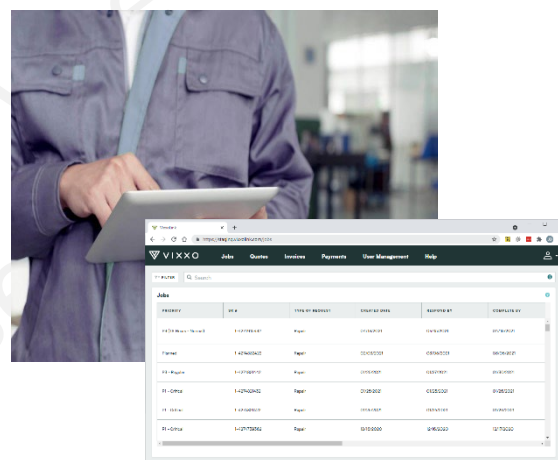


Vixxo Service Provider Handbook



Your guide to a successful start to working with Vixxo and in our customer sites.

Our team is excited to have you partner with us on our mission to serve our customers. Our customers don't consider us a facility maintenance vendor, but a true partner focused on their needs. That's why we partner with experienced service providers with a strong work ethic and a shared desire to help clients resolve problems.

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Vixxo's Purpose and Core Values

Our dedication extends beyond serving clients; it encompasses partnerships with our providers and the communities we cherish. This commitment is reflected in our company purpose and core values.

Our **purpose** is to keep facilities, providers, and local communities running at their best, ensuring businesses stay open, providers remain in business, and communities continue to thrive.



Vixxo Core Values



Our core values drive everything we do:

- **Win Together** – Collaboration is key to creating solutions that benefit everyone.
- **Wow the Customer** – Every interaction is an opportunity to go above and beyond.
- **Do What's Right** – Integrity is at the core of our decision and actions.
- **Make Your Impact Felt** – We encourage innovation and bold thinking.
- **Execute with Urgency** – We act quickly and decisively to deliver results.

Service Provider Agreement Overview

We try to make it easy for you to do business with us and complete work for our customers. The terms in the Service Provider agreement should be clear as to how we will conduct business together; However, we've summarized several key points related to daily operations from the document so you have clear visibility as to how you will work with our teams and through our systems to accept, document, and invoice the work we may dispatch to you.

Self-Performance of Services

- Service Providers are required to self-perform services

Subcontracting is not allowed unless specifically approved by Vixxo

Understanding Service Level Agreements (SLAs)

Meeting Vixxo and Customer SLAs is critical. There are core SLAs that will be critical to meet or exceed which will be specified in each dispatch notification. These include:

- Accepting Service Requests and Setting ETAs
- Technician Arrive On-site Time
- Job Completion Time

Technician Expectations

As the Service Provider, you are responsible for training and managing your technicians on:

- SLA Compliance
- Adherence to our service request process
- Consistent and accurate use of Vixxo's mobile technology.
- NTE (Not to Exceed) approvals
- Communicating updates to ETAs or scope of work changes
- Accurate documentation of work completed
- Store signed work ticket or clearly written name
- Submission of quotes within 24 hours.
- Before and after photos of work performed at each visit
- Presenting a professional appearance and providing excellent customer service

Technician Timing In, Documenting Work Performed, Timing Out/Job Completion

All activities related to processing and documenting a Service Request for our customers are required to be entered into our mobile technology systems: the VixxoLink Mobile App.

Workmanship warranty

- Reactive service requests – 90 days workmanship guarantee
- Scheduled maintenance requests – 30 days workmanship guarantee

Not to Exceed (NTE) Process

If a technician is on-site and they will be exceeding the site limit or NTE, the technician is required to call into the Service Center before completing the additional work.

The NTE increase will need to be approved by the Service Center before the technician proceeds to ensure complete payment for services performed. Failure to follow this process can result in rejected invoices in excess of the NTE.

