# Reapply for SPN - Provider

This lesson explains how to Reapply for a SPN you are already a part of. Reapplying is necessary when specific requirements for SPN application has changed or been updated. Before the respective implementation date and time is reached, it is IMPERATIVE that you take the necessary steps to meet the updated requirement(s) for SPN(s) that your Provider Firm is already a Member of in order that your Provider Firm may continue to be eligible to receive Service Orders from the Buyer that has updated the SPN requirements.

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.
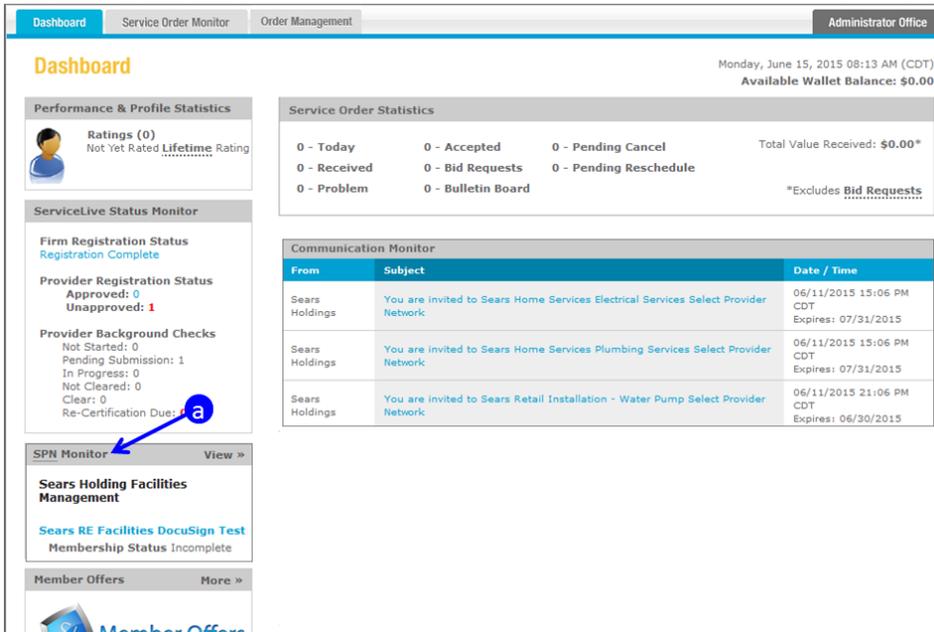
    b. SPN Buyer – Company who created the SPN.

    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.
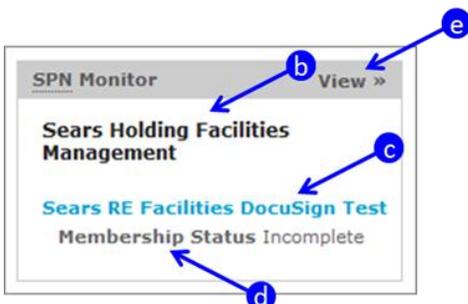
Reapply for Membership:

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.
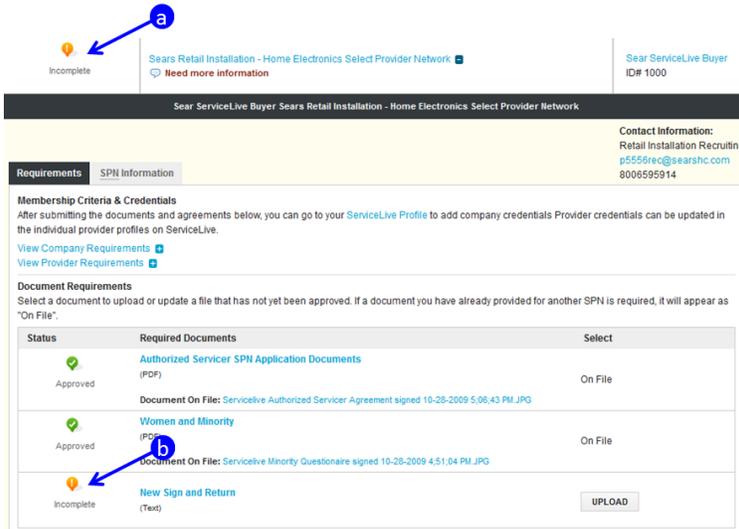

