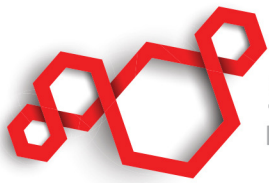


Top 10 Servicer/Repairer FAQ's

1. How can I update my profile information to show my phone number, email and fax number?
To correct or update your profile information, log into your profile and select maintenance and dispatch office. From here you can select edit to edit your phone number, email and or fax number.
2. Who do I contact for issues with incomplete claims?
Contact ServicePower customer support via email or phone, service@servicepower.com or call 1-800-377-3678
3. How do I retrieve my user name and password for ServicePower?
Contact ServicePower customer support via email at service@servicepower.com. Please include your company name, profile ID, and phone number. You can also call us at 1-800-377-3678
4. I am not able to view all of my information once I log into ServicePower?



Please log into your profile and go to the main page.
Select language as either US English or English Canada
(correct country language must be selected)

5. How can I view which claims I will be paid for?

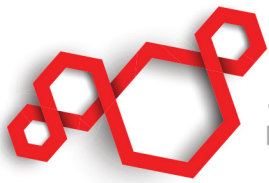
Log into your profile and select claims and payment history. Select the manufacture from the drop down list and select ok. A list of check or EFT payments will be displayed. Select each check or EFT number to view the claims associated to it.

6. How do I attach a document to a claim for POP or certificates?

Once a claim has been submitted to a manufacture, you will have the ability to attach a document. Open the claim and select the red document button located at the top of the claim form. Add the description of the document and select the category. Select choose file and select the file to add from your computer. You must select submit for the document to upload.

7. How do I order parts thru ServicePower?

Part ordering is available for different manufactures. From your main screen select incomplete calls and



select the call number. Within the call details you will have the option for parts order listed under the product information. Select the parts order button to order parts for that call.

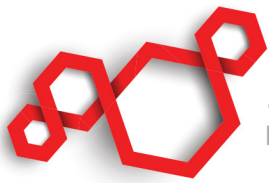
Encompass part ordering is available from this button as well as part search part ordering.

8. How do I correct claims showing invalid W9 Tax ID?

Claims will be auto corrected once your W9 Tax ID information has been updated. To update your tax ID log into your profile and go to your main screen. To the right on the main screen, select the red EFT and Tax ID info button. This will allow you to enter your bank information and also tax ID info. (You must enter the same information you enter when filing your taxes. Your information is submitted to the IRS for verification)

9. I am not able to view my manufactures list when I submit a claim?

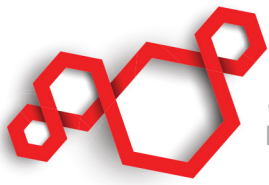
If you are not able to view your manufacture drop down list, you may need to clear your cache. Cache enables you to view web pages faster but can become



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full after any length of time. To clear your cache, you will need to hold control + F5 on your keyboard simultaneously.

10. Who do I contact for help with Electrolux/Frigidaire claims in manufacture review?
You must contact the servicer assistance team directly at Electrolux. Please call 866-646-6810 for more assistance.



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