Quote Submission

- All quotes are required to be submitted within 24hrs
- Include a description of the original request and what was found when on site
- Outline the method of repair to be performed
- Include both incurred charges and return charges
- Quotes require a cost breakout of labor and materials; "lump sum" quotes will be rejected
- Utilize the rates on file via your most recent agreement
- Quotes are required to be built and submitted through VixxoLink.com. Contact the Service Center if a technician is on-site or if the quoted work is related to emergency services

Invoice Submission

- Invoices must be itemized and submitted within 5 days of service completion
- Invoices must be submitted with the signoff sheet showing the client's signature, before-and-after photos, or any additional supporting documentation as needed.
- Invoices submitted for a cancelled service request will be rejected by Vixxo
- Invoices are required to be built and submitted through VixxoLink.com.

Connect with Vixxo Facilities Solutions

- There is a dedicated Accounts Payable/Service Provider Helpdesk phone #: 866-988-5376
- For support with a specific Service Request, NTE approval, call the 24/7 Service Center at 888-928-3276 which is also located on the Service Request record in VixxoLink and in the dispatch notification.
- For training, FAQs, or to submit a support ticket, use the [Vixxo Help Center](#). You can search by keyword or browse the information by topic

Overview of a Service Request

Service Request Workflow – High Level Summary



Overview of the flow of a typical Service Request:



1. The Vixxo Client Team receives a Service Request and dispatches the Service Request to you, the Service Provider, via email; the Service Request also becomes visible in VixxoLink as needing an ETA.
 - a. Accept the Service Request in VixxoLink and set an ETA within priority expectations
 - b. If you are unable to meet the urgency, decline the Service Request in VixxoLink and indicate the earliest you can make it on-site. Our team will review and may accept your proposed ETA.
 - c. If you cannot handle the scope of work, please decline the Service Request in VixxoLink immediately.
2. The Service Provider assigns a technician to the job.
 - a. Only one (1) Technician is allowed on-site unless you have prior authorization.
3. The Technician reviews the service request details (location of service, scope of work, NTE, etc.) prior to heading to the site.
4. Once the Technician arrives on-site, they will time-in via VixxoLink mobile app and then request to be shown the area where the issue is located.
 - a. VixxoLink uses geofencing: the Time-In button is only available once the technician has arrived on-site. If they are denied service, they must contact the Vixxo representative listed on the service request before leaving the site.
 - b. If the work exceeds the set NTE amount, please contact the Service Center at 888-928-3276.
5. The Technician makes the necessary repairs and documents the work via photos, notes, measurements, etc.
6. The Technician completes all repairs, cleans up the area, and takes after photos. While timing out, all notes, documentation and pictures are to be added to the service request in VixxoLink before obtaining the required sign-off from the manager on duty.
 - a. If a return is needed, please provide status of the repair, next steps with timeline, materials needed, etc.
 - b. Set a Return ETA showing urgency with efforts to stay within Completion SLA
7. If the job is completed, the Service Provider creates an invoice via VixxoLink, making sure all documentation, notes and photos are present, and attach a PDF of their in-house invoice. The invoice is automatically sent to the Vixxo Accounts Payable team.
8. If the invoice fails the automated audit process, it will be manually reviewed by the Vixxo Client Team for approval.
 - a. If it is not approved, they request revisions or additional supporting documentation.
9. If it is approved, the Vixxo Client Team will give their approval for Vixxo Accounts Payable team to process the invoice.
10. The payment is queued in the accounting system for payment to the Service Provider according to the payment terms.

Vixxo's Technology – for your Back Office and Your Technicians

To complete work for Vixxo's customers, you and your technicians are required to use our technology solutions to conduct work in the field and manage back-office functions. Here's a summary of how our technology is used, by the type of user:

Service Provider Back Office

Technology/System Used:

- VixxoLink.com Website

Used for:

- Creating and Managing Technician User Accounts
- Accepting/Declining Service Requests
- Reviewing Service Requests
- Setting/Updating ETAs
- Add Notes to Service Requests
 - Flag Notes as Action Required for Vixxo CSRs
- Building and Submitting Quotes
- Submitting and Reviewing Invoices
- Reviewing Payments

Field Technician

Technology/System Used:

- VixxoLink Mobile App (in Apple and Google App Stores)

Used for:

- Reviewing Open Service Requests
- Updating ETAs
- Timing In
- Documenting Work Completed
 - Service Photos
 - Actions Taken
 - Parts Used and Expenses
 - Notes
- Adding Assets
- Communicating a Return Visit is Needed
- Customer Sign Off Process

Getting Started with Vixxo's Technology

You should have already received an e-mail with your initial account set-up information to begin using our technology. As a reminder, you will need to create your technician accounts before directing techs to download the VixxoLink mobile app.

