counter Offer price if allowed.
- j. Action = Displays next action needed in lifecycle of Service Order.





- 5. Bid Requests Service Orders:
 - a. A Bid Request Service Order is indicated under Order Type column header.
 - b. Click on **TAKE ACTION** button to review Bid Request details and take action.
 - c. **OR** click on the **O** symbol next to the Service Order Title link.

Date Received	© Order Type	‡ Title/SO ID	Service Location	Service Appointment	Product Availability	Provider	‡ Flag	\$ Price	Actions
05/13/2013	Bid Request	● <mark>► <u>K3884 - Slid</u> 584-4756-8417-75</mark>	111 HULST DR SUITE 722, MATAMORAS PA, 18336	05/30/13 to 09/04/13 08:00 AM to 05:00 PM (EDT)	Not Applicable	Brian ScBrian	Ĩ	\$0.00 - \$25.00	

- d. The line below Service Order will expand.
- e. Title/SO ID = Service Order information, which includes Title (Name) entered for Service Order and Service Order #.
- f. Posting Expiration = Expiration Date Firm establishes when submitting Bid Request Service Orders.
- g. Provider(s) = Name of Service Provider that Service Order is routed to <u>OR</u> if there are multiple Service Provider in Provider Firm who are part of routing list. This will display as # Providers, or as Unassigned.
- h. Your Bid = Displays Bid you submitted for Service Order. If you have not placed a bid yet, this will be blank.
- i. Actions = Displays next action needed in lifecycle of Service Order.
- j. Click on the Service Order Title link to view Service Order details and to Place Bid.
- k. **OR** click on **PLACE BID** button.



- 6. Information that displays on Summary tab:
 - a. Once you open Service Order, the Summary tab will display the following sections, which include detailed information that Buyer entered for this Service Order.
 - General Information
 - Scope of Work
 - Service Order Bids
 - Comments
 - Add Comments
 - View Comments
 - \circ Reply to Comments
 - Contact Information
 - Documents & Photos
 - Facilities-Overview-BID
 - o Bid Proposal Template
 - Parts
 - b. Providers should evaluate information for each Service Order before you Place a Bid, Place a Bid and Change Bid Expiration, Place a Bid and Request New Service Date & Time or Reject Service Order.
 - c. The next several steps in this lesson identify the sections/information that is important to review when determining if you want to Place a Bid or Reject Service Order.

Note: Click on \square or \square buttons to expand or collapse sections.

Summary	
▶ General Information	Service Order Bid
▶ Scope of work	An asterisk (*) indicates a required field
▼ Service Order Bids	● Fixed Price ○ Hourly Rate
This order is receiving Sealed bids, so you can only see pricing for your own bid, and for other providers within your	Maximum Labor:* \$ 0.00
company. Providers within other companies who can bid on this order will not see your bid.	Maximum Materials:* \$ 0.00
Add your bid using the form on the right.	Total Bid: \$
	Bid Expires: 1/14/12
▶ Comments	Change Bid Expiration
Contact Information	Request New Service Date & Time
Documents & Photos	Comments with Didat
• Parts	Lomments with Bid:"
Back to Top	
	I accept the Terms and Conditions*
	Submit
	⊘ REJECT SERVICE ORDER
	RETURN TO SERVICE ORDER MONITOR



- 7. Summary tab General Information section:
 - a. Appointment Date = Date and Time Buyer has requested Service Order to be completed.
 - b. Location = City, State, and Zip Code for Service visit.
 - c. Google Directions = Link to Google map from Provider Firm office to Service Location.
 - d. Overview = Details of what Buyer is requiring Provider to do for Service Order.
 - e. Buyer Terms & Conditions = The Terms & Conditions you agree to if you Accept Service Order.

