



**BEST SERVICERS OF AMERICA**  
ONSITE REPAIR & INSTALLATION SERVICES

P A R T N E R S

Web Access Guide

Version 1.0

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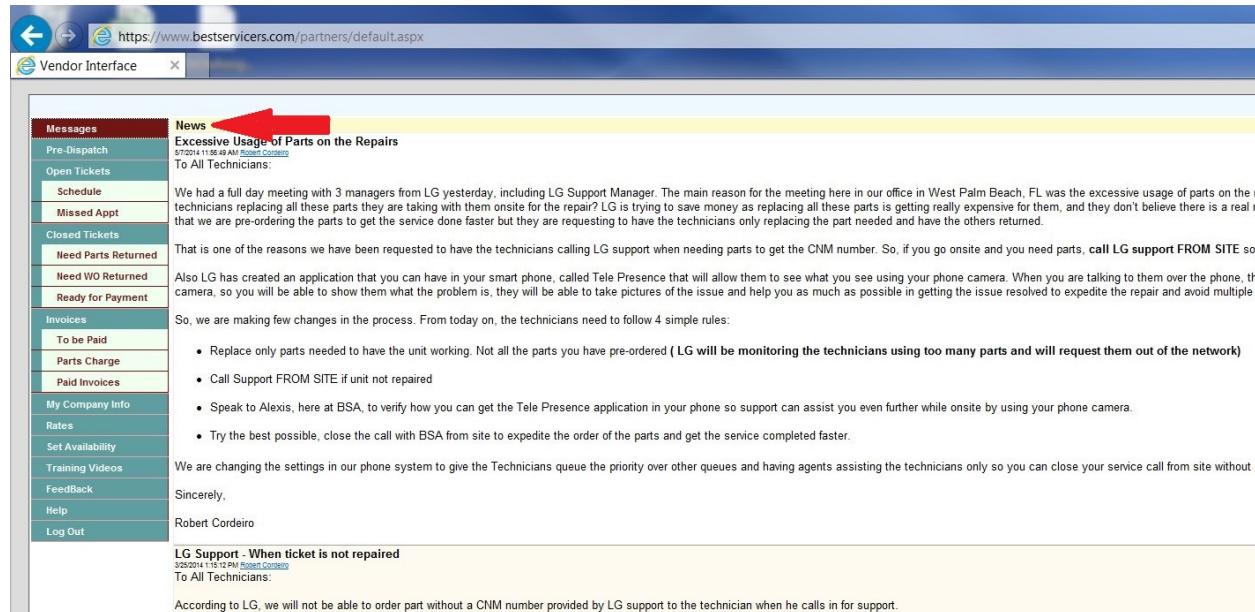
Welcome to the Best Servicers of America Network of Professional Technicians. We hope this partnership will bring success to all of us involved in this demanding market of onsite service.

In the attempt to provide you a way to understand our processes and procedures we have created the BSA Service Manual (please make sure you go over the manual provided to you) and also created this Guide so you can get familiarized with the tool you will be using daily to administer your service calls which is our Partner private website access.

Let's start by going over each menu item when you once log into the private site.

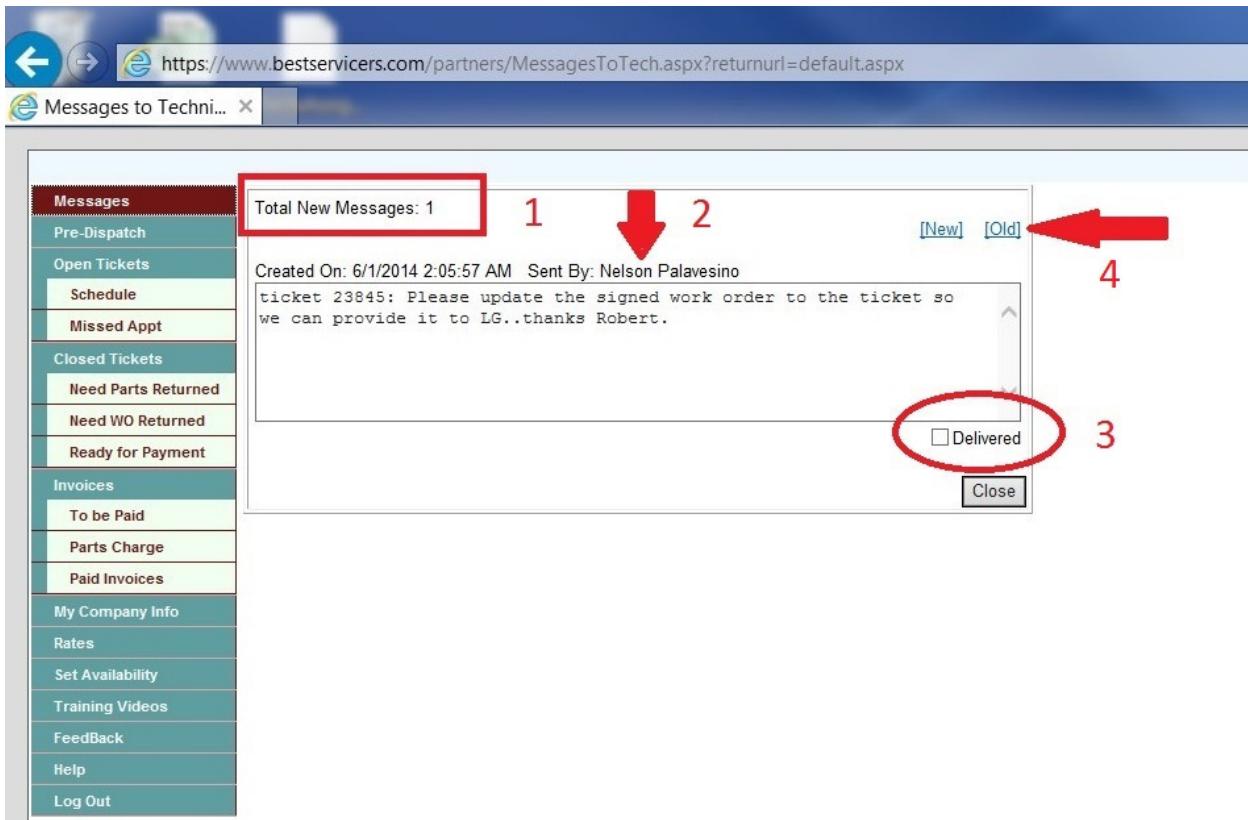
## Messages

This is the section where you will find all the News posted by BSA to all technicians. As you log into the site, this is your first screen. Always go over these messages to keep yourself informed about what is going on daily about the services, support, our customers, Hands-on-Training provided by the manufacturers, forms to be downloaded, etc.



Also on this page you will sometimes find a pop message from one of employees from BSA directed specially to you about something they might need from you. This is a very good communication tool, as every time you log in, if there is a message for you into the system, it will pop up on your screen.

If you don't have the opportunity to log into the system throughout the day, you can always when calling into BSA ask: can you verify if there is any message for me in the system? And the agent will deliver that message to you. Let's see how that works:



1. You can see how many messages you have in the system to be delivered
2. You can see who, from BSA, sent you the message and the date and time it was sent.
3. Once you read the message, you click the Delivered check box to see the next message.
4. In case you want to see old messages already delivered, just click in the [Old] link.

