



# Service Provider Handbook

Everything you need to  
know to succeed with Agero.



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Prefer  
Self-Serve?

SEARCH OUR FAQs  
HERE:  
[INFO.AGERO.COM/  
AGERO-FAQS](https://info.agero.com/agero-faqs)

Welcome

Use this handbook as a way to set yourself up for success with all of Agero's systems and programs, as well as a guide for what to expect (and what we expect of you) as part of Agero's Network.

Performance and Code of Conduct

We'll be monitoring your in-territory performance in the below areas for both your **Agero** jobs and your **Agero (Swoop)** jobs. In territory is comprised of the zip codes you've agreed to service, listed in your Agero profile. [Click here to learn more about the performance metrics we monitor](#) Remember: our expectation is that you maintain 24/7 service hours.

What  
We Monitor

THE METRICS THAT  
HAVE THE BIGGEST  
IMPACT ON THE  
CUSTOMER  
EXPERIENCE



Call Acceptance

The percentage of dispatches within your area that you accept.

EXPECTATION: **95%**



Average ETA

Your average estimated time of arrival across all accepted dispatches.

EXPECTATION: TOW: **60** MIN | ROAD: **45** MIN



ETA Accuracy

The percentage of time you meet your given ETA across all accepted dispatches.

EXPECTATION: **95%**



Net Promoter Score

The likelihood of a customer recommending your service to a friend.

EXPECTATION: **80**



Location-based Tracking

The % of digital dispatches you accept where your driver has their GPS services enabled for the entirety of the job - from start to drop-off.

EXPECTATION: **90%**



Cancellation Percentage

The percentage of dispatches you cancel after originally accepting.

EXPECTATION: **<1%**



# Grow with Agero

**Looking for additional volume?** There's no secret formula to earning more business. Our systems are optimized to find the best provider for the job, and that's based on exceptional performance, competitive pricing, optimal location, and capacity. If you're looking for more jobs, then make sure you're performing above our expected levels consistently, your drivers have their location services enabled at all times, you've adjusted your rates to be as competitive as possible, and that you have the ability to take on more volume. Want to stand out? Waive your enroute mileage fees for all job offers.

## Keep in Mind:

- + **YOU ARE EXPECTED** to consistently meet the service levels in your contract no matter the source of the job – **Agero** or **Agero (Swoop)** – and for all enabled service types.
- + **YOUR VOLUME MAY BE IMPACTED** if your performance starts slipping, you begin regularly add charging on top of your contracted rates, or your rates are no longer competitive in the market.
- + **WE MONITOR** *in-territory* performance. Only accept out of area calls if it makes sense to do so based on your contracted rates. Rejecting out of area calls will not count against your in-territory performance. More detail on page 15.
- + **IF AT ANY POINT YOU'D LIKE** to adjust what zip codes are in your territory, please reach out to the [Provider Advocate Group](#).
- + **YOUR ACCEPTANCE OF AN AGERO OR AGERO (SWOOP) DISPATCH** binds you to our Terms and Conditions, including any supplemental notifications you may have acknowledged via [AgeroSupport](#).



# Network Removal

Per our terms and conditions, there are certain offenses which can result in removal from our **Network**. Examples of offenses that may result in removal include:

- 1 Refusing to release a customer's vehicle for any reason whatsoever.  
+ Keep in mind: Agero reserves the right to debit your account even after the dispute is resolved.
- 2 Poor customer feedback.
- 3 Serious legal escalation or customer escalation.
- 4 Consistent poor performance.
- 5 Egregious billing behaviors or abuse of payment terms, for example:  
+ Asking for a **VCC** on a job instead of accepting a PO.  
+ Consistent invoice add-charging on top of your contracted rates, etc.
- 6 Agero agent or employee harassment, abusive behavior, threats, or bribery.
- 7 Numerous damage vehicle complaints from customers.



If you see something inappropriate feel free to contact us anonymously.

# Getting Started

As an Agero contracted Service Provider, we look to you as an extension of the clients we serve, with the customer experience being the number one priority for all parties involved.

## One Agero – Two Sources of Jobs

In 2018, Agero purchased Swoop to enhance and upgrade our proprietary dispatching platform. Integrating the Swoop technology into our core business was the path we took to improve transparency between our customers, clients, and service providers, ultimately improving the customer experience.

As we migrate clients over from our proprietary platform to the Swoop platform, you'll receive jobs from two different sources, labeled **Agero** and **Agero (Swoop)**.



## If You Have Questions

PURPOSE	CONTACT INFORMATION
<b>JOBS IN PROGRESS</b> For questions about jobs in progress, or if you need to update Agero about a current job.	<b>Main Roadside Hotline</b> ☎ 1.800.541.2262, <i>Option 1</i> 🖱 <a href="http://www.AgeroJobAssist.com">www.AgeroJobAssist.com</a> <b>Accident Scene Management &amp; Secondary Towing Hotline</b> ☎ 1.866.359.5425
<b>PROVIDER ADVOCATE GROUP</b> <b>Account Management:</b> Performance, territory, rates, Agero policies, Swoop inquiries, document uploads, general account inquiries <b>Billing:</b> All billing inquiries regarding invoice submission, invoice reconciliation, or other billing-related questions <b>Technology Support:</b> Swoop product support, AgeroSupport account lockouts or password resets	<b>Hours of Operation</b> 🕒 10:00 AM - 6:00 PM EST Monday - Friday <b>Phone</b> ☎ 1.866.219.8136 <b>Online</b> 🖱 <a href="http://info.agero.com/network">info.agero.com/network</a> For Agero billing discrepancies: <a href="http://www.AgeroTicket.com">www.AgeroTicket.com</a> <b>Chat</b> 💬 Blue chat bubble on <a href="http://AgeroSupport.com">AgeroSupport.com</a> or within the Swoop app
<b>DAMAGES SUPPORT</b> 🚗💥 Questions or concerns regarding vehicle damage	<b>Email</b> ✉ <a href="mailto:damageteam@agero.com">damageteam@agero.com</a>

Prefer to Self-Serve?

OUR SEARCHABLE KNOWLEDGE BASE has the answers to all of our most frequently asked questions:  
<https://info.agero.com/agero-faqs>





