

# Job Update Button with Towbook

## New Self Service Feature Puts You in Control

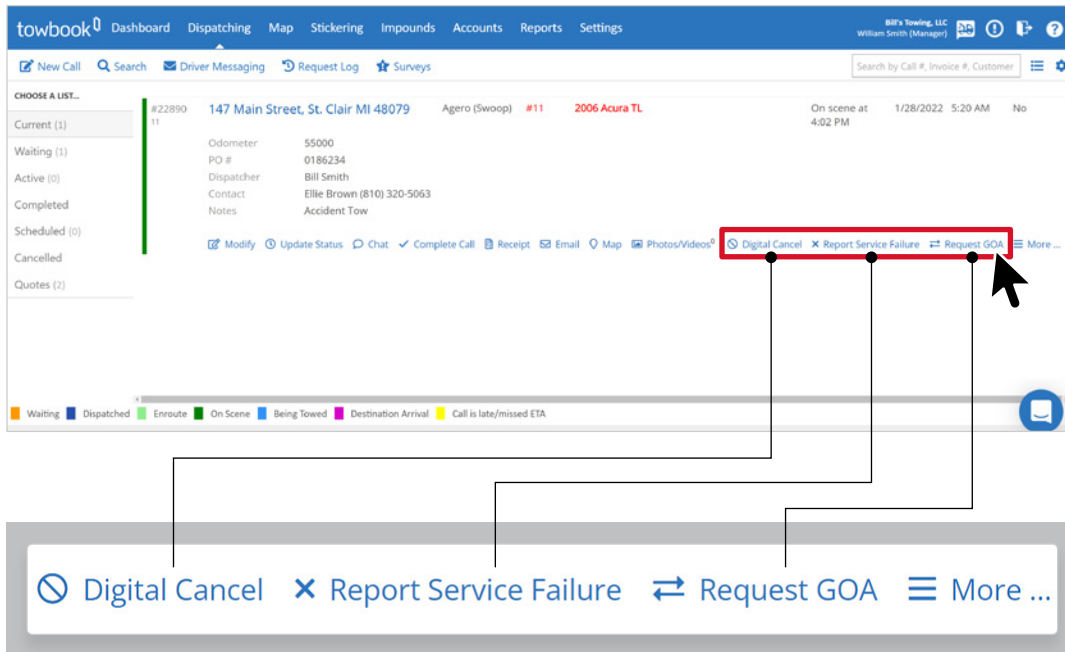
Job Update button enables dispatchers to quickly and digitally update active jobs for cancellations, reporting service failure or GOAs directly through TowBook.



## Product Overview

**Note: Admin or dispatcher permissions are required to access Job Update Button.**

- + Select Job to Update
- + Click on the Digital Cancel, Report Service Failure or Request GOA buttons to update job.



The screenshot shows the Towbook interface with a job card for a 2006 Acura TL. The job card includes details like address, odometer, PO #, dispatcher, contact, and notes. Below the job card, there are several action buttons: Digital Cancel, Report Service Failure, Request GOA, and More... A red box highlights these buttons, and lines connect them to a larger view of the buttons at the bottom of the page.

Digital Cancel   Report Service Failure   Request GOA   More ...

## Benefits



### Easy to Use

Straight forward option from the platform you already use.



### Skip The Line

Avoid waiting on hold. Just a few clicks and you can get on with your day.



### Quick Resolution

Better control your cancellation metrics to continuing earning and maintaining volume.



### Transparency

Accurate data on GOAs and cancels helps our team better support you.



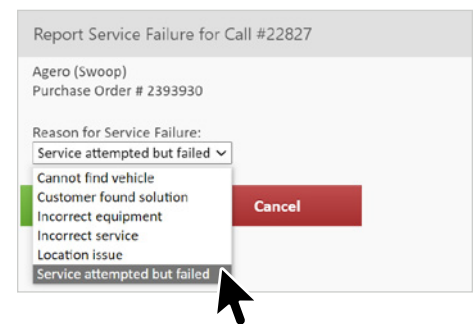
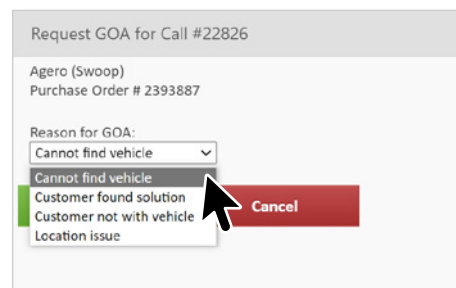
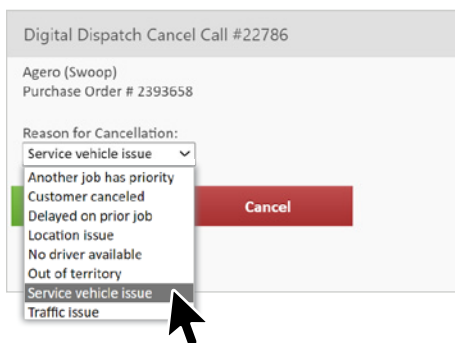
# How to Cancel Job, Mark as GOA or Report Service Failure

1 Select the job you need to update and click the request from the menu at the bottom.

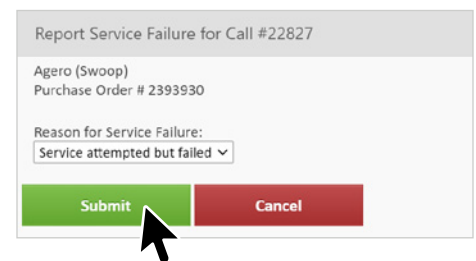
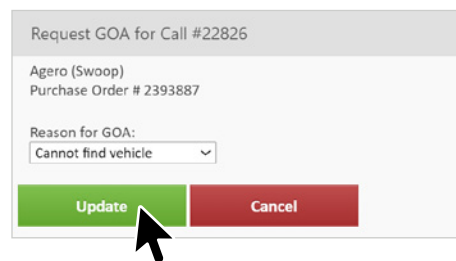
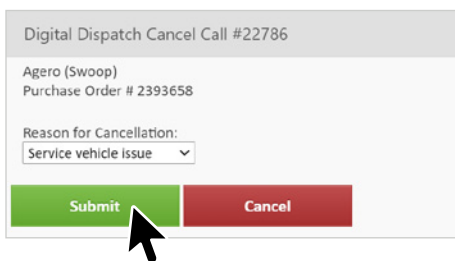


**Note: Job status must be set to On-site to mark a job as GOA or Unsuccessful.**

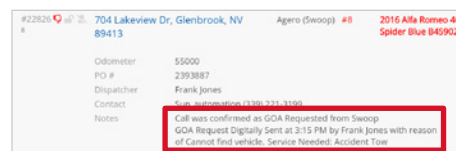
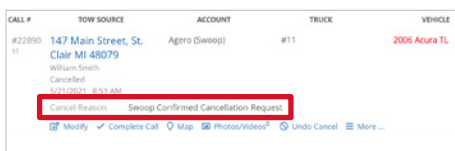
2 Select the **reason for cancellation** from the drop down menu.



3 Click the **Submit** or **Update** button.



4 Cancellation request confirmation will display.



## About Agero

Agero's mission is to rethink 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 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](http://www.agero.com).**