## PRE-DISPATCH

In this section, you will find all the tickets already assigned to you but not yet available for service. Normally, prior from dispatching the ticket to the technician, the agents at BSA get in touch with the End User (the home owner) and go over all the information that came on the ticket, verify if any documentation is needed, verify if the unit under warranty and verify the issue with the unit. After all that is done, we go ahead and dispatch the ticket to you and if possible already set the apt for the service based on your availability setup in the system (we will see that later on the guide).

Normally, in this section there is nothing you really need to do other than just see how many tickets are coming your way. But if you want to take a pick in the ticket, click on the link for the Ticket ID (1), you will also see the End User's name (2) or even see the city and zip code (3) where the service will be performed.

See the picture below:

**Pre-Dispatched Tickets**

Age	Ticket ID	WorkOrderID	Customer PO	End User	City	ZipCode	Status	Dispatched
2	30781	40955	RNM140530059390-1	JOANNA LANDRY	HOUMA	70363	Open	

## OPEN TICKETS

This is the section where you will see all your open tickets. It is also one of the places where you can print the work order you will be taking with you when going onsite for service, by clicking on the Work Order ID number link (1). For every time you go onsite, BSA releases a new Work Order ID, which means a new work order u to take with you onsite. **You should never go onsite without a new work order.** For every site visit, you will have a new work order available to you to print and take with you onsite.

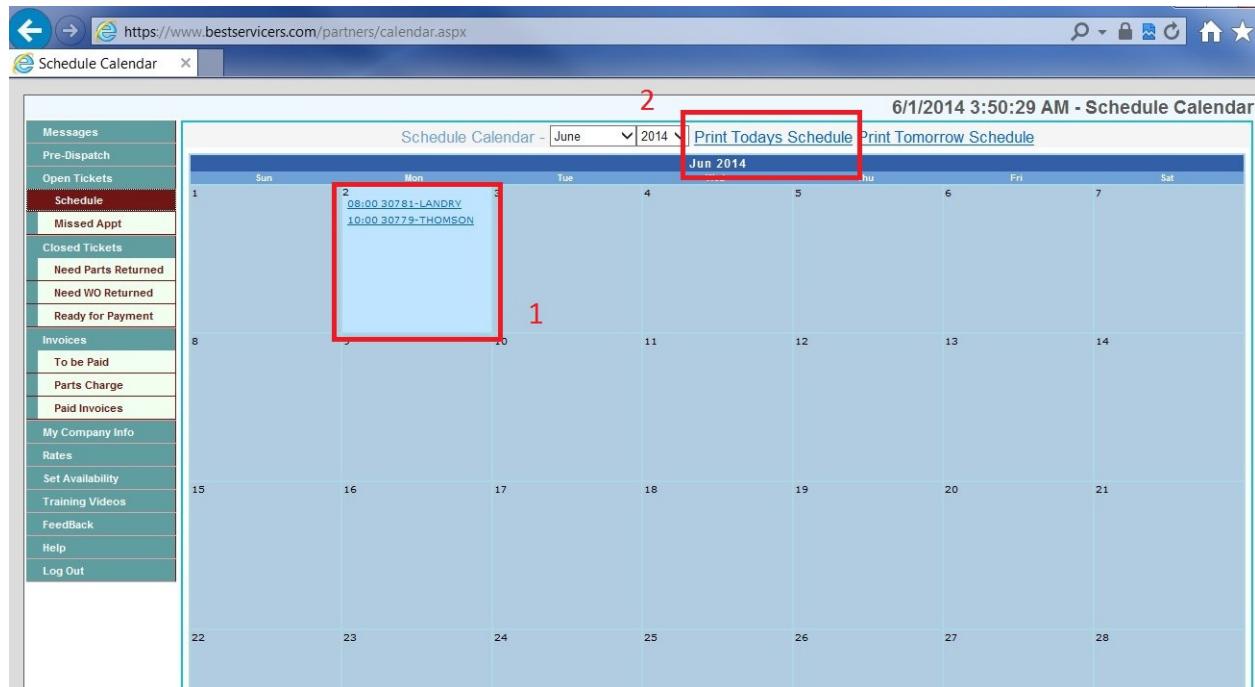
1. Print Work Order
2. Appointment Set
3. Date ticket was dispatched to you

**Open Tickets**

Age	Ticket ID	Print Work Order	Customer PO	End User	City	Appt	Status	Dispatched
0	30781	40955	RNM140530059390-1	JOANNA LANDRY	HOUMA	6/2/2014 08:00 - 10:00	Open	6/1/2014 3:14:18 AM

# SCHEDULE

This section is the place where you go to print your daily schedule before you get out of your house and go to the appointments set for the day. You will be able to see the list of tickets you have scheduled per day / per month.



1. You will see the list of tickets you have scheduled for today. Clicking on the link will take you to the ticket. The link shows:
  - a. 8:00 = the time for the appointment
  - b. 20781 = the ticket ID
  - c. Landry = the county where the service will be performed.
2. Link to print your schedule for today. You will be able to take this report with you which will have all the information necessary to guide you through your day (**this is NOT a work order**).

**\*\*\* IMPORTANT: Keep a good communication with the End User on the scheduled day. Always give them a courtesy phone call 20 to 30 minutes prior from arriving onsite to let them know you are on your way. This will avoid a lot of unnecessary escalations.**

Let's take a look at this report below:

**Daily Schedule**

<b>Scheduled Time</b> From: 6/2/2014 8:00:00 AM To: 6/2/2014 10:00:00 AM	<b>Customer Information</b> JOANNA LANDRY 3535 GRAND CAILLOU RD HOUma, LA 70363 <b>All Purpose:</b> 985-868-2070 - Ext.	<b>Ticket Information</b> Ticket ID: 30781 Work Order ID: 40955 Manufacturer: LG/refrigerators Customer Number: RNM140530059390 Customer PO: RNM140530059390-1
<b>Problem Description</b> LG Appliance Repair / LG/refrigerators / - Symptom: Not Listed - Sub-Symptom: Not Listed - CIC Remark: cci re; smell coming out at the back of the fridge / moldy rusty smell / cst cleaned the area where fridge is located / but the odor is so persistent coming from the fridge / ts done / set up service - Symptom Description:		
<b>Scheduled Time</b> From: 6/2/2014 10:00:00 AM To: 6/2/2014 12:00:00 PM	<b>Customer Information</b> LOUISE THOMSON 1064 ABELINE DR DELTONA, FL 32725 <b>All Purpose:</b> 407-314-7474 - Ext.	<b>Ticket Information</b> Ticket ID: 30779 Work Order ID: 40956 Manufacturer: DAEWOO /DRYER Customer Number: 5443592-02-WDE Customer PO: 5443592-02-WDE-1
<b>Problem Description</b> WTC_APPLIANCE REPAIR / DAEWOO /DRYER / RECALL PANEL LIGHTS OUT		

## **MISSED APPT**

In this section, you will see all the tickets you should have serviced based on the appointment set but the visit (Work Order ID) is still opened in the system. BSA requires you to call us from site when done with the service repair to close the service visit. If for some reason you forgot to do that, the system will see it and it will indicate to you and to your administrator by placing the ticket in the Missed Appointment queue. It is important that you close the ticket the fastest possible, especially when we have to order parts to continue the repair. A lot of times if we order the parts early enough on the day, they will be shipped out same day.

