

**** Work Order Instructions/Payment Steps - Read This First ****

Now that you have accepted a Work Order, there are things that you must do to efficiently get the job done and to get paid promptly:

1. Review the Work Order **C-A-R-E-F-U-L-L-Y** so you understand the scope of work and all instructions. You are completing the Work Order on behalf of the buyer CompUSA, Inc. and being paid through OnForce.
2. Since you are completing the Work Order on behalf of the buyer, communicate directly with them and follow their instructions.
3. Remember, only the buyer controls the spend limit. Do not perform work outside the original scope of work before the spend limit is increased by the buyer (if this is an option) and you have verified the new spend limit amount has been indicated on the Work Order.
WARNING! OnForce is a venue and does not control spend limit or scope of work and has no authority to make any changes. For spend limit or scope of work changes, please follow the instructions indicated on the Work Order directly. Additional contact should be limited to the support contact listed on the Work Order. If you do perform additional work without buyer approval and a spend limit increase, you are at risk for not being paid for the work performed.
4. If requested, set an appointment with the end user. In the **Actions** section of the Work Order, enter the appointment time. Print both copies of the Work Order and bring both copies to the work site.
5. **Communication is very important!** Make liberal use of the Work Order notes function. This produces an on-line record for everything you do from Work Order acceptance through payment.
6. NOTE: If you are a member of this buyer's Preferred Provider Network, additional terms may apply.

Go to On-Line Office menu: **Work Orders>Active Work Orders** and click on "**add note**" to the right of the Work Order. Type your note, and hit the "**Click Here to Save a Note**" button. The note is saved and an email with the note is sent to the creator of the Work Order. The creator of the Work Order may also use the Work Order notes section to communicate with you.

How to get paid quickly:

- * Complete the job professionally as indicated in the "Scope of Work section." Be sure to follow the buyer's closing instructions, if applicable. Remember, to get paid the buyer must be 100% satisfied.
- * Get signatures on both copies of the Work Order. Leave Customer copy with the end user. File the other copy for your records and follow any processes indicated in the Work Order instructions.
- * Complete for payment: From On-Line Office menu: **Work Orders>Active Work Orders**, click on "**Complete for Payment**" and fill in the required fields, including your charges (even on flat-fee Work Orders).
- * The buyer is automatically notified by our system to review and approve your payment. When the buyer states that they are satisfied and approves payment, you receive immediate credit in your On-Line Office, less our 10% commission.
- * If you are the Provider Supervisor, be sure you have set-up a linked bank account. Use On-Line Office menu: **My Payments>My Bank Account** to do this. When your local bank account is linked, request a Direct Deposit to your bank account with On-Line Office menu: **My Payments>Withdraw Funds**.

If you follow these steps accurately, the Work Order process will be seamless for you and our buyer.

*** Please follow the Buyer's Work Order instructions for any required phone contact(s) or status update(s) ***

Updating Your Work Orders from the Road

The Buyer requires the following Sub-Statuses to be set:

100 - Technician On-site

Get paid fast! Updating Work Orders helps clients close Work Orders.

Our call in system is the fastest, easiest way for you to make status updates while you're out of the office.

Here's how:

1. Dial the following number: 888.209.0727 (primary) or 888.208.6840 (in case of problem with primary).
2. At the first prompt, enter the Work Order id: **42081431 then press #.**
3. At the second prompt, enter the Work Order access code: **842566 then press #.**
4. Last, **enter the appropriate Sub-Status code below and press #.**

Standard Sub-Status Codes

100 - Technician On-site

110 - Job Done, to be Completed for Payment

200 - Rescheduled

320 - Cancelled by Technician

400 - Part on Order

900 - End User No Show

920 - Site Not Ready

930 - Out of Scope/Scope Mismatch

940 - Spend Limit Increase Needed

Custom Sub-Status Codes (these are specific to Work Order 42081431)

440 - Part Received - by Technician

530 - No Communication or Notes

950 - Additional Work Required

960 - Additional Part Required

Alternative Sub-Status update methods:

Update via your mobile device at:

<http://wap.onforce.com>

Update via your On-Line Office at:

