



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

# EMPLOYEE'S GUIDE

**POSITION:**

Customer Service Agent

**Version: 1.0**

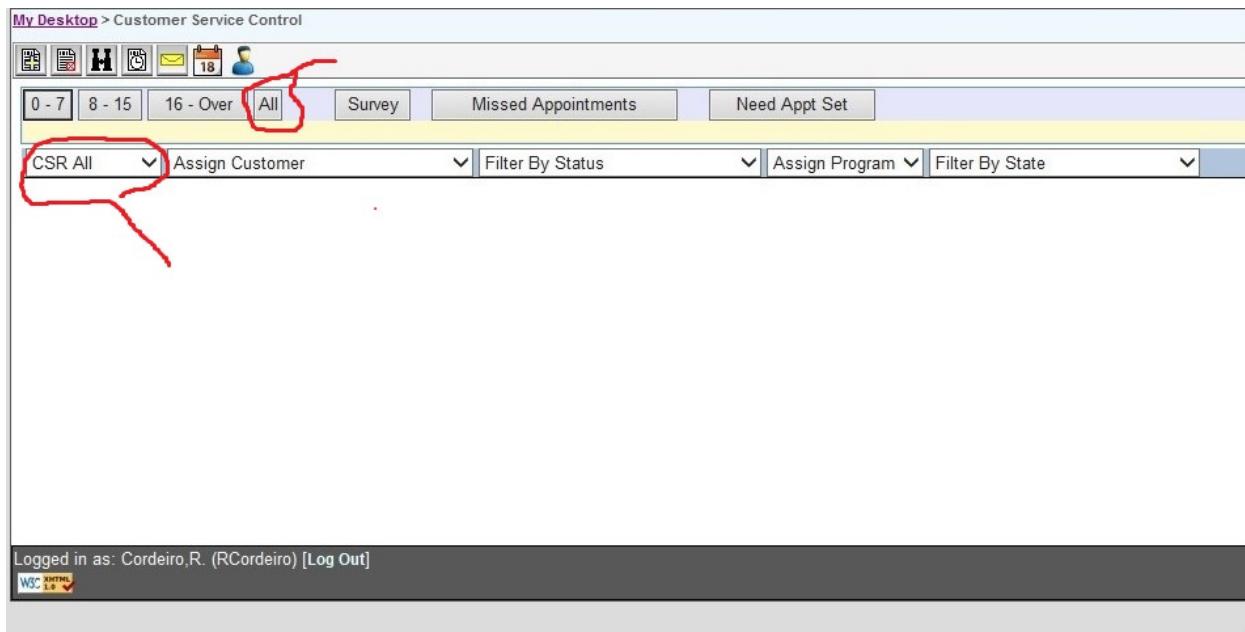
# Customer Service Agents

Job Description: Administer the incoming service calls for the technicians assigned to you and also maintain a good working relationship with your technicians, making sure they are following the procedures from the Service Manual provided to them once they joined BSA Network of Servicers. It is always a good practice to speak to your technician every morning. Get the tickets he did not close from day before and go over the scheduled tickets for the day. This way you are always in contact with them and you will find out of any issues right away.

To administer the service calls, the Customer Service Agent will be using the Customer Service Control option from the main menu when logging into the database:



Get familiarized with the Customer Service Control Console showing below:



Choose your name from the “CSR All” combo box and click the “All” button and all the tickets needing your administration will show up.

The administration is based on the status of the ticket and that is how you will work on your day-by-day activities. You should administer the service calls following the below status order:

1. Missed Appointments
2. New

3. In Process
4. Need EU Payment
5. PONT
6. Awaiting Parts
7. Parts on Back Order
8. Ready for Service
9. Need Appointment Set
10. Awaiting Customer Authorization
11. RA Labels
12. Core Labels

Let's see each one of these option individually:

**Missed Appointments** – When handling missed appointments, we have created a **short cut** so you can see all the tickets in the Missed Appointment folder. Click on the Missed Appointments button to see all the tickets in that folder for your technicians, like the picture below:

Customer Service Control						
0 - 7		8 - 15		16 - Over		All
Survey		Missed Appointments		Choose One		Need Appt Set
[2]	adonayre	Assign Customer	New	Assign Program	Filter By State	
Ticket ID	Age	Customer	Status	EULastName	Program	Service SKU
30232	23	LG Electronics	Scheduled	WASHINGTON	LG_Appliance Repair	LG_APP Minor Repair
26715	100	WARRANTECH	Scheduled	BRISCOE	WTC_APPLIANCE REPAIR	WTC_MINOR REPAIR

All tickets listed shows that an appointment was set for service, it has expired and the ticket has not been closed.

**ACTION:** Contact the Technician to get the closing notes and in case you cannot get in touch with the Technician, call the END USER to verify tech was onsite and unit is working ok.

**INTENTION:** Get the ticket closed.

**PROCEDURE:** Make sure the technician closed the ticket from site. On LG tickets, the technician will need to contact LG Support when a ticket is not repaired, to report the findings. When closing the ticket in these situations, the technician will need to provide a case number from LG support so we can order parts. If parts needed, technician needs to provide the part numbers needed to continue repair. On TV repair, to order a panel technician will need an approval number from Support.

The best way to work on the missed appointment tickets is by filtering by Technician, this way you will work on one technician at a time and handle all of his missed appointment tickets at once until you can move to the next technician. View picture below:

This screenshot shows the 'Customer Service Control' application interface. At the top, there's a navigation bar with icons for Home, Print, Help, Survey, Missed Appointments, Need Appt Set, and Send Email. Below the navigation bar is a search bar containing the text '10356 MICHAEL GIBOYEAX'. A red circle highlights this search term. To the right of the search bar are buttons for 'Assign Customer', 'Assign Program', and 'Filter By State'. Below the search bar is a table header with columns: Ticket ID, Age, Customer, Status, EULastName, Program, and Service SKU. A single row of data is visible: Ticket ID 27948, Age 75, Customer WARRANTECH, Status Scheduled, EULastName THOMSON, Program WTC\_APPLIANCE REPAIR, and Service SKU WTC\_MINOR REPAIR.

This is a task that you do multiple times throughout the day so you make sure all the missed appointments tickets are closed. The fastest you close the ticket, the fastest we can bill our customers for the service. Keeping a ticket opened without closing will cause a lot of problems on the long run. So, make sure all your missed appointment tickets are closed accordingly.

**NEW / IN PROCESS** – The best way to handle the NEW status is by clicking on the “All” button and filtering based on Status, like the picture below:

This screenshot shows the 'Customer Service Control' application interface. At the top, there's a navigation bar with icons for Home, Print, Help, Survey, Missed Appointments, Need Appt Set, and Send Email. Below the navigation bar is a search bar containing the text 'New (1)'. A red circle highlights this search term. To the right of the search bar are buttons for 'Assign Customer', 'Assign Program', and 'Filter By State'. Below the search bar is a table header with columns: Ticket ID, Age, Customer, Status, EULastName, Program, Service SKU, C Priority, City, State, Zip, ETA, and Schedule Date. A single row of data is visible: Ticket ID 30570, Age 2, Customer BSA, Status New, EULastName McCoy, Program BSA\_Appliance Repair, Service SKU BSA\_Onsite Diagnosis, C Priority 1, City palm bay, State FL, Zip 32909, ETA 2, and Schedule Date. On the left side of the screen, there's a sidebar with a tree view of filter categories: Filter by Status, New (1), In Process (2), Need EU Payment (2), Awaiting Parts (16), Ordering Parts (3), Parts on Back Order (5), Ready to Service (2), Need Appointment Set (1), Scheduled (14), Awaiting Customer Authorization (1), and Extra Work Need Approval (6).

When handling the NEW status, you will have to do the following:

1. Click on Ticket ID from your list, so you can work on one ticket at a time
2. Assign a technician to the ticket ([Go to page 20 to learn how to assign a technician to the ticket](#))
3. Verify if the Ticket is In-Warranty or Out of Warranty ([Got to Page 21](#))
4. Call the End User so you can verify the following:
  - a. Address
  - b. Model Number
  - c. Serial Number
  - d. Problem End User is having with the unit
5. Schedule Appointment for Service ([Page 24](#))

**ACTION:** Call every End User for all new tickets to verify information and schedule appointment.

**INTENSION:** Help End User having their unit repaired. Make sure we get a good communication with the End User. That is the time you introduce yourself as the person who will be responsible for the service. Provide your phone and extension number, email address and get their email address for the monitoring my repair. You will be communicating with this customer throughout the repair process, so be nice and friendly with the customer.

**PROCEDURE:** If able to reach End User, verify all information and schedule appointment. If not able to reach the End user, move the ticket to the status “In Process” and try again for 3 consecutive days. If customer not returning phone calls. Cancel ticket.

**NEED END USER PAYMENT -** This status is used for Out of Warranty Tickets. Normally we need to charge the End User the down payment or final payment for the repair or create an estimate to be approved.

The screenshot shows a software interface titled "My Desktop > Customer Service Control". At the top, there is a toolbar with icons for Home, Print, Help, and a calendar. Below the toolbar are buttons for "0 - 7", "8 - 15", "16 - Over", "All" (which is selected), "Survey", "Missed Appointments", and "Need Appt Set". A dropdown menu shows "CSR All" and "Assign Customer". Another dropdown shows "Assign Program" and "Filter By State". On the left, a sidebar lists filter options under "Filter by Status": "New (3)", "In Process (9)", "Need EU Payment (3)" (which is highlighted in green), "Ready to Service (10)", "Need Appointment Set (25)", "Awaiting Parts (24)", "Parts on Back Order (15)", "Scheduled (73)", and "Awaiting Customer Authorization (8)". The main area displays a table of tickets with columns: Ticket ID, Age, Customer, Status, and EU LastName. The table contains three rows: 30537 (Age 5, Customer BSA, Status Need EU Payment, EU LastName Mandelbaum), 30448 (Age 11, Customer BSA, Status Need EU Payment, EU LastName TIERNEY), and 29607 (Age 46, Customer BSA, Status Need EU Payment, EU LastName LANE).