It is the technician's responsibility to close the ticket and provide BSA with the part numbers needed for the repair so we can place the order of these parts and have you return to site to finish the repair.

A lot of times, the technician pre-order the parts going onsite just one time. If you are good troubleshooting the unit by talking to the End User about the issue, you will be able to identify what parts might be needed for the repair and let us know so we can pre-ordered them, this way when you go onsite for the first time you would have the parts needed already. That saves you money and expedite the service by getting the ticket closed faster. We need to make sure we get the unit repaired within 7 – 10 days and for that, pre-ordering parts, is something we always suggest and prefer.

**\*\*\* IMPORTANT: Call the End User when you will be late for an appointment or call the End User to let them know that you will not be able to make it, is a MUST. Bad Customer Service skills is the number one reason for losing the volume in your area and leaving the BSA Network (please go over the BSA Partner's Manual for some help about Customer Service Skills).**

https://www.bestservicers.com/partners/missedappts.aspx

Missed Appointment... Daily Schedule

Missed Appointments - Tickets List							
Age	Ticket ID	Print Work Order	End User	City	Apt	Status	Dispatched
0	30779	40956	LOUISE THOMSON	DELTONA	5/31/2014 14:00 - 16:00	Open	6/1/2014 4:25:52 AM

## CLOSED TICKETS

We use this section just as a place holder where you can see the closed tickets not yet invoiced. If you want to review a recent ticket you have closed, it will be there.

https://www.bestservicers.com/partners/closedtickets.aspx

Closed Tickets List Daily Schedule

Closed Tickets List							
Age	Ticket ID	WorkOrderID	End User	City	ScheduleDate	Status	Dispatched
2	30754	40913	JONE CEFALI	FORT LAUDERDALE	5/30/2014 8:49:33 AM	Canceled	5/30/2014 8:49:33 AM
2	30726	40881	CYNTHIA MONTI	DELTONA	5/30/2014 8:47:19 AM	Canceled	5/30/2014 8:47:19 AM
5	30707	40848	JIM FRANCIS	PALM COAST	5/27/2014 4:48:45 PM	Canceled	5/27/2014 4:48:45 PM
5	30679	40827	SANDRA PINKERTON	LAKE WORTH	5/27/2014 8:41:09 AM	Canceled	5/27/2014 8:41:08 AM
2	30665	40804	FRANK	TALLAHASSEE	5/30/2014 8:40:55 AM	Canceled	5/30/2014 8:40:55 AM
3	30664	40800	CAROLINE CROFT	ORLANDO	5/29/2014 12:45:38 PM	Cancelled	5/29/2014 12:45:33 PM
19	30519	40597	James Brazell	Delray Beach		Canceled	5/13/2014 4:35:21 PM
13	30504	40579	CARLA MORRIS	TEQUESTA	5/19/2014 3:14:01 PM	Completed	5/19/2014 3:14:00 PM
20	30494	40558	John Doe	West Palm Beach	5/13/2014 12:30:00 PM	Completed	5/12/2014 4:57:05 PM
20	30485	40544	ELEANOR ROSENMAN	ALTAMONTE SPRINGS	5/12/2014 1:23:35 PM	Canceled	5/12/2014 1:23:35 PM
19	30451	40472	JONRAD ABDURAHMAN	ORMOND BEACH	5/13/2014 12:33:59 PM	Completed	5/13/2014 12:33:58 PM
33	30331	40249	Willie Merlino	Wellington	4/29/2014 3:11:29 PM	Cancelled	4/29/2014 3:11:28 PM
33	30307	40201	JOHANE METELLUS	HOLLYWOOD	4/29/2014 1:02:06 PM	Completed	4/29/2014 1:02:06 PM
3	29879	40014	ROBERT SPADA	DAVENPORT	5/29/2014 12:36:33 PM	Cancelled	5/29/2014 12:36:25 PM
29	30123	39897	JAMES BURAS	GIBSON	5/6/2014 1:00:00 PM	Canceled	5/3/2014 4:26:32 PM
46	29802	39385	DEE LAFLEUR	CARENCR	4/16/2014 8:01:45 AM	Completed	4/16/2014 8:01:44 AM
25	29784	39348	RONALD LOBO	ORLANDO	5/7/2014 1:06:31 PM	Cancelled	5/7/2014 1:06:25 PM
60	26893	39033	LINDA STARLING	GREEN COVE SPRINGS	4/2/2014 11:26:22 AM	Completed	4/2/2014 11:26:21 AM
59	28398	38686	KATHY HANSEN	Marco Island	4/4/2014 10:33:47 AM	Completed	4/3/2014 4:15:53 PM
55	28480	38066	DAVID FOLSOM	Crawfordville	4/7/2014 12:48:01 PM	Canceled	4/7/2014 8:53:46 AM
79	27626	37867	VIRGINIA & CEDRIC BOSTIC	MIAMI GARDENS		Completed	3/14/2014 5:08:47 PM
24	28644	37749	LINDA TURNER	HOLT	5/8/2014 11:23:32 AM	Completed	5/8/2014 11:23:31 AM
97	27590	36284	CELESTE SCHROEDER	Sarasota	2/24/2014 3:13:19 PM	Cancelled	2/24/2014 3:13:19 PM
97	27587	36277	Tammy Donaoly	Chiefland	2/24/2014 1:56:17 PM	Cancelled	2/24/2014 1:56:17 PM

When you close a service ticket, the ticket is not yet ready to be paid. There are two things **really important** that needs to be done prior from the system moving this ticket to the payment department. I am talking about **uploading the signed work order** and **returning any parts needing returned**.

Let's take a look at these two menu items.

# NEED PARTS RETURNED

In this section, the system is letting you know that parts needed to be returned to the back to the manufacturer or part supplier and as long as the parts don't get return, the system will not move this ticket to the payment department. So, the pay period will be coming through and the payment department will not even see this ticket as the system does not see it as ready for payment. This is very important!! You need to pay attention to these tickets and make sure these parts gets returned as soon as possible to avoid any delay in payment.

Let's look how you deal with the return of the parts:

Tickets Needing Parts Returned									
[ 2 ] Tickets Needing Part Returned									
Ticket ID	Age	Customer	TypeOfService	Status	PartNumber	Description	PartCost	ReturnType	TrackingNumber
30781	0	LG Electronics	LG_APP Minor Repair	Closed - Resolved	54875485	POWER BOARD	\$245.00	Core Return	1ZX1530F0394284530
30779	0	WARRANTECH	WTC_MINOR REPAIR	Closed - Cancelled	34543DED4W	CONTROL BOARD	\$187.00	RA Number	1Z1W866V9094891382

1. Click on the Ticket ID to open the ticket needing the part to be returned.
2. You can see the type of return (RA or Core), part needing return, the cost of the part and the tracking number provided by the manufacturer or parts supplier so you can return the part.

\*\*\* You should NEVER be paying to have the part returned. The manufacturer or parts supplier will always provide a pre-paid return label for you to return the part.