	General Information		
		Created: Received:	May 13, 2013 07:19 AM (CST) May 13, 2013 07:20 AM (CST)
	\frown	Last Updated:	May 13, 2013 07:20 AM (CST)
	Service Live Service Order # : 584-4756-8417-75	Appointment Date(s): Service Window: [Provider will confirm the app	May 30, 2013 - Sep 4, 2013 08:00 AM - 05:00 PM (EDT) pointment with Service location
	Primary Status: Received (General) Substatus:	Contact(s)]	
		Location:	MATAMORAS, PA 18336
			(est 689.63 miles) Google Directions
	Title		· · · · · · · · · · · · · · · · · · ·
~	K3884 - Sliding Auto door safety sensors issues		
	Comments: 0 Add Comment Bids: 1 \$25.00 - \$25.00 View Bids		
2	Overview		
٩	Discrition 1) Contact the designated Buyer within 48 hours of management to review scope of work details at you and any incidental expenses associated with compl- ServiceLive account 3) Go to the "Bid" tab and locat awarded the service order you must arrive on time to Complete to scope of work and ensure that work is mandates and comply with any manufacturers recor- performance. 7) Conduct review session with custom with the work completed. 8) Clean up any job relate 9) Take before and after pictures and obtain signat You MUST upload the before and after pictures alon funds to the Buyer. Any questions contact ServiceLiv	receiving the opportunity to schi r own cost 2) Calculate the estin sting scope of work details. To s e service order, place your Bid of pased on appointment date and performed in compliance with al mmendations and industry stanc ner to explain what was done an d debris and dispose of any par use from customer to indicate w g with signed certificate of comp e Support at 1-888-549-0640.	edule a site visit to meet with store mate including labor, material, travel ulmit the free "Bid Offer" log into your fifer to submit to Buyer. 4) if you are I service window set on service order. 5) Il current local, state and federal dards. 6) Test or review for proper id to ensure the customer is satisfied ckaging or other job related materials. ork was performed to satisfaction. 10) pletion when submitting for a release of
	Buyer's Terms & Conditions This Service Order is subject to, and incorporates by other agreement (the Agreement), between Provide Service Order (and not those in the Agreement) sha accepting this Service Order, Provider is agreeing to Service Order Fee charged by ServiceLive, Inc. Subj. Agreement, Provider Firm is permitted to have addi	reference, that certain "SELECT r Firm and Sears; provided that ill apply to this Service Order (ar such change). This Service Ord ect to Provider Firms responsibili ional Service Pros provide Servi	PROVIDER SERVICE AGRREMENT" or only the charges set forth in this nd Provider Firm agrees that by ers closing total is subject to the 10% ities under the Select Provider Service ces under this SOW.

- 8. Summary tab Scope of Work section:
 - Task Comments review this section to identify details of required work to be completed.

Job I Main	Information Service Category	Handyman Services
ſ	-	
Ш	K3884 - Sliding Auto d	loor safety se
	Category Sub-Category	General Carpentry
J	Skill	Maintenance
	Task Comments K3884 - Sliding Auto door	safety sensors issues Exterior Exit sliding door safety sensor issues Garden Shop Exteri



- 9. Summary Tab Service Order Bids section:
 - a. This is information that will display on Summary tab PRIOR to Provider Placing a Bid.



b. This is information that will display AFTER Provider Places a Bid.

	General Information			
	Scope of work			
	Service Order Bids			
ſ	Total Bids: 1			Range: \$100.00 - \$100.00
	Your bid: 06/21/13 10:01 AM		Expires: 12/04/13 12:00 AM	\$100.00
┢	Hourly Rate: Estimated Time to Complete: Total Labor:	N/A N/A \$50.00		
	Materials Estimate: Total Job Cost:	\$50.00 \$100.00		
	This is a test!			

10. Summary Tab – Comments section:

• Comments are available for Providers and Buyers to communicate about the Service Order, ask questions or share information.

Note: Be aware that sharing contact information, names, etc. at this stage violates the Terms and Conditions of the marketplace.

- Buyer and all Providers that receive Service Order can add, view, or reply to comments.
- Comments typically are entered during the time when Providers are determining if they are going to Accept Service Order (Respond Link) **OR** during Bid process.
- a. Access Comments section from main Respond link page by clicking on the add Add Comment link next to PLACE BID button and scroll down to Comments section.

