



Service Channel Provider App

VERSION: MAY – 2026

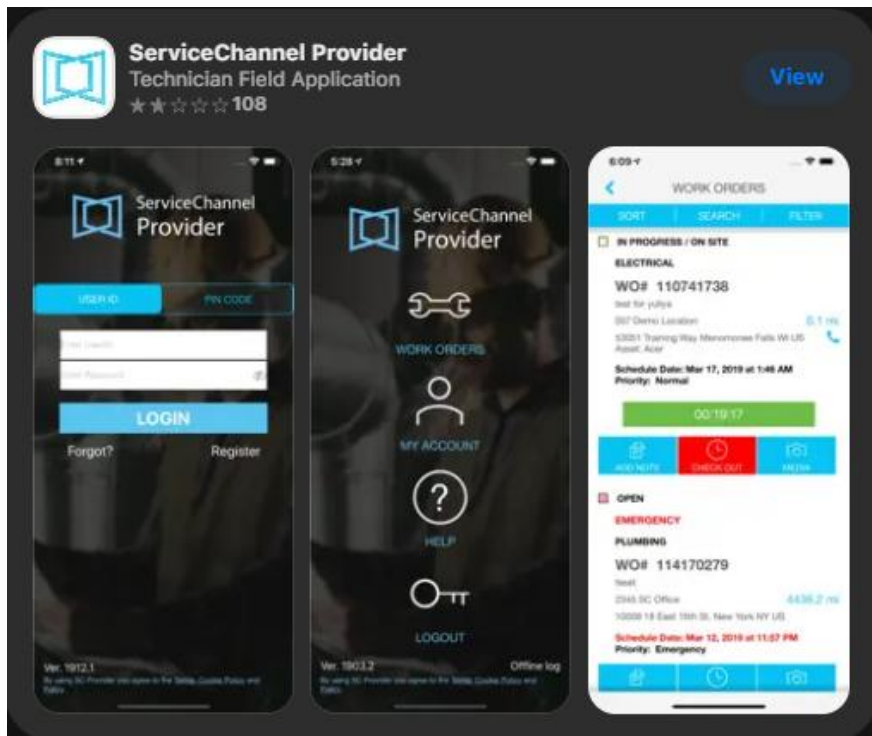
SUMMARY: Step by step process on using the Service Channel Provider App. Usage of this App for customers under this program will ensure timely payments and gives the technician or franchisee to review work to ensure the mandated process was completed.

CORPORATE RESPONSIBILITY:

- Corporate will dispatch ServiceChannel WOs as soon as they are released to respective Franchisees.
- Corporate will provide ServiceChannel credentials (if not given already).

FRANCHISE RESPONSIBILITY:

- Have Technician download ServiceChannel Provider App
 - a. APPLE STORE:



b. GOOGLE PLAY:

ServiceChannel Provider

ServiceChannel

ServiceChannel Provider helps you deliver great onsite service to your clients.



1.9★

694 reviews

100K+

Downloads

Install



Everyone

Learn more

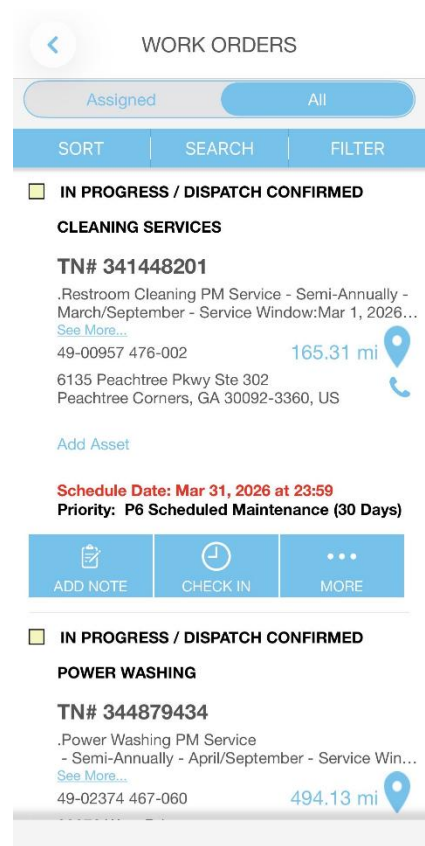
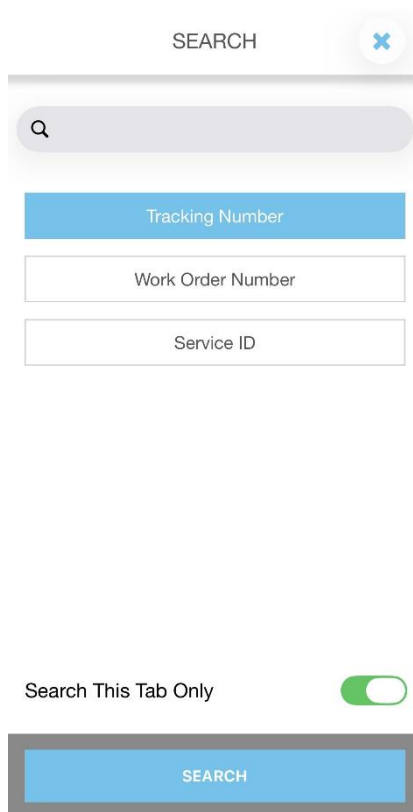
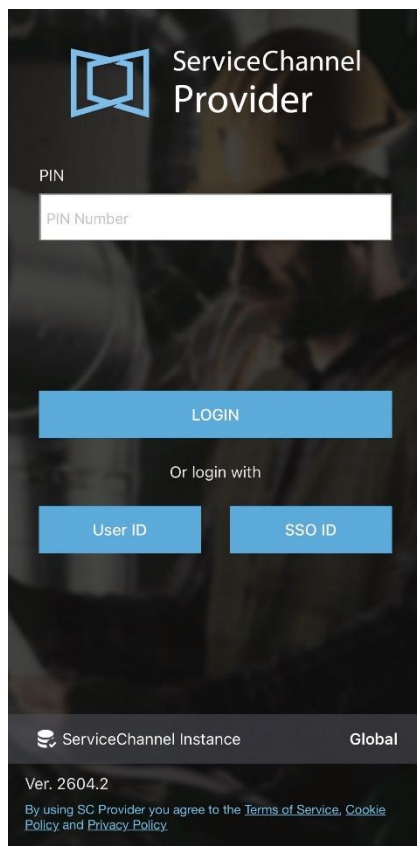


