## **Reapply for SPN - Provider**

- 1. Login to ServiceLive, Dashboard will display.
- 2. View SPN Monitor:

Note: SPN Monitor will not appear unless you have accepted a SPN invitation. The status will appear as incomplete.

a. Scroll down to view SPN Monitor on left side of screen.

Dashboard Service Order Monitor	Order Management		Administrator Office
Dashboard		Monday, Ju Availa	ne 15, 2015 08:13 AM (CDT) ble Wallet Balance: <b>\$0.00</b>
Performance & Profile Statistics	Service Order	Statistics	
Ratings (0) Not Yet Rated Lifetime Rating	0 - Today 0 - Received 0 - Problem	0 - Accepted 0 - Pending Cancel Tota 0 - Bid Requests 0 - Pending Reschedule 0 - Bulletin Board	l Value Received: \$0.00*
ServiceLive Status Monitor			
Firm Registration Status	Communicatio	n Monitor	
Provider Pegistration Status	From	Subject	Date / Time
Approved: 0 Unapproved: 1	Sears Holdings	You are invited to Sears Home Services Electrical Services Select Provider Network	06/11/2015 15:06 PM CDT Expires: 07/31/2015
Provider Background Checks Not Started: 0 Pending Submission: 1 In Progress: 0	Sears Holdings	You are invited to Sears Home Services Plumbing Services Select Provider Network	06/11/2015 15:06 PM CDT Expires: 07/31/2015
Not Cleared: 0 Clear: 0 Re-Certification Due: 0	Sears Holdings	You are invited to Sears Retail Installation - Water Pump Select Provider Network	06/11/2015 21:06 PM CDT Expires: 06/30/2015
SPN Monitor View »	,		
Management			
Sears RE Facilities DocuSign Test Membership Status Incomplete			
Member Offers More »			
Mombor Offers			

- b. SPN Buyer Company who created the SPN.
- c. Name of SPN.

Note: You can click on the blue link to view SPN details.

d. Membership Status:

Note: This will appear as "incomplete" until the new requirement has been met and application resubmitted. If your prior status was Member, you will continue to receive work until your application is reapproved and all other requirements met. Failure to reapply will cause the Members to stop receiving work.

e. You can click on View to view SPN Monitor.



## **Reapply for Membership:**

- 1. SPN you are reapplying for will automatically expand on the SPN Monitor.
- 2. Review application to find new requirement.
  - a. Find application that is in Incomplete status.
  - b. Find requirement that is in **Incomplete** status. If the requirement is a Click to Agree, see step 3. If the requirement is a Sign and Return, see step 4.

	a	
🤑 🖌	Sears Retail Installation - Home Electronics Select Provider Network  Sears Retail Installation - Home Electronics Select Provider Network	Sear ServiceLive Buyer ID# 1000
	Sear ServiceLive Buyer Sears Retail Installation - Home Electronics Select Provider	Network
Requirements SPI	Information	Contact Information: Retail Installation Recruiti p5556rec@searshc.com 8006595914
Membership Criteria After submitting the do the individual provider	4 Credentials cuments and agreements below, you can go to your ServiceLive Profile to add company credenti: profiles on ServiceLive.	als Provider credentials can be updated in
/iew Company Requir View Provider Require	ements	
Document Requirement Select a document to u 'On File''.	nts ipload or update a file that has not yet been approved. If a document you have already provided fo	r another SPN is required, it will appear as
Status	Required Documents	Felect
<b>Q</b>	Required bocaments	Select
Approved	Authorized Servicer SPN Application Documents (PDF)	On File
Approved	Authorized Servicer SPI Application Documents (PDF) Document On File: Servicely Authorized Servicer Agreement signed 10-28-2009 5.06.43 PM JPG When the Service Part Service Part Part Part Part Part Part Part Part	On File
Approved Q Approved	Authorized Servicer SPH Application Documents (PDF) Document On File: Servicely Authorized Servicer Agreement signed 10-28-2009 5.06.43 PM JPD Women and Minority (PDF) Document On File: Servicelye Minority Questionaire signed 10-28-2009 4.51.04 PM JPD	On File

3. Click to Agree:

Note: This is action is legally binding. Please be sure you read all documents before agreeing. This is also time sensitive. There is a grace period which is usually greater than two weeks, and less than a month.

a. If there are Terms & Conditions, click on the blue link labeled Terms & Conditions.

Note: A PDF of Terms & Conditions will open. Read document and then close document.

b. Click on AGREE button, to Agree to Terms & Conditions.

Note: Cannot click on "Agree" button until you open PDF document.