Mostly on Out of Warranty tickets, we allow the technicians to handle the service entirely, we just monitor the service. So, on 90% of the Out of Warranty calls, the technician is providing an estimate to the End User instead of BSA provide that estimate. Here is how it works:

For all of Out of Warranty Service Calls, we charge the End User a \$50.00 Diagnose fee. That fee is to cover the technician to go onsite, diagnose the unit and provide the End User an estimate. If the End User agrees with the estimate provided, we will apply the \$50.00 Diagnose fee towards of the estimate making the diagnose visit, a free visit. Here is an example of the estimate structure:

\$100.00 Part 1  
\$50.00 Part2

-----  
\$150.00 Parts Total  
\$9.75 (6% taxes on the parts)  
\$12.00 Shipping & handling  
\$145.00 Labor

-----  
\$316.15 Total Estimate  
-\$50.00 (Diagnose fee paid on diagnose visit)

-----  
\$266.15 Total Estimate

We prefer, if available, for the End User to go to our website ([www.bestservicers.com](http://www.bestservicers.com)) and create a ticket online. We tell the end user, once the ticket created the technician will be calling them within 4 hours to confirm or set an appointment for service. Here is where you go in our website, on main page (Need Service Click Here):


**Major Appliance Repair.**  
 We provide service on residential and commercial appliances.  
[more »](#)


**Flat Panel TV Repair.**  
 We offer expert, professional Flat Panel TV onsite repair services  
[more »](#)


**Central & Wall Air Conditioner Repair.**  
 Highly trained and licensed technicians available for your in-home services. [more »](#)


**Installation Services.**  
 Replacement, Maintenance and New installations of Appliances, Flat Panel TVs and AC units.  
[more »](#)

06 May 2010  
**Sharp Electronics**  
 Appliance, Flat Panel TV and Air Conditioner Repair Services.  
 Welcome Sharp!

14 Apr 2010  
**HHGregg Appliances Electronics**  
 Primary Service Provider - Florida. Appliance Repair Services.  
 Welcome HHGregg!

15 Feb 2010  
**LG Electronics**  
 Opportunity to work with LG services.  
 Beginning of Appliance, Flat Panel TV, and PTAC units Repair Services.

25 Jan 2010  
**Samsung Electronics**  
 We are proud to become a Samsung Service Provider.  
 Full Florida coverage for Appliance Repair and Flat Panel TV Repair Services.

08 Jan 2010  
**Trusted Genius**  
 Having a great backend support makes the difference.  
 Trusted Genius set up to maintain and support our network systems.

**Request Repair or Installation Services On-Line:**  
Create your own ticket and set your service date! Simple, Fast & Reliable Process.



**NEED SERVICE?**  
**CLICK HERE**

#### Products we sell for your review:

Latest in Flat Panel TVs, Home Appliances, Electronics, and much more!

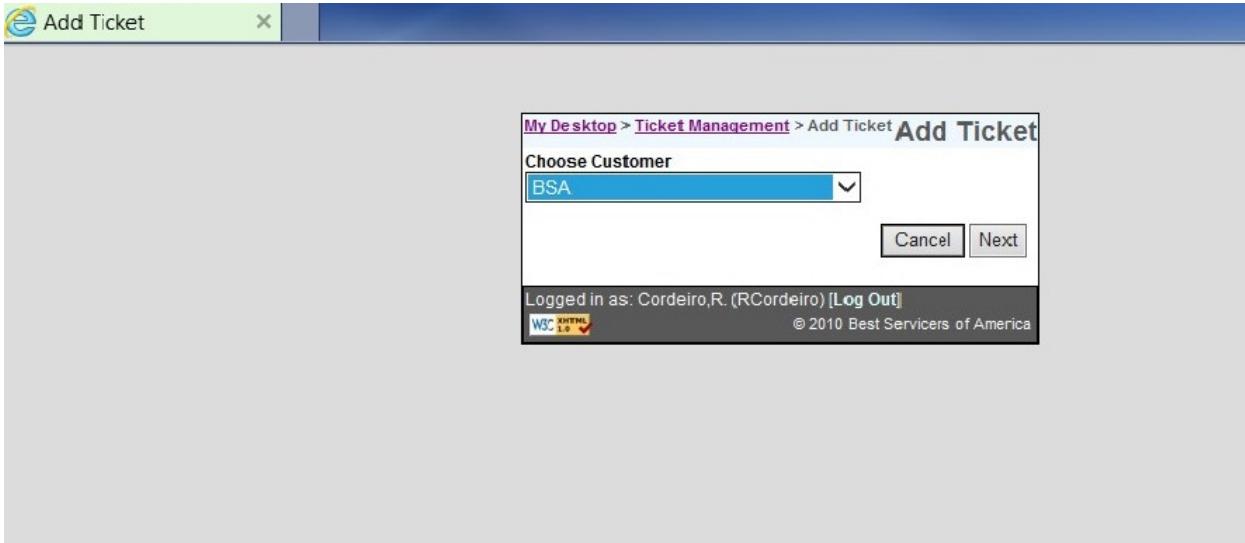
Another option would be for you to manually create the ticket in our system. That is how you would do it:  
 Click the first icon in the tool bar

My Desktop > Customer Service Control

█
7
8 - 15
16 - Over
All
Survey
Missed Appointments
Need Appt Set

Filter by Status	Ticket ID	Age	Customer	Status	EULastName
New (3)	30590	0	BSA	New	Berge
In Process (10)	30589	0	LG Electronics	In Process	HUBERMAN
Need EU Payment (3)	30588	0	Lowes	New	
Ready to Service (10)	30587	0	LG Electronics	New	HARUEY
Need Appointment Set (24)	30586	0	LG Electronics	In Process	BANKSON
Awaiting Parts (29)	30585	0	LG Electronics	Ordering Parts	CO
Parts on Back Order (15)	30584	0	LG Electronics	In Process	HEUER
Scheduled (73)	30583	0	WARRANTECH	Awaiting Parts	THOMSON
Awaiting Customer Authorization (8)	30582	0	WARRANTECH	Awaiting Parts	THOMSON
Extra Work Need Approval (6)	30580	0	LG Electronics	Scheduled	TUCKER
Ordering Parts (24)	30579	0	LG Electronics	Scheduled	BAEZA

Choose Customer BSA, for Out of Warranty tickets, from the list:



And start entering the information the End User is providing you over the phone:

My Desktop > Customers > Add Ticket

Contact Company

First Name MI Last Name

Email Address

Addresses and Phone Numbers

Street

Apt/Suite/Etc.

City

State Zip

Alabama

Primary Phone \* Extension Pin Phone Type  
()    All Purpose

Secondary Phone Extension Pin Phone Type  
()    All Purpose

Service  Auto Populate

Service Type / Group CustomerNumber CustomerPO  
BSA\_Appliance Repair

Service BOM # BOM #  
BSA\_Onsite Diagnosis

Start Service By End Service By Priority  
  Normal

Unit

Manufacturer Manufacturer Desc. Model Model Desc. Serial Number

Other  Other  Other  Other

Warranty Start Warranty End Warranty Term Purchase Date  
  None

To charge the End User the Diagnose Fee over the Phone, we use a system called Authorize.net. You would have to go to [www.authorize.net](http://www.authorize.net) and log in as a Merchant Account. For login information please request it from your manager.

**ACTION:** Collect Payment or Create Estimate for End User (Out of Warranty Tickets)

**INTENTION:** Handle Out of warranty call by monitoring when the Technician is totally responsible for the repair and for those Technicians who don't want or are not able to handle, BSA will provide estimate, buy parts and be totally responsible for the repair. Keep in mind, that either way, the End User always think they are working directly with BSA and we are responsible for the repair.

**PROCEDURE:** The diagnose fee is pre-charged. We always charge the diagnose fee at the time of the appointment set. We don't accept cash or check for payment. We also don't accept diagnose from another party. We have to send our technician's onsite to diagnose a repair the unit.

**READY TO SERVICE / NEED APPT SET -** We have created a short cut for you to work with these two status which will allow you to set these appointments based on the technicians, this will allow you to schedule all the tickets needing appointment set for a specific Technician and then move on to the next one. That is how you access this short cut:



Ticket ID	Age	Customer	Status	EULastName	Program
30574	1	LG Electronics	Scheduled	STEWART	LG_Appliance Repair
30557	4	BSA	Scheduled	MARCOTTE	BSA_Appliance Repair
30490	7	LG Electronics	Need Appointment Set	BARNUM	LG_FlatPanelTV Repair
30488	7	Lowes	Scheduled	MEEKS	Lowes_ApplianceRepair
30472	10	LG Electronics	Need Appointment Set	WILLIAMS	LG_Appliance Repair
30454	11	LG Electronics	Need Appointment Set	BRYAN	LG_FlatPanelTV Repair
30452	11	LG Electronics	Scheduled	SELMAN	LG_Appliance Repair
30437	12	BSA	Scheduled	CUSTABLE	BSA_Appliance Repair
30339	20	LG Electronics	Need Appointment Set	SEVILLA	LG_Appliance Repair
30322	20	LG Electronics	Scheduled	SANCHEZ	LG_A/C Units
30296	21	LG Electronics	Need Appointment Set	DUTCHER	LG_Appliance Repair
29621	46	Lowes	Scheduled	RICHARDS	Lowes_ApplianceRepair
29407	50	Lowes	Scheduled	JENNITT	Lowes_ApplianceRepair
28445	70	Lowes	Scheduled	FANDOS	Lowes_ApplianceRepair

