

Payments & Statuses



I. ESP ORIGINATED CLAIMS

JOBS APPROVED IN ESP, BUT NOT INVOICED

Jobs that were approved in ESP prior to Nov 5th converted to ServiceBench as a claim Under Review. For payment, please submit an itemized invoice to Accounts Payable apcchs@cchs.com

JOBS NEVER APPROVED IN ESP

Jobs that were never approved in ESP converted to ServiceBench as a job. You can process these as you would a normal ServiceBench job by clicking Create Claim to enter your diagnosis and pricing. If the approval differs than your amount requested, click ESCALATE within 48hrs so the approval can be reviewed.

LOCATE ESP JOBS IN SERVICEBENCH

ESP jobs that were never invoiced in ESP can be found in ServiceBench by following instructions below. (For jobs invoiced in ESP, see "ESP PAID HISTORY" instructions on last page.)

The screenshot shows the ServiceBench interface with the following elements:

- Navigation tabs: JOBS, PARTS, CLAIMS, CONTRACTS, REGISTRATIONS, REPORTS.
- Search bar: "Search by Job ID" with a magnifying glass icon.
- Left sidebar menu:
 - JOBS MAIN
 - Rejected / Expired Jobs
 - Escalated Jobs
 - Scheduled Jobs
 - PROCESSING
 - Create Service Order
 - Search Service Orders and Jobs** (highlighted with an orange box and labeled "Step 1")
- Main content area:
 - Section header: "SERVICE" (partially visible).
 - Text: "Step 2 : Type the claim number here" with an arrow pointing to the CRM Number field.
 - Form fields:
 - Service Job ID = [input field]
 - CRM Number = [input field]** (highlighted with an orange box)
 - Phone Number = [input field]

II. SERVICEBENCH ORIGINATED CLAIMS

CLAIM STATUS

- If you know the Claim Number enter it in Claim Search Box

CLAIMS

CCCKB1P7CT

CLAIMS MAIN

PROCESSING
Claim Hotlist

- If you only know the Job Number, locate the Claim Number from the Job page

JOBS

SCCKBHSFQD-3

JOBS MAIN

Rejected / Expired Jobs

Search Service Orders and Jobs

Service Administrator Service Job

RECENTLY VIEWED JOBS

SCCKBHSFQD-3 Cross ... MAX CR...

SCCKAG251H-1 Cross ... SHANN...

COUNTRY HOME SERVICE

Service Job ID SCCKBHSFQD-3

PRODUCTS

Claim Number	Line Number	Product Line	Model ID
CCCKB1P7CT		FURNACE - LP GAS	TUC1B0809421

- View Status

GENERAL INFORMATION

ESCALATIONS

CLAIM

Claim Number CCCK81Z4P8 Service Job ID SCCK8DVFV8-1

Claim Submitted Date 8/24/2017 3:17 PM EST Date Paid 9/5/2017

CRM Number Claim Status Paid

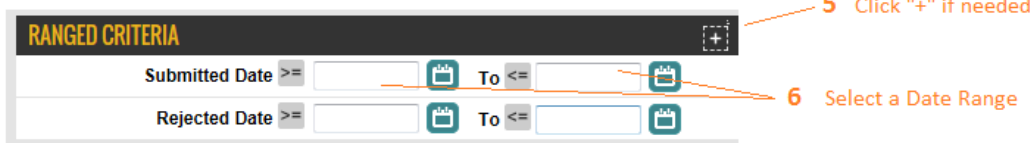
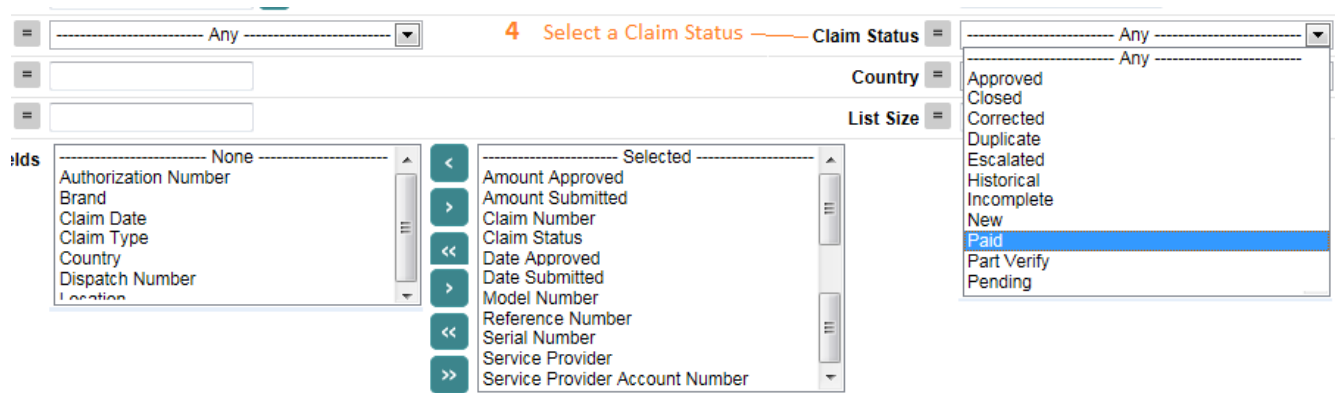
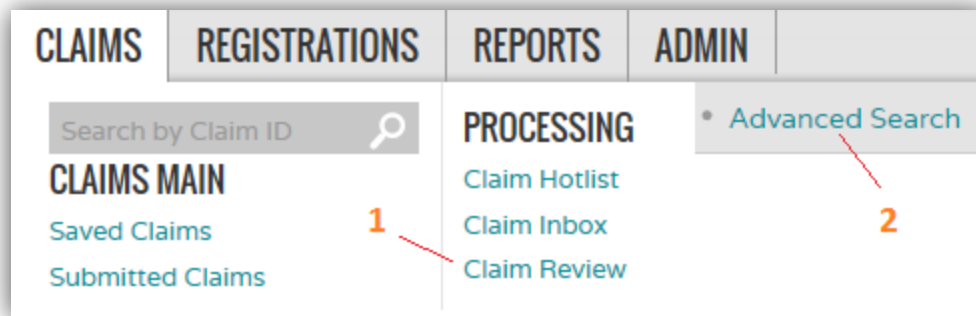
Amount Approved 180.00

- **Important**
- If your claim was approved for a different amount than what you requested, you must click ESCALATE within 48hrs. After 48hrs, the claim goes to Accounts Payable for payment.

PAYMENT / STATUS REPORTS

Important Statuses

- Paid = Accounts Payable distributed payment
- Transferred = Accounts Payable in process of paying
- Saved = Still needs to be Submitted
- Rejected / Under Review = If agent has not followed up with you, click ESCALATE



ESP PAID HISTORY

Note: All ESP claims have not fully uploaded to ServiceBench yet.