Detailed information about getting started using our systems can be accessed 24/7 in the [Vixxo Help Center](#). There are user guides, training videos, and instructions for technicians on how to get and use the VixxoLink Mobile app. There are also links to live training events with the Vixxo team in the event you need a refresher on our processes and how to use our technology to complete work for our customers.

Vixxo's Websites and E-mail Domains (Whitelist Information)

To ensure you can receive emails from Vixxo and are able to access our web-based technology platforms from within your IT environment, we have created documentation outlining our Technology Requirements in a consolidated reference document. This document provides a list of domains and sites used for e-mail communications and conducting business with Vixxo.

Please share this link/document with your IT team to ensure access is granted to the sites and domains listed: https://www.vixxo.com/hubfs/vixxo_technology_requirements.pdf

Technician Use of Mobile Technology

Using Vixxo's Mobile Technology is Required for Technicians – and Comes with Benefits

Technicians dispatched to Vixxo customer sites are required to use Vixxo's mobile technology to time in, document work performed, and time out of the Service Request. The Service Provider back office has an SLA related to "mobile compliance" and the expectation is that all Service Requests are documented accurately and with the level of detail our mobile technology makes it possible to collect.

About our Mobile Technology

Using real-time data, technicians can manage service requests more efficiently, with less paperwork and minimized Service Center phone calls.

Our technology allows Technicians to move from service request to service request across multiple sites and provides visibility into the current status of each service request. Technicians are required to utilize mobile to make service request status updates, which include updating ETAs (as needed), timing in/out, documenting work performed, obtaining customer sign-off, and providing follow-up information if additional work is needed.

When Techs use our Mobile Technology in the field, you save time

Technicians, as they document the work performed in our mobile app, are able to build several pieces of the invoice, like assets worked on and parts used - without seeing any pricing. This can help speed up the back-office's invoice submission process through our web portal. This means faster processing of the invoice and ultimately, faster payment for the provider.

Vixxo will continue to evolve and enhance our mobile platform to create a better more efficient user experience. The benefits of technician mobile compliance include:



Faster Asset Analysis & Management

Gain insight into analytics and history for accurate resolution



Real-Time Tracking

Greater visibility to current job status



Fewer Phone Calls

Simplify ETA updates, time in, time out, and job completion



Save Time

Streamline back-office procedures for quick invoicing



Paperless

Eliminate paper sign-off sheets with mobile signatures

Quote Requirements and Instructions

Whenever a Work Order is going to require additional time or materials outside of the approved amount allowable, **an NTE increase is required by the Service Provider**. In the event an on-site increase cannot be granted, the Technician will clock out marking the job as Not Complete and the Service Provider will be required to submit a Quote for the repairs. All quotes need to be entered through Vixxo Link. All NTE increases must go through the Service Center.

Key points regarding Quotes

- **All quotes should be itemized** - quotes with lump sum "buckets" of costs will likely be rejected until itemization is provided
- Quotes are required to be submitted within 24hrs from the initial visit to the client's site
- **Quotes needs to be created by the Service Provider in VixxoLink**
- **A quote should be considered as a time and materials estimate** that is subject to not to exceed (NTE) caps
- This means quotes, when submitted, should not be considered fixed quotes.

Resources for creating Quotes

- **Step by Step Documentation** - For a refresher on how to create a quote in VixxoLink, visit our [Vixxo Help Center](#)
- **Additional Training Opportunities** - If you or your team need additional training on entering quotes, we are here to support you. Please contact us at Service.ProviderManagement@vixxo.com to schedule a session and we can send you registration information.

