

# RepairAdvantage Communications

Timely, relevant information delivered directly to your inbox.

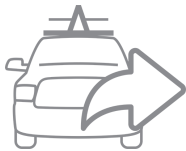
Stay one step ahead with advanced insights about new repair leads before they arrive to your site.



Scan to Visit the Repair Advantage Resource Hub!

## New Lead Communications

We will keep your team informed of incoming tows and billable leads through email.



### Job Created

Triggered by a customer selecting your site, this will include customer and vehicle information.



### Job Cancelled

If circumstances change and a customer decides not to follow through with a tow, you will receive a cancellation email.



### ETA Provided

Once a tow provider is on route to the customer, you will receive an email with the estimated time the tow will arrive to the roadside.



### Delivery Confirmed

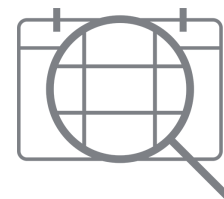
After a vehicle has been delivered, you will receive a confirmation email that the event will be included on your monthly statement.

## Resources & Reports



### Repair Advantage Resource Hub

Find helpful resources to make the most out of your membership and connect with our customer support team.




### Monthly Summary Email

Each month you will receive a summary of your repair leads 5 days before the card on file is billed.



# Example Communication



### Job Created

**Heads up! There's a customer headed your way.**

A tow job has been created and will be dispatched shortly. We will share the ETA as soon as possible. Here are the details so your team can get the repair order started:


JOB #8765432
Status: Created - 01/17/2025 14:31 (MST)
Service: Tow
Vehicle: Blue 2021 VOLKSWAGEN PASSAT 4D 2.0T SE
Requested Pick Up Time: 01/17/2025 14:26 (MST) ASAP
Notes: job detail note
Customer Jane Doe, (555) 555-5555
VIN: 171717171717ABCDE
License: test122
Customer with vehicle?: Yes

## Job Created

Triggered by a customer selecting your site, this will include customer and vehicle information.

## ETA Provided

Once a tow provider is on route to the customer, you will receive an email with the estimated time the tow will arrive to the roadside.



### Job Canceled


**Job Canceled**

The tow designated for your facility has been canceled. We apologize for any inconvenience. You will not be billed for this event.

JOB #8765432
Status: Canceled - 01/17/2025 13:35 (PST)
Service: Tow
Vehicle: Blue 2021 VOLKSWAGEN PASSAT 4D 2.0T SE
Requested Pick Up Time: 01/17/2025 13:26 (PST) ASAP
Notes: job detail note
Customer Jane Doe, (555) 555-5555
VIN: 171717171717ABCDE
License: test122
Expected Tow Distance: 1.8 miles
Customer with vehicle?: Yes

## Job Cancelled

If circumstances change and a customer decides not to follow through with a tow, you will receive a cancellation email.



### ETA Provided

**Get Ready!**

A tow job has been dispatched to your location. Here are the details so your team can get the repair order started:

JOB #8765432
ETA TO PICKUP LOCATION: 01/17/2025 15:13 (PST)
ETA TO DROP OFF LOCATION: 01/17/2025 15:43 (PST)
Status: Accepted - 01/17/2025 13:34 (PST)
Service: Tow
Vehicle: Blue 2021 VOLKSWAGEN PASSAT 4D 2.0T SE
Requested Pick Up Time: 01/17/2025 13:26 (PST) ASAP
Notes: job detail note
Customer Jane Doe, (555) 555-5555
VIN: 171717171717ABCDE
License: test122
Expected Tow Distance: 1.8 miles
Customer with vehicle?: Yes



# Site Communication Examples

## Delivery Confirmed

After a vehicle has been delivered, you will receive a confirmation email that the event will be included on your monthly statement.

## Monthly Summary

Each month you will receive a summary of your repair leads 5 days before the card on file is billed.

Agero

Hi John Doe,

Great news! This week a Repair Advantage tow was delivered to your shop. More than 85% of these tows are associated with mechanical repair, driving your repair business and connecting you with customers in your area.

Here are the details on the vehicle delivered:

Service Date: 04/16/2024

Dispatch Number: 8175552

Customer Name: Jane Doe

Customer Number: +15555555555

Disablement Reason: Tow-Mechanical issue

Shop Id: 2075

Shop Name: Medford Tire Store

Color:

Make: Toyota

Model: Tundra

VIN: 171717171717ABCDE

Year: 2020

License Plate:

Charge: \$50

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R

repairadvantage@agero.com

to me

5:51 PM (0 minutes ago)

☆ ↶ ⋮

Agero

Hi Dave O,

Great news! Last month, we delivered 4 tows to your facility. The lead fee for each vehicle is \$50. We will charge your card on file \$200 after 5 business days.

Please review this report carefully and if you have questions or concerns, contact us using the support form on [Repair Advantage Hub](#). If there are vehicles in this report that did not arrive, please submit a dispute using the support form in the [Repair Advantage Hub](#) within 5 business days. Here are the details on the vehicles delivered:

Service Date	Dispatch Number	Customer Name	Customer Number	Color	Make	Model	VIN	Year
05/14/2024	8287952	Jane Doe	+15555555555	-	Toyota	Tundra	171717171717ABCDE	2020
05/16/2024	8291381	Jane Doe	+15555555555	-	Toyota	Tundra	171717171717ABCDE	2020
05/18/2024	8295685	Jane Doe	+15555555555	-	Toyota	Tundra	171717171717ABCDE	2020
05/24/2024	8310994	Jane Doe	+15555555555	-	Toyota	Tundra	171717171717ABCDE	2020

↶ Reply

↷ Forward

# About Agero

Agero's mission is to reimagine the vehicle ownership experience through a powerful combination of passionate people and data-driven technology. As the #1 B2B, white-label provider of digital driver assistance services, we're pushing the industry to redefine manual processes as digital, transparent and connected.

The company has over 150 million vehicle coverage points in partnership with leading automakers, insurance carriers and others. Managing one of the largest national networks of independent service providers, we respond to approximately 12 million service events annually. Agero, a member company of The Cross Country Group, is headquartered in Medford, Mass., with operations throughout North America. **To learn more, visit [www.agero.com](#).**