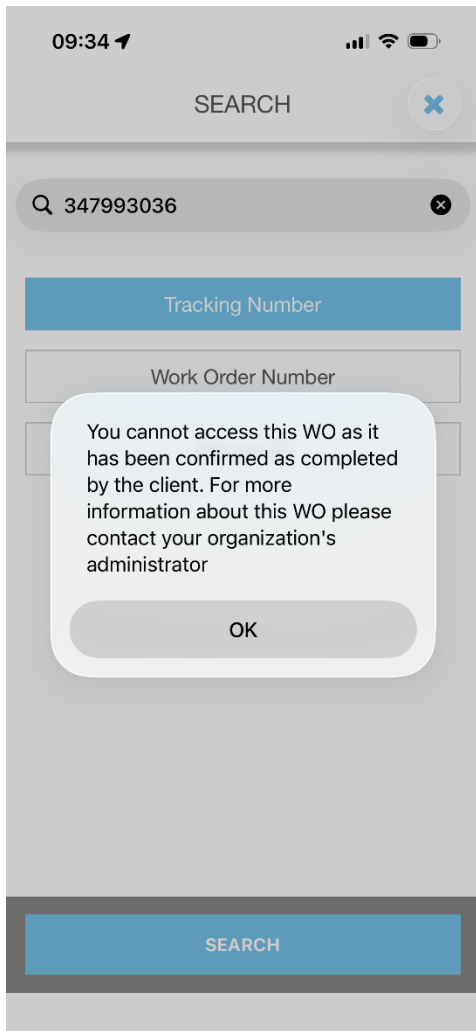
- **ENABLE GPS Location via the phone provider.**
- **LOG IN VIA USERNAME/PASSWORD OR PIN#**
- **If ever forgotten or lost, please use generic ServiceChannel information to complete the SOW.**

PIN#: 1385371

- **If ServiceChannel Provider App is not working due. Call the IVR# to check in.**
 - Dial 1-516-500-7776
 - Enter PIN#
 - Enter the Work Order #
 - Press the pound sign (#) to confirm number or zero (0) to re-enter.
 - The IVR system will indicate your successful check-in and provide the date & time. Check-in will change the status to "In Progress/On Site". This will be the status until you check out.
- **Once Scope of Work is finished. Call IVR# again to check out.**
 - Dial 1-516-500-7776
 - Enter PIN #
 - Enter Work Order #
 - Press pound sign (#) to confirm the number or zero (0) to re-enter
 - You will be asked to select job status:
 - Press one (1) if job is complete
 - Press two (2) if job is not complete and requires authorization (for demand tickets).

- iii. Press two (2) if job is completed but additional work is found (for PM tickets).
- iv. Press three (3) if job is not complete and requires parts.
- v. Press four (4) if job is not complete and requires a follow-up visit.
- Press pound (#) to confirm the job or zero (0) to re-enter the job.
- The IVR system will ask you for the number of techs on site.
- The IVR system will ask you for the number of techs on site.
- **Franchisee should review technician work to ensure the process is completed properly.**
- **Franchisee or the party who oversees technicians should also have the ServiceChannel Provider App downloaded.**
- **The person can log into the app and log in with either login credentials or PIN# to view work orders.**
- **YOU DO NOT HAVE TO BE ON SITE TO VIEW!**
- **LOG IN & SEARCH FOR THE WO THAT WAS GIVEN:**





WO was searched and this notification pops up:

- **If technician went out and completed the job, this means that the service was completed and the process was followed by mandated standards.**
- **If technician has NOT gone out to site, then the WO was cancelled by the customer, and franchise should reach out to Corporate National Accounts Team for more information.**

LINKS:

[SERVICE CHANNEL PROVIDER APP ONLINE HOW TO](#)

[IVR DIALING INSTRUCTIONS](#)

KEY CONTACTS:

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NOTES / SPECIAL INSTRUCTIONS:

- Any questions please reach out to the National Account Team.