

Got Photos?

REQUIREMENTS & GUIDANCE

Photos are required for every job, regardless of service type. When it is safe to do so, it is in your best interest to share as many photos as possible during each job.

Benefits

- + Speed the damage resolution process and potentially reduce your liability
- + Prevent false/fraudulent claims against your driver and/or business
- + Eliminate the need for Agero Dispatchers to call you to confirm delivery status
- + Streamline additional charge interaction with Agero Dispatch Agents during chat or phone conversations
- + Submit additional charge requests directly through the Edit Invoice window in Swoop with no call or chat into Agero Dispatch
- + Speed the approvals process and reduce the potential for audit by providing necessary justification upfront



Photos for Road & Tow Jobs

When it's safe to do so:

- + Take at least four pictures of the vehicle (one of each corner) at both pick-up and drop-off.
 - Include VIN, license plate and signage of delivery location
- + Take at least three close-up pictures of each area of pre-existing damage as soon as you arrive at the disablement location, before even touching the vehicle.
- + For accident jobs, take a picture of the scene. This can include the environment/debris, any relevant landmarks or signage, and any other pertinent details that may help provide a clearer picture of the situation.
- + Do your best to only photograph the vehicle you are there to service
- + If vehicle is covered in snow, do your best to clean off the vehicle so its condition can be easily viewed/determined.

Photos for Additional Charges

There may be instances when a job is complicated or requires more equipment than initially planned. In these cases, photo proof of your requested additional charge is required as evidence of your need and to substantiate any of the below charges in particular.

Failure to provide photos for any of the below requests will result in your request being sent to audit or rejected. If rejected, the invoice will be moved to the "Action Required" tab of the Invoice Dashboard outright.

Accident Clean Up | Disconnect Driveshaft | Dolly | GoJak | Mobile Charge | Ramps | Straps | Labor | Parts | Ferry
Snatch Block | Tire Skates | Tire Disposal | Second Truck | Second Service: Battery Jump/Lock Out/Tire Change/Winch

To make your request, you may either:

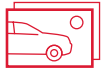
- + Reach out to Agero immediately through the blue chat bubble in Swoop or via the live job hotline to seek approval from our agents.
- + Incorporate all additional charges as line items directly within your job invoice as soon as possible. All line items added to the invoice will be reviewed by our team.

In both cases, you must abide by your contracted rates for the service itself and any contracted rates for winching, dollies/skates/GoJaks, accident clean up and additional towing. Additional guidelines on our additional charge process can be found [here](#).

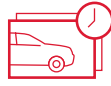
Photo Format Guidance

Make sure all photos are:

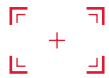
Taken horizontally



Time and location stamped



As clear and straight as possible



For additional charges,

a clear visual representation of the request you are making

The customer's vehicle should be clearly identifiable (photo should include manufacturers logos, color, license plate, where possible) and unless absolutely necessary, photos should not be excessively zoomed-in.

Be mindful of glares/flashes when taking photos, it is critical that information like VIN and plate numbers are easily identifiable in the photos you include.

All 4 Corners and Points of Damage



Examples of Photos for Additional Charges



Examples of Incorrect Photos



Attaching Photos in Swoop

Adding Photos to Job Details in the Swoop Mobile App:

- + Navigate to the appropriate job and open the details window
- + Click on the "Add Photos" button
- + Allow Swoop to access your camera
- + Take all the necessary photos
- + Select "Done" at the top right to upload the photos

***Note** that while photos will attach to the job details, you will be unable to edit the invoice directly while on your mobile device, unless you are accessing Swoop on a web browser rather than through the mobile application.

Adding Photos to Job Details/Invoices in Swoop via Web Browser:

- + Navigate to the Job in your dashboard
- + Open the Job Details using the blue arrow button on the right of your screen
- + Add photos directly in the details by selecting the "Add Documents" button or directly in the Invoice by clicking "Edit Invoice" then "Add Documents"
- + Make sure to save

*All additional charge requests must be processed through the Agero team directly, either with our Dispatch Agents via chat or live job hotline or by editing the job information directly in the Swoop Job or Invoice Dashboards. While photos can be added to job details in Towbook or other dispatch software ([see directions here](#)), you will not be able to request additional charges through third party systems.