<u> </u>	Bid O	order						a
		Title/SO ID	Posting Expiration	Provider	Your Bid	Actions		<u> </u>
		<u>K3884 - Slid</u> 516-2042-6260-17		John KnJohn		PLACE BID -	Add Comment	

- b. AND/OR scroll down to Comments section.
- c. To Add Comment, type Comment in box.
- d. Click on **SUBMIT** button.
- e. To View Comment, scroll down in Comments section.
- f. To Reply to Comment from another Provider or Buyer, click on Reply link.

Post a note or question about this order. Information is visible to ServiceLive Support Team, all providers selected fo
the project and the buyer who posted the project.
Request Information
i didn't see the dimensions for the wall that needs to be constructed. Please provide dimensions. Also do they want a certain type of material?
605 characters remaining
You Asked: December 28, 3:34 PM Need more information on the Scope of Work to Accept the Service Order.
Reply

- g. Type appropriate reply or ask question in box.
- h. Click on **SUBMIT** button.



i. All Providers that have received this Service Order opportunity will see Comments and Replies.



🖸 ServiceLive



- 11. Summary Tab Documents & Photos section:
 - a. Scroll down past Contact Information section to Documents & Photos section.
 - b. Save and/or Print Facilities-Overview-BID document.

Note: Review to understand Bid submission process and associated timelines.

c. Save and/or Print Bid Proposal Template document to be used in Step 13 in this lesson.

Note: For instructions on how to save and/or print documents, refer to **Print Paperwork** lesson in **Order Management** course.



- 12. Summary Tab Parts section:
 - a. Review to identify if there are Parts that require pick up and installation.
 - b. Review to identify pick-up location.

Cor	ntact Information	
Do	cuments & Photos	
Par	rts	
Pleas	se note the parts information below. Detailed pick-up	o location information is included if pick-up is required.
ſ	TIENN-AIR 6291GD8345ADB	
	Manufacturer JENN-AIR Model Number 629JGD8345ADB Serial Number Manufacturer OEM Part Number	Size Weight Vendor Part Number Part Type
Ź	Order Number Purchase Order Number	Quantity 1 Part Status
	COOKTOP,1YR,01200/U2200 WAREHOUSE:8781 STATUS:0 DELIVERY DESCRIPTION:0PENED HOLD DESCRIPTION: SHIPMENT METHOD CODE:Y PICKU DESCRIPTION:INSTALLER PICKUP DELIVERY TIME	LAST MAINTENANCE DATE:2008-04-17 DELIVERY > CODE: HOLD DESCRIPTION: PEND CODE: PEND UP LOCATION COBE:0001810 SHIPMENT METHOD C CODE: DELIVERY TIME DESCRIPTION:
	Additional Part Info	
2	Pick-up Location Information	

c. If no parts are required for pickup, Parts section will display with below information.

▼ Parts
Please note the parts information below. Detailed pick-up location information is included if pick-up is required.



- 13. Instructions to Complete Bid Proposal:
 - a. Locate Bid Proposal Template document you saved on your computer in Step 11 earlier in this lesson.
 - b. Complete **"Bid Proposal Template"** by going to each section in red and typing your information over instructions. (Follow Bid Proposal Example in same document).

Note: Delete any extra numbers unnecessary for your Bid Proposal.

- c. Copy information you completed in Bid Proposal Template section. (This will remain on your clipboard.)
- d. Paste completed information into an email and send to <u>SearsFacilities@servicelive.com</u>.
- e. In subject line of email include your Provider # and Service Order # 123-4567-1234-11

Example: Subject: Provider 12345 is submitting a Bid proposal for SO # 123-4567-1234-11.

	То	💷 <u>SearsFacilities@servicelive.com</u> 🗲 🚽 d	
Send	Cc		_
	Subject:	Provider12345 is submitting Bid Proposal for SO # 123-4567-1234-11	<u>е</u>

f. You will also copy completed information into ServiceLive as explained in Step 13, 14 & 15 in this lesson.