There are two types of parts return:

- **RA Return:** this is usually a new, a wrong or damaged part not used that needs to be returned, and a specific return label will be provided for this part to be returned.  
*When you return an RA part BSA gets the credit of the full amount of the part back to our credit line. When you don't return it, we get charged the full amount of the part and when that happens we pass that charge to you as the party responsible for not returning it.*
- **Core Return:** this is usually the old part you took from the unit after installing the new one. A lot of times the manufacturer or part supplier wants this old part back so they can repair it and place it back into inventory to be used again as a refurbished

part. *The manufacturer or Part Supplier will charge BSA a non-return fee when you don't return the part. When that happens we will pass that charge to your account as the party responsible for not returning it.*

\*\*\*\* So, it is very important to have these parts returned as soon as possible. You have normally 15 days to return the part after ticket closed. Which would be about 30 days from when the part was ordered.

Let's see how you get the RA return shipping label from inside of the ticket:

The screenshot shows a service ticket with the following sections:

- On Site Instructions:** Contains general instructions and a note about following Customer Service Guide Lines and Service Procedures from the Partner's Manual.
- Problem Description:** Lists the problem as "WTC\_APPLIANCE REPAIR / DAEWOOD / DRYER / RECALL PANEL LIGHTS OUT".
- Parts:** Shows one part entry: Qty 1, Code/SKU 34543DED4W, Component Name CONTROL BOARD, Part Invoice Number, RMA Number, and a link to "Enter Core Return Label" (highlighted with a red box).
- Attachments:** A table with columns "DocType" and "Label". It shows two rows: "Return Shipping Label" with a "View" link and tracking numbers "1Z28547F0302660715" and "1Z1W866V9094891382".

Red boxes highlight the "Enter Core Return Label" link in the Parts section and the "Return Shipping Label" row in the Attachments table. Red numbers 1 and 2 are placed near the "View" link and the tracking numbers respectively.

- Under the Attachments section of the ticket, you will find the return shipping label to download. Click in the view link to open the attachment and print the return label.
- Under the section shipping labels, you will find multiple labels, you will looking for the one that matches the return label you printed. Always match the printed label with the Return label in the Shipping Labels section.

Let's see how you get the Core return shipping label from inside of the ticket:

The screenshot shows a service ticket with the following sections:

- On Site Instructions:** Contains general instructions and a note about following Customer Service Guide Lines and Service Procedures from the Partner's Manual.
- Problem Description:** Lists the problem as "LG\_Appliance Repair / LG/refrigerators / - Symptom: Not Listed" and "Sub-Symptom: Not Listed".
- Parts:** Shows one part entry: Qty 1, Code/SKU 54875485, Component Name POWER BOARD, Part Invoice Number, RMA Number, and a link to "Enter Core Return Label" (highlighted with a red box).
- Attachments:** A table with columns "DocType" and "Label". It shows two rows: "Part Return Docs" with a "View" link and tracking numbers "1ZX1530F0394284530" and "1Z13E1530156310653".

A red box highlights the "Enter Core Return Label" link in the Parts section. A red arrow points to the "View" link in the "Part Return Docs" row of the Attachments table. Red numbers 1 and 2 are placed near the "View" link and the tracking numbers respectively.

- Many times along with the return shipping label you will also find a Part Return Documents (instructions) that needs to be placed inside of the box when shipping the part back.
- Also sometimes, inside of the box you could find already the return shipping label provided by the manufacturer or parts supplier for you to return the part, normally for a core return. In this case you can update the system with the tracking number provided by clicking the Add/Edit DUD Return Label (DUD is the same as Core label).

\*\*\* Be careful not to mix RA labels with Core Labels. **Never ship a RA Part with a Core Label.** By doing that BSA will not get credit for the part and will be charged the full part amount and when that happens we will pass that charge to you as the party responsible for return the part with the incorrect label. So, it is very important to not mix them up.

## **NEED WO RETURNED**

This is the section that will tell you that you have closed the ticket but you have not yet uploaded the signed work order you took with you onsite. It is important that you, every time you go onsite, you have a new blank work order for that visit. This is never repeated. You should never reuse the same work order from a prior visit to go onsite again.

Looking the picture below, it is one of the places you can upload a work order into the system for each specific visit (Work Order ID).

Best Servicers Work Orders						
Messages	1948 Tickets Needing Work Order	Uploaded or Faxed to 561-886-6690	Status	Resolved	Dispatched	Date Closed
Pre-Dispatch	Ticket ID	Work Order ID	Upload	Completed	True	6/1/2014 3:14:18 AM
Open Tickets	30781	40955	Upload	Completed	True	6/1/2014 12:01:00 AM
Schedule	30451	40472	Upload	Completed	True	5/13/2014 12:33:58 PM
Missed Appt	30307	40201	Upload	Completed	True	4/29/2014 1:02:06 PM
Closed Tickets	29802	39385	Upload	Completed	True	4/16/2014 8:01:44 AM
Need Parts Returned	26893	39033	Upload	Completed	True	4/2/2014 11:26:21 AM
Need WO Returned	28398	38686	Upload	Completed	True	4/4/2014 9:00:00 AM
Ready for Payment	27626	37867	Upload	Completed	True	3/14/2014 5:08:47 PM
Invoices	28644	37749	Upload	Completed	True	5/8/2014 11:23:31 AM
To be Paid	23876	32065	Upload	Completed	True	12/6/2013 9:35:54 AM
Parts Charge	23622	31088	Upload	Completed	True	11/7/2013 12:59:33 PM
Paid Invoices	23527	30977	Upload	Completed	True	11/11/2013 12:39:10 PM
My Company Info	22516	29650	Upload	Completed	True	10/14/2013 11:59:56 AM
Rates	22169	29215	Upload	Completed	True	10/1/2013 9:56:37 AM
Set Availability	21725	28642	Upload	Completed	True	9/30/2013 2:57:46 PM
Training Videos	20016	27903	Upload	Completed	True	8/23/2013 3:05:51 PM
Feedback	17826	24011	Upload	Completed	True	5/23/2013 3:58:55 PM
Help	17464	23415	Upload	Completed	True	5/3/2013 12:31:48 PM
Log Out	17392	23311	Upload	Completed	True	4/30/2013 5:48:24 PM
	17224	23082	Upload	Completed	True	4/25/2013 1:22:38 PM
	16597	22270	Upload	Repaired	True	4/3/2013 11:07:20 AM
	16537	22177	Upload	Completed	True	4/2/2013 8:55:32 AM
	16476	22102	Upload	Diagnose Completed	True	3/25/2013 5:31:45 PM
	16307	21895	Upload	Completed	True	3/22/2013 2:10:12 PM
	16150	21687	Upload	Completed	True	3/22/2013 3:06:27 PM

\*\*\*\* First step is to save the work order inside of your computer. Once that is done, you click on the upload link correspondent to the Work Order ID you have saved in your computer to upload it into the system.

The screenshot shows a web browser window with the URL <https://www.bestservicers.com/partners/upload.aspx?mode=wo&id=40472&returnurl=workorders.aspx,workorders.aspx>. The page displays a list of tickets needing work orders. Two specific columns are highlighted with red boxes: 'Work Order ID' and 'Upload'. A red arrow labeled '1' points to the 'Upload' button in a modal dialog titled 'Upload Signed Work Order'. Another red arrow labeled '2' points to the 'Browse...' button in the same dialog. The dialog also contains 'Cancel' and 'Upload' buttons. At the bottom of the dialog, there is a message: 'Logged in as: Nelson Palavesino. (9473) [Log Out] Contact: partnersupport@bestservicers.com' and '561.886.6699'. The footer of the page includes the 'WOS Central' logo and the text '© 2010 Best Servicers of America'.