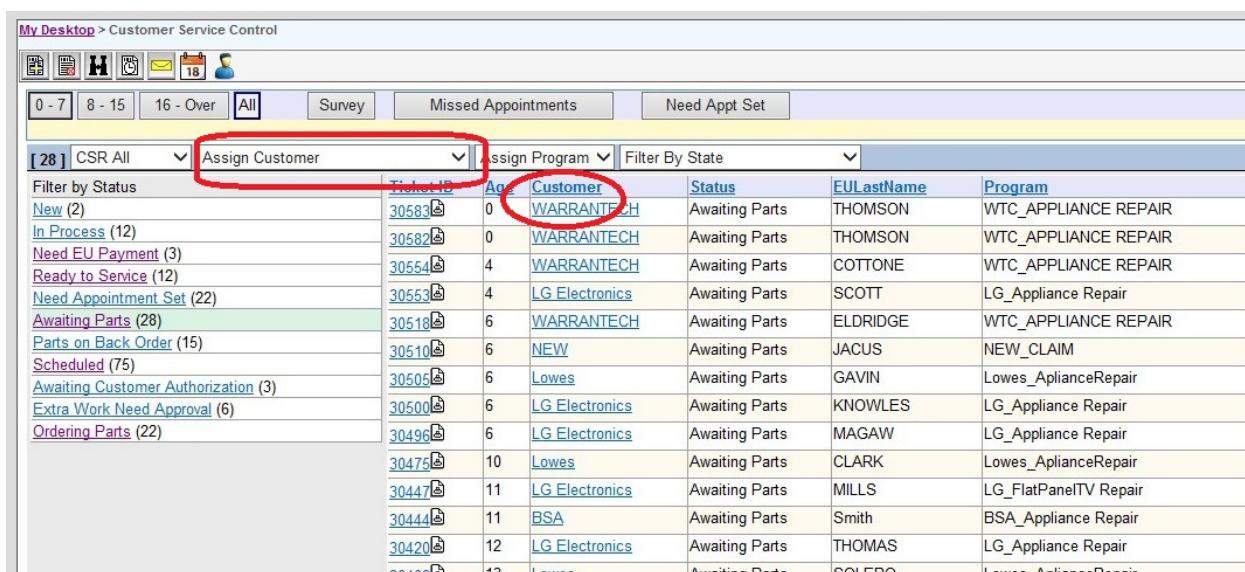
By clicking on the "NEED APPT SET" button will bring the list of your technicians and the amount of tickets they have needing appointment set or with appointments set already. By doing that you will be able to go over each ticket without an appointment set, verify the technician's availability ([Page 24](#)) and call the End Users to schedule.

**ACTION:** Call End Users to schedule appointment for Service

**INTENSION:** Make sure all the tickets needing appointment set are scheduled to the soonest possible. Keep in mind, you should not have tickets opened in the system for over 15 days.

**PROCEDURE:** Respect Technicians availability. Don't double book the technician in any time slots prior from calling him and asking permission to do so. Appointments should be set within 24 to 48 hours from receipt of Tickets or after parts arrival. If your Technician is too busy and it is forcing you to schedule a week later, you should report that to the call center manager so a new tech can be added to the area and reduce work load for the current technician.

**AWAITING PARTS / PARTS ON BACK ORDER -** Even though Ordering Parts is not your responsibility, verifying if there is a tracking number already available is, so we can update the system and move the ticket to the "NEED APPT SET" status. Not verifying if the tracking numbers have been released by the Manufacturer, Warranty Company or the Part Supplier will simply delay the repair, which counts against you, keep in mind **open tickets should not be older than 15 days**. For you to be able to complete this task you will need to know where the parts were ordered from. Last see first how we access the list of tickets in awaiting parts status:

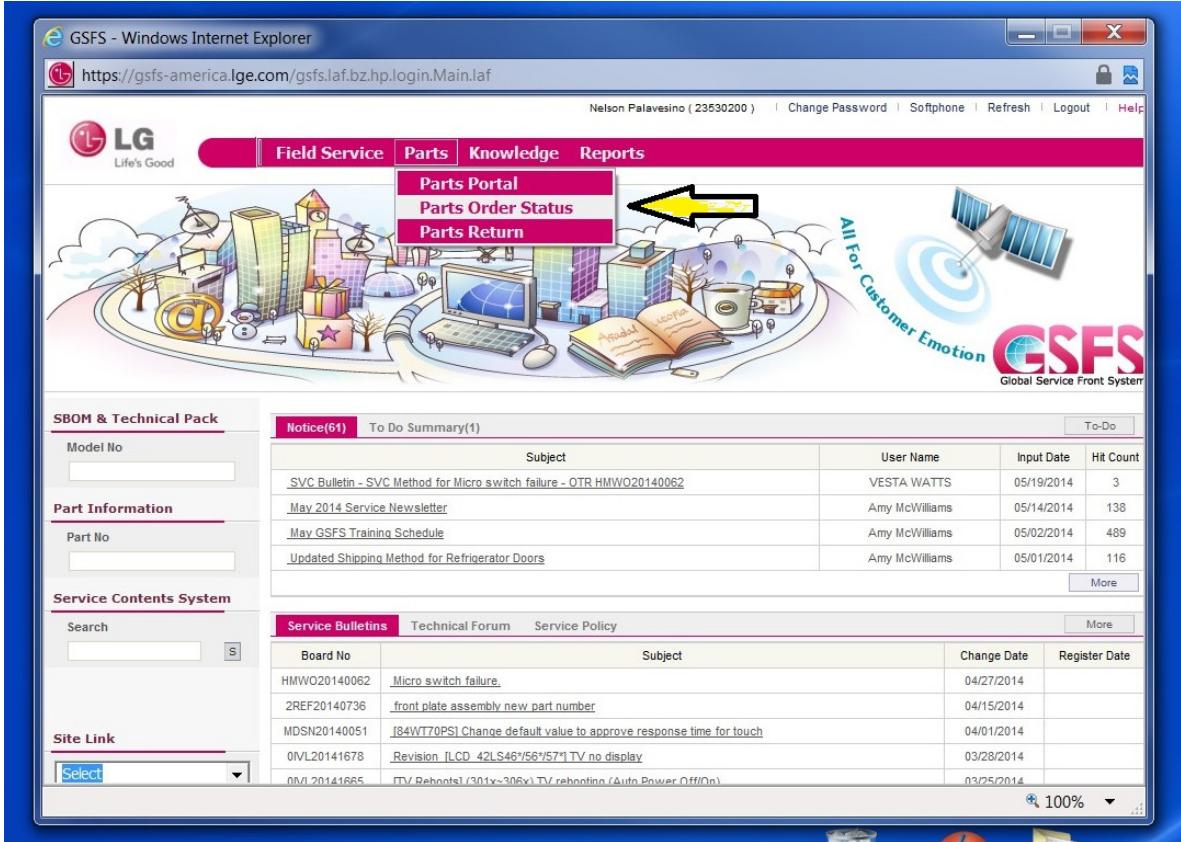


Customer Service Control						
0 - 7	8 - 15	16 - Over	All	Survey	Missed Appointments	Need Appt Set
[28] CSR All	Assign Customer	Assign Program	Filter By State			
Filter by Status						
New (2)						
In Process (12)						
Need EU Payment (3)						
Ready to Service (12)						
Need Appointment Set (22)						
Awaiting Parts (28)						
Parts on Back Order (15)						
Scheduled (75)						
Awaiting Customer Authorization (3)						
Extra Work Need Approval (6)						
Ordering Parts (22)						
30583	0	WARRANTECH	Awaiting Parts	THOMSON	WTC_APPLIANCE REPAIR	
30582	0	WARRANTECH	Awaiting Parts	THOMSON	WTC_APPLIANCE REPAIR	
30554	4	WARRANTECH	Awaiting Parts	COTTONE	WTC_APPLIANCE REPAIR	
30553	4	LG Electronics	Awaiting Parts	SCOTT	LG_Appliance Repair	
30518	6	WARRANTECH	Awaiting Parts	ELDRIDGE	WTC_APPLIANCE REPAIR	
30510	6	NEW	Awaiting Parts	JACUS	NEW_CLAIM	
30505	6	Lowes	Awaiting Parts	GAVIN	Lowes_ApplianceRepair	
30500	6	LG Electronics	Awaiting Parts	KNOWLES	LG_Appliance Repair	
30496	6	LG Electronics	Awaiting Parts	MAGAW	LG_Appliance Repair	
30475	10	Lowes	Awaiting Parts	CLARK	Lowes_ApplianceRepair	
30447	11	LG Electronics	Awaiting Parts	MILLS	LG_FlatPanelTV Repair	
30444	11	BSA	Awaiting Parts	Smith	BSA_Appliance Repair	
30420	12	LG Electronics	Awaiting Parts	THOMAS	LG_Appliance Repair	
30401	13	Lowes	Awaiting Parts	SOI FRO	Lowes_ApplianceRepair	

Once you have the list of tickets in Awaiting Parts status, you have two ways to facilitate the way you perform this task: you can filter by Customer by choosing from the Assign Customer list or simply placing the list in order of Customer by clicking to the column header.