# AgeroSupport

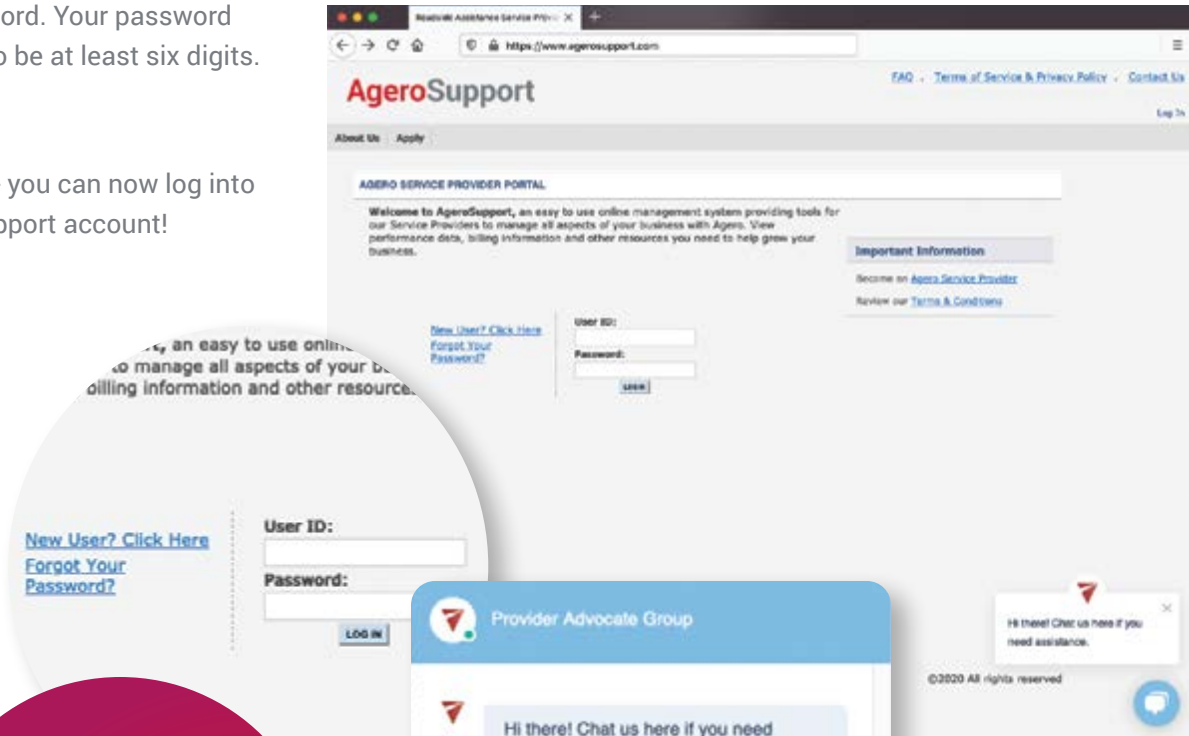
## Create Your Account

What will I use AgeroSupport for?

You'll use AgeroSupport.com to bill **Agero** invoices, view both **Agero** and **Agero (Swoop)** checks, and more.

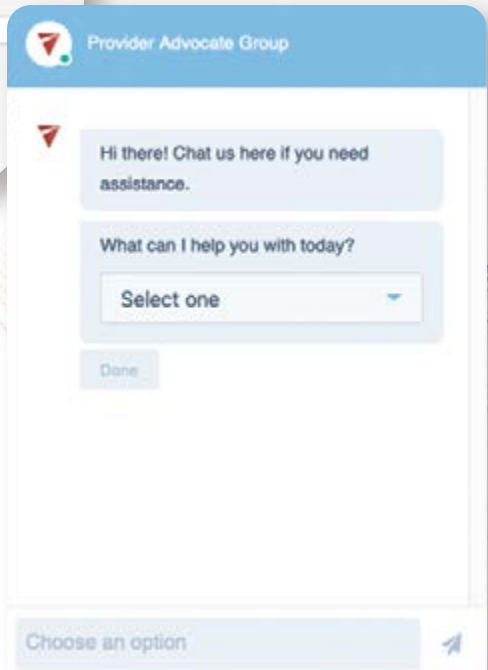
1. Go to [AgeroSupport.com](https://www.agerosupport.com) and click on the [New User? Click Here](#) link.
2. Enter your unique Service Provider Vendor ID (provided to you in your welcome email).
3. Enter your Federal Tax ID or Employer Identification Number (EIN). Be sure to omit any dashes.
4. Click Submit - this will take you to the next screen to create your login name, password, and security question.
5. Create your unique login name and password. Your password will need to be at least six digits.

**Congratulations** - you can now log into your new AgeroSupport account!



### Need Assistance?

Chat with us. Use the blue chat bubble located on the lower right corner of the home page.



# SWOOP®

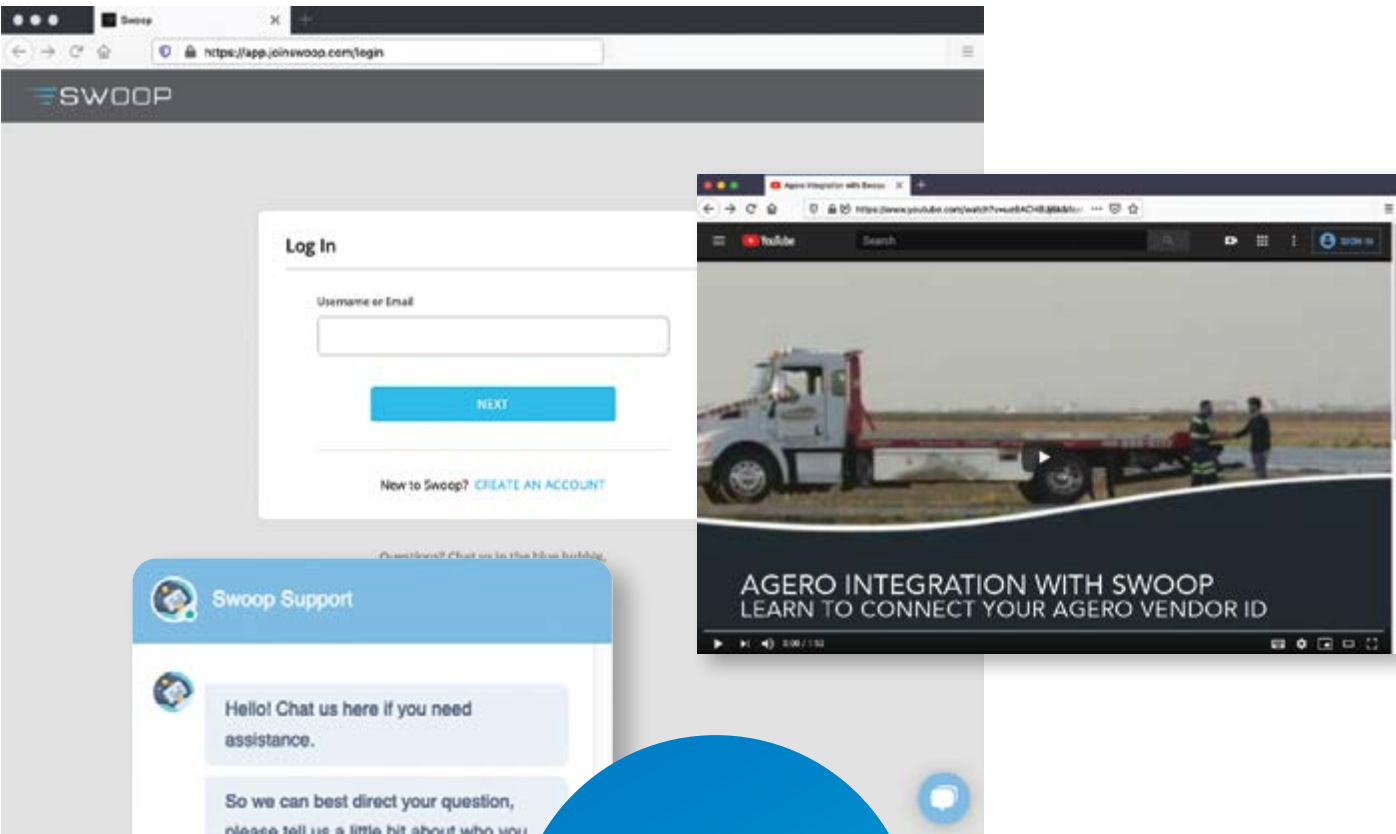
## Create Your Account

What will I use Swoop for?

You'll use Swoop for digital dispatching **Agero** and **Agero (Swoop)** jobs (if you choose), and billing **Agero (Swoop)** jobs.