1. Click on Browse to find your file saved in the computer
2. Click on Upload to save that file into the system.

Let's see a signed work order correctly filled out so we can give you an example of what would be a valid work order after you went onsite for the service:

Parts		
Part Number	Part Description	Tracking Number
Onsite Visit Information - Service Technician to Fill Out the Blanks		
Service Date: 5/16/2014 Arrival Time: 9:05 am Departure Time: 10:30 am	1 Unit Model Number: SAME AS ABOVE Unit Serial Number: SAME AS ABOVE BOM Number (Refrigerators) Version Number (TVs Only): Closed from Site?	2
Date of Purchase (DOP): Problem Solved: Customer Signature: 	3	4 Technician Signature: 
5 Describe Service Performed: <i>checked refrigerator for noise and after listening determined that noise is coming from fans especially when the freezer fan starts. checked sensors and found readings between them off. Will order new defrost sensor.</i>		

1. Fill out Service Date and arrival times.
2. Verify Model and Serial number. It is a good practice to take a picture of the model and serial number sticker from the unit in case you need it. **Wrong Serial number is the third reason for delay in payment** as we cannot bill our customers with a not valid serial number.
3. The work order is not valid without the customer's signature. So, really important not to forget to ask the customer to sign it.
4. Your signature is also necessary.
5. A detailed description of what happened onsite is necessary to validate the signed work order. **Always if issue not resolved or parts are needed, talk to support from site. Ask them for the part numbers needed for the repair. Support will provide you a case number every time you speak to them. Write that down on your notes it is also very important not to forget.**

## **READY FOR PAYMENT**

This section we use as a place holder to save the tickets you have completed but it is not yet time to get paid according to the pay period. For example: Today is June 5th. So, all tickets you have completed from May 1<sup>st</sup> to May 30<sup>th</sup> were automatically moved to the TO BE PAID section of the menu for your review. But the tickets closed from June 1<sup>st</sup> on were kept in the Ready for Payment section of the menu waiting for the next pay period to be automatically moved.

As this section is a place holder, there is no action you need to take in relation to these tickets. They are there just to let you know there is nothing else needing to be done on them, they are just waiting for the right time to be paid.

**\*\*\* Returning the parts and uploading the work orders will make the ticket automatically go to Ready for payment section. If you forget to complete these two tasks, the tickets will never be**

moved to this section of the menu which means it will delay your payment on these tickets because the system will not see them ready for payment and will not transfer them to the TO BE PAID section of the menu when it is time to do so.

Let's see these two tickets we have been dealing with in the section of the menu:

Ticket ID	Work Order ID	Status	Resolved	Dispatched	Date Closed
30779	40956	Canceled	True	6/1/2014 4:25:52 AM	6/1/2014 12:01:00 AM
30781	40955	Completed	True	6/1/2014 3:14:18 AM	6/1/2014 12:01:00 AM

## INVOICES

We have created this section so you can see the payment schedule for the whole year.

Month	Payment Due Date
Jan 1st - Jan 31st	Feb 20th
Feb 1st - Feb 29th	Mar 20th
Mar 1st - Mar 31st	Apr 20th
Apr 1st - Apr 31st	May 20th
May 1st - May 31st	Jun 20th
Jun 1st - Jun 31st	Jul 20th
Jul 1st - Jul 31st	Aug 20th
Aug 1st - Aug 31st	Sep 20th
Sep 1st - Sep 31st	Oct 20th
Oct 1st - Oct 31st	Nov 20th
Nov 1st - Nov 31st	Dec 20th
Dec 1st - Dec 31st	Jan 20th

\*\*\*\* Don't forget to send us your Electronic Funds Form for the direct deposit to your company's bank account. It can be downloaded from the Messages section of the menu.

# TO BE PAID

This is the section where you review the payment for each ticket you have completed prior from being deposit to your bank account on the 20<sup>th</sup> of each month. If you see anything incorrect, you send an email to Payment Review and within 48 hours it should be corrected.

**1**

Current Pay Period - All service calls completed From 5/1/2014 to 5/31/2014  
(If any discrepancies, please send an email to [Payment Review](#) with explanation for correction)

**2**

1. Click on Payment Review if you find any discrepancy and send us an email explaining what you think it is incorrect.
2. Review the prices showing for the tickets you have completed.

\*\*\* You have from the 1<sup>st</sup> to the 10<sup>th</sup> of each month to correct any issues related to these tickets listed. Make sure all parts gets returned and tracking, make sure the correct work orders gets uploaded. When it is time to process the payment BSA Payment Department checks verify all uploaded work orders for discrepancies. Make sure all work orders are signed and filled out, as blank or incomplete work orders will not be accepted.

BSA will allow you to correct any mistakes like incorrect signed work order uploaded, incorrect serial number for the length of 3 pay periods (90 days). If after 3 pay periods you do not fix the issue to allow your payment to be processed, BSA will be submitting the ticket as zero amount and we will no longer review that for you. **This is very important!!!**

Any parts not returned within 15 days from ticket closed or 30 days from the day the part was ordered will be moved in the Parts Charge section of the menu and a part invoice will be created and deducted from your payment. **This is very important!!!**

# PARTS CHARGE

This is a very important section of the menu. This section shows you the parts that BSA has received information from our customers that we are going to be charged for non-returning them. So, if a ticket is listed in this section, it means you need to send the parts back as fast as possible, normally between the 1<sup>st</sup> to the 10<sup>th</sup> of the month, prior from your pay day. If at the time of processing your payment for the 20<sup>th</sup> of the month these parts are not at least tracking in transit back to the manufacturer or part supplier, a part invoice will be created and deducted from your pay. **This is extremely important!!! This can affect your payment!!!**