Let's see where you need to go to verify if the tracking numbers have been released:

**FOR CUSTOMER LG:** - LG uses a proprietary system called GSFS. To log into GSFS please ask the credentials to your manager. Here is where to go in GSFS to find the tracking numbers:



Once you access the Part Order Status from the menu. Look for the Part Order Number in the notes of the ticket (starts with the letters POM) and enter that information in the form to search for that number, as the screen below:

No	Order No	Order Date	Customer Order I	Order Status	Hold Flag	Item	Order Total	Order Remark	RP Order No	Delive
1	POM1402170723	20140217	153424 RNM14021701728	Order Complete	N	3	3 27282		705544274	ir-Nex

Order No	Seq	Part No	Description	Part Status	Quantity
JM1402170723	003	EBR62267122	PCB Assembly,Display	Part Completed	1 1
JM1402170723	002	EBR75795702	PCB Assembly,Main	Part Completed	1 1
JM1402170723	001	ACZ73410701	Dispenser Assembly	Part Completed	1 1

Processing Info (1)
Shipped Date: 03/03/2014   Shipped Part No: EBR75795701   Original Item No: EBR75795702   Substitute: Y   Delivery No: 105468930   Purchase Price: 81.44   Delivery By: UPS-Air-Next D. USD   Currency Code: USD   Invoice #: A105331498   Hold Flag: N

You will have a lot of information to verify on this form. When getting the tracking number from LG tickets, you need to make sure you get the Invoice Number (bottom right), verify the part number ordered was the part number shipped (bottom left). To get make sure you get the correct information, you need to click on each part listed and get the correct invoice number for each part, it could be different from each other. To get the tracking number click on the Delivery Tracking button.

This information needs to be updated into our system, let's see where you should see this information:

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

- Problem Description:** LG/WASHERS / - Symptom: Control Panel Issues- Sub-Symptom: Other Error Codes - CIC Remark: ## ESI Notes: Abe's Appliance tech is injured they rejected request for service ## Call Code: Repair Issue ## Sub Code: Appointment Availability ## Resolution: Arranged Service ## Valid Xfer: Valid Transfer ##
- Parts:**

Command	Qty	Code/SKU	Component Name	Invoice Number	\$Amount	\$Tax	\$Ship	\$Total
Edit	1	MCK67395504	Cover,Top		\$29.39	\$0.00	\$0.00	\$29.39
Edit	1	MBL62061401	Cap,Cover	AJ05611721	\$3.92	\$0.00	\$0.00	\$3.92
Edit	1	ACZ72910401	Dispenser Assembly	AJ05611721	\$7.99	\$0.00	\$0.00	\$7.99
Edit	1	EBF60665201	Switch Assembly	AJ05611721	\$38.80	\$0.00	\$0.00	\$38.80
- Shipping Labels:** A grid of tracking information for each part, with columns for Tracked, Courier, Destination, and Label. Each row has a link to "Add Shipping Label".

By clicking the EDIT link in each part will allow you to update the Part Number (if needed) and enter the Invoice Number. Also, by clicking on the Add Shipping Label link you will be able to add the Tracking Information collected from LG System. The last step is to change the status of the ticket to NEED APPOINTMENT SET if all the Shipping labels have been updated into the system.

**FOR CUSTOMER NEW:** - This is a Warranty Company who offers extended warranty on the unit that covers it after the manufacturer's warranty. NEW only dispatch tickets under their own warranty. They do not dispatch tickets out of warranty, but they sometimes dispatch tickets under manufacturer's warranty which they call Courtesy Referral in their dispatch. NEW uses a system called Service Bench to manager their service calls.

To access it, you will need to go to [www.servicebench.com](http://www.servicebench.com). For credentials, please contact your manager.

To look for the Shipping Labels in Service Bench, you will need the Part Order Number. This information you will find in the BSA system under the parts section of the ticket. Let's see where to find this information:

The screenshot shows the Service Bench interface with the following details:

- Parts:**

Command	Qty	Code/SKU	Component Name	Invoice Number	\$Amount	\$Tax	\$Ship	\$Total
Edit	1	W10152858	LEVER-WATER.WH	76714471-1	\$0.00	\$0.00	\$0.00	\$0.00
- Work Orders:**

Work Order ID	Build Estimate	Tasks	Status	Partner	Agent	Technician's Quick Info	RPW	Dispatched	Created
40590	<a href="#">Estimate</a>	<a href="#">[Close]</a> <a href="#">[Email]</a> <a href="#">[Set Agent]</a>	Open	10960	10960	Jorge Ravelo Business 1 (561) 707-4142 Shipping 505 walker ave Greenacres FL 33463 ✓	False	5/14/2014 4:08:35 PM	5/13/2014 3:25:39 PM

Once you have that information, go to Service Bench, and enter the part order number in the search field of the Parts menu:

The screenshot shows the ServiceBench application interface. At the top, there is a navigation bar with links for HOME, JOBS, PARTS, CLAIMS, REGISTRATIONS, REPORTS, and ADMIN. Below this, the PARTS menu is expanded, showing sections for JOBS, PARTS, and CLAIMS. A red arrow points to the search input field in the PARTS section. To the right of the menu, a sidebar titled "RECENTLY VIEWED PART ORDERS" lists several part orders with their part numbers and descriptions. A promotional graphic for account representatives is visible on the right side.

After finding the ticket in Service Bench, copy the Shipping Label and update BSA System:

The screenshot shows the "ORDER DETAILS" page for order number 76714471-1. It displays the order number, status (Fully Shipped), order date (5/13/2014), and additional details indicating the shipping method has been changed to GRNC. The "Ship To" address is listed as Jorge Ravelo, BSA 10960-30514, 505 WALKER AVE, GREENACRES , FL 33463 US, 561-886-6699. The "Shipping Information" section shows the ordered part number (W10152858) and its tracking number (1Z13700X0323566036). A red arrow points to the tracking number.

Update BSA System with that information, by clicking in the Add Shipping Label link:

The screenshot shows a table titled "Shipping Labels" in the BSA System. The columns include Invoice Number, \$Amount, \$Tax, \$Ship, \$Total, and Shipping Labels. The "Shipping Labels" column contains a tracking number (1Z13700X0323566036) and an "Edit" link. A red circle highlights the "Label" column.

**FOR CUSTOMER WARRANTECH:** This is a Warranty Company who offers extended warranty on the unit that covers it after the manufacturer's warranty. WARRANTECH only dispatch tickets under their own warranty. They do not dispatch tickets out of warranty, but they sometimes dispatch tickets under manufacturer's warranty which they call Courtesy Referral in their dispatch. WARRANTECH uses a system called WCPSOLINE to manage their service calls.

To access it, you will need to go to [www.wcpsonline.com](http://www.wcpsonline.com). For credentials, please contact your manager.

To look for the Shipping Labels in WCPSOLINE, you will need the Customer Number from BSA ticket.

<b>Contact Information</b>		<b>Phone Numbers</b>				
KATIE THOMASTON 3623 LAKE VIEW DR APOPKA FL 32703		Type	Phone Number	Extension	Pin	A
		All Purpose	1 (407) 620-0703			✓
County: ORANGE Location: BSA00109 <input type="button" value="Send Welcome Email"/> <input type="button" value="Send Survey Email"/>						
<b>Reference Numbers</b>						
Customer Number		5446935-00-WDE		Customer PO	5446935-00-WDE-1	
<b>Scheduling</b>		Appt. Start	Appt. End	Date Invoiced	Responsible Agent	adonayre
		<input type="button" value="Clear Apt"/>				
<b>Service Information</b>						
Program	WTC_APPLIANCE REPAIR	Service SKU	WTC_MINOR_REPAIR	Service Started	Service Ended	
Unit Type	LG /DRYER	Model	DLEX3001W	Serial Number	811KWUC00206	
Purchase Date	3/6/2010 12:00:00 AM	Warranty Term	None	Warranty Start	Warranty End	

In WCPSOLINE, Choose the following in the menu:



**Warrantech CPS welcomes BEST SERVICERS to WCPSOnline**

### User Menu

#### Service Processing

[External Servicer Interface \(ESI\)](#)   
[ESI Requests Management](#)



**Express Claims**  
[Individual](#)   
[Batch Upload 03/07](#)   
[Batch Reconciliation](#)

**Reports**  
[Claims Processed](#)

Next, enter the information you collected from BSA system:

  
**WARRANTECH COMPANIES™**  
Automotive | Consumer Products Services | Home | Direct | International ■ PROTECTING YOUR FUTURE

**External Servicer Interface**  
**Repair Order Search**

Repair Order:  

-- OR --

All ROs **CREATED**  Days Prior To   (mmddyy)

-- OR --

All ROs **MAINTAINED**  Days Prior To   (mmddyy)

**Continue**

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Copyright Notice.

Next, from the ticket in WCPSONLINE click on the button called "I NEED PARTS".

COVERAGE IN FORCE AS OF 12/10/2013

Warrantech Coverage			Manufacturer Coverage		
On-Site: Yes	Parts: 48 Months	WARRANTECH	Length	Expires	Status
Labor: 48 Months	WARRANTECH		012	11/05/11	EXPIRED
Trip: 48 Months	WARRANTECH		012	11/05/11	EXPIRED
Problem Description			Service Center		
<b>RECALL NOT DISPENSING ICE</b> Remit Invoice via WCPSONline.com, or Send Invoice To: Warrantech CPS Attn: Claims P.O. Box 1047 Bedford, TX 76095			BEST SERVICERS OF AMERICA 801 NORTHPOINT PARKWAY WEST PALM BEACH, FL 33407  561-886-6699		
<b>Attention Servicer:</b> If after your diagnosis of the unit it is determined that the problem is not a covered issue or there was no problem found, in compliance with the terms and conditions, it is your responsibility to get payment from the customer for all costs associated with the service call.			AS DESIGNATED SERVICE CENTER, I HEREBY ACKNOWLEDGE THAT ANY EXISTING (MANUFACTURER) WARRANTIES HAVE BEEN VERIFIED. THE CUSTOMER AND PRODUCT ASSOCIATED WITH THE PROPOSED REPAIR HAS BEEN VERIFIED AND CHARGES ARE IN COMPLIANCE WITH CONTRACTUAL RATES. REPAIRS EXCEEDING PRE-AUTHORIZED AMOUNT WILL REQUIRE ADDITIONAL AUTHORIZATION.		
Warrantech will not pay for the trip or diagnostic charges in the event the problem is not covered or there is no problem found.					