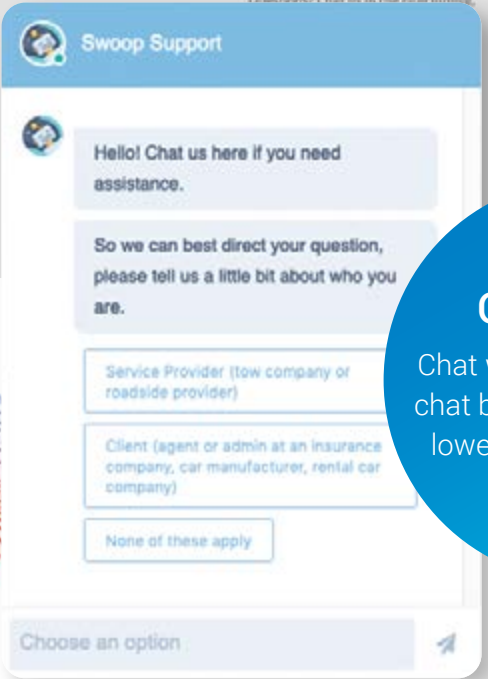
To get started, sign into Swoop at [app.joinswoop.com](https://app.joinswoop.com).

- + Username: your email address
- + Password: use [this link](#) to set password
- + Then, connect your Agero account by following the instructions [in this video](#).



### Questions?

Chat with us. Use the blue chat bubble located on the lower right corner of the home page.



# Understanding Compliance

To maintain your status in Agero’s Network, you will regularly need to provide Agero with evidence of compliance information that meets our network criteria.

## Terms and Conditions

You can always access our terms and conditions via [AgeroSupport.com](#). Additionally, you can [view them here](#). Remember, our terms and conditions apply to both sources of jobs – **Agero** and **Agero (Swoop)**.



## Background Checks

# Checkr

Since 2008, Agero has required our contracted service providers to perform background checks on any personnel working on Agero dispatches. You’ll be asked to submit evidence of these completed background checks annually so we can audit compliance of our contractual requirement.

We partner with a company called Checkr, who hosts and audits our network’s background check information. You will receive notification from Checkr directly when it is time to update the employee/contractor background checks you have on file with us. To update this list, use the **Add a Driver/Remove a Driver** button functionality in the left-hand menu of your AgeroSupport **Scorecard** screen.

*If you add a driver to your account, and we do not have background check information on file for them, Checkr will email you to complete your submission of their background check compliance that same day.*



## Certificates of Insurance (COIs)

We partner with PlusOne Solutions, a company dedicated to making the certificate of insurance submission and review process easier for all parties involved. PlusOne Solutions will work with you and your agent directly to obtain an active certificate of insurance ahead of your COI’s expiration date. If we don’t have your agent information on file, then PlusOne will reach out to you, via the communication email we have on file, to obtain that information. You can expect to hear from PlusOne when your COI is within 30 days of expiration.

Agero reserves the right to place your account on hold if these requirements are not met, or your certificate of insurance expires.

As a reminder, here are our insurance coverage requirements:

	Requirements	Coverage
Commercial General Liability	<ul style="list-style-type: none"><li>• Per occurrence</li><li>• General aggregate limit applies per policy</li><li>• Additional insured</li></ul>	\$1,000,000/occurrence
Commercial Auto Liability	<ul style="list-style-type: none"><li>• At least for <i>owned autos, hired autos, and non-owned autos</i>, with <i>any auto</i> preferred</li><li>• Additional insured</li></ul>	\$1,000,000/occurrence (Combined single limit, bodily injury, property damage)
On Hook/Cargo	Required for towing services	\$150,000/occurrence
Garagekeeper’s Insurance	Required if you store vehicles at your facility	\$150,000/occurrence
Workers Compensation	For all employees, with evidence of meeting state minimums	
Certificate Holder	Agero Administrative Service Corp. c/o PlusOne Solutions, Inc. 3501 Quadrangle Blvd, Suite 120 Orlando, FL 32817	

New  
Certificate?  
Submit  
here.

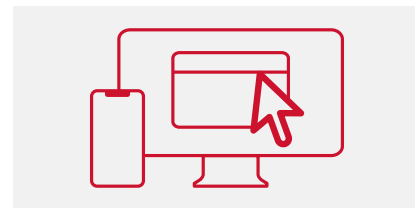
IF AT ANY POINT YOU NEED TO SEND US A NEW CERTIFICATE OF INSURANCE, please submit it via email to [compliance@plusonesolutions.net](mailto:compliance@plusonesolutions.net). Make sure to include all your Vendor IDs, Facility Address, and Company Name with your submission.



# Dispatch Guide

## How to Receive Dispatches

We may send you dispatches in any of the following ways:



**Digitally**  
(preferred)



**Automated Dispatch Agent**  
(referred to as "Jackie")

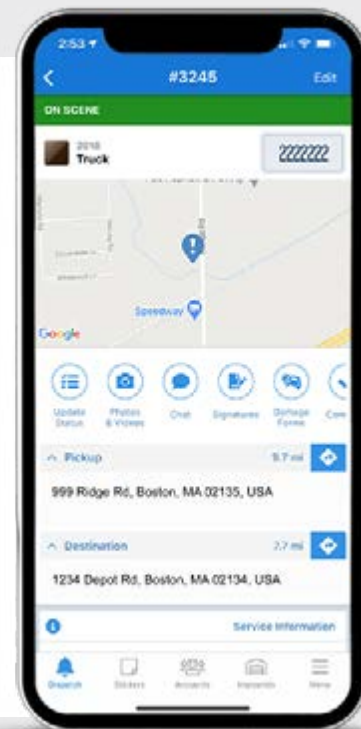


**Manual Phone Call**

Digital dispatching is the fastest and simplest way to receive jobs from us, and we request that all of our providers adopt some kind of digital software – either Swoop or a third-party system. In the event that you do not use a digital platform, you may receive a phone call from one of our live dispatch agents, or through our automated dispatch agent – "Jackie."

### QUICK TIPS:

- + For each digital offer - either from **Agero** or **Agero (Swoop)** – we ask that you respond within 1 minute of the dispatch.
  - For **Agero** offers that go unanswered digitally, "Jackie" will call you with a reminder to respond to the digital offer. We will manually call you one more time before moving to the next provider on the list.
  - We will only manually call you for an **Agero (Swoop)** offer if we cannot digitally secure service AND you did not digitally refuse the call originally.
- + If Agero approves your ETA, you'll be notified through the app and issued an **Agero** PO# (9 digits) or **Agero (Swoop)** Job ID# (8 digits) for the service.
- + Make sure to provide the absolute best, and most accurate, ETA possible, as rejected ETAs will count against your performance.



## How to Use Swoop for Digital Dispatching

Swoop's digital dispatching software is FREE for **Agero** and **Agero (Swoop)** jobs. If you believe Agero will be the bulk of your company's jobs, it makes sense to use Swoop as your primary digital dispatch solution.

### Accepting Jobs in Swoop:

You have two options for receiving jobs through Swoop directly: using the Swoop desktop app or the Swoop mobile app. Watch these quick video tutorials to get you started:

+ [Accepting jobs on the web app](#)



+ [Accepting jobs on the mobile app](#)



You can also [print out and reference this one-pager](#), if you'd like.

### Training Your Drivers on Swoop:



[Watch this quick video](#) to learn how to accept and run jobs from the driver's point of view.