Quote level of detail - it's important to include details and photos

To minimize delays and expenses, please be sure to include the following in every quote:

- Description of the root cause/issue
- Description of the recommended solution – a Scope of Work justification
 - Operational details that support the proposed resolution
- Detailed, itemized breakdown of labor - both the incurred and proposed
- Detailed, itemized breakdown of the costs and quantities of materials required to resolve the issue
- Material breakdowns need to include the make, model, specifications, or other pertinent information
- Misc. material costs for cleaning supplies or other general will not be allowed as this is seen as a cost of business
- Ancillary costs, including freight/shipping and any taxes
- Please provide lead time on the materials if an estimate is known
- Relevant "before **and** after" photos
 - Photos of the **current condition** need to be submitted along with the requirements listed above to provide evidence of the current issue
 - Photos are required **upon work order closure** as evidence the issue has been resolved (along with the usual detailed Resolution Notes)

If the work performed will exceed the Quote amount, contact the Service Center immediately

If a quote is approved and during the completion of the repairs, additional repairs are identified that could not have been foreseen, **the service provider must immediately notify the Service Center to obtain approval to proceed**. The Service Center will seek to obtain approval from our customer and will notify the service provider via email whether the additional repairs are approved or declined.

If approved, the email from the Service Center will contain the approval and corresponding additional amount the quote was approved for. The Service Center will also have the original approved quote revised reflecting the additional expenses and forward the revision to the Service Provider to ensure the correct billing is submitted.

Vixxo Help Center – 24/7 Online Information and Resources

The Vixxo Help Center was created to give you 24/7 access to information and make it easier for you to initiate a support request. We designed the Vixxo Help Center to be both informative and easy to use. Take a look at how you can search for information, browse by category, and, if needed, submit a ticket for support:

The screenshot displays the Vixxo Help Center interface. At the top, the Vixxo logo and 'Vixxo Help Center' are visible. A welcome message states: 'Welcome to the Vixxo Help Center. Before creating a ticket, please search for your issue or use the navigation sections below to browse our comprehensive knowledgebase.' Below this, there are three main sections: 'Search for answers & information', 'Browse by category', and 'Request support'.

Search for answers & information: A search bar is present with the text 'Search' and a magnifying glass icon. An arrow points to the search bar.

Browse by category: A section titled 'Browse by category' contains several buttons: 'Invoice Review & Inquires', 'Service Provider Contracts', 'Service P...', 'MyFSN', 'VixxoLink', and 'NTE/Service Center'. An arrow points to the 'VixxoLink' button.

Request support: A section titled 'Request support' contains a 'Support' button with a question mark icon. An arrow points to this button.

Knowledgebase: A section titled 'VixxoLink' contains a list of articles. The first article is 'How do I create a new VixxoLink User?'. The second article is 'Which jobs will my techs be able to see in the VixxoLink Mobile App?'. The third article is 'How do I create an invoice in VixxoLink?'. The fourth article is 'How do I create a quote in VixxoLink?'. The fifth article is 'I can't find the parts I need to create a quote or invoice in VixxoLink. What do I do?'. The sixth article is 'I don't see a Build Quote or Build Invoice button in VixxoLink. How can I create a Quote or Invoice?'. Below the list, it says 'See all 7 articles'. At the bottom of the section, it says 'VixxoLink General Support' and 'VixxoLink Training, Learning and User Guides'. A 'Support' button is at the bottom right of the section.

Support Form: A 'Contact us' form is shown. It includes fields for 'SP Request', 'Your name' (with the value 'Scott Smith'), 'Email address' (with the value 'your-email@address.com'), 'How can we direct your request?' (a dropdown menu), 'Company Name', and 'Phone Number (no dashes, no spaces)'. A 'Send' button is at the bottom right of the form.

Invoice Section: A section titled 'Invoice' contains a list of articles. The first article is 'How do I create an invoice in VixxoLink?'. The second article is 'Can you submit my invoice for me?'. The third article is 'Why is my invoice still in review?'. The fourth article is 'I am trying to submit my invoice in MyFSN but the invoice create button is unavaila...'. The fifth article is 'I don't see a Build Quote or Build Invoice button in VixxoLink. how can I create a Qu...'. The sixth article is 'Is there an option to submit invoices in bulk?'. An arrow points to the 'Invoice' section.