- 14. Service Order Bid Place a Bid:
 - a. Click radio button labeled "Fixed Price".
 - b. Type appropriate dollar amount for Maximum Labor.
 - c. Type appropriate dollar amount for Maximum Materials if applicable.



- d. OR click on radio button labeled "Hourly Rate".
- e. Type appropriate dollar amount for Hourly Rate.
- f. Type appropriate amount for Maximum Hours.
- g. Type appropriate dollar amount for Maximum Materials if applicable.



- h. Copy Completed Bid Proposal Template from Step 12 in Comments with Bid box.
- i. Click in checkbox in labeled "I accept the Terms & Conditions".
- j. Click on Submit button.

	Service Order Bid
	An asterisk (*) indicates a required field • Fixed Price O Hourly Rate
	Maximum Labor:* \$ 1300.00
	Maximum Materials:* \$ 1000.00
	Total Bid: \$ 2300.00
	Bid Expires: 2/5/12
	Change Bid Expiration
	Request New Service Date & Time
	Comments with Bid:*
()	This quote includes: the removal of an existing set of 6/0 x 7/0 double action doors
()→	I accept the Terms and Conditions*



- k. Summary tab will open and "Bid Submitted" message will display.
- I. Scroll down on Summary tab to Service Order Bids section and your Bid Information will display.

Bid Subinitied			
General Information			
▶ Scope of work			
▼ Service Order Bids			
This order is receiving Sealed bids, so y company. Providers within other comp	ou can only se inies who can	e pricing for your own bid, and for other p bid on this order will not see your bid.	roviders within your
Your bid: 01/05/12 11:01 AM Hourly Rate: Estimated Time to Complete: Total Labor: Naterials Estimate: Total Job Cost:	E N/A N/A \$1,300.00 \$1,000.00 \$2,300.00	xpires: 02/05/12 12:00 AM	\$2,300.0
This quote includes: the removal of a The replacement doors will be double 18? high impact bumpers and 9? high provide and replace a 2? x 4? piece of construction doors with two 14? x 16? down metal frame 5) 2? X 4? piece of the old doors with the new ones 3) In as listed in materials section above. 4 	n existing set action, high in jamb guards, drywall, inclu terials include clear acrylic wia drywall, dry wi or includes: 1 talling window) Removing an terial cost is \$	of 6/0 x 7/0 double action doors and repl npact, polymer construction, with two 14? : Also, provide and install a new knock do ding mudding, taping and painting along i d to complete the job are: 1) (1) Double ndows 2) 18? high impact bumpers 3) 9? all tape and mud 6) Paint (1) gallon Sear) Bringing the materials as listed above 2 s, high impact bumpers, jamb guards and nd installing a 2? x 4? piece of drywall, m t1,000 and the labor cost is \$1,300. The t	ace them with a new set × 16? clear acrylic window en metal frame. We will the right side of the doo action, high impact, poly high jamb guards 4) Knoc to Blue 1234) Removing and replacing to knock down metal fram udding, taping and paint otal to Bid to complete to total to Bid to total to Bid to complete to total to Bid to total to Bid total to Bid to total to Bid total total to Bid total tota

m. If you are awarded Service Order, it will be located in Schedule link.

n. If you are NOT awarded Service Order, it will be removed from your ServiceLive System.

15. Service Order Bid – Place a Bid and Change Bid Expiration:

- You Place a Bid and Change Bid Expiration if you want your Bid to Expire different from Bid Expiration date Buyer set, possibly because of Service Pro capacity or material costs fluctuation.
- You may change your Bid Expiration date, but this is NOT recommended.
- Buyer will be evaluating Bids and by you decreasing Bid date Buyer might not have opportunity to evaluate your Bid.
- Once your Bid expires you are not in running for Service Order opportunity.

Note: Request to Change Bid Expiration does not remove Bid opportunity from the Marketplace. If another Provider Places a Bid, which is accepted by Buyer, Service Order will no longer be available on Respond link.