Q. Incomplete	Sears RE Facilities DocuSign Test	Sears Holding E
	Need more information	Management ID# 500244
	Sears Holding Facilities Managemen	t Sears RE Facilities DocuSign Test
Requirements SPN In	Iformation	Contact Informa Angelica Herman angelica@servi 2105233568
the individual provider pro View Company Requirem View Provider Requirement Document Requirement: Select a document to up!	offies on ServiceLive. nents D nts D S oad or update a file that has not yet been approved. If a do	cument vou have aireadr crovided for another SPN is required. It will acc
"On File".	Required Documents	Select
Q. Incomplete	Authorized Servicer Application Documents (PDF)	UPLOAD
Q. Incomplete	Subcontractor Authorization Rider (PDP)	UPLOAD
Status	Required Documents	Agreement Confirmation
		I have read and agree on be h my company to be contract.

4. Sign and Return:

Note: These documents are also legally binding and require that the applicant return a **signed** acknowledgement to the Buyer. To make this process easier we have implemented DocuSign. DocuSign allows us to leverage technology to replace the manual process requiring printing of documents, manual writing, scanning and uploading documents.

a. Click on blue link to open PDF.

Status	Required Documents	Select
<b>Incomplete</b>	Authorized Servicer Application Documents (PDF)	UPLOAD
<b>Q</b> Incomplete	Subcontractor Authorization Rider (PDF)	UPLOAD

- b. PDF will open.
- c. Click on blue hyperlink at bottom of page to access required application documents in DocuSign.

Sears		
Authorized Servicer Introduction Letter		
We are excited to know that you are interested in joining our <b>Sears Retail</b> <b>Installation</b> Select Provider Network (SPN)! Our goal is to have you on-board as soon as possible. To assist you with expediting the SPN application process, we use DocuSign to assist you with completing all documents requiring signature. DocuSign is an electronic document replacement for manual documents allowing you to complete faster and easier. This Authorized Servicer SPN Application packet is one of two documents that you will need to complete as part of your application into our Select Provider Network (s).		
In this packet you will find the following documents, each composed of one or more pages:		
<ul> <li>Authorized Servicer Agreement (page 2-18)</li> <li>Appendix A (page 19-<i>leave blank</i>)</li> <li>Appendix B (page 20)</li> <li>Appendix C (page 21-23)</li> <li>Women &amp; Minorities Questionnaire (page 24)</li> </ul>		
Once completed, follow the steps below to save a PDF copy of the documents, and upload as part of your SPN application;		
<ol> <li>Click the Show Document button</li> <li>Save a PDF copy for your records by clicking Save on the File Download pop- up window.</li> <li>Finally, upload a copy to the Authorized Servicer Sign &amp; Return section of the SPN application.</li> </ol>		
Click the URL link below to access:		
Authorized Servicer SPN Application Documents		
If you need assistance, we are glad to help. Please contact our <b>Sears Retail</b> Installation Contractor Compliance team via email at <u>C5556CC@searshc.com</u> with questions related to this Select Provider Network.		
If you need assistance with completing these documents in DocuSign, please contact ServiceLive SPN Support Team at 1-888-549-0640 and select option 4.		

## **Reapply for SPN - Provider**

- d. DocuSign website will open.
- e. Enter your first name and last name, and your email address.

Note: Sign with full name (i.e. Joe Smith) NOT with Business name (i.e. Joe's Plumbing)

f. Click on Begin Signing button.

Please enter your name and email to begin the signing process. Your Role: Contractor Your Name: Carrie Smith	PowerForm Signer Information	on
Your Role: Contractor ' Your Name: Carrie Smith ' Your Email:	Please enter your name and email to begin the signing process.	
Contractor ' Your Name: Carrie Smith	Your Role:	
Your Name: Carrie Smith	Contractor	
Carrie Smith	Your Name:	
Your Email:	Carrie Smith 🖌	
	Your Email:	
carrie@servicelive.com	carrie@servicelive.com	
		Begin Signing

g. Begin reviewing document.

Please Review & Act on These Documents	<b>Docu</b> Sign
Angelica Hernandez Sears, Roebuck and Co.	
Please review & sign your document. To begin the process of reviewing and signing your documen below. Signing will not be complete until you have reviewed the agreement and you have confirment of the second sec	ts, please click the button d your signature.
I agree to use Electronic Records and Signatures	

- h. Select "I agree to use Electronic Records & Signatures" checkbox.
- i. Click on **CONTINUE** button.



j. Read through document and then click on **START** button.

Please review the documents below.	OTHER ACTIONS *	
e	2 9 0. 0	٩
DocuSign Envelope ID: 0F0553B2-C1FC-41E5-A748	3-87D6DA159E2E	
Sears		
Authorized Service	r Introduction Letter	

k. Once you click on **START** button, the system will bring you to the first thing you need to fill in.



m. To sign the document, click on 🗵 button.

Note: The first time you sign, you will be required to Adopt your Signature. See next step.

AUTHORIZED SERVICER
carrie
(Name)
If a context ion, limited partnership or limited liability Company, indicate state of incorporation or formation.
State:
SIGN (Signature of Owner, Partner or Authorized Officer)
carrie (Print
Name)
(Title)
6/18/2015
(Date)
Authorized Servicer's Federal Tax ID Number:

- n. Adopt your Signature screen will appear the first time you sign a document.
- o. Check that your Full Name AND Initials are correct.