Parts Charge											
Parts not returned within 15 days after ticket closed Charges may apply on the following pay period! (If any discrepancies, please send an email to <a href="#">Payment Review</a> with explanation for correction)											
List of Parts and Amounts to be charged:											
[ 27 ] Parts Charge Invoice	Ticket ID	Age	PartNumber	Description	ChargeCore	ChargeRA	Core Charge	Part Cost	Total	ReturnType	TrackingNumber
6225	1021	EBU60849404//EBU60849403	BPR Total Assembly	False	True	\$0.00	\$94.41	\$94.41	RA Number	1ZBF8000600849937	
6393	998	2H01102A	MOTOR ASSY, SYNC.	False	True	\$0.00	\$8.01	\$8.01	RA Number	1ZX1530F0397889453	
6442	994	2B71165R	MAGNETRON	False	True	\$0.00	\$38.81	\$38.81	RA Number	1ZX1530F0395031501	
6551	992	5989JA0002N	ICE MAKER ASSEMBLY.KIT	False	True	\$0.00	\$87.28	\$87.28	RA Number	1ZX1530F0398102577	
6393	987	4995A20186M	Case Assembly,Control	False	True	\$0.00	\$87.28	\$87.28	RA Number	1ZR758W00395808690	
6551	979	6871JB1284M	PCB Assembly,Main	False	True	\$0.00	\$62.79	\$62.79	RA Number	1ZX1530F0397516953	
6664	974	4581EL2002A	ROLLER ASSEMBLY	False	True	\$0.00	\$42.51	\$42.51	RA Number	1ZR758W00395699611	
6742	971	4987JU2002S	Gasket Assembly,Door	False	True	\$0.00	\$39.95	\$39.95	RA Number	1ZX1530F0395788931	
6742	971	4987JU2002T	Gasket Assembly,Door	False	True	\$0.00	\$24.95	\$24.95	RA Number	1ZX1530F0395788931	
6742	971	4987JA1022X	Gasket Assembly,Door	False	True	\$0.00	\$12.45	\$12.45	RA Number	1ZX1530F0395788931	
7448	936	AJQ72911902	Tub Assembly,Inner	False	True	\$0.00	\$122.56	\$122.56	RA Number	25720566513	
8540	868	COV31310901//CRB31196801	PCB Assembly,Main,Outsourcing	True	False	\$48.01	\$0.00	\$48.01	Core Return	1ZX1530F0395760942	
8611	866	3045ER1017A	TUB ASSEMBLY,INNER,[DRUM]	False	True	\$0.00	\$153.39	\$153.39	RA Number	1ZR758W0039306289	
8515	865	CRD30487901	LCD Module-TFT	False	True	\$0.00	\$704.31	\$704.31	RA Number	IECH TO PROVIDE	
8715	858	AGU72969102	Plate Assembly,Front	False	True	\$0.00	\$33.26	\$33.26	RA Number	1ZX1530F0393780844	
8599	853	5221DD1001A	VALVE ASSEMBLY,INLET	False	True	\$0.00	\$14.17	\$14.17	RA Number	RQM120202049167	
8599	853	EBR33469404	PCB Assembly,Main	False	True	\$0.00	\$129.31	\$129.31	RA Number	RQM120202049167	
9025	838	EBT61643003	DMS Chassis Assembly	False	True	\$0.00	\$94.41	\$94.41	RA Number	1ZX1530F0395192173	
9025	838	EAY62171101	SMPS,AC/DC	False	True	\$0.00	\$99.70	\$99.70	RA Number	1ZX1530F0395192173	
9663	804	6871ER1062G	PCB Assembly,Main	False	True	\$0.00	\$0.00	\$0.00	RA Number	1ZX1530F0398414678	
9627	796	COV30331403	Case Assembly,Control,Outsourcing	False	True	\$0.00	\$140.53	\$140.53	RA Number	1ZX1530F0397422723	
9847	791	EBT61542110	Chassis Assembly	False	True	\$0.00	\$94.41	\$94.41	RA Number	1ZX1530F039771301	
10080	781	6871EL1013C	PWB(PCB) ASSEMBLY,MAIN	False	True	\$0.00	\$69.09	\$69.09	RA Number	1ZX1530F0395199523	
10665	733	TBZ35174801	COMPRESSOR SET,CHINA	False	True	\$0.00	\$153.31	\$153.31	RA Number	1ZX1530F0392192544	
10665	733	ACG73044504	Condenser Assembly,First	False	True	\$0.00	\$142.48	\$142.48	RA Number	1ZX1530F0392192544	
10666	733	ABQ73081901	Case Assembly,Control	False	True	\$0.00	\$87.28	\$87.28	RA Number	1ZX1530F0391840587	
10614	707	MDS38201401	Gasket,Door	False	True	\$0.00	\$10.39	\$10.39	RA Number	1ZX1530F039919005	
						\$48.01	\$2,547.00	\$2,595.05			

- Verify the tracking numbers listed. Make sure they are tracking. As long as they are tracking they will be removed from charging at the time of processing the payment.
- Parts cost a lot of money and can affect immensely your payment with a deduction. Please avoid deductions by returning all parts.

\*\*\* If for some reason you have returned a part after the Part Invoice has been created and deducted from your payment. You might request to have it credit back to your account but that will only happen if we are able to revert what BSA has been charged for. If we are not able to revert those charges we will not be able to credit you back. In case we are able to credit you back for those parts charge, these credits will be applied on the next pay period.

# PAID INVOICES

In this section you will see all invoices created for your account since you started working with BSA. Click on the Invoice Number to see the list of all the tickets that belongs to that specific invoice.

Best Servicers Invoices							
Messages	Old Invoices	Total	InvoiceDate	Payment Records			Journal Entries
Pre-Dispatch	InvoiceNumber	\$0.00	3/11/2010 4:56:15 PM	CheckNumber	CheckAmount	PayDate	Notes Amount
Open Tickets	9473100311000	\$65.00	7/9/2010 3:16:33 PM	CheckNumber	CheckAmount	PayDate	Notes Amount
Schedule	9473100709000	\$310.00	7/15/2010 6:40:50 PM	CheckNumber	CheckAmount	PayDate	Notes Amount
Missed Appt	9473100715000	1086	\$310.00			7/10/2010 12:00:00 AM	
Closed Tickets	9473100813000	\$0.00	8/13/2010 6:12:49 PM	CheckNumber	CheckAmount	PayDate	Notes Amount
Need Parts Returned	9473100907000	\$0.00	9/7/2010 9:10:40 AM	CheckNumber	CheckAmount	PayDate	Notes Amount
Need WO Returned	9473110217000	\$50.00	2/17/2011 10:01:13 AM	CheckNumber	CheckAmount	PayDate	Notes Amount
Ready for Payment	9473140602000	\$39.00	6/2/2014 4:43:37 AM	CheckNumber	CheckAmount	PayDate	Notes Amount
Invoices	9473140602001	\$60.50	6/2/2014 4:49:08 AM	CheckNumber	CheckAmount	PayDate	Notes Amount
To be Paid	9473140602002	\$185.00	6/2/2014 5:01:38 AM	CheckNumber	CheckAmount	PayDate	Notes Amount
Parts Charge	9473140602003	\$96.50	6/2/2014 5:16:42 AM	CheckNumber	CheckAmount	PayDate	Notes Amount
Paid Invoices							
My Company Info							
Rates							
Set Availability							
Training Videos							
FeedBack							
Help							
Log Out							

# MY COMPANY INFO

In this section, you will be able to have access to all documents you have set up when processing to become a partner with BSA. Also blank W9 form, EFT form and Background Authorization form.