**Return to Listing** **View Comments** **Printer Version** 

**Authorization Request Form** **I Need Parts** **Ship To Address**

**Part Delay Notification**

Next, the WCPSONLINE system will take you to a parts supplier site called ENCOMPASS. You just need to click in the AUTO LOGIN button:

The screenshot shows a web browser window titled "Warrantech Parts - Mozilla Firefox". The URL is "www.encompassparts.com/warrantech/?order=350204010203020402321632020201163232031635010116103216020216". The page features a "WARRANTECH" logo with a stylized "W" and a blue background image of two technicians working on a computer. A "Need Help?" link with the phone number "(866) 735-0787" is visible. On the right, there's an "ACCOUNT LOGIN:" form with fields for "Servicer ID #" (128840), "Password" (\*\*\*\*\*), and a "Login" button. Below the form, SC# : 231329 and RO# : 537437103 are displayed. An "Auto Login" button is highlighted with a red arrow. A sidebar on the right includes links for "HOME", "SITE SECURITY", and "CONTACT INFO".

Next, you get into the ENCOMPASS system to look for the part order using the Customer Number from BSA ticket.

The screenshot shows a web browser window titled "Encompass Supply Chain Solut... (US) | https://www.encompassparts.com". The URL is "https://www.encompassparts.com". The page features a "WARRANTECH COMPANIES" logo with sub-brands: "Automotive", "Consumer Products Services", "Home", "Direct", "International", and "PROTECTING YOUR FUTURE". A phone number "866.735.0787 / Live Help | customerservice@encompass.com" is at the top right, along with a shopping cart icon showing "0 item(s) in cart". A "Welcome Best Servicers Of America (148694)" message and a "Logout" link are also present. A navigation bar includes "HOME", "PARTS", "MY ACCOUNT", "SHIP-TO", "BLOG", "HELP", and "CONTACT US". On the left, there's a "Quick Part Search" section with search fields for "Part Number or Keyword" and "Model Number", and a "GO" button. A "Account Search" section has a dropdown "Search Type" set to "PO / Claim Number" and a "Search Value" field containing "5374371", with a "GO" button. A "Connect" button is at the bottom left. The main content area features a banner "Check out our selection of Appliance Installation Supplies" with images of various hoses and fittings. Below it, a section "ENCOMPASS - OUR GOAL IS TO BE YOUR PREMIER SOURCE FOR PARTS & ACCESSORIES" states: "We are a leading supplier of original replacement parts, specializing in consumer electronics, appliance, HVAC, computer and imaging products. With 60 years of experience, we strive to be the superior choice for all your service parts needs." It also links to "See what our customers are saying about us.". Below this, four categories are shown: "Consumer Electronics" (image of a television), "Appliances" (image of a refrigerator), "HVAC" (image of an air conditioning unit), and "Imaging" (image of a printer).

Next, you will see the details of the part ordered. Get the Shipping Label and update BSA System.

The screenshot shows the Warrantech Companies website interface. At the top, there's a navigation bar with links for HOME, PARTS, MY ACCOUNT, SHIP-TO, BLOG, HELP, and CONTACT US. The main content area includes a 'Quick Part Search' section and an 'Account Search' section. In the center, there's a table showing order details: Invoice # 6-103587, Invoice Date 03/17/14, Order# 6-86490, Order Date 03/17/14, PO# 5446935-01, Claim# 28128, and Terms NET 15. Below this, there's a table for the MFG Part# ZEN 5301EL1001J, Description HEATER ASSEMBLY, with QTY 1, Ship 1, BO Code 0, and Return Service Core N. To the right of these tables are buttons for Sub Total, Freight, Tax, Misc. Charges, and Grand Total. At the bottom left, there's a 'Connect' section with a 'Create RMA' button, and at the bottom right, a 'Get email updates and offers' link.

**FOR CUSTOMER AIG:** This is a Warranty Company who offers extended warranty on the unit that covers it after the manufacturer's warranty. AIG only dispatch tickets under their own warranty. They do dispatch tickets out of warranty, and they sometimes dispatch tickets under manufacturer's warranty which they call Under Warranty in their dispatch. AIG uses a system called SERVICEPOWER to manager their service calls.

To access it, you will need to go to [www.servicepower.com](http://www.servicepower.com). For credentials, please contact your manager.

The screenshot shows the servicedispatch website. At the top, there's a navigation bar with links for Main, Service Calls, My Coverage, Maintenance, Claims, Contact Us, and Help. The main content area has two main sections: 'Service Calls' on the left and 'Call Search' on the right. The 'Service Calls' section includes a table for 'Age of calls in days' with categories like New Calls, Incomplete Calls, Accepted, Appointment Confirmed, and Appointment Scheduled. The 'Call Search' section includes fields for Call No (with '5545910' highlighted by a yellow arrow), Network (All), Assigned Between (two dropdown menus), And (checkbox), and a 'Search' button. On the right side of the page, there's a sidebar with a list of bullet points: 'Go green and GET PAID F', 'WE ARE MOVING TO EFT', 'SIGN UP NOW', and 'Click below to store Secu'. At the bottom, there's a 'Latest News' section with three news items from AIG WARRANTY.

Next, click in the ticket number to access the ticket inside of Service Power:

The screenshot shows the service.dispatch website with a red header bar. Below it is a navigation bar with links: Main, Service Calls, My Coverage, Maintenance, Claims, Contact Us, and Help. Under the navigation bar, there is an "Advanced Call Search" section. This section includes fields for "Call & Consumer Info" (Contract #, Work Phone, Consumer Name, Cell Phone), "FSS Call Attributes" (Warranty Type, Dispatch Office, Service Type, Zip Code), and "Call Dates" (Search calls, date range dropdowns). A "Search" button is located at the bottom right of this section. Below the search section is a "Search Results" table. The table has columns: Call No, Source, Product, Problem Desc, and Service On. One row is visible, showing Call No 5545910, Source AIG WARRANTY, Product Dishwasher, Problem Desc REWORK previous claim #5380313 / leaking around the bottom of the door, says tech told her if this she had any issues to call and request a seal kit, and Service On 05/13/2014. A red circle highlights the "Call No" column header. The entire table is enclosed in a red oval.

Call No	Source	Product	Problem Desc	Service On
5545910	AIG WARRANTY	Dishwasher	REWORK previous claim #5380313 / leaking around the bottom of the door, says tech told her if this she had any issues to call and request a seal kit	05/13/2014

Showing 1 to 1 of 1 entries

Next, click on the Parts button to access the parts section of the ticket:

The screenshot shows the service.dispatch website with a red header bar. Below it is a navigation bar with links: Main, Service Calls, My Coverage, Maintenance, Claims, Contact Us, and Help. Under the navigation bar, there is a "Call Details" section. This section is divided into three main sections: "Consumer", "Call", and "Product". The "Consumer" section contains fields for Name (David Redding), Address (25216 Nw 122nd Ave), State (FL), County, City (High Springs), Zip (32643), Home Phone (352)538-2023), Cell Phone, and Work Phone (Extn). The "Call" section contains fields for Call No (5545910), Source (AIG WARRANTY), Call Type (SERVICE CONTRACT), Service Type (Repair), and Service Location (IN HOME). The "Product" section contains fields for Brand (Lg), Product (Dishwasher), Model No. (LDS4821ST), Serial No. (906KWT02089), Install Date (08/15/2009), Retailer Id, Retailer Name, Call Materials, and a prominent red "Parts Order" button. A yellow arrow points to the "Parts Order" button. Below the "Product" section is a "Schedule" section with fields for Schedule Date (05/13/2014), Schedule Period (8:00 - 17:00), Consumer Date (05/13/2014), Consumer Period (8:00 - 17:00), and Group (Special Handling Group).

Next, choose the order number and open it. You will see the details of the Part Order. Get the Shipping Label and update BSA ticket with that information:

User: BES00064 [Previous Orders](#)

**View Order** [?](#)

Order Number 5545910\_1 Order Date 5/13/14 Status Ordered

**Shipping Address**

Company Name	BEST SERVICERS OF AMERICA, INC
Name	TERRY FEDDER
Address	11935 NW 11TH PLACE
City, State, Zip Code	GAINESVILLE, FL, 32606
Phone	561-886-6699
E-mail	SERVICES@BESTSERVICERS.COM

**Printable Version**

Sub Total	123.64
Shipping	5.00
Tax	0.00
<b>GRAND TOTAL</b>	<b>128.64</b>

Select the recipient Servicer      Shipping Options: Ground

Qty	Item	Description	Condition	Distributor	Sales Price	Shipped Qty	Order Status	Tracking Number	Qty to Cancel
1	MJZ61841501	VENT	New	PARTSEARCH	19.43	1	Shipped	<a href="#">1Z8720FR0351862579</a>	
1	AGM34891602	Parts Assembly	New	PARTSEARCH	104.21	0	Invalid		<a href="#">Cancel Part</a> <input type="text" value="1"/>

[View Previous Orders](#)

**Service Parts, Accessories, Tools and Equipment**  
Get immediate discounts on service parts, accessories, tools and repair equipment to service consumer electronics and major

**FOR CUSTOMER LOWES:** This is a Warranty Company who offers extended warranty on the unit that covers it after the manufacturer's warranty. LOWES dispatch tickets under their own warranty. They do dispatch tickets out of warranty, and they sometimes dispatch tickets under manufacturer's warranty which they call Under Warranty in their dispatch. LOWES uses a system called SERVICE BENCH to manage their service calls but as they don't provide parts, in the LOWES account we have to create an estimate first, request approval and then order parts from our own parts suppliers. We use couple part suppliers to order parts for the LOWES tickets. We use a part supplier called MARCONE and also a part supplier called ENCOMPASS. For Grill Repairs, we order the parts directly from the Grills manufacturers by phone or email and we might have to call them to get the Shipping Labels. For appliances, mostly the parts will be ordered from Marcone and ENCOMPASS (which is the same part supplier WARRANTECH uses, so you have seen that before on prior pages). So, let's show you how to verify shipping labels from MARCONE.