Note: If you entered information incorrectly when starting the DocuSign process, now is the time to correct it.

- p. Preview what signature will look like when signed.
- q. Click on **ADOPT AND SIGN** button.

II Name	Initials
arrie Smith	CS
lect Style Draw	
A DIAW	
eview	
DocuSigned by:	DS
Carrie Smith	CS Change Style
1016503EB9C7456	

r. Signature will insert into document.

<b>P</b>
DocuSigned by:
Carrie Smith
(Signature of Owner, Partner or Authorized Officer)
(oignature of Owner, Partier of Addionzed Onicer)



s. Click on **FINISH** button at bottom of page.

Note: Finish button will not appear until all fields are filled in.

t. Click on **SHOW DOCUMENT** button to Save the copy of the document to be uploaded with your SPN application.

Note: It is recommended that you Save document to Desktop for easy access to saved file.

Thank you.	
Your document has been signed. If you	would like a copy for your records, click Show Document and print or save.
	<b>.0</b>
SHOW DOCUMENT	Close

- 5. Other Actions
  - a. Finish DocuSign Later:

Note: Although this option is available, using this feature means losing all information completed thus far. When **Finish Later** is clicked, the document completion is <u>cancelled</u> and Provider will have to start over by clicking the same **invitation link**.

a	
	OTHER ACTIONS
FINISH LATER	PRINT & SIGN
Save the document in its current state and finish the signing process at a later time.	Print the document and sign in ink. Then either scan and upload or fax back the document.
DECLINE TO SIGN	
Notify the sender that you refuse to sign the document.	
Help & Support	About DocuSign
View History	View Certificate
View Electronic Record and Signature Disclosure	

b. Print & Sign Later:

Note: This is NOT an authorized option and should NOT be used, as this would require you to manually complete the forms, scan, and upload to the SPN. Instead follow step 3s & 3t.

6	
FINISH LATER	PRINT & SIGN
Save the document in its current state and finish the signing process at a later time.	Print the document and sign in ink. Then either scan and upload or fax back the document.
DECLINE TO SIGN	
Notify the sender that you refuse to sign the document.	
Help & Support	About DocuSign
View History	View Certificate
View Electronic Record and Signature Disclosure	

c. Decline to Sign:

Note: In certain cases, you may decide to decline signing the required documents. If you do this, you will not be admitted to the SPN.

G	OTHER ACTIONS
FINISH LATER	PRINT & SIGN
Save the document in its current state and finish the signing process at a later time.	Print the document and sign in ink. Then either scan and upload or fax back the document.
DECLINE TO SIGN Notify the sender that you refuse to sign the document.	
Help & Support	About DocuSign
View History	View Certificate
View Electronic Record and Signature Disclosure	

- 6. Upload Documents:
  - a. Once back on the SPN Monitor page, locate the document you just signed and click the "**Upload**" button.

Status	Required Documents	Select
	Authorized Servicer Application Documents (PDF)	UPLOAD
Un complete	Subcontractor Authorization Rider (PDF)	UPLOAD

- b. Click on "Browse" button and locate the PDF you just saved.
- c. Click on **UPLOAD** button.



d. Repeat steps 6a-6c for all documents.



f. Click on Submit button.

quirements SPN	Information	2105233568
embership Criteria & ler submitting the doc	Credentials cuments and agreements below, you can go to your ServiceLive Profile to add company cr	edentials Provider credentials can be updated in
e individual provider p	profiles on ServiceLive.	
ew Company Require	ements	
ocument Requirement	ats	
ecument Requirement	nts pload or undate a file that has not yet been approved. If a document you have already prov	vided for another SPN is required, it will appear as
ocument Requirement elect a document to up in File".	nts pload or update a file that has not yet been approved. If a document you have already prov	vided for another SPN is required, it will appear as
ocument Requirement elect a document to up in File". Status	nts pload or update a file that has not yet been approved. If a document you have already prov e Required Documents	ided for another SPN is required, it will appear as Select
ocument Requiremen elect a document to up in File". Status	nts pload or update a file that has not yet been approved. If a document you have already proved Required Documents Authorized Servicer Application Documents	vided for another SPN is required, it will appear as
ocument Requiremen elect a document to u in File". Status	nts pload or update a file that has not yet been approved. If a document you have already proved Required Documents Authorized Servicer Application Documents (PDF)	vided for another SPN is required, it will appear as Select Vpdate File
ecument Requirement elect a document to up in File". Status Pending Approval	nts pload or update a file that has not yet been approved. If a document you have already proved Required Documents Authorized Servicer Application Documents (PDF) Document On File:DocuSiond329943e-ed5a-4418-as4c-a6cdaef41f6c.pdf	rided for another SPN is required, it will appear as Select Ø Update File