Messages	Best Servicers Partner Information																																																						
Pre-Dispatch	Partner Since	2/3/2010 12:55:16 PM																																																					
Open Tickets	Company	Best Servicers of America Inc.																																																					
Schedule	Status	Active																																																					
Missed Appt	Email	npalavesino@bestservicers.com																																																					
Closed Tickets	Website	www.bestservicers.com																																																					
Need Parts Returned	<b>Company Documents</b>																																																						
Need WO Returned	<ul style="list-style-type: none"> <li>• Contract Signature 2/3/2010 12:52:30 PM</li> <li>• Confidentiality Agreement Signature 2/3/2010 12:52:30 PM</li> <li>• Workmans Comp Waiver Signature 2/3/2010 12:52:30 PM</li> <li>• E-Signature</li> <li>• W9 Upload New (Blank W9)</li> <li>• Proof of Insurance Upload New</li> <li>• Electronic Funds Transfer Authorization Form Blank EFT Form</li> <li>• Authorization Release for Background Check Form Blank EFT Form</li> </ul>																																																						
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To be Paid																																																							
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Shipping	801 Northpoint Parkway 104	West Palm Beach	FL 33407		✓	Edit																																																	
<a href="#">[Add Address]</a>																																																							

1. Documents if you wish to review them
2. Your information, phone number and addresses

# RATES

In this section you will be able to set your rates for Out of Warranty tickets and also see the rates set based on your contract with BSA. You will find the information by clicking on the tab Regular Rates or Contract Rates:

Associated Labor Network(s)	Type	Rate	Edit
Labor Network	Minor Repair	\$145.00	<a href="#">Edit</a>
select Refrigeration / HVAC Repair Technician			
select Appliance Repair Technician			
select Central Air/Heater Repair Technician			
select Flat Panel TV Repair Technician			

# SET AVAILABILITY

This is the section where you set your availability for service. This should be the first thing you should do when start working with BSA. Without that set up you will not be receiving service calls as the BSA agents won't see any available slot to schedule appointments. Let's go over this section in two parts.

## Part One - Setting your availability in the system:

**Schedule Availability**

Set your Working Days and Schedule Zones  
 Sun  Mon  Tue  Wed  Thr  Fri  Sat

**Schedule Zone Type (Can only be assigned to one):**  
 2 hr Window  Week Days

**Associated Schedule Zone(s)**

Remove	Type	ZoneName	Select
Remove	ZONE A	08:00 - 10:00	<input type="checkbox"/>
Remove	ZONE B	10:00 - 12:00	<input type="checkbox"/>
Remove	ZONE C	12:00 - 14:00	<input type="checkbox"/>
Remove	ZONE D	14:00 - 16:00	<input type="checkbox"/>
Remove	ZONE E	16:00 - 18:00	<input type="checkbox"/>

**Set Your Days/Times Off**  
 Reason for Day/Time Off:  
 Choose One

**Day Off Start** 6/2/2014 **Day Off End** 6/2/2014 **Set Days Off**

**Un-Associated Schedule Zone(s)**

Add	Type	ZoneName
<input type="checkbox"/>	ZONE F	18:00 - 20:00

**Remove Days Off**

**List of Schedules & Days Off**

Date	Type	Schedule Start	Schedule End	Status	TicketID
06-02-2014	ZONE A	08:00	10:00	schedule	<a href="#">30781</a>

**Cancel** **Apply**

1. First you tell the system what days of the week you will be working

2. Second you choose the Zone Types (time frames) for your schedules: 2 hr window is the most common among the technicians, like appointments from 8:00 – 10:00, for example.
3. Once you choose your Zone Type, the system will create all the available time zones for you and show it in the Un-Assigned Schedule Zones section. You will check the add check box indicating which Schedule Zones you want to add to your account. In the example, it was added all time zones but the last one from 18:00 – 20:00. So, to the system, you are available to work from 8:00 to 18:00 every day. This is the setup of the time Schedule Zones for all days of the week you will be working on.
4. Once that done, click the Apply button and the system will move the check ones to the Assigned Schedule Zones Section. These are the time zones assigned to your account.

\*\*\* To setup the availability for each individual day of the week, you will have to set it up manually for each day. Normally that would happen when you don't have the same schedule for every day of the week. To do that we would do the following:

- A. In the number 2 from the example above, you would choose each individual day from the Week Days combo box. For example, Monday.
- B. The system would show all the Un-Assigned Schedule Zones for Monday (3)
- C. Follow the number 3 and 4 instructions for Monday
- D. Done with Monday, now choose Tuesday and repeat from Letter A again

#### **Part two - Setting Time Off on the day:**

Let's say you have a doctor's appointment in the morning, so you will not be able to service any tickets on those time zones. You do the following:

The screenshot shows the 'Set Availability' screen with the following interface elements:

- Left Sidebar:** Messages, Pre-Dispatch, Open Tickets, **Schedule** (highlighted), Missed Appt, Closed Tickets, Need Parts Returned, Need WO Returned, Ready for Payment, Invoices, To be Paid, Parts Charge, Paid Invoices, My Company Info, Rates, Set Availability, Training Videos, Feedback, Help, Log Out.
- Main Area:**
  - Schedule Availability:** Set your Working Days and Schedule Zones. It shows checkboxes for Sun through Sat, and dropdowns for '2 hr Window' and 'Week Days'.
  - Set Your Days/Times Off:** Reason for Day/Time Off: time off. Step 1 is highlighted here.
  - Schedule Zone Type:** Can only be assigned to one: 2 hr Window, Week Days, View. Step 3 is highlighted here.
  - Day Off Start:** 6/2/2014. **Day Off End:** 6/2/2014. Step 2 is highlighted here.
  - Set Days Off:** Button. Step 4 is highlighted here.
  - Associated Schedule Zone(s):** A table with columns Remove, Type, ZoneName, Select. It lists ZONE A (08:00 - 10:00), ZONE B (10:00 - 12:00), ZONE C (12:00 - 14:00), ZONE D (14:00 - 16:00), and ZONE E (16:00 - 18:00). Step 3 is highlighted here.
  - Un-Associated Schedule Zone(s):** A table with columns Add, Type, ZoneName. It lists ZONE F (18:00 - 20:00).
  - Buttons:** Cancel, Apply.
  - Bottom:** Remove Days Off, List of Schedules & Days Off, a table showing a single entry for 06-02-2014 at 08:00.

1. Choose Time Off from the Reason for Day/Time off Combo box
2. Set the date you will need the time off
3. Select the check boxes for the morning Time Zones
4. Click the Set Days Off button

### Part Three – Setting Day off or vacation:

In this scenario you will choose vacation from the Reason for Day/Time off Combo Box and set the days you will be going on vacation. Let's see the picture below:

The screenshot shows the 'Set Availability' page with the following interface elements:

- Left Sidebar:** A vertical menu with items like Messages, Pre-Dispatch, Open Tickets, Schedule (highlighted), Missed Appt, Closed Tickets, Need Parts Returned, Need WO Returned, Ready for Payment, Invoices, To be Paid, Parts Charge, Paid Invoices, My Company Info, Rates, Set Availability (highlighted), Training Videos, FeedBack, Help, and Log Out.
- Schedule Availability Section:**
  - Set your Working Days and Schedule Zones:** A section where users can select days of the week (checkboxes for Sun, Mon, Tue, Wed, Thu, Fri, Sat) and choose a schedule zone type (2 hr Window, Week Days, View).
  - Schedule Zone Type (Can only be assigned to one):** A dropdown menu showing options like '2 hr Window', 'Week Days', and 'View'.
  - Associated Schedule Zone(s):** A table listing zones with columns: Remove, Type, ZoneName, and Select. Options include ZONE A (08:00 - 10:00), ZONE B (10:00 - 12:00), ZONE C (12:00 - 14:00), ZONE D (14:00 - 16:00), and ZONE E (16:00 - 18:00).
- Set Your Days/Times Off Section:**
  - Reason for Day/Time Off:** A dropdown menu with 'vacation' selected.
  - Day Off Start:** Date input field showing '6/2/2014' with a calendar icon.
  - Day Off End:** Date input field showing '6/15/2014' with a calendar icon.
  - Set Days Off:** A button located to the right of the date fields.
- Un-Associated Schedule Zone(s):** A table showing a single row: Add, Type, ZoneName, with 'ZONE F (18:00 - 20:00)' listed.
- Buttons:** 'Cancel' and 'Apply' buttons at the bottom right.
- List of Schedules & Days Off:** A table with columns: Date, Type, Schedule Start, Schedule End, Status, and TicketID. It shows one entry: '06-02-2014 | ZONE A | 08:00 | 10:00 | schedule | 30781'.

