



2024

Accident Management Provider Handbook

Everything you need to know
to successfully complete
Accident Management
dispatches for Agero.



Prefer Self-Serve?

SEARCH OUR FAQs
BY VISITING THE
RESOURCES TAB
IN YOUR
SWOOP APP

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What is Accident Management?

Accident Management involves jobs that require immediate prioritization and are often emergencies. These jobs require the prompt delivery of vehicles that have been in an accident to a storage yard or repair facility.

When it comes to handling accidents jobs, sticking to the rules outlined in this handbook will be critical to your success in working with us. Use this handbook as a way to set yourself up for success when it comes to Agero systems and programs. This handbook lays out what you can expect of us, and what we expect of you as an active member of the Agero Network.

Whether towing a car after an accident, or completing a

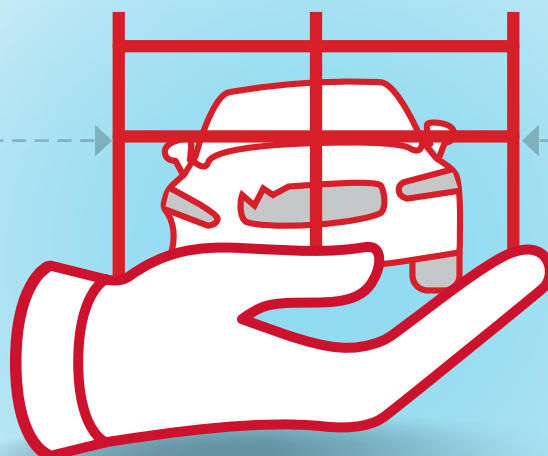
secondary tow, it's important each provider within our network follow the same procedures and provide high quality services. In the event that you arrive on scene and a job requires more work than originally anticipated follow the procedures outlined in this guide to ensure both you and Agero are in agreement on the next steps to be taken. We look forward to working with you and appreciate your willingness to service our Accident Management customers.



 SWOOP®



Accident Tow



Secondary Tow



What is Accident Tow (P)?

Accident Tow (P) jobs, P meaning *Priority*, are high priority jobs that involve moving vehicles from the scene of an accident to a repair or storage facility.

On these jobs you are required to respond to the disablement scene with a **30 minutes or less ETA**. Our agents may refer to these jobs as “priority accident scene tows” or a “tow at the scene of an accident.” These jobs were formerly referred to as “Accident Scene Management (ASM)” jobs.

- + These jobs will be offered to you digitally labeled with Service Type: Accident Tow (P).
- + Swoop Rate Agreements can be viewed under Rates ➔ Accident Tow (P).

RATE AGREEMENT

ACME TOWING LLC (ASM)

Agreement ID 70845

Overview

Capabilities

Rates

Client Preferences

Settings / Rate Agreements / ACME Towing LLC (ASM) / Rates

Rates

Services

- ASAP Transport
- Accident Tow
- Accident Tow (P)**
- Repo
- Reunite
- Tow

You are required to GIVE AND MEET A 30-MINUTE ETA TO RECEIVE YOUR ACCIDENT TOW (P) RATE.



What is a Secondary Tow?

A Secondary Tow involves delivering a vehicle from an impound or storage yard to a designated repair or body shop.

These can also be referred to by agents as “Secondary Tows with payout” and were formerly known as “VRM-A”. On Secondary Tow jobs that are with payout you will be asked to advance funds in order to release the vehicle on Agero’s behalf. **Advanced funds will be prepaid to you on a Virtual Credit Card.** These funds are to be used to bring cash or a check to the storage yard to release the vehicle.

The screenshot displays the 'Rates' configuration page for 'ACME TOWING LLC (VRM)'. The sidebar on the left lists navigation options: 'Overview', 'Capabilities', 'Rates' (highlighted), and 'Client Preferences'. The main content area shows the breadcrumb 'Settings / Rate Agreements / ACME Towing LLC (ASM) / Rates' and the title 'Rates'. Below this, there is a table with a 'Services' column containing 'Secondary Tow' and an 'Additional Items' column with a plus sign icon.

In Real Time

if there are any changes with a job you must seek prior approval.

What to do on arrival?

When you arrive: If you are asked to pay funds to release a vehicle, and Agero did not communicate that a payout was necessary, **do NOT pay the charges.** Contact Agero Live Support immediately for assistance on next steps.