- a. From main Respond link page, click on **TAKE ACTION** button.
- b. **<u>OR</u>** click on **D** button.
- c. In expanded section, click on **CHANGE BID** button.
- d. **<u>OR</u>** click Service Order title link.





- e. Click radio button labeled "Fixed Price" on Service Order Bid on right side of screen.
- f. Type appropriate dollar amount for Maximum Labor.
- g. Type appropriate dollar amount for Maximum Materials if applicable.



- h. OR click on radio button labeled "Hourly Rate".
- i. Type appropriate dollar amount for Hourly Rate.
- j. Type appropriate amount for Maximum Hours.
- k. Type appropriate dollar amount for Maximum Materials if applicable.

	Service Order Bid
	An asterisk (*) indicates a required field Fixed Price Orice Hourly Rate h
0—	\$ 22.00 maximum hours 40 < j
	Maximum Labor: \$ 880.00 Maximum Materials:* \$ 200.00 Total Bid: \$ 1080.00



- I. Click on checkbox labeled "Change Bid Expiration".
- m. Click on ២ button to display calendar and select appropriate choice.
- n. Click on **drop down arrow** next to time and select appropriate choice.
- o. Copy Completed Bid Proposal Template from Step 13 and paste in Comments Box.
- p. Click in checkbox labeled "I accept the Terms & Conditions".
- q. Click on Submit button.





- r. Summary tab will open and "Bid Submitted" message will display.
- s. Scroll down on Summary tab to Service Order Bids section and your Bid Information will display.
- t. In Service Order Bids section, Bid Expiration Change will also display.

Bid Submitted		
General Information		
▶ Scope of work		
▼ Service Order Bids		
This order is receiving Sealed bids, so y	ou can only see pricing for your own bid, and for other	providers within your
company. Providers within other comp	anies who can bid on this order will not see your bid.	
Your bid: 01/05/12 11:18 AM	Expires: 02/12/12 05:00 PM	\$2,300.00
Hourly Rate:	N/A	
Total Labor:	\$1,300.00	
Materials Estimate: Total Job Cost:	\$1,000.00 \$2,300.00	
This quote includes: the removal of a The replacement doors will be double 18? high impact bumpers and 9? high provide and replace a 2? x 4? piece of construction doors with two 14? x 16? down metal frame 5) 2? x 4? piece of the old doors with the new ones 3) In as listed in materials section above. ************************************	n existing set of 6/0 × 7/0 double action doors and re action, high impact, polymer construction, with two 14 jamb guards. Also, provide and install a new knock d f dywall, induding mudding, taping and painting alon, tatrials included to complete the job are: 1) (1) Doubl dear acrylic windows 2) 187 high impact bumpers 3) 9 drywall, dry wall tape and mud 6) Paint (1) gallon Sea or includes: 1) Bringing the materials as listed above talling windows, high impact bumpers, jamb guards a i) Removing and installing a 2? x 4? piece of drywall, ra terial cost is \$1,000 and the labor cost is \$1,300. The	Jace them with a new set. ≥ 167 clear acrylic windows, sown metal frame. We will als the right side of the doors: a action, high impact, polym high jamb guards 4) Knock rs Blue 1234 2) Removing and replacing nd knock down metal frame nudding, taping and paintin total to Bid to complete this

- u. If you are awarded Service Order, it will be located in **Schedule** link.
- v. If you are NOT awarded Service Order, it will be removed from your ServiceLive System.

16. Service Order Bid – Place a Bid and Request New Service Date & Time:

• You can Place a Bid and Request New Service Date & Time if you are unable to complete Service Order within Service Date & Time.

Note: Place a Bid and Request for New Service Date & Time does not remove Bid opportunity from the Marketplace. If another Provider Places a Bid, which is accepted by Buyer, Service Order will no longer be available on Bid Requests tab.

- a. Click radio button labeled "Fixed Price".
- b. Type appropriate dollar amount for Maximum Labor.
- c. Type appropriate dollar amount for Maximum Materials if applicable.