3. Click to Agree:

   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.
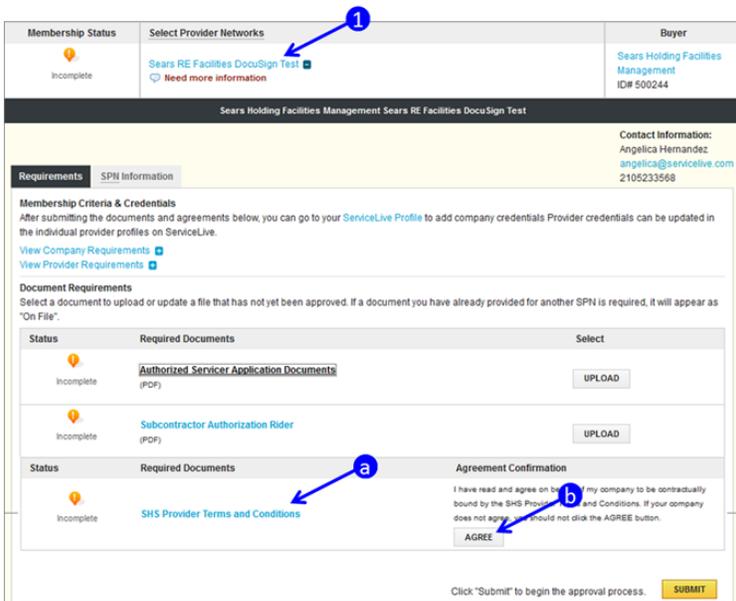
4. Sign and Return:

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.

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 **Sears Retail Installation** 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:

- Authorized Servicer Agreement (page 2-18)
- Appendix A (page 19-*leave blank*)
- Appendix B (page 20)
- Appendix C (page 21-23)
- Women & Minorities Questionnaire (page 24)

Once completed, follow the steps below to save a PDF copy of the documents, and upload as part of your SPN application:

1. Click the **Show Document** button
2. **Save** a PDF copy for your records by clicking **Save** on the **File Download** pop-up window.
3. Finally, upload a copy to the Authorized Servicer Sign & Return section of the SPN application.

Click the URL link below to access:

Authorized Servicer SPN Application Documents

If you need assistance, we are glad to help. Please contact our **Sears Retail Installation Contractor Compliance** team via email at C5556CC@searshc.com 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.

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.

g. Begin reviewing document.

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.

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

l. Red boxes indicate required fields.

m. To sign the document, click on [SIGN] button.

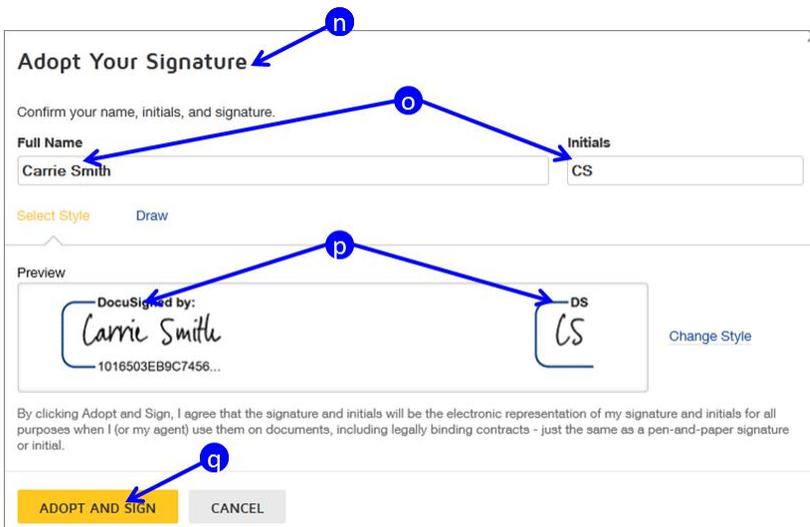> Note: The first time you sign, you will be required to Adopt your Signature. See next step.