Best Practices on Accident Management Jobs



Following these guidelines will help us to work as efficiently as possible together.

On **ALL** Accident Management jobs, both **Accident Tow (P)** and **Secondary Tows**:

- 1** Put all charges onto your accepted Job ID.

 - + Do NOT ask for a VCC for anything other than Advance Charges. Asking for a credit card when you are a contracted provider could result in removal from the Agero network.

 - 2** Take pictures **before and after** the service and upload them within Swoop (or your dispatch app of choice). It is required that you:

 - + **Take all photos in landscape (horizontal) mode.** Photos should be as straight as possible and include surroundings such as the debris field and other vehicle(s) to add perspective of the accident scene.
 - + A minimum of **three close-up pictures of any & all pre-existing damage** before touching the vehicle, if you are in a safe location.
 - + **At pick-up:** A minimum of four pictures, one from each corner of the vehicle, if you are in a safe location.
 - + **At drop-off:** Pictures of **all four corners of the vehicle, VIN, license plate, and signage of delivery location.**
 - + Pictures corresponding to proof of need(s) related to any additional charges you have received prior approval to utilize on that job (*dollies, winching, etc.*).
 - + If an agent asks you to email the pictures to Agero, send them to: AMpics@agero.com
- 
- 
- Image Capture
-
- 3** If the tow-to destination is open, make sure you give the keys directly to a representative.
 - 4** If the tow-to destination is closed, use the Night Drop.

 - + If the destination does not have a Night Drop box, use live job chat in Swoop or live job phone support to notify Agero immediately that the vehicle will need to be stored and we will advise on next steps involving storage.
 - 5** If you have a vehicle in your storage, it is expected that you contact Agero once a day to check the status of getting the vehicle moved. **Do not mark a job Complete until the vehicle is no longer in your possession** either after towing it out yourself at Agero's instruction or releasing it to the approved vendor.



On **Accident Tow (P)** jobs:

- 1 **You are required to arrive within a 30 minute ETA.** Always provide your best ETA, no matter what.
- 2 **If the police dispatch you to a job** that you also receive from us, contact Agero via chat immediately to cancel the job with us.
- 3 **If the vehicle ends up in your storage** due to a tow-to destination refusal or closure:
 - + In the case where Agero is handling the tow-out, **do not** collect payment from repair shops, salvage facilities or any other party associated with these tows.
 - + If a third-party (such as IAA or Copart) is handling the tow-out, the vendor should provide storage payment.



On **Secondary Tow** jobs:

- 1 **Do not provide a payout on a vehicle** if you haven't yet received or run the virtual credit card (VCC) from Agero.
- 2 **Provide pictures of the invoice/receipt** and upload directly to Swoop or your dispatching app of choice.
- 3 **If you arrive on scene for a regular tow and a payout is required,** do not complete a payout without contacting Agero immediately through Swoop live job chat for next steps.

NOTE: Agero closely monitors convenience fees for both frequency and cost.

NOTE: In the event another party picks up a vehicle from your facility, **DO NOT** charge them the first tow fees, those should be billed on your invoice.

ADDITIONALLY, WE EXPECT THE FOLLOWING ON ALL AGERO JOBS:



GPS tracking is enabled throughout the entirety of the job.



Status updates are provided throughout the job/in real time.



Do not offer opinions to the customer on the tow-to destination



Do not offer alternate locations for the tow-to destination .

If anything changes with a job, such as equipment needed, longer wait time, clean-up, or additional services, **reach out to Agero Live Job Support immediately by chat or phone.**

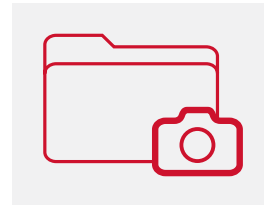
- + It is in your best interest to request approval on changes as soon as possible.
- + Failure to notify us of additional charges within the allowed timeframe may result in denied payment and/or rejected invoices.
- + Use photos to substantiate your request.
- + Do not request a credit card for any additional charges.

Additional Charge Guidelines

There may be instances when a job is complicated or requires more equipment than initially planned.

In these unconventional cases, it's important to be transparent about your needs and it's critical to **take as many pictures as you can** to show proof of the need(s). Pictures help to validate the additional charges being billed to clients.

Failure to follow proper additional charge procedure may result in rejected invoices or your account being placed on hold for further investigation.