MARCONE uses a proprietary system, you need to go to [www.marcone.com](http://www.marcone.com). For credentials, please ask your manager.

Once in the MARCONE system, look for the PO Number which is our Ticket Number from BSA system.

**BEST SERVICERS OF AMERICA INC (124746)**  
Welcome, 124746 (Not you? [Sign in](#))

**Part Lookup**

Part Number  Go

**Order Lookup**

PO Number  Go

**myE-Order Center**  
**myExpress Lane**

Part Number      Quantity      Reference  
              
[Add To Cart](#)

**DID YOU KNOW?**  
**You Can Check the status of your Warranty Claims and Find Open Invoices for Parts Online!**

**Warranty EXPRESS**  
Just click on **Warranty Express** and enter a NARDA number to see if the warranty part has been credited.

**Looking for an open invoice to file a claim?**

Just enter the part number you need to file a claim on to bring up

Next, copy the Shipping Label from MARCONE system and update BSA System with that information:

**BEST SERVICERS OF AMERICA INC (124746)**  
Welcome, 124746 (Not you? [Sign in](#))

**Part Lookup**

Part Number  Go

**Order Lookup**

Order Number  Go

**Order**

**PC Information**

**Order Number:** 78778049      **Order Status:** Invoice  
**Order Date:** 03/13/2014  
**Invoice Number:** 78778049  
**Invoice Date:** 03/13/2014  
**PO Number:** 27933      **Warehouse:** Jacksonville

**Bill To**

BEST SERVICERS OF AMERICA INC  
801 Northpoint Parkway  
Suite 104  
West Palm Beach, FL 33407

**Ship To**

RCGERIO FRAGA  
1889 Schooner Drive  
Boca Raton, FL 33496

**Shipping**

**Method** UPS Ground      **Tracking Number** 1Z342921031635848

**Detail**

Make Part	Description	NARDA	Ordered	Shipped	Backordered	Unit Price	Total
SAM DD32-00003A	SENSOR-TURBIDITY;GSGTSD1	1	1	0		\$27.54	\$27.54
SAM DD94-01062A	ASSY-SENSOR LEAK;DMT800,	1	0	1	(05/26/2014)	\$4.68	\$0.00
*** Tracking #	1Z342921031635848						

**State Sales Tax**  
**Delivery Charge** \$9.95  
**C.O.D. Fee** \$0.00

**ASSIGNING A TECHNICIAN TO A TICKET:** When we receive a new ticket from one of our customers, this new ticket is not yet assigned to a technician. It is the responsibility of the CSR Agent to have the technician assigned to the ticket. We do that from an open ticket in the BSA system. Let's see how that work:

My Desktop >

<b>Priority</b>	<b>Contact Information</b>			<b>Phone Numbers</b>					
1	JOYCE REGALADO 851 Old Oaks Ln LEESBURG FL 34748			Type	Phone Number	Extension	Pin	Active	Comments
Local Time	17:20			All Purpose	1 (352) 728-5131			<input checked="" type="checkbox"/>	<a href="#">Edit</a>
Folders									
New									
Open									
First Contact									
New Notes									
<b>Commands</b>									
<a href="#">Printable Version</a>									
<a href="#">View Billing</a>									
<a href="#">Edit</a>									
<a href="#">Set/Edit Appt</a>									
<a href="#">Add Phone Number</a>									
<a href="#">Add Component</a>									
<a href="#">Assign Components</a>									
<a href="#">Assign Work Order</a>									
<a href="#">Initial Contact</a>									
<b>Assign to Folder</b>									
Choose One									
<input type="button" value="Remove"/> <input type="button" value="Assign"/>									
<b>Search Tickets</b>									
Ticket ID									
<input type="button" value="Jump"/>									
<b>Prior Tickets</b>									
30608									
<b>Contact Information</b>									
County: LAKE									
Location: BSA00109									
<input type="button" value="Send Welcome Email"/> <input type="button" value="Send Survey Email"/>									
<b>Reference Numbers</b>									
CustomerNumber	RNM140520055263			CustomerPO			RNM140520055263-1		
<b>Scheduling</b>									
Appt. Start	Appt. End	Date Invoiced	Responsible Agent kbrown						
<input type="button" value="Clear Appt"/>									
<b>Action</b>									
Program	LG_Appliance Repair	Service SKU	LG_APP_Minor Repair	Service Started	Service Ended				
Unit Type	LG/REFRIGERATORS	Model	LFX25950SW	Serial Number	711KRXD00178				
Purchase Date	10/20/2008 12:00:00 AM	Warranty Term	None	Warranty Start	Warranty End				
<b>On Site Instructions</b>									
Along with the instructions below, please follow the Customer Service Guide Lines and Service Procedures from the Partner's Manual provided to you when joining Best Servicers of America.									
<b>Problem Description</b>									
LG_Appliance Repair / LG/REFRIGERATORS / Symptom: More Troubleshooting - Sub-Symptom: Lighting Issues									
<b>Parts</b>									

Once you click in the link called "ASSIGN WORK ORDER", you will see a list of the technicians assigned to that area and also a list of Technicians closest to that area, like in the picture below:

My Desktop > Ticket Management > Ticket > Assign Work Order

<b>Ticket Information</b>																																																																													
Ticket ID 30608 City LEESBURG State FL Zip 34748 County LAKE <input type="button" value="Verify Coverage"/>																																																																													
<b>Work Order Information</b>																																																																													
Flat Rate	Hourly Rate	Min Time On Site	Increment	Extra Amount																																																																									
			None	<input type="button" value="Assign"/>	Nathan Lowery (386) 473-0110																																																																								
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Choose the Technician you want to assign to the ticket and click the ASSIGN button.

Normally, the best option will be choosing the technician that it is assigned to the area as long as he does the type of service need for the repair, like Appliance Repair, HVAC Repair, TV Repair, etc. Once you click on the

desired technician, you will be able to see what type of work he does and match with what is needed for this repair.

**VERIFY IF TICKET IS IN OR OUT OF WARRANTY** - It is the CSR Agents responsibility to verify if a service is under warranty or out of warranty. It varies from Customer to Customer, so let's see how it works with each customer:

**FOR CUSTOMER LG** – We use three fields to verify if a service is under warranty or out of warranty with LG.

- Verify the serial number - 309 KRTM 07423 (EXAMPLE OF AN LG SERIAL NUMBER)



- Verify Date of Purchase
- Verify Service Dispatch, The field “Warranty Flag” should show “ I for In Warranty ” or “ O for Out of Warranty ”, like example below:

[ Customer Information ]

- Contact Name: ANGELA PONTIOUS
- Customer Name: ANGELA PONTIOUS
- Customer Tel(Home/Office/Mobile): 9857915593 / /
- Customer Address: [ 70364 ] 302 CIERA DR, HOUma, LA 70364
- Customer Email: [houma40@yahoo.com](mailto:houma40@yahoo.com)
- Request Date: 05192014
- Appointment Date: 05212014
- Time Zone: Evening ( 17:00~20:00 )

[ Product Information]

- Model/Product: 47LM6700.AU S / LCL
- Serial Number: 209RMOK7C308
- **Warranty Flag: I** (This field is highlighted with a red box.)
- Purchase Date: 07172013
- Dealer Name: OTHER

**FOR CUSTOMER LOWES:** To verify if a LOWES ticket is under LOWEWS Warranty, Manufacturer's Warranty or Out of Warranty you will have to check the Dispatch coming from LOWES. You will find below the 3 different examples:

*Out of Warranty ( NO PAYMENT FROM LOWES )*

Scheduled Service Date: 19-MAY-2014 Morning  
Model: WDT710PAYM  
Serial Number: CONFIRM-F23837952

Name: MARCOTTE, GREGORY  
Address: 46085 STATE ROAD 64 E, MYAKKA CITY, FL, 34251  
Home Phone: 8633810547  
Consumer Email: GREG.MARCOTTE@LIVE.COM  
Problem Description: Dishwasher will not start. Lights up light on start button starts blinking...ccarroll 5/15/14  
Special Instructions: Troubleshooting Steps - User manual checked. Tried restarting and unplugging...ccarroll 5/15/14  
Payment Type: Cash on Delivery   
CRM Number: 1-HD7SRA  
Authorization Amount: 0.00  
Date of Purchase: 12-JAN-2013  
Brand: APP - WHIRLPOOL  
Original Equipment Manufacturer: APP - WHIRLPOOLContract Covers:

*Under Lowes Warrant ( LOWES PAY FOR PARTS AND LABOR after estimate needs approved )*

Service Administrator: Lowes  
Purchased From:  
  
Scheduled Service Date: 08-JUN-2014  
Model: RS267TDBP  
Serial Number: CONFIRM-9416859061

Name: CHEA, LEANG  
Address: 19350 E STATE ROAD 64, BRADENTON, FL, 34212 Home Phone: 9412019494 Alternate Phone: 9416859061 Problem Description: Not Cooling. jluna 3/14/2014  
Special Instructions: 5/20 FOR FILING ONLY gbrewer 5/20 Troubleshooting Steps - Home Reference Materials Reference Materials Detail-Home Troubleshooting Troubleshooting Detail: Not helpful. jluna 3/14/2014  
Program: Service Contract  
Payment Type: Service Contract   
CRM Number: 1-HHE6JO  
Authorization Amount: 0.00  
Alternate Phone Number: 9416859061  
Date of Purchase: 29-NOV-2010  
Brand: APP - SAMSUNG