## Using a Third Party for Digital Dispatching

If you work with a variety of motor clubs, municipalities, or receive a lot of cash calls, consider using one of our integrated third-party systems.

Check with the Provider Advocate Group on whether or not we integrate with your software of choice. Visit our knowledge base for step-by-step instructions on how to receive both **Agero** and **Agero (Swoop)** calls in your third party system.

### Dispatching 101

Learn how to accept a digital dispatch, enter an ETA, and assign a driver.

# Accepting Dispatches by Phone

At the time of contact, an Agero agent (or “Jackie”) will ask if you are able to perform a particular type of service and request an ETA. In most cases, Agero will expect an ETA of 45 minutes for light duty towing and 30 minutes for roadside services (*dependent upon weather conditions and traffic*).

The agent will announce if they're calling from **Agero** or **Agero (Swoop)** so that you know which platform you'll need to bill on after the job's complete.

Once you acknowledge that you can meet the ETA and perform the requested service, the agent will provide all of the necessary information you'll need to complete the dispatch, including: PO#, disablement address, vehicle information, customer name, and customer phone number.

## After Accepting a Dispatch

EITHER DIGITALLY OR OVER THE PHONE



we will send you a follow-up email confirming the details of the job.

# Customer Coverage Limits

Agero will advise you of the customer's coverage limits.

## COVERAGE LIMITS CAN INCLUDE:

- + Covered in full
  - + Covered to a dollar limit
  - + Covered to a mileage limit
  - + Not covered at all
- (this will be a 7-digit reference number)

You can view customer coverage limits in your dispatch software, on the follow-up email, on Agero JobAssist, or on AgeroSupport by clicking on **Dispatch Info** followed by **Active Dispatches**, then **select a PO**.

**NOTE:** If the agent announces that they're calling from **Agero**, and you receive a 7-digit reference number instead of a 9-digit PO#, you'll need to collect payment directly from the customer. Again, the agent will announce which source the job is coming from. The customer is covered in full for all **Agero (Swoop)** jobs.

# Out of Area Dispatches

While we intend to always send you in-territory jobs, servicing our customers remains our #1 goal, and that may mean securing service from farther away. If our dispatchers exhaust a list of providers within a given area, they'll start calling contracted providers based on a combination of factors. We'll always prefer to utilize a contracted provider vs. a non-contracted provider, even if that contracted provider is in a farther location. It's your responsibility to determine if accepting an out of area job makes sense based on the profitability of the job, your capacity, etc.

Keep in mind the following scenarios when presented with out of area dispatches:

**Call Acceptance WILL NOT be affected** if you reject a job during the following scenarios:

- + If a job originates outside of your assigned area and is being towed outside of your area
- + If a job originates outside of your assigned area and is being towed within your assigned area

**Call Acceptance WILL be affected** if you reject a job during the following scenarios:

- + If a job originates within your assigned area and is being towed within your assigned area
- + If a job originates within your assigned area and is being towed out of your area



Additionally, all dispatches – in or out of territory – will be paid at your contracted rates.



# During the Job

## Make a Good Impression

One of the most important items to remember as a contracted **Agero** service provider is that our customers view you as an extension of the car manufacturer or insurance company they requested roadside assistance through. Customer service is therefore imperative. Your service vehicles should be well maintained, equipped, labeled, and clean at all times, and your drivers should have the appropriate safety gear and uniforms. You only have one opportunity to make a good impression.



### How to Contact Agero During a Live Event

Phone – ALL Jobs	Online – AGERO Jobs	ASM/Secondary Hotline – AGERO Jobs
800-541-2262, Option 1	www.AgeroJobAssist.com	866-359-5425
HOURS OF OPERATION: 24/7		

**NOTE:** Sending in changes via Agero JobAssist does not automatically mean your changes have been approved. Receiving approval for changes over the phone by a dispatch agent does not mean you'll be paid automatically for those changes, as they'll be submitted for an internal review process first.

Contact both Agero and the customer if your ETA changes

# Reasons to Contact Agero During a Live Event

- 1

For questions regarding a customer's coverage. Do not charge the customer directly if you are unsure.
- 2

If you've attempted to contact the customer, but have been unsuccessful in doing so.
- 3

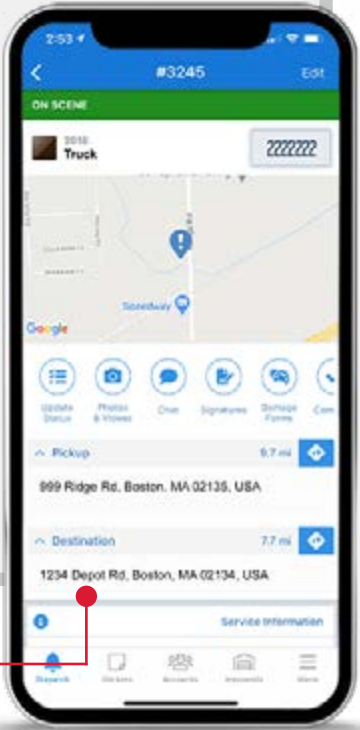
Notifying Agero of a GOA (*Gone on Arrival*)
  - + Agero **WILL NOT** pay a GOA fee when:
    - You cancel – for any reason
    - There is any cancellation within the first 10 minutes of the accepted dispatch
    - For **Agero** jobs that have a 7-digit reference number instead of a PO#
    - If the job is cancelled after the initial ETA expires (*whether you or the customer cancels*)
  - + Agero **WILL** pay a GOA fee when:
    - You are not able to gain access to the vehicle
    - Service is already complete upon arrival
    - Service is unsuccessful (*Agero will then re-dispatch the proper equipment/service if needed*)
- 4

If you need to document any of the following changes:
  - + Change in the disablement location
  - + Need to store the vehicle
  - + Authorization of winching service more than 1/2 hour
  - + Unable to complete the service
  - + Extending the ETA
  - + Change in equipment
  - + You cannot perform the service

### IMPORTANT: TOW-TO LOCATIONS

Agero will provide you with a tow-to destination for the vehicle at the time of the dispatch. Please instruct your drivers not to offer any alternate destinations or personal opinions about the destination body shop, per your contracted terms and conditions.

If a customer requests a different tow-to destination than the one that was provided by Agero, **HAVE THE CUSTOMER call their roadside hotline** (the number they called for roadside assistance through their insurance carrier or OEM warranty) to request the change. If you call Agero to change the tow-to destination, then we will call the customer directly to confirm.



Tow-to destination provided during job acceptance.

**NOTE:** When you call back into **Agero** during a live event, you will be speaking to an **Agero dispatch agent**. Dispatchers do not have access to your account information, can't discuss or negotiate rates/territory with you, or change any of your profile information. For those types of inquiries, please reach out to the Provider Advocate Group.



# Damages

Accidents happen, but there are steps you can take to both protect yourself, and make the process easier:


**Any vehicle damaged while in your care** and custody is your responsibility. We strongly recommend that you properly inspect the condition of a vehicle prior to servicing.

**Any pre-existing markings or damage** should be identified to the customer and noted on the invoice. If a customer is not present, please contact Agero to report the damage at 800-541-2262, option 1. You can also use the Agero JobAssist website to add notes to the job.


**During tow events, your driver should have the dealership or service facility inspect** the vehicle and sign an acknowledgment of receipt when possible upon arriving at the tow-to destination.

