



Driver Road Services[®]

Emergency Roadside Repair • Towing • Preventative Maintenance • D.O.T. Inspections

BREAKDOWN SERVICE PROCESS

Driver Road Services

Driver in need of assistance calls Driver Road Services at 800.348.3732.

Driver provides the following information:

1. Name of Company / Fleet
 2. Unit number of vehicle needing repair
 3. Driver name, ID / Company number and contact information
 4. Complete tire size and position (s) if tire related
 5. Specific location: city, state, mile marker, highway #, direction headed, nearby landmarks.
- Driver Road Services must be contacted for approval prior to repairs being started. If there is no preauthorization on file (see below), a Representative from the Company must also contact Driver Road Services and approve the estimate. Failure to do so may result in the service being delayed or not authorized.
 - Driver Road Services will work with the Customer to determine necessary actions, and then will locate a Service Provider.
 - Driver Road Services will contact the service facility, obtain an estimate, provide specific instructions for repairs and invoicing per Company instructions and update the Company / Customer with repair status.
 - After completion of the work, Driver Road Services will issue payment to the service facility, and provide the Driver / Company (as appropriate) a copy of the DRS Invoice Report as backup for the amount that will be charged to Customer account.

Customer Profile

To help us provide efficient service, we request that those who use our service please fill out the Customer Profile form so that we have adequate contact information to work closely with you as we coordinate the needed equipment repairs to your vehicles.

A preauthorization amount is not required; however this will allow Driver Road Services to arrange repairs for your vehicles up to the limit you designate, without those late night, weekend or holiday phone calls. The minimum recommended amount for preauthorization is \$500.00, which is generally enough to handle one tire replacement in shop or other common repairs.

Why set up a preauthorization?

- It gets your drivers back on the road more quickly, by eliminating several phone calls.
- Reduces your labor expenses by increasing efficiency at your Company. This is accomplished by removing time-consuming phone calls to and from Driver Road Services to approve low dollar repairs.
- Increases efficiency within the Driver Road Services department. This allows for more service calls to be answered in less time. This is particularly valuable during the peak service months.
- The cost associated with lost capacity (waiting for approvals) can be very costly to your Driver and Company.

Our goal is to get your driver back behind the wheel as quickly as possible.

Driver Road Services will operate according to the following guidelines:

- Your company is requested to provide one or more contact names and phone numbers. A company representative will be contacted to approve all charges that exceed the authorized or preauthorized limit.
- A complete list of driver names and ID numbers, tractor and trailer numbers is recommended in order to maintain and validate Company information.
- The driver is the frontline communicator to your Company for explanations of the repair needed.
- If no one within your Company can be contacted for approval above the preauthorized limit or for additional authorization, the service will be delayed until we receive the proper approvals.

Pre-Termination and Termination Review Requirements

- The pre and/or termination review can greatly reduce the risk of charges left by a terminating driver.
- Please supply timely and complete information to Driver Road Services in order for the review process to be completed and appropriate responses to be provided.
- Incorrect or incomplete information could result in delays of processing your request.



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