

Single Use Client (no coverage)

Inform member on intake – “We will locate service momentarily. We do require Visa, Mastercard, Com check, EFS check or T check payment prior to sending our service provider. We will supply you with an emailed receipt.

Communications: Typically called in by a customer.

- Complete step 1 and 2

Coverage: None, customer pay out of pocket prior to dispatch

Client Info:

- Claim # - leave blank if not available
- Unit # - if applicable
- PO # - use customers name
- Special Instructions – if applicable, include callers name, phone # and email

!!! Collect payment before dispatch !!!

- Service call – Add \$100 to vendors quote (plus 3.5% cc fee)
- MD and HD tow – Add \$150 to vendors quote (plus 3.5% cc fee)

➤ **If customer is requesting a “mobile mechanic”**

- Inform member we do not set that service up directly
- Google mechanics local to the customer if the do not have access – provide customer with Co name and number