**Agero has a Damages Team** that works on behalf of our clients and their customers. If you need to notify or contact the team, please email [damageteam@agero.com](mailto:damageteam@agero.com). If you fail to promptly resolve a damage incident, Agero may take action by debit, suspension, and/or termination of contract.


**If a damage complaint against your company is filed**, our Damages team will reach out to you. You will have 72 hours to complete the requirements asked of you, which include:




**A statement** on how the dispatch is being billed.



**A signed tow slip**, if available, showing any pre-existing damage.



**Any photos/ videos** taken at the disablement location.



**The Driver's Questionnaire form** completed, signed, and submitted back to us.



What to do when a damage complaint is filed against your company?

**NOTE:** The quicker you can send the requested documents in, the better. We recommend within 24 hours if possible.

# Damages: Best Practices

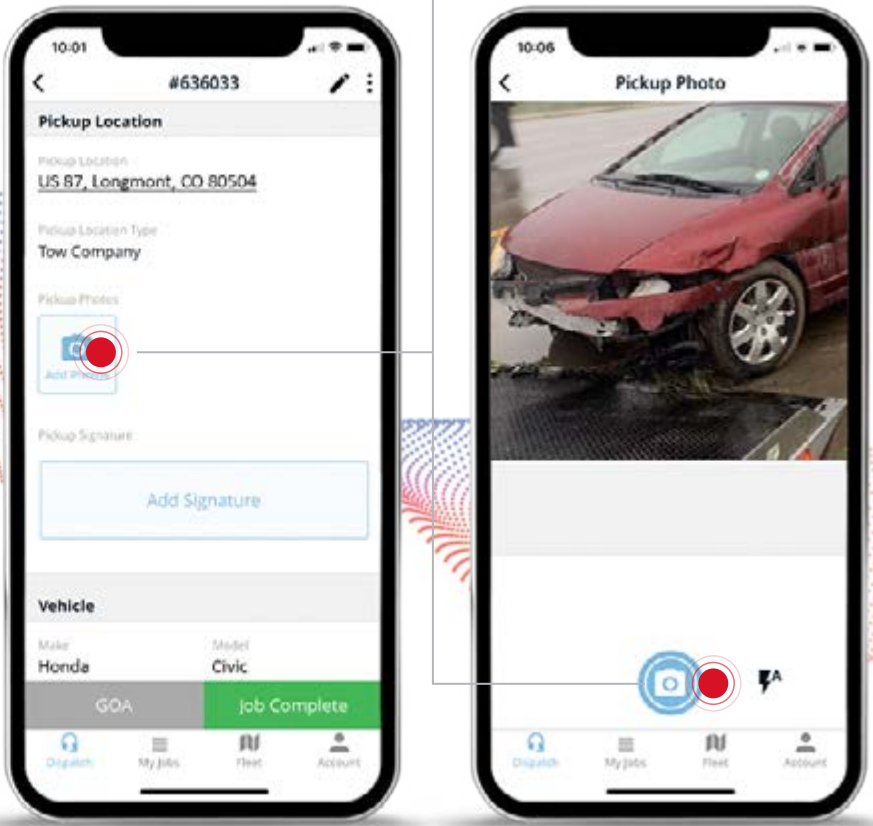
**Take pictures at both the disablement location and drop-off location and upload them to your dispatch app.** We recommend at least four pictures, documenting multiple angles of the vehicle. Pictures benefit you in multiple ways, notably by making the damages review process quicker and potentially protecting you from fraudulent customer claims.

**In no way does any waiver of liability signed by the customer release you from liability** on account of negligence; however, we may take it into consideration during the review process.

**Notifying you of a damage complaint does not mean we are automatically holding you liable.** Our Damages team will do their due diligence to understand fault, and sending in the items requested of you in a timely matter with help facilitate a quicker response.



Image Capture





# Billing Guide

## Billing Rules for both **Agero** & **Agero (Swoop)** Jobs

Regardless of platform - **Agero** or **Agero (Swoop)** - or service type, the following rules apply:

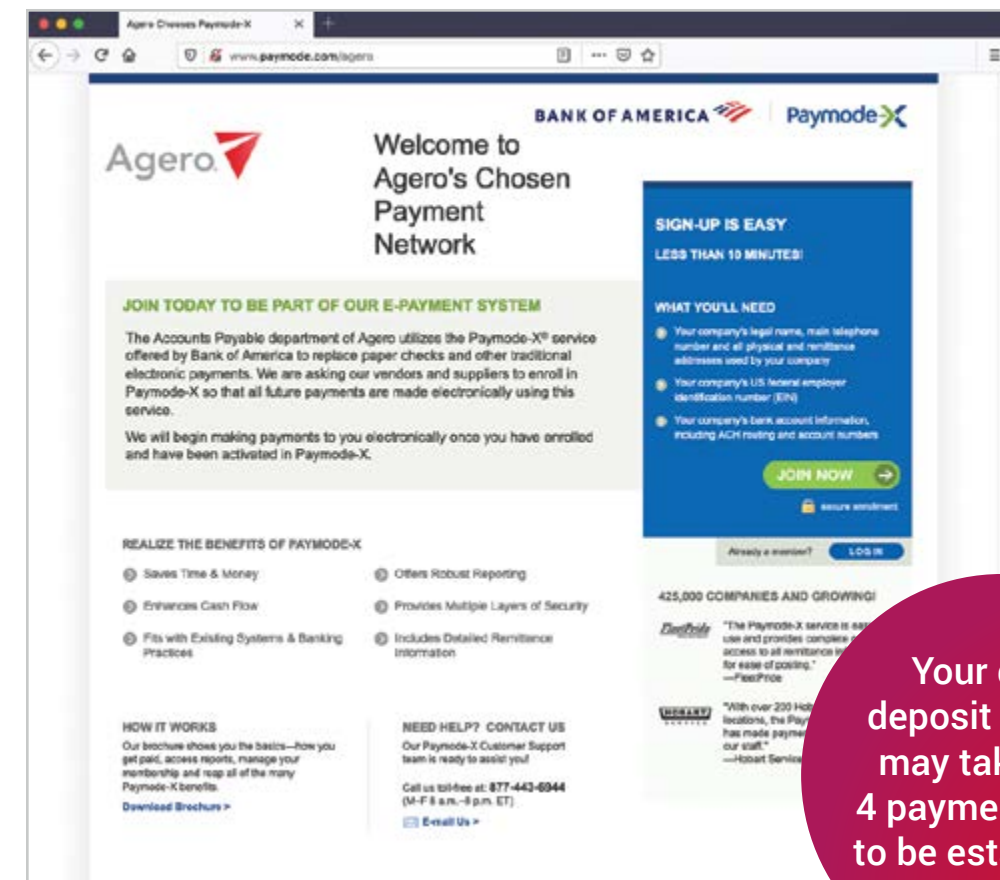
- 1 All payments must be submitted within 60 days from the date of service. For **Agero** jobs, If a PO doesn't appear on AgeroSupport, you'll have to enter it manually.
- 2 If you have a dispute on any payment amount, on any invoice, you must submit for additional payment within 30 days of original payment.
- 3 Check runs are weekly. To get paid in Tuesday's check, you must submit POs by Sunday at 11:59 PM EST.
- 4 All invoices edited with additional charges outside of contracted base rates are subject to review by our billing team. If invoices go into audit, then they will not be paid in Tuesday's check.
- 5 Any and all additional services must be approved by a dispatch supervisor at the time of dispatch and applied to the original PO. Splitting services across multiple POs is not permitted and may result in termination of your account. Services without the appropriate approval will not be paid. Additionally, the amount agreed upon during dispatch may be subject to review and paid at a different rate if the amount is deemed egregious.
- 6 For rate change requests that you initiate, we will only consider an adjustment to your rate agreement if it has been over a year since the last time your rates were adjusted.
- 7 We have the right to exempt you from being paid on charges (equipment, services, etc.) added to your invoices if we see continuous examples of adding items outside of your contracted rates.
- 8 If you accept a dispatch from Agero, you must abide by the rates on your rate agreement and not negotiate rates with the Agero dispatcher, even if the disablement location is out of your area.
- 9 You are not to ask for a virtual credit card (VCC) payment on any job. As a contracted provider, you will be paid by PO. We only honor VCCs for payouts on secondary tows.

