

RepairAdvantage

Frequently Asked Questions

Use this as a reference for the most common questions that come up as members navigate the program.

Getting Started

Do I have to pay for the cost of the tow?

No. You will only be responsible for the Repair Advantage lead charges. The cost of the tow is covered by the customer's program.

How do I know a tow is on the way?

You will receive an "En Route" email notifying you that the tow is on its way. This will include an ETA for the vehicle to your shop, VIN, tow reason and customer name.

This is not a billing statement. Unless the car is confirmed delivered, you will not be charged for the lead. Confirmed delivered cars will trigger a delivered email the day following the service and will appear on your monthly statement.

How will my facility be presented to customers?

For customers who request support digitally, your facility will be displayed in a list. The order is determined by your Repair Advantage Tier, your location and your services.

For customers who speak with an agent, the list will be shared with them over the phone in the same order.

How/When am I charged for leads?

Billing happens on a monthly cadence and you will only be charged for leads that are delivered to you. Leads confirmed delivered will trigger an email the following day and will appear on a summary statement that is sent at the end of each month.

Once a month, generally between the 1st and 6th, you will receive a referral statement with the previous month's events for your review. You then have 5 business days to review and submit any disputes. Your card will only be charged for vehicles delivered to your site.

What if an expected tow doesn't arrive?

If an expected tow does not arrive to your location, you will not be billed for the lead. You will only be charged for vehicles that are delivered to you.

Keep an eye out for a confirmed delivered email the day after you receive a new lead which will correspond with a charge on your monthly statement.

Frequently Asked Questions

Billing

How do I get detail on my charges?

You will receive an email following a Repair Advantage event with VIN, customer and other relevant details including dispatch number and lead fee.

You will also receive a summary email at the end of the month. If you need your invoice resent or additional details regarding an event, please fill out the form on the Repair Advantage Resource hub and our team will assist.

If an existing customer arrives via Repair Advantage, do I have to pay?

The Repair Advantage Program is intended both a lead generation and a customer retention tool. As a member of the program, you're taking steps to defend against competitors by recapturing brand agnostic customers - giving you another opportunity to convert them to brand advocates and lifetime customers.

We recommend using this opportunity to promote any customer programs, discounts, or special services that will keep them coming back.

If I receive a vehicle and they decide not to have any repairs, am I still charged?

The Repair Advantage Program provides repair leads and, ultimately, delivers vehicles to your shop. You will be charged for any confirmed delivered leads.

If I'm enrolled in more than one Repair Advantage program, will I get doubled billed?

No. We have unique identifiers within our system that differentiate which program a tow is delivered through. You will never be double billed for a single lead.

Who do I reach out to with billing questions/concerns?

Any billing questions and concerns can be addressed with our customer support team. You can use the support form at the bottom of the Resource Hub to create a support ticket. It will be routed to the appropriate person and they will reach back out promptly.

Alternatively, you can reach the customer support team via email at repairadvantage@agero.com. Please be sure to include the dispatch number if this is regarding a specific event.

