ServiceChannel
Transparency Drives Performance

Contractor Request Form for Web Service Integration with Clients

INSTRUCTIONS
ServiceChannel is a collaborative environment, so it is critical that all parties explicitly approve any data changes/ transfers. Please fill in the **Requested by Contractor** column and return this document, signed by the client, to **scintegration@servicechannel.com**.

NOTES
Please note the following specifics about Web Service Integration:

1. Work order updates via XML follow the same rules as on the website, with the primary purpose of removing double entry between contractor and ServiceChannel systems

2. IVR check in/out and/or transferred internal check in/out data will be posted to IVR data for the contractor

3. The contractor will be able to update notes in the system immediately and improve overall communication via web service integration.

4. In the future we may ask you to remove 'AUTO-DISPATCH' from our PM Schedule.

Agreement Document

Contractor/Representative Name: _____

Client: _____

Type of Transfer	Requested by Contractor		Agreed by Client	
Allow contractor to complete work order and put it directly into billable status Completed or Completed - Confirmed. (Typically Clients check **No** here.)	☐ Yes	☐ No	☐ Yes	☐ No
Allow contractor to complete work order and put it into non-billable status of Completed - Pending Confirmation.	☐ Yes	☐ No	☐ Yes	☐ No
Allow contractor to update work order and put it into non-billable status other than Completed - Pending Confirmation (On Site, Parts on Order, etc.)	☐ Yes	☐ No	☐ Yes	☐ No
Allow contractor to transfer internal check in/out data, in lieu of IVR check in/out. (If caller ID from the store phone is **required**, you may want to check **No**.)	☐ Yes	☐ No	☐ Yes	☐ No
Allow contractor to post notes and/or scheduled date changes from their internal system	☐ Yes	☐ No	☐ Yes	☐ No

Comments:

_____

Client Signature (Full Name) _____ Date: _____

Client Signee (Print Name) _____