### Important Rules

Set yourself up for success by following these 9 rules.

## Sign Up for Direct Deposit – Preferred Payment Method

Agero uses Bank of America's Paymode-X to enable direct deposit of all invoice payments. With Paymode-X, you benefit from a quick and easy enrollment, fast payments, and secure processing. Enroll for FREE at [www.paymode.com/agero](http://www.paymode.com/agero) or, if you need assistance, call toll free 1-877-443-6944 to speak to a PayMode-X representative directly. Make sure to have your Tax ID handy. If at any point your Tax ID changes, you'll need to inform Agero and Paymode of the new number to avoid billing delays.



If you need assistance call toll free 1-877-443-6844

Your direct deposit account may take up to 4 payment cycles to be established.

**NOTE:** You will be paid by paper check until your direct deposit account is established, which may take up to 4 payment cycles. After that, both **Agero** (checks with 9-digit PO numbers) and **Agero (Swoop)** (checks with 8-digit job IDs) jobs will be paid via individual direct deposits weekly. You can view the checks for both job sources on AgeroSupport via the Billing tab and then View Checks.

## How to Submit Agero Invoices

All jobs labeled **Agero** need to be billed on AgeroSupport.com, and must be submitted within 60 days of the date of service:

- 1 Your first step is to create an AgeroSupport account. Reference page 8 of this guide for instructions. Then log in using your newly created username and password.
- 2 Go to the **Billing tab** at the top of the screen. Select a PO# from the **Choose a PO** drop-down menu. Once you have selected a PO#, most of your information should fill in automatically.
- 3 Enter the vehicle's odometer reading. If it's a digital dashboard and the odometer is not available, enter "1," and in the comments section write "digital dash."
- 4 Enter the vehicle's **full 17-digit VIN**. If the VIN is shorter than 17 digits, you will need to mail your invoice to Agero.
- 5 **Enter miles or hours** in accordance to your rate agreement. If your rate is per mile, you will only enter miles, to the nearest tenth of a mile. If your rate is hourly, enter hours in 30-minute increments rounded to the closest half hour (30 minutes = 0.5 hours).
  - + Enter total **Miles to Site** which equals the enroute miles from your shop to the disabled vehicle.
  - + Enter **Miles Towed** which equals miles from the disablement location to the tow destination. Make sure to enter gross miles only – your included miles will be automatically deducted.
  - + Or enter **Port-to-port** hours, which equals the time from your shop to the service and then back to your shop.
    - Important note: Port-to-port is calculated based on 40 MPH plus 1 hour to load/unload the vehicle.
- 6 If you have additional charges, check the **Click here if additional charges apply** box and select any applicable additional charges from the drop-down menu, such as taxes, fuel for delivery, etc.
- 7 Enter your invoice # and the total invoice amount, including all additional charges. If you don't use invoice numbers, simply use the last 7 digits of the PO#. This will assist with reconciliation.
- 8 Enter any additional information in the **Comments** box.
- 9 Once you have finished entering all of the above information, click **Submit Invoice**. You will see a status appear that says, "Data has been updated successfully."

## Accident Scene Management (ASM) Billing Instructions

For any inquiries or changes that need to be made to an active accident PO, contact the



Accident Dispatch Line:  
**866-359-5425**

### When are rates applicable?

- + Rates are only for services designated as priority by the dispatcher at the time of service.
- + Agero dispatchers will request the best ETA your company can provide. Always provide your best ETA, no matter what.
- + You will only be eligible for your rate if you GIVE and MEET a 30-minute ETA or less.
- + In order to secure service, Agero Dispatchers will sometimes accept ETAs greater than 30 minutes. In the event an ETA of over 30 minutes is accepted, only light duty rates will apply.
- + In the event a vehicle needs to be brought back to storage, contracted storage rates will apply. Your daily storage rate will apply to the number of covered nights the vehicle is stored at your location.
- + All tow out POs will be paid at light duty rates as an expedited ETA is not required.
- + In the event another party picks up the vehicle from your facility, DO NOT charge them the first tow fees that should be billed on your PO.

### PRIORITY TOWING BILLING INSTRUCTIONS

- 1 Log into [AgeroSupport.com](#) and select **Submit Invoice** under the **Billing** tab.
- 2 Select a PO# from the **Choose a PO** drop down menu.
- 3 Fill out the fields as needed.
- 4 Enter your total **miles to site** and **towed miles** to the nearest 10th of a mile.
- 5 If any additional charges were authorized by a dispatcher at the time of service, select **Click here if additional charges apply**.
  - + Itemize the service type and dollar amount. These charges will be reviewed prior to payment.
- 6 Enter your invoice number and the total amount into the **Enter the total invoice amount here field**.
- 7 Click **Submit Invoice**.





# Secondary Towing with Payout Billing Instructions

When are Secondary Towing with Payout rates applicable?

- + Secondary Towing with Payout rates are only applicable when you have paid release charges out-of-pocket in order to release the vehicle from the lot or body shop. You are responsible for billing the reimbursement of the release charges on the purchase order. Payout receipts are required to verify reimbursement.
- + If Agero pays the release charges with a credit card to either you or the lot, light duty rates will apply.

**NOTE:** These instructions only apply to tows where a payout was made.  
 If Agero does not receive a copy of the receipt, payment will not be issued.

## STEP 1

Obtain payout receipt any time a payout is made.

## STEP 2

Clearly write the PO# on top of the payout receipt.

## STEP 3

Submit the payout receipt to Agero. (3 options)

### Scan and Email (RECOMMENDED)



- + Scan payout receipt and any relative paperwork into a single file. Use the PO# to "name" the file. Save the file in a place you will be able to access it again, if necessary.
- + Email the files to [receipts@agero.com](mailto:receipts@agero.com). You can attach up to 5 files per email.

### Take a picture from your smartphone



- + Use your phone to take a clear picture of the receipt.
  - + Email your receipt to [receipts@agero.com](mailto:receipts@agero.com) using the PO# as the subject line.
- TIP:** Save [receipts@agero.com](mailto:receipts@agero.com) as a contact in your phone

### Fax



- + If you are unable to scan and email the payout slip, you can fax it to 866-492-3902.

## STEP 4

Enter the invoice on [AgeroSupport.com](https://www.agerosupport.com)



- + Select Click here if additional charges apply.
- + Under that heading click Advance Charge.
  - This is where you will put the payout amount (total should match your receipt).
- + Add the Advance Charge amount to the total invoice (this way the bill comes over itemized).