- d. OR click on radio button labeled "Hourly Rate".
- e. Type appropriate dollar amount for Hourly Rate.
- f. Type appropriate amount for Maximum Hours.
- g. Type appropriate dollar amount for Maximum Materials if applicable.





- h. Click on checkbox labeled "Request New Service Date & Time".
- i. Click on radio button labeled either "Specified Date" OR "Range".
- j. Click on button to display calendar and select appropriate choice.
 Note: Click on second button to select end date if you choose "Range".
- k. Click on drop down arrow next to time and select appropriate choice
 Note: Click on second drop down arrow next to time and select end time if you choose "Range".
- I. Copy Completed Bid Proposal Template from Step 12 in Comments Box.
- m. Click in checkbox labeled "I accept the Terms & Conditions".
- n. Click on Submit button.

	Maximum Labori* \$ 13	00.00
	Maujaaum Matarialaut d. 10	00.00
	Total Bid: \$ 23	300.00
Я	Request New Service Date & Tim Enter a time change if you are not available for the dates the buyer specified. Specified Date Range 02/16/2012 Section of the section of	
	Comments with Bid:*	
	This quote includes: the removal of an existing set of 6/0 x 7/0 double action doors	



- o. Summary tab will open and "Bid Submitted" message will display.
- p. Scroll down on Summary tab to Service Order Bids section and your Bid Information will display.
- q. In Service Order Bids section, New Service Date Request will also display.

General Information General Information Scope of work Service Order Bids This order is receiving S company. Providers wit Your bid: 01/05/12 Estimated Time Mate	ealed bids, so yo thin other compa 2 02:39 PM Hourly Rate: e to Complete:	ou can only mies who c N/A	see pricing for your own bid, and for oth an bid on this order will not see your bid. Expires: 02/05/12 12:00 AM	er providers within your \$2,300.0
Scope of work Service Order Bids This order is receiving S company. Providers wit Your bid: 01/05/12 Estimated Time Nate	iealed bids, so yo thin other compa 2 02:39 PM Hourly Rate: ie to Complete:	ou can only nies who ca N/A	see pricing for your own bid, and for oth an bid on this order will not see your bid. Expires: 02/05/12 12:00 AM	er providers within your \$2,300.0
 Service Order Bids This order is receiving S company. Providers wit Your bid: 01/05/12 Estimated Time Nate 	ealed bids, so yo thin other compa 2 2 02:39 PM Hourly Rate: to Complete:	ou can only mies who co N/A	see pricing for your own bid, and for oth an bid on this order will not see your bid. Expires: 02/05/12 12:00 AM	er providers within your \$2,300.0
This order is receiving S company. Providers wit Your bid: 01/05/12 Estimated Time Nate	ealed bids, so yo thin other compa 2 02:39 PM Hourly Rate: to Complete:	nies who c	see pricing for your own bid, and for oth an bid on this order will not see your bid. Expires: 02/05/12 12:00 AM	er providers within your \$2,300.(
Company. Providers wit Your bid: 01/05/12 Estimated Time Mate	thin other compa 2 02:39 PM Hourly Rate: e to Complete:	nies who c	an bid on this order will not see your bid. Expires: 02/05/12 12:00 AM	\$2,300.0
Your bid: 01/05/12 Estimated Time Mate	02:39 PM Hourly Rate: to Complete:	N/A	Expires: 02/05/12 12:00 AM	\$2,300.0
Your bid: 01/05/12 Estimated Time Mate	2 02:39 PM Hourly Rate: to Complete:	N/A	Expires: 02/05/12 12:00 AM	\$2,300.0
Your bid: 01/05/12 Estimated Time Mate	02:39 PM Hourly Rate: e to Complete:	N/A	Expires: 02/05/12 12:00 AM	\$2,300.0
Estimated Tim	Hourly Rate: to Complete:	N/A		
Estimated Tim Mate	e to Complete:	N/A		
Mate	We had been seen	10.4		
	rials Estimate:	\$1,300.00	New Service Date Request:	
	Total Job Cost:	\$2,300.00	02/16/2012 08:00 AM to 05:00 PM <	a
This quote includes: t	he removal of an	n existing s	et of $6/0 \times 7/0$ double action doors and r	eplace them with a new set
The replacement door 182 bigb impact burge	rs will be double : pers and 92 high	iarob quar	n impact, polymer construction, with two 1 ds. Also, provide and install a new knock	4? × 16? clear acrylic window down metal frame. We will
provide and replace a	2? × 4? piece of	drywall, in	cluding mudding, taping and painting alo	ng the right side of the doo
************	******* The ma	terials inclu	ided to complete the job are: 1) (1) Doub	ble action, high impact, poly
construction doors with down metal frame 5)	h two 14? x 16? o 22 X 42 piece of	druvall, dru	windows 2) 18? high impact bumpers 3) wall tape and mud 6) Paint (1) gallon Se	9? high jamb guards 4) Kno ears Blue 1234
*****************	******* The lab	or includes	: 1) Bringing the materials as listed abov	e 2) Removing and replacin
the old doors with the	new ones 3) Ins	talling wind	lows, high impact bumpers, jamb guards	and knock down metal fram
as listed in materials :	section above. 4) Removing	and installing a 2? x 4? piece of drywall,	, mudding, taping and pain

