

# SENDAGUY NOW process for contractors

## STEP 1:

Contracting Company applies to join the SENDAGUY Network at [sendaguy.com/contractor-invitation/](http://sendaguy.com/contractor-invitation/)



## STEP 3:

Restaurant sends out a service request via mobile device.



## STEP 2:

If application is approved, Contractor downloads the app and sends email to his service techs to download the app to their mobile devices



## THIS IS OUR SPECIAL TECHNOLOGY THAT MAKES US UNIQUE

### STEP 4:

SAGN matches the details of the service request with the skillset of nearby technicians in the proximity of the service request, and identifies a match.



### STEP 5:

SAGN contacts the Dispatcher at the matching Contracting Company and offers them the job.



JOB ACCEPTED



JOB DECLINED

### STEP 6:

Restaurant is notified that a match has been found and the job has been accepted.



## STEP 7:

Restaurant is notified of the matching Contractor's Diagnostic Fee.\*  
And asked to accept.



\*Diagnostic fee should be the fee contractor company charges to get to the job and for up to one hour on-site.



## STEP 8:

When Contractor's Diagnostic Fee is accepted, restaurant's credit card is charged.



Dispatcher is notified.



Technician is dispatched.

## STEP 9:

Technician arrives at jobsite.



## STEP 11:

Job completed.  
Invoice submitted and approved by customer on app.



## STEP 10:

Restaurant receives updates via their mobile device.

### NEED PARTS?

If needed, Technician orders parts via app, In-stock parts are delivered to jobsite via SAGN messenger.



## STEP 12:

Restaurant rates Technician.  
Technician rates Restaurant customer.



**SENDAGUY NOW**

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Restaurant credit card charged.  
Contractor is paid.