## STEP 5

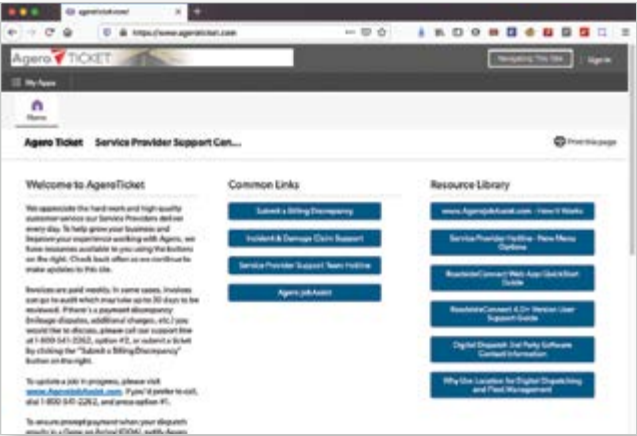
- + 7-10 days after entering your invoice on [AgeroSupport.com](https://www.agerosupport.com), verify that the payment has been processed.



# Billing Discrepancies – Agero Jobs

If you've noticed an error in payment on any paid Agero PO, you can **Submit a Billing Discrepancy** on AgeroTicket. Our agents will review your dispute and notify you of a resolution. To submit a ticket, follow these steps:

- 1 Go to [www.AgeroTicket.com](https://www.AgeroTicket.com), click on the Submit a Billing Discrepancy button, and then log in with your AgeroSupport username and password.
  - + Your Vendor ID and default email address will automatically populate.



- 2 Fill in the PO number in question and select your dispute type from the drop-down list.
- 3 When entering your invoice number, it's crucial to use the same invoice number submitted with that PO on AgeroSupport. Any additional payments will be issued on a new PO, which will be linked to the invoice number filled in. In the event that you do not use invoice numbers, please use the last 7 digits of your issued PO.
- 4 If you had additional charges that you'll be submitting for, you will need to itemize them in the fields that populate below your ticket.
- 5 Once you have logged each required field and/or attached an invoice if necessary, you have two options: continue to add more POs by clicking the **Save & Add Another** button, or if you've finished entering POs, click **Save and Exit**.
- 6 If you choose to continue adding POs, you'll see a running tally of your submissions in the **Recent AddPays** section.
- 7 You'll receive weekly updates on the status of your submitted POs either to the default email address provided, or the custom email address you entered. The weekly email will show the status of POs as Approved, Pending Review, Denied, Duplicates, or PO's Rejected.
  - + If you see a status of "Rejected" on any of your submitted POs, please contact the Provider Advocate Group so these POs can be manually reviewed. Rejected POs typically need more information in order to be reviewed (vs. denied POs which have been reviewed already). You do not need to re-submit this dispute on Agero Ticket.



## How to Submit Agero (Swoop) Invoices

All jobs labeled Agero (Swoop) need to be billed directly on the Swoop platform:

- 1 Click the **Invoices** tab on the upper left-hand side of your dashboard.
- 2 All invoices in the **New** tab are outstanding.
- 3 Submit these invoices by selecting **Approve** and then selecting **Send**.  
 NOTE: It takes **TWO clicks** to actually submit invoices. Click to approve, then click again to send.

If you need to edit an **Agero (Swoop)** invoice prior to sending it for payment, click the pencil icon on the individual invoice and select the appropriate additional invoice line item and the coordinating dollar amount. Remember, you must submit invoices within 60 days of the date of service.

### Reconciling Agero (Swoop) Payments in AgeroSupport:

- + Log into [www.AgeroSupport.com](http://www.AgeroSupport.com) and go to the **Billing** tab.
- + Click on **View Checks** in the left-hand menu.
- + You'll receive separate checks for **Agero** jobs and **Agero (Swoop)** jobs.
  - Generally, you'll see two checks for the same day.
- + Click on one of the checks to view the individual POs: 9-digit POs are Agero jobs and 8-digit POs are **Agero (Swoop)** jobs.

### Reconciling Agero (Swoop) Payments In Swoop:

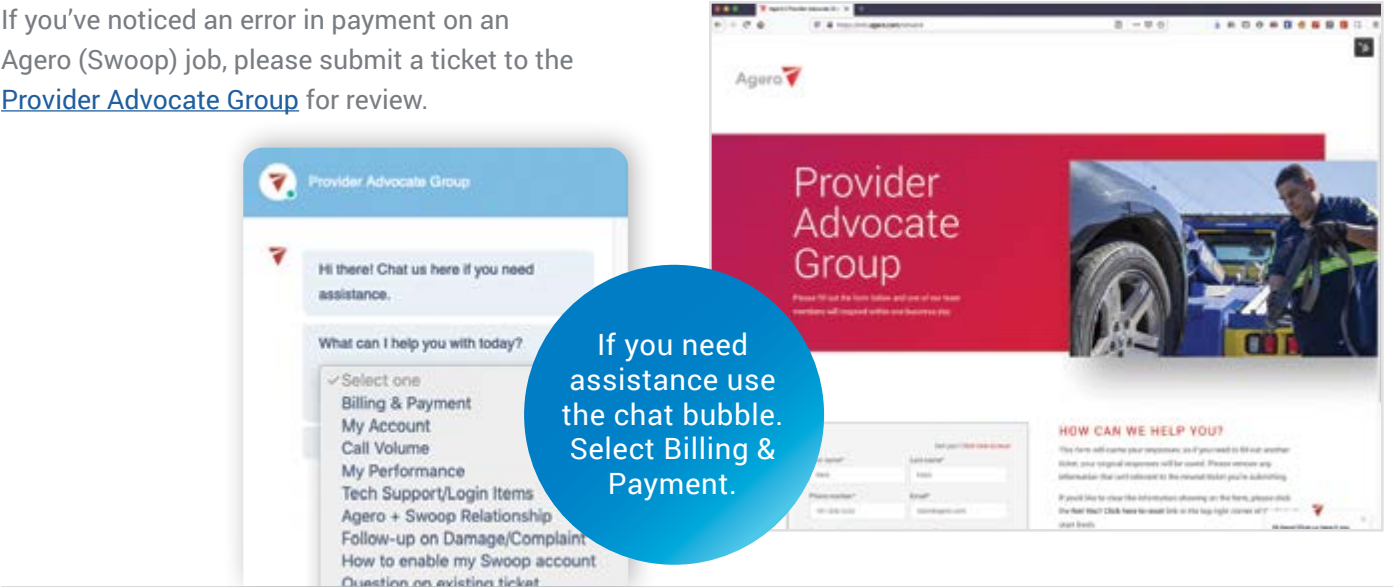
- + Go to the **Invoices** tab, then click on **Sent**.
- + Search by **Job ID#** (8-digit **Agero (Swoop)** PO#) to find the POs from your check on AgeroSupport.
- + Once you verify that the job was paid, you can select **Mark Paid**, which will move the invoice over to the **Paid** tab.



NOTE: You have to **manually mark invoices as paid in the Swoop app**. They will not automatically move over to the **Paid** tab even if you see that they've been paid on AgeroSupport.

## Billing Discrepancies – Agero (Swoop) Jobs

If you've noticed an error in payment on an Agero (Swoop) job, please submit a ticket to the [Provider Advocate Group](#) for review.