AUTHORIZED SERVICER

carrie
_____
(Name)

If a corporation, 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)

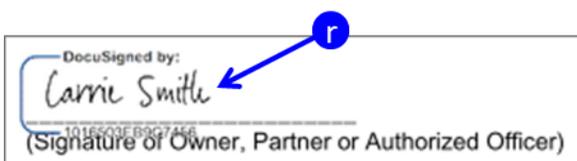Authorized Servicer's Federal Tax ID Number: [____] _____
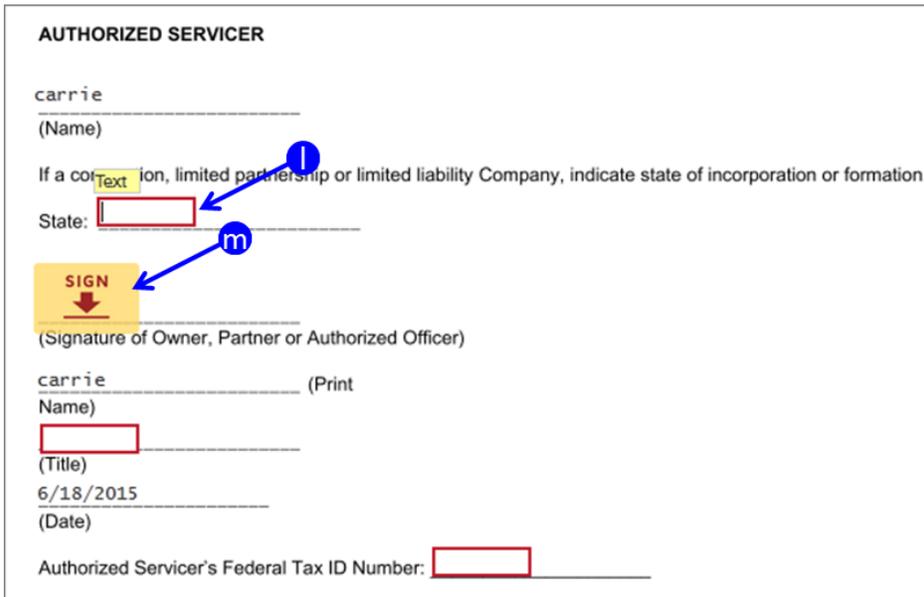
n. Adopt your Signature screen will appear the first time you sign a document.

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.

Adopt Your Signature   ✕

Confirm your name, initials, and signature.

Full Name   **Initials**

Carrie Smith   CS

Select Style   Draw

Preview

DocuSigned by:
Carrie Smith
1016503EB9C7456...

DS
CS   Change Style

By clicking Adopt and Sign, I agree that the signature and initials will be the electronic representation of my signature and initials for all purposes when I (or my agent) use them on documents, including legally binding contracts - just the same as a pen-and-paper signature or initial.

[ADOPT AND SIGN]   [CANCEL]

r. Signature will insert into document.

DocuSigned by:
Carrie Smith
1016503EB9C7456...
_____
(Signature of Owner, Partner or Authorized Officer)

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.

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**.

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.

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.
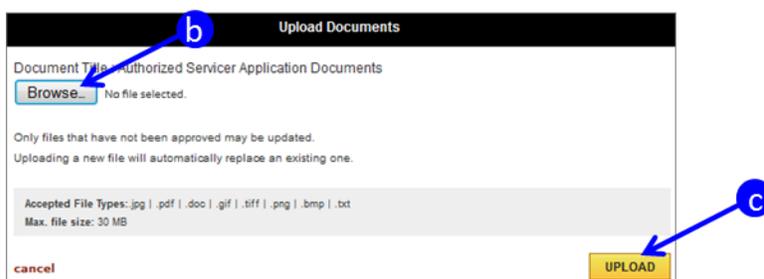

6. Upload Documents:

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

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.

Continue to next page

e. Once files are uploaded status will change to **Pending Approval**.

f. Click on `Submit` button.