GOT PHOTOS?

Agero®
Powered by SWOOP®

We require photos on all jobs and the majority of additional charge requests.

WHY?

THE BENEFITS TO YOU ARE SIGNIFICANT:

- ⭐ Speed up damage resolutions
- ⭐ Reduce your liability
- ⭐ Prevent false/fraudulent customer claims
- ⭐ Eliminate callbacks on vehicle delivery status
- ⭐ Streamline additional charge interaction with Dispatch Agents
- ⭐ Faster approvals
- ⭐ Reduce audit risk

Additional charge requests that do not include photo evidence risk rejection.

Make sure your photos...

SHOW

- Any & all pre-existing damage
- Each corner of the vehicle before & after the tow
- The VIN, license plate, and signage of delivery location
- Proof of your equipment or effort needs for additional charge requests

ARE

- Taken horizontally
- At least 10 in total **10**
- As clear and straight as possible
- Time and location stamped

REMEMBER: Only take photos when it is safe to do so. When possible, it is in your best interest to share as many photos as you can during each job.

Find more information on our Photo Requirements in the Swoop Resource Center, just search "photos." →