## Mailing Invoices

### Both Agero and Agero (Swoop) Jobs

We recommend submitting your invoices digitally whenever possible, but if you need to physically mail your invoice in, you must include: *Vendor ID, VIN, Vehicle's Odometer Reading, Miles to Site or Port to Port Hours, Additional Charges such as taxes, fuel for delivery etc., Invoice #, and Additional Information.*

**Agero**  
 Attn: Service Provider Invoicing  
 P.O. Box 9139  
 Medford, MA 02155

## Tax Filings

Please keep track of all payments throughout the year and make sure that we have your most current mailing address to ensure proper receipt of all necessary documents at tax time. If the name of your company and/or tax ID number changes, contact the Provider Advocate Group with an updated W-9 as quickly as possible to avoid tax issues at the end of the year. Please be sure to itemize tax on each invoice or it won't be allocated correctly.

Make sure we have your current mailing address and ID # during tax season!



# Agero and Agero (Swoop) Payment Rules by Service

## Tow Equipment Class

+ Agero will ONLY pay for the equipment type dispatched, based on the customer's vehicle class. Specifications are listed below:

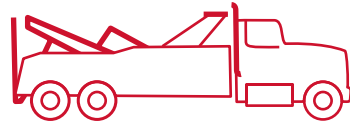


• Light Duty



• Medium Duty

– GVWR in excess of 10,000 lbs,  
 or 21+ feet in length



• Heavy Duty

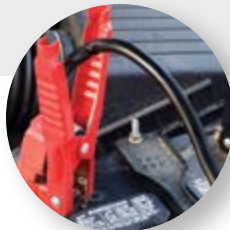
– GVWR in excess of 20,000 lbs,  
 or 31+ feet in length

+ If service cannot be completed with the dispatched equipment, you must call Agero dispatch for authorization.

## Unsuccessful Jump-starts



+ If the jump-start is unsuccessful and the vehicle needs to be towed, please call Agero dispatch back for authorization. If you are able to provide the service, then we'll issue you a second PO for the tow. The first PO# will be paid according to your GOA rate, as an unsuccessful service.



## Locksmith Services

+ Agero will NOT pay for the cost of the key or labor for drilling, etc. unless you are informed at the time of dispatch that the customer's roadside program covers these costs.



## Tire Changes



+ If the locking lug nut key is missing and the vehicle needs to be towed, please call Agero dispatch back for authorization. If you are able to provide the service, then we'll issue you a second PO for the tow. The first PO# will be paid according to your GOA rate, as an unsuccessful service.

+ Agero will NOT pay additional fees for putting air in customers' tires.



## Agero and Agero (Swoop) Payment Rules by Service continued

## Winching Services

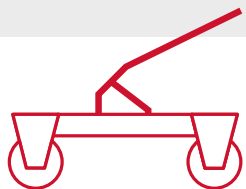


+ You must call Agero dispatch for authorization if winching service on a tow takes longer than a ½ hour.  
 + Winching is billed in ½ hour increments, unless it is a winch-only PO, then it's billed in one-hour increments.



## Dollies/Go Jacks/Skates

+ Agero will pay one dolly/go jack/skate fee per event when dolly/go jack/skates are required (even if multiple dolly/go jack/skates are used).  
 + Agero will NOT pay for dollies if they are a substitute for a flatbed request.



## Fuel Deliveries



+ Not all clients cover the cost of fuel. Agero dispatch will advise of customer coverage limit.



## Disconnecting the Driveshaft

+ Agero will pay for driveshaft removal (per your rate agreement) if you are not on an hourly payment schedule. Driveshaft removal is part of the hourly rate for medium and heavy duty service.



## Storage



+ Agero will pay for storage if vehicle cannot be delivered because the tow-to location is closed, only if the customer is covered for the cost of storage.  
 + Agero will only pay one storage fee per 24-hour period.



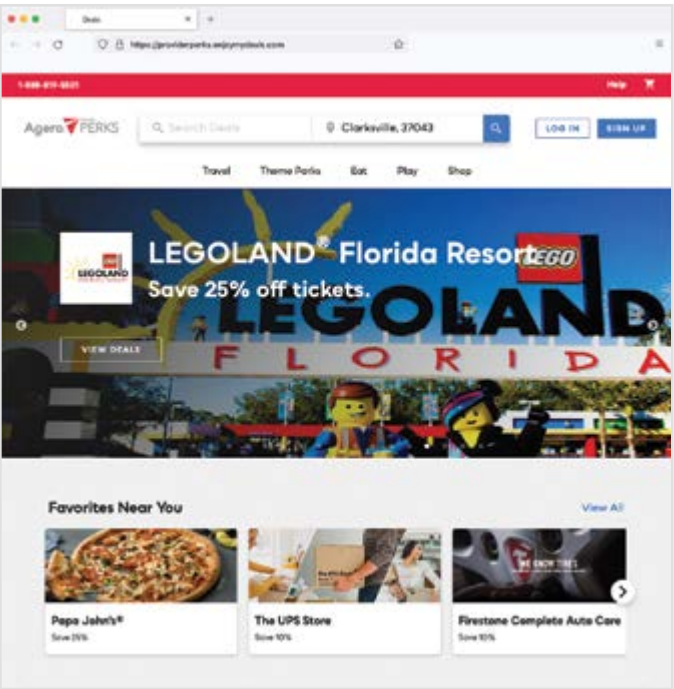
**NOTE:** If at any time you have questions on how to service any vehicle visit [info.agero.com/blueprint](https://info.agero.com/blueprint) for FREE comprehensive videos and tip sheets on a number of different OEM brands.

# Network Bonuses



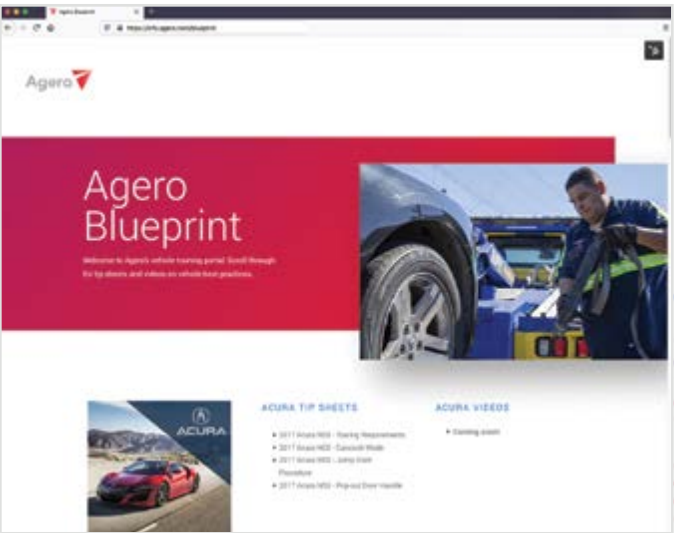
## Activate Your Membership

We offer a wide range of discounts on the services and items you use every day to run your business. Just visit [AgeroProviderPerks.com](https://ageroproviderperks.com) and enter your Vendor ID number. You will be automatically directed to the Member Registration form. We feature a different Agero Provider Perk in our e-newsletter each month.



## Recommended Bookmark

Visit [info.agero.com/blueprint](https://info.agero.com/blueprint) for FREE comprehensive videos and tip sheets on a number of different OEM brands. Learn the best ways to handle luxury vehicles, complicated procedures, and manufacturers' recommended practices for Ford, Lamborghini, Porsche, Audi, and more. We'll email you any time we have a new tip sheet or video available, but bookmark this mobile-friendly site to your browser for easy access on the road.







This handbook sets Agero's contracted Services Providers up for success with all of Agero's systems and programs. This handbook identifies Agero's policies and procedures and should be used as a guide for what to expect (*and what we expect of our Service Providers*) as part of Agero's Network.



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MARKETING NETWORK 8/21