*Under Manufacturer's Warranty ( NO PAYMENT FROM LOWES )*

Service Administrator: Lowes  
Purchased From: 00596  
  
Model: LMV1683ST  
Serial Number: 3T2TAVY1Z231

Name: 596  
Address: 1592 MARTIN LUTHER KING BL, HOUma, LA, 70360  
Home Phone: 985223757500000  
Work Phone: 985223757500000  
Problem Description: NOISY OPERATION. HEATING PROBLEM. NO PHYSICAL DAMAGE.  
Special Instructions: Initial authorization amount for this repair: \$ 300.00  
Program: Warranty   
Payment Type: Other  
CRM Number: 596008103  
Authorization Amount: 0.00  
Brand: APP - LG  
Original Equipment Manufacturer: APP - LG  
Service Site: Depot  
Mailing Label Method:

**FOR CUSTOMER AIG:** We used two fields to verify if an AIG ticket is out of warranty, we check the date of purchase and the Service Dispatch info from AIG. Let's see these two examples:

#### Out of Warranty ( NO PAYMENT FROM AIG )

##### Service and Installation Request

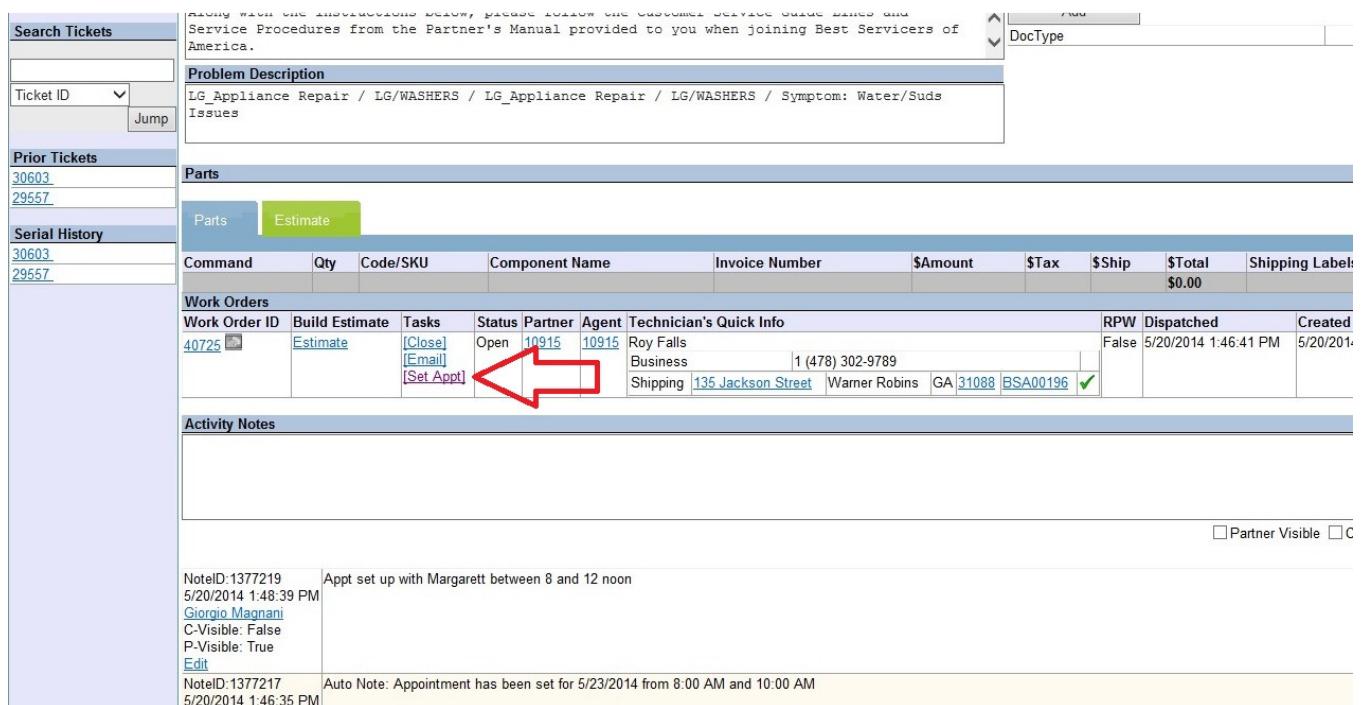
Service Account BES00084  
 Call# 5187734  
 Source AIG WARRANTY  
 Brand Lg  
 Product Washer  
 Model # WM2487HW/MA  
 Serial # 712KWA700888  
 Schedule Date 02/05/2014  
 Schedule Period 8:00 - 12:00  
 Consumer Requested Date  
 Call Taken 02/03/2014  
 Call Type Out of Warranty   
 Service Type Repair  
 Authority Number  
 Contract #  
 Install Date 02/16/2008  
 Repeat Call YES  
 Call Status Accepted  
 Consumer Name Dora Izcano  
 Consumer Address 949 Sw 153rd Path  
 City Miami

#### Under AIG Warranty ( AIG PAYS FOR PARTS AND LABOR ) - CALL TYPE SAYS: SERVICE CONTRACT

#### Under Manufacturer's Warranty ( NO PAYMENT FROM AIG ) – CALL TYPE SAYS: IN WARRANTY

**SCHEDULE AN APPOINTMENT** – Part of your daily task will be appointments for your technicians and you need to understand how to look their availability set up in the BSA system so you can correctly fill their available schedule zones. Let's see how you can accomplish that:

Open an open ticket in the BSA database, like the picture below:



The screenshot shows the BSA 'Search Tickets' interface with the following details:

- Search Tickets:**
  - Ticket ID: 30603 (selected)
  - Prior Tickets: 30603, 29557
  - Serial History: 30603, 29557
- Problem Description:** LG Appliance Repair / LG\_WASHERS / LG\_Appliance Repair / LG\_WASHERS / Symptom: Water/Suds Issues
- Parts:** Command, Qty, Code/SKU, Component Name, Invoice Number, \$Amount, \$Tax, \$Ship, \$Total, Shipping Label (\$0.00)
- Work Orders:**

Work Order ID	Build Estimate	Tasks	Status	Partner	Agent	Technician's Quick Info	RPW	Dispatched	Created
40725	Estimate	[Close] [Email] [Set Appt] 	Open	10915	10915	Roy Falls Business 1 (478) 302-9789 Shipping 135 Jackson Street Warner Robins GA 31088 BSA00196 ✓	False	5/20/2014 1:46:41 PM	5/20/2014
- Activity Notes:**
  - NoteID: 1377219  
5/20/2014 1:48:39 PM Giorgio Magnani C-Visible: False P-Visible: True Edit  
Appt set up with Margaret between 8 and 12 noon
  - NoteID: 1377217  
5/20/2014 1:46:35 PM Auto Note: Appointment has been set for 5/23/2014 from 8:00 AM and 10:00 AM

Next, let's understand the Scheduling Form.

1. On the upper left side in BLUE, you will see the days of the week the technician works.
2. Below that, in RED, you will see his time zones. Normally divided in 2 hours' time-frames, which could give the technician 5 or 6 slots to add tickets to his schedule for a specific day.
3. On the upper right in GREEN, you will choose the day you need to set an apt for.
4. And below that, you will see the existing appointments he has for the chosen date.

**Set Appointment - Ticket: 30603 - Macon, GA 31204 (BIBB)**

Working Days		Date	Technician Home County: HOUSTON																					
<input type="checkbox"/> Sun	<input checked="" type="checkbox"/> Mon	<input checked="" type="checkbox"/> Tue	<input checked="" type="checkbox"/> Wed	<input checked="" type="checkbox"/> Thr	<input checked="" type="checkbox"/> Fri	<input type="checkbox"/> Sat																		
		5/20/2014																						
Special Instructions Tech will start Monday Feb 17th. Apts after that day.																								
<input style="width: 150px; height: 30px; margin-bottom: 5px;" type="button" value="Set Appointment"/> <div style="border: 1px solid red; padding: 5px; width: fit-content; margin-left: 10px;"> <b>Current Technician's Schedule</b> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Type</th> <th>Schedule Start</th> <th>Schedule End</th> <th>Status</th> <th>TicketID</th> <th>City</th> <th>Zip</th> <th>County</th> </tr> </thead> <tbody> <tr> <td>ZONE C</td> <td>12:00</td> <td>14:00</td> <td>schedule</td> <td>30360</td> <td>BYRON</td> <td>31008</td> <td>PEACH</td> </tr> </tbody> </table> </div>							Type	Schedule Start	Schedule End	Status	TicketID	City	Zip	County	ZONE C	12:00	14:00	schedule	30360	BYRON	31008	PEACH		
Type	Schedule Start	Schedule End	Status	TicketID	City	Zip	County																	
ZONE C	12:00	14:00	schedule	30360	BYRON	31008	PEACH																	
<b>Available Time Zones</b> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Select</th> <th>Type</th> <th>ZoneName</th> </tr> </thead> <tbody> <tr> <td><input type="radio"/></td> <td>ZONE A</td> <td>08:00 - 10:00</td> </tr> <tr> <td><input type="radio"/></td> <td>ZONE B</td> <td>10:00 - 12:00</td> </tr> <tr> <td><input type="radio"/></td> <td>ZONE C</td> <td>12:00 - 14:00</td> </tr> <tr> <td><input type="radio"/></td> <td>ZONE D</td> <td>14:00 - 16:00</td> </tr> <tr> <td><input type="radio"/></td> <td>ZONE E</td> <td>16:00 - 18:00</td> </tr> </tbody> </table>							Select	Type	ZoneName	<input type="radio"/>	ZONE A	08:00 - 10:00	<input type="radio"/>	ZONE B	10:00 - 12:00	<input type="radio"/>	ZONE C	12:00 - 14:00	<input type="radio"/>	ZONE D	14:00 - 16:00	<input type="radio"/>	ZONE E	16:00 - 18:00
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<input type="radio"/>	ZONE C	12:00 - 14:00																						
<input type="radio"/>	ZONE D	14:00 - 16:00																						
<input type="radio"/>	ZONE E	16:00 - 18:00																						

Cancel



You can see on the picture above that the slot, or zone C – from 12:00 – 14:00 is already taken by ticket ID 30360. But the technician has many open zones you could schedule an apt for on 05/20/2014. To Schedule the appointment you just need to select the zone ( in the RED square ) and click the SET APPOINTMENT button.