- r. If you are awarded Service Order, it will be located in Schedule link.
- s. If you are NOT awarded Service Order, it will be removed from your system.
- 17. Reject Service Order:
 - You should Reject Service Order if you are not interested in Placing a Bid.

Note: Once Provider has Rejected Service Order, you cannot change your mind and Place a Bid unless Buyer re-routes the same Service Order. Once you Reject a Service Order, it is removed from your system.

- a. When Service Order is open, locate Service Order Bid on right side of screen.
- b. Click on OREFECT SERVICE ORDER button.

Se	rvice Order Bid
Ar	asterisk (*) indicates a required field Fixed Price O Hourly Rate
	Maximum Labor:* \$ 0.00
	Maximum Materials:* \$ 0.00
	Total Bid: \$
Bi	d Expires: 1/14/12
	Change Bid Expiration
	Request New Service Date & Time
Ca	mments with Bid:*
	I accept the Terms and Conditions*
3	Submit
b	→ ⊘ REJECT SERVICE ORD
	A DETUDN TO



- c. <u>OR</u> Reject a Service Order from main **Respond** link page, click on **TAKE ACTION** button.
- d. **OR** click on the **OR** symbol next to the Service Order title link.
- e. Click on drop down arrow labeled PLACE BID.

Note: If you have **Placed a Bid** on a Service Order, instead of the **PLACE BID** button, you will click on the **drop down arrow** labeled **CHANGE BID**.

f. Click on Reject Order link.

		d							
06/19/2013	Bid Request 🗢 🖻	<u>K3884 - Slid</u> 516-2036-6968-1 4	111 HULST DR SUITE 722, MATAMORAS PA, 18336	12/03/13 to 12/04/13 08:00 AM to 05:00 PM (EST)	Not Applicable	John KnJohn		\$0.00 - \$0.00	
	B	id Order						e	
		Title/SO ID) Posting Exp	piration Pro	ovider You	r Bid Actions			
	-D	K3884 - Slid 516-2036-6968-	14	John	KnJohn	PLACE BID	Ad	d Comment	
					F	Reject Order <	_	Û	

- g. Reject Service Order Screen will display.
- h. Click on drop down arrow labeled "Reason Codes".
- i. Scroll down and select appropriate Reason Code choice.

Note: Click on cancel button if you change your mind and do NOT want to Reject Service Order.

j. Click on **REJECT** button.



Note: If you Reject Service Order from Respond link, a message will appear at top of screen to confirm Service Order Rejection. Service order rejected successfully Otherwise you will not receive a confirmation message.

k. Service Order will automatically be removed from your ServiceLive system.