



## Top 10 Servicer/Repairer FAQ's

1. How can I update my office location information?
  - a. To correct or update your contact information, log into your profile at [my.servicepower.com](http://my.servicepower.com), select Maintenance > Dispatch Office. From there you can select which part of your office location you'd like to update.
2. How do I correct Incomplete status claims?
  - a. Incomplete claims can be correct by you, log into your profile at [my.servicepower.com](http://my.servicepower.com), select Claims > Claims Search > Status I-Incomplete > Search, from there you can click on each Claim Number you wish to update.
3. Who do I contact about claims in Rejected, Manufacture Review, or Manufacture Reject status?
  - a. For these status types please contact the manufacturer or extended warranty administrator who you are filing the claim with.
4. How do I retrieve my user name and password for ServicePower?
  - a. Go to [my.servicepower.com](http://my.servicepower.com), on the login screen under the Login button click Forgot password? Then enter your Username (ex. ABC12345), and your password will be emailed to you at the address you have on file.
5. I am not able to view all of my information once I log into ServicePower?
  - a. Please log into your profile at [my.servicepower.com](http://my.servicepower.com), from the main page click your Username/Profile ID at the top right corner of the page, then select Language, then select the correct country language for you.
6. How can I view which claims I will be paid for?
  - a. Log into your profile at [my.servicepower.com](http://my.servicepower.com) and select Claims > Payment History. Select the Manufacturer from the drop down list then select OK. A list of check or EFT payments will be displayed. Select each Check/EFT number to view the claims associated to it.
7. How do I attach a document to a claim?
  - a. Once a claim has been submitted, depending on who you are filing the claim with, you may have the ability to attach a document, such as a proof of purchase. Open the claim and if the option is available (depending on manufacturer or network) you will see a Documents (0)



button located at the top of the claim form. Click Documents (0), add the Description of the document, select the Category, click Choose File to upload your document, then click Submit.

8. How do I order parts thru ServicePower?

- a. Part ordering is available for some manufacturers and warranty administrators. From your Main screen select Service Calls, then either go to Search Calls and enter the Call Number if you have it, or go to Incomplete Calls and select the Call Number. If the manufacturer or warranty administrator who sent you the call allows part ordering from the call then under Product you will see a blue button that says Parts Order. Proceed through the options from there.

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

- a. If the claim error message simply asks you to update your Tax information do the following:
  - i. To update your Tax ID, log into your profile at [my.servicepower.com](http://my.servicepower.com). On the left select Claims then select EFT & Tax ID Info. This will allow you to enter your Tax ID information as well as bank information, if you wish. The information you enter here must be an exact match with what you submit to the IRS as it submitted to the IRS for verification. Claims will then be automatically re-submitted once your W9 Tax ID information has been updated and no additional action is needed by you to have the claim go in to a S-Approved status.
- b. If the claim error message asks you to email a copy of your W9 to [processing@servicepower.com](mailto:processing@servicepower.com):
  - i. Please email your W9 dated for the current year to [processing@servicepower.com](mailto:processing@servicepower.com). Please ensure you've completed all necessary fields including line 1 and be sure you've signed and dated it. If you need a current W9 form you can obtain one here: <https://www.irs.gov/pub/irs-pdf/fw9.pdf>  
Your W9 will be promptly processed by ServicePower's processing department. If the information on your W9 passes IRS validation, your claims will be automatically re-submitted within five business days. If the information on your W9 does not pass the IRS validation, a ServicePower representative will contact you to request an updated W9.