Also to help you identify when would be a good time to schedule the appointment, you have in the bottom of the page the Geographic Area Map your Technician has agreed to cover. In this example, you can see that there is already an appointment set in Peach County on 05/20/2014 between 12:00 – 14:00. If the appointment you are trying to set is for the same county, would be ok to schedule that appointment, but if the County is too far away from that already scheduled appointment, it might be a better solution to choose another day for the appointment so we don't keep having the technician going to one area to another, back and forth. It is just not economical. Your choice could also be, Morning Schedules in One County and Afternoon Schedules in another County. But try not to mix appointments in multiple Counties back-to-back. The technician will probably miss some appointments on the day and it will definitely count against your production and goal.

**CLOSING A SERVICE REPAIR TICKET** – As a CSR Agent it is very important that you close a service call correctly. Incorrectly close a service call could delay the service or even make a ticket lost inside of the system, when a customer could be waiting for a service but incorrectly close it as completed or cancelled, which no action is taken once you close a ticket as completed or cancelled. So, let's look into the closing form. You access the closing form from an open ticket in the BSA system, like the picture below:

Command	Qty	Code/SKU	Component Name	Invoice Number	\$Amount	\$Tax	\$Ship	\$Total
								\$0.00

**Work Orders**

Work Order ID	Build Estimate	Tasks	Status	Partner	Agent	Technician's Quick Info	RPW	Dispatched
40727	Estimate	[Close]	Open	10366	MICHAEL GIBOYEUX	Business 1 (386) 793-2960	False	5/20/2014 5:30
		[Email]				Shipping 48 POINT OF WOODS DR.	PALM COAST	FL 32164 BSA00046 ✓
		[Set Apt]						

**Activity Notes**

NoteID:1377460 Auto Note: Appointment has been set for 5/20/2014 from 8:00 AM and 9:30 AM  
5/20/2014 5:30:26 PM Nelson Palavescino

Once in the Closing ticket Page:

**Work Order Information**

Ticket ID	30603	End User	MAGARETT WOODER	Technician:	Roy Falls	
Work Order ID	40725		2440 Lenora Pl		Local Time	23:37

**Description Of Work**

LG\_Appliance Repair / LG/WASHERS /  
LG\_Appliance Repair / LG/WASHERS /  
Symptom: Water/Suds Issues

- Sub-Symptom: Fills Slow, Doesn't

**Closing Questions**

1. Time Onsite
2. Issue w/ Unit (New Or Existing)
3. Technical Support Contacted?
4. Resolution & Case Numer
5. What Parts are needed?

**Work Orders**

WorkOrderID	Status
40725	Open

**Ticket Status**

Scheduled

**Work Order Status**

Completed

**Times and Support**

Arrived On Site\*

05/20/2014	00:00
05/20/2014	

Departed From Site\*

Travel Time\*

Mileage\*

Time On Hold\*

Technical Support Agent

Please use [24 hour time](#) when entering times.

**Work Piece**

Manufacturer

Model

Serial Number

Purchase Date

Closed From Site  Resolved

Survey Authorized

Survey Email Address

Let's understand the color codes

1. When the technician calls into the call center to close the service call, it is very important that you verify the technician is closing the correct ticket. So, we must check the End User's Name and also verify who is the technician calling in (YELLOW SQUARE)
2. To help you get good closing notes, we have added closing questions you should be asking the technician when closing the call (RED SQUARE). By following these questions, you will be able to collect enough information so we can continue the repair by ordering parts, etc.
3. Following the RED ARROW, you will be able to see how many visits the technician has done for this repair. In this example, it is the first visit, so might probably went onsite to diagnose the unit.
4. You must verify when the service was done, date and time (GREEN SQUARE). The system automatically fills the dates with today's date, if different you must change it. Also note that the times are entered in military time, like 2:00 pm is the same as 14:00 military time.
5. Following the GREEN ARROW, you will find the Closing Status which could be one of the following:
  - a. **Closed as Completed** - when Technician went onsite and no parts were replaced but unit is working fine and no further repair needs done to the unit.
  - b. **Closed as Misdiagnosed** – when the Technician requested a specific part, replaced it and the unit is still not working. He needs more parts to complete the repair and another visit will be necessary.
  - c. **Closed as Cancelled** – when the technician never went onsite and the customer states no longer need service.
  - d. **Closed as Additional Problem Found** – when the technician requested a specific part, replaced it, the issue was fixed but when testing the technician found another issue and more parts will be needed to continue the repair, and another visit will be necessary.
  - e. **Closed as Repaired** – when the technician replaced the parts requested and unit is working fine and no further repair will be needed.
  - f. **Closed as Wrong Part Sent** – when the technician requested a part for the repair but he received something different from what he requested inside of the box and he only found that out while onsite during the repair.
  - g. **Closed as Customer No Show** – when the appointment was set, the technician went onsite for the service but the End User was not home. The technician to get paid for this visit, he needs to follow a specific procedure, which is:
    - i. Call the main office to report End User Not home
    - ii. The Agent who answers the phone, will put the technician on hold and try to reach End User on the phone numbers available, leaving a message stating tech is at the house and there is no one there.
    - iii. Request tech to wait 30 minutes to give the opportunity for the End User to arrive to the service repair
    - iv. After 30 minutes, if End User still not home, technician to contact main office and close the ticket.
    - v. All this information needs to be logged into the notes of the system with correct time frames showing tech was onsite within the correct time frame of the appointment that was set.
  - h. **Closed as Dead on Arrival** – When the technician requested a part for the repair, it was the correct part but the part was DEAD. A new part, same part, will be ordered again and a new visit will be needed to complete repair.
6. **Closed as Diagnose Completed** - When tech technician went onsite for the first time without any parts just to diagnose what was the issue with the unit and it is requesting parts to continue repair. A new visit will be needed to finalize repair. Following the PINK SQUARE, this is the section where you will enter the answers from the technician to the issues he found onsite or what he has done to the unit.

Let's follows the Closing Questions and give you an example of a closing notes to be entered in the PINK SQUARE:

1. **Tech onsite..**
2. **Unit was leaking water from the bottom**
3. **Contacted LG support, troubleshoot the unit...**
4. **A drain pump will be needed, case number CNM8034342405343**
5. **Part number ARF93329DE DRAIN PUMP needs ordered**
6. **Closed as Diagnosed Completed**

So, a closing notes would look something like:

“Tech onsite..Unit was leaking water from the bottom..tech contacted LG support, troubleshoot the unit..a drain pump will be needed ...case number CNM8034342405343.. Part number ARF93329DE DRAIN PUMP needs ordered..Closed as Diagonosed Completed.”

7. Following the PINT ARROW, you need to make sure the serial number of the unit is correct.

In case the technician did not use all the parts to repair the unit, the un-used parts needs to be returned to the Manufacturer, Warranty Company or Part Supplier, so you need to make sure you indicate on these un-used parts that they need to be returned by adding the RA Return label to the part, by going to the ticket after closed and clicking the ADD SHIPPING LABEL link and adding the RA Return as you see in the picture below, after added:

The screenshot shows a service ticket management interface. On the left, there are search criteria fields for 'Ticket ID' and a 'Jump' button. Below that are sections for 'Prior Tickets' (listing '30311') and 'Serial History' (also listing '30311'). The main area displays a list of parts used in a repair. For each part, there is a table showing details like Command, Qty, Code/SKU, Component Name, Invoice Number, and Total cost. To the right of the part table is a 'Shipping Labels' section, which contains two tables. The first table lists tracking information: Tracked (True), Courier (UPS), Destination (To Tech), and Label (1Z13E1531356148423). The second table shows an alternative: Tracked (False), Courier (None), Destination (RA Number), and Label (RA NEEDED). Both tables have 'Edit' links. A red box highlights the 'Label' column in both tables.

Command	Qty	Code/SKU	Component Name	Invoice Number	\$Amount	\$Tax	\$Ship	\$Total	Shipping Labels																								
Edit	1	2H01102J	MOTOR ASSEMBLY, SYNC.	AI05570483	\$1.23	\$0.00	\$0.00	\$1.23	<table border="1"> <tr> <td>Tracked</td> <td>Courier</td> <td>Destination</td> <td>Label</td> </tr> <tr> <td>True</td> <td>UPS</td> <td>To Tech</td> <td>1Z13E1531356148423</td> </tr> <tr> <td>False</td> <td>None</td> <td>RA Number</td> <td>RA NEEDED</td> </tr> </table> <table border="1"> <tr> <td>Tracked</td> <td>Courier</td> <td>Destination</td> <td>Label</td> </tr> <tr> <td>True</td> <td>UPS</td> <td>To Tech</td> <td>1Z13E1531356148423</td> </tr> <tr> <td>False</td> <td>None</td> <td>RA Number</td> <td>RA NEEDED</td> </tr> </table>	Tracked	Courier	Destination	Label	True	UPS	To Tech	1Z13E1531356148423	False	None	RA Number	RA NEEDED	Tracked	Courier	Destination	Label	True	UPS	To Tech	1Z13E1531356148423	False	None	RA Number	RA NEEDED
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I hope this manual was instructive. You have a lot more to learn. It should take up to 3 months for you to become familiarized with the system but this guide will help you understand the first steps in the administration process of the service repairs from Best Servicers of America.

Welcome,

The Management.