1. Choose Vacation or Day Off from the Reason for Day/Time off combo box.
2. Select the days you will be taking vacation or the days you will be taking off.
3. Click the Set Days off button.

## TRAINNING VIDEOS – Under Construction

## FEED BACK – Under Construction

**HELP** – We created few questions to try to help you understand further the system. We hope this will be useful.

The screenshot shows the 'Best Servicers of America FAQs' page with the following structure:

- Left Sidebar:** A vertical menu with items like Messages, Pre-Dispatch, Open Tickets, Schedule (highlighted), Missed Appt, Closed Tickets, Need Parts Returned, Need WO Returned, Ready for Payment, Invoices, To be Paid, Parts Charge, Paid Invoices, My Company Info, Rates, Set Availability, Training Videos, FeedBack, Help (highlighted), and Log Out.
- Questions Section:**
  - Q: What is an "Agent"?** A: An agent is any employee or contractor employed by the partner.
  - Q: Why can't I see the addresses and phone numbers under my account?** A: Only "Admin Agents" have access to Company's Information and its employees or contractors data.
  - Q: Why can't I see pricing?** A: Only admin agents have access to pricing information.
  - Q: What is the difference between a "Reference Rate" and a "Contract Rate"?** A: Reference rates are used for ad hoc work orders. Contract rates are used for work orders that are related to a particular contract. Generally a price is negotiated for a certain contract and type of work order, once this done an addendum to the partner contract is added with pricing for that particular type of work order and the contract price is recorded.
  - Q: Why should I accept a "Contract Rate"?** A: We offer contract rates for programs that have a steady income of service calls. By negotiating and accepting a contract rate for that program you are eligible to receive the service calls. Automatic assignments only happen for partners that have been assigned a geographic area to cover.

# UNDERSTANDING THE SERVICE TICKET

<p><b>Messages</b></p> <ul style="list-style-type: none"> <li>Pre-Dispatch</li> <li>Open Tickets</li> <li>Schedule</li> <li>Missed Appt</li> <li>Closed Tickets</li> <li>Need Parts Returned</li> <li>Need WO Returned</li> <li>Ready for Payment</li> <li>Invoices</li> <li>To be Paid</li> <li>Parts Charge</li> <li>Paid Invoices</li> <li>My Company Info</li> <li>Rates</li> <li>Set Availability</li> <li>Training Videos</li> <li>FeedBack</li> <li>Help</li> <li>Log Out</li> </ul>	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 30%; padding: 5px;"><b>Contact Information</b></td> <td style="width: 70%; padding: 5px;"><b>Phone Numbers</b></td> </tr> <tr> <td style="padding: 5px;">JOANNA LANDRY 3535 GRAND CAILLOU RD <a href="#">HOUMA LA. 70363</a></td> <td style="padding: 5px;">Local Time <b>12:02</b> Type All Purpose Phone Number 1 (985) 868-2070</td> </tr> <tr> <td style="height: 100px; padding: 5px;">1</td> <td style="height: 100px; padding: 5px;">2</td> </tr> </table> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 30%; padding: 5px;"><b>Reference Numbers</b></td> <td style="width: 70%; padding: 5px;"><b>Ticket Information</b></td> </tr> <tr> <td style="padding: 5px;">CustomerNumber RNM140530059390</td> <td style="padding: 5px;">Ticket ID 30781</td> </tr> <tr> <td style="padding: 5px;">CustomerPO RNM140530059390-1</td> <td style="padding: 5px;">Status Closed - Resolved</td> </tr> <tr> <td style="padding: 5px;">Scheduling</td> <td style="padding: 5px;">Created 5/30/2014 1:03:31 PM</td> </tr> <tr> <td style="padding: 5px;">Appt. 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1. End user's information. Name, Address and Phone numbers. Click on the address to take you to google map.
2. Information about the ticket. Ticket ID, Status, date created and ETA for service.
3. Information about the unit needing service.
  - a. Under **Program label** you will identify who is our customer. In this example, it is LG\_Appliance Repair. If it shows BSA it means it is an out of warranty ticket.
  - b. Click in the Model label to access the unit documentation: exploded view, service manual, owner's manual, etc.
4. Attaching a picture or any other document to the ticket. Click the Add button
  - a. To view an existing attachment click in the View link.

The screenshot shows a service ticket interface with the following sections:

- Parts**: A table listing a single part: Qty 1, Code/SKU 54875485, Component Name POWER BOARD, Part Invoice Number, RMA Number, and Enter Core Return Label (with a link to Add/Edit DUD Return Label). Shipping Labels show UPS Core Return 2 Day and UPS To Tech 2 Day.
- Work Order**: A table with columns Work Order ID (40955), Build Estimate (with a link to Estimate), Tasks, Status (Completed), Resolved (True), and Dispatched (6/1/2014 3:14:18 AM).
- Activity Notes**: A list of notes with timestamps and author information:
  - 6/1/2014 5:47:16 PM Nelson Palavesino: Resolution Notes For 40955. THIS IS A TEST TICKET..CLOSED AS COMPLETED.
  - 6/1/2014 3:14:17 AM Nelson Palavesino: Auto Note: Appointment has been set for 6/2/2014 from 8:00 AM and 10:00 AM.
  - 5/30/2014 1:03:54 PM Caterine Palavesino: Troubleshooting Recommendation to Technician.

1. Work Order ID – you can click on the link to print the work order to take with you onsite.
2. Upload link – you can upload the signed work order from inside of the ticket.
3. Estimate – For Out of Warranty tickets you can fill out the estimate and get it printed or email to the customer.
4. Notes – You can enter notes in the system and it will email your administrator to let them know that you have updated the ticket.
5. Troubleshooting Recommendation to Technician – this is a feature only provided by LG tickets. LG provide that to us so our technicians can try to pre-order the parts and get the service done faster.



**BEST SERVICERS OF AMERICA**  
**ONSITE REPAIR & INSTALLATION SERVICES**

I have read and understand how to work with the BSA private website to manage my service calls.

Congratulations! This is the last step from your hiring process. Please fill out and sign this last page of the guide and fax it to 886.6690 or email it to [services@bestservicers.com](mailto:services@bestservicers.com) so you can start receiving service calls.

Once that received, the recruiter will activating your account. You can always contact your recruiter for further assistance and training if you don't feel entirely comfortable in managing your service calls after going through this guide.

Partner ID: \_\_\_\_\_

Name: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_ -

#### **DISCLAIMER**

*This document is strictly private, confidential and personal to its recipients and should not be copied, distributed or reproduced in whole or in part, nor passed to any third party.*