Allstate Roadside Services – ARS

- **Phone: 800-582-6626**
- **TP email alias (ARS to TP): Allstate@transitpros.com**
- **Contracted Services: Medium & Heavy duty towing only**
- **LD units: client must dispatch to TP as MD. If ARS cannot send LD over as MD, decline the call.**
- **Non-tow services: Decline**

Communications:

- **Intake:** Phone call from client rep
- **Emails**: ARS will email a dispatch form after intake is complete and PO is issued – send to allstate@transitpros.com. You are required to fully intake the move verbally. Do not reply to the emails as a form of communication.
- **TP to Client follow ups/updates:** Phone call, update client of the new ETA at dispatch.
- **ETA:** Client rep will require an "ETA" to provide PO, provide 90 min ETA and let them know we will keep them updated if there are any changes.

Weight Class:

- **MUST verify and make sure our system reflects what ARS shows.**

Coverage:

- **Coverage Type:** Verify with client rep
    - Full, Mileage or Dollar Amount
- **Coverage Limit:** Verify with client rep if not fully covered
    - Number of miles or dollar amount
- **Loaded Miles:** ALWAYS ASK client rep

Loaded Miles:

- **MUST ask and enter what ARS shows on intake to the decimal, do not round number.**

Client Info:

- **PO:** "PO"
    - If client cannot provide PO or advises they are calling back with it, enter "Need" for PO, note the move and do not proceed with dispatch until PO is provided.

If unit is pulling a trailer: Ask client rep for trailer coverage

- **Covered:** Confirm Secondary Asset coverage and obtain/enter PO for secondary asset on Step 1 (Secondary asset PO should be different than primary asset PO). *If ARS only provides one PO, the secondary asset is not covered.*
- **Not covered:** Detail Coverage as "None" for the secondary asset on Step 1

Step 2:

- ➢ **Must verify all details and complete Step 2 with customer prior to dispatch.**
- ➢ **If unit is not roadside or a true ERS breakdown. Gather the following details:**

- o Last time unit was moved /driven / towed
- o Tire condition
- o Location on property – easily accessible?
- o Get pictures whenever possible: Unit, tires and location on property
- ➢ **If customer is not fully covered:** Inform customer of their coverage and let them know we will call to collect any overages prior to dispatch – advise them we accept Visa and Mastercard. Do not quote customer before making vendors calls
- ➢ **If unit is pulling a trailer but trailer was not disclosed on intake:** Call ARS to inform them of the secondary asset and confirm coverage.

!!! ARS Rates !!!!

TP has contracted rates with ARS for MD & HD tows only.

- - <u>LD tow:</u> Request ARS send as MD.
    - o If ARS declines to send as MD, decline the call
- - <u>Service calls (non-tows):</u> Advise client rep we are contracted for MD & HD towing only and decline the non-tow service

- ➢ **If ARS asks for the cost on a MD or HD tow before they will issue PO:**
    - o Use ARS rates to determine the contracted rate by state, weight class and loaded miles.
    - o Inform ARS "Per our contracted rates, the cost is $XXX.XX. If there are any issues that would result in higher cost, we will call you for prior approval."

- ➢ **ARS quote approval procedure – vendor quote exceeds ARS rate**
    - o If vendors quote exceeds rates, call ARS for quote approval. The expectation is resources have been utilized and negotiations have taken place before calling for quote approval.
        - ▪ **Approved**: Enter "Client Quote" on move – Details Tab.
            - • Note move with quote approval template.
        - ▪ **Denied**: Inform ARS we need to quote approved to proceed and they can call us back if approved to proceed
            - • Note move with quote approval template.

<u>ARS Quote Approval</u>

Must get approval before calling ARS from manager or TL if one is on duty – notate who approved

If quote approval is being requested from ARS, the following needs be notated <u>prior</u> to calling ARS:

- - Contracted Rate $
- - Weight Class

- Overage amount being requested $
- Total client quote (Contracted rate + Overage)

After the call with ARS the following needs notated:

- Approved or denied
- Amount approved
- Reps name that approved or denied

We MUST request updated paperwork showing the additional amount approved but it is not required to proceed with dispatch

- ➢ **Coverage Limit Overages: Customer pays**
  - o Mileage overage:
    - ▪ Customer pays total loaded mile rate minus ARS covered miles rate (plus 3.5% cc fee).
    - ▪ **If the vendors quote exceeds total loaded mile rate:** Subtract the customers portion from vendor quote and add $150 to get the amount we need ARS to approve. Follow quote approval procedures above.
  - o Dollar amount
    - ▪ Customer pays total mile rate minus ARS dollar amount covered (plus 3.5% cc fee).
    - ▪ **If the vendors quote exceeds total loaded mile rate:** Take vendor quote minus dollar amount ARS is covering and add $150 (plus 3.5% cc fee) to get the customers out of pocket.