

mySERVICE360™

Service Provider Onboarding

We're so glad you're going to be a part of My Service360™. You may have a few questions about how everything works, so we put together this handy list of frequently asked questions to help.

But first, let's meet your My Service360 Team:

Alexis Webb
Onboarding Manager
onboarding@my-service360.com

Q. How does My Service360 work?

When a customer needs service, they will submit a request through the online portal. If equipment troubleshooting doesn't solve the issue, our team will gather all of the info and contact a service provider – that's you! You will then have the opportunity to accept the dispatch.

We will communicate with you on behalf of the customer.

Q. What is the contact info for My Service360?

You can call or text us at **616.612.2208** or email us at onboarding@my-service360.com

Q. How will my company be dispatched for service?

Once you're fully on board, you will be listed as a service provider in our network. When customers contact us, we'll contact you!

Q. How do I handle billing and invoicing?

Please email invoices to the customer and copy us at invoices@my-service360.com. The customer will then pay you directly.

We're looking forward to partnering with you!

Visit my-service360.com to view your tickets, provide updates and upload invoices.