<http://www.onforce.com>

TECHNICIAN COPY

Work Order #42081431

Service Location	Service Details	Summary
<p>Click here for directions</p> <p>CompUSA, Inc. James Jacobs 9361 NW 15th Street Fort Lauderdale, FL 33322 Location Type: Residential 954.473.4448 End User Contact: James Jacobs 954.473.4448</p>	<p>Category: Software Service & Support-> Scope of work: Virus Scan Removal</p> <p>Details: Boot unit to validate the issue. Determine if restoration is necessary, removed virus and recommend to the customer they purchase spyware/virus removal software.</p> <p>TECH NOTES -- - Sunrise to nob hill, pass nob hill and make the 2nd turn</p> <p>ASSESSMENT -- 1: What error message or symptoms are you receiving? - Vitus Scan 2: Is your data backed up? If not, we will do the best we can to save your data, however it is not guaranteed. - back up my data 3: Do you believe you have any anti virus or anti spyware software? - yes</p> <p>PART SHIPMENT -- None</p> <p>Special Instructions: Updated information now found on attached PDF's. Please print and read.</p> <p>Special terms: Service Provider Policy and Procedures</p> <p>APPOINTMENT CANCELLATION: Per OnForce: By accepting this Work Order you have entered into a legally binding contract to perform the services described. Service Provider cancellation may result in suspension or deletion from the OnForce system. In the event that you have no alternative but to cancel, DO NOT contact the customer. All cancellations should go through OnForce.</p> <p>Payment for client cancellation, with a notification of less than 24 hours is \$30.00; any cancellations notified beyond 24 hours should be cancelled for \$0.00. The full price of the work order will be remitted ONLY if the scope of work was completed.</p> <p>CUSTOMER NO SHOW: Call 888-209-0727 or 888-208-6840 to confirm your arrival, wait 15 minutes and try again. If in fact the customer is not on site, fill out and attach the Door Hanger and call 888-209-0727 or 888-208-6840 to report customer No-Show.</p> <p>Payment for a customer no show is \$45.00. The full price of the work order will be remitted ONLY if the scope of work was completed.</p>	<p>SL: 55 Flat fee work order: Yes Tech to supply parts? NO. This Work Order is for labor only. If parts are specified, the buyer is to supply the parts.</p>
<p>Support Contact</p> <p>** For SL or scope of work changes, call the Support Contact. **</p> <p>General Work Order Support 800.381.5474</p>		<p>Provider</p> <p>ScottRichman 305.551.2009 Mobile: 786.205.3701 Scott Richman (Tech ID: 17192)</p>
<p>Additional Details</p> <p>Tech should arrive no sooner than: Mon Nov 27 2006 @ 2:00pm local Tech should arrive no later than: Mon Nov 27 2006 @ 4:00pm local Scheduling Notes: Updated information now found on attached PDF's. Please print and read. Dress code: Business Casual Creation date: Sun Nov 26 2006 Creation time: 2:07pm ID: 386062 ReturnAirbill: PartsInstalled: NumberofPartsInstall:</p>	<p>Resolution</p>	<p>Service Times</p> <p>Date #1: _____ to _____ Date #2: _____ to _____ Date #3: _____ to _____ Date #4: _____ to _____</p>
<p>Sub-Status Updates</p>		<p>Notes</p>
<p>Work Order Access Code: 842566 Buyer requires tech to set: 100 - Technician On-site Please use a method below: IVR: 888.209.0727 or 888.208.6840 WEB: www.onforce.com WAP: wap.onforce.com</p>	<p>Work Order Notes</p>	<p>Print Buyer Name:</p> <p>I agree that the work described above has been completed to my satisfaction</p> <p>Buyer Signature:</p> <p>Tech Signature:</p> <p>Date:</p> <p>Thank you for using our service. Your business is greatly appreciated!</p>

CUSTOMER COPY

Work Order #42081431

Service location

[Click here for directions](#)
James Jacobs
9361 NW 15th Street
Fort Lauderdale, FL 33322
Location Type: Residential
954.473.4448
End User Contact:
James Jacobs
954.473.4448

Service details

Category: Software Service & Support->
Scope of work: Virus Scan Removal

Details:

Boot unit to validate the issue. Determine if restoration is necessary, removed virus and recommend to the customer they purchase spyware/virus removal software.

TECH NOTES --

- Sunrise to nob hill, pass nob hill and make the 2nd turn

ASSESSMENT --

- 1: What error message or symptoms are you receiving? - Vitus Scan
- 2: Is your data backed up? If not, we will do the best we can to save your data, however it is not guaranteed. - back up my data
- 3: Do you believe you have any anti virus or anti spyware software? - yes

PART SHIPMENT --
None

Resolution

Notes

Thank you for using our service.
Your business is greatly
appreciated!

Print Buyer Name:

Buyer Signature:

Tech Signature:

Date:

Additional details

Tech should arrive no sooner than:
Mon Nov 27 2006 @ 2:00pm local
Tech should arrive no later than:
Mon Nov 27 2006 @ 4:00pm local
Dress code: Business Casual