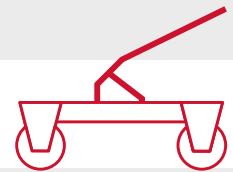


Pictures are critical.

Common Additional Charges:

Dollies/GoJaks/Skates

- + Agero only pays 1 service fee for each event even if multiple dollies, skates or Go Jaks are used. **Agero does not pay for dollies on Flatbed dispatches.**



Winching

- + Agero pays winching in half hour increments. **Agero does not pay for winching cars onto flatbeds** from roadways or storage lots.



Labor

- + Agero pays labor in half hour increments. **Examples of Labor:** Crash Wrap application, any extra work/effort required to ensure the vehicle is in a position to be towed.
- + Agero does not pay labor charges for putting dollies or skates on or for hooking up a winch cable.

Storage

- + Agero pays overnight storage in nightly increments according to your contracted rates.



Clean Up

- + Agero pays for the clean up of an **accident scene** utilizing your Accident Clean Up rate.



Of the above common add charges, Labor is the only cost that is not outlined in your Swoop Rate Agreements and can be negotiated. Each of the other charges can be set with us upfront and can be found in your Swoop Rate Agreement under "Additional Items" for reference. Any rates that you agree upon upfront in a Rate Agreement are non-negotiable.

To modify Rate Agreements you will need to reach out to PAG.

If you arrive on scene and encounter a situation with a vehicle that you were not prepared for..

Get in touch with Agero Live Job Support immediately to advise on the changes and get approval for any additional equipment, time, or labor needed to complete the service.



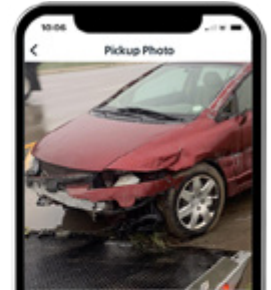
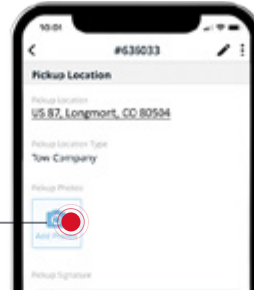
SWOOP[®]

Click the blue chat icon to access.

Best practice for these cases is to take as many pictures as possible prior to touching the vehicle so that we have accurate evidence of the condition of the vehicle before the service.

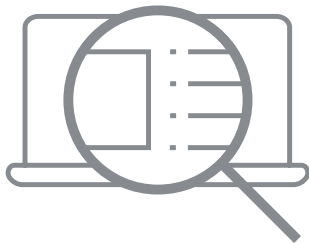


Image Capture



Additional Charge Abuse

We closely monitor additional charge behavior.



We regularly audit additional charge patterns at the provider, metro and zip-code level to identify outliers and ensure adherence to the process.

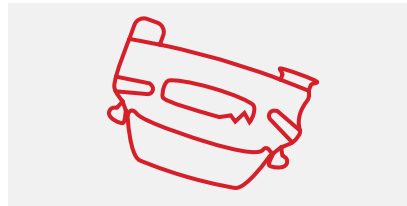


Repeatedly adding unnecessary or non-dispatched services/equipment to jobs/ invoices may result in rejected invoices and/or being removed from the Agero Network entirely.

Extreme or Unconventional Situations



What do we consider **“Extreme”** or **“Unconventional”**?



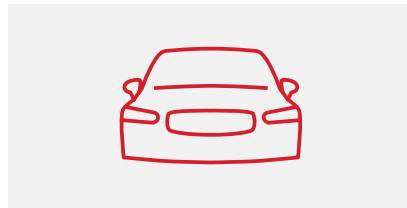
Flipped or Rolled Over



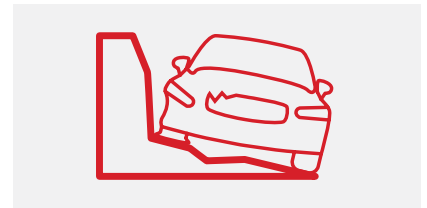
Was/is on Fire



Was/is Submerged in Water



Is Missing More Than One Tire



Is 15 feet or More Off the Road
(i.e. off a cliff, in a ditch, etc.)

What does Agero expect in these situations?

- 1 **If additional charges are needed to secure the vehicle safely, you are required to:**
 - + Reach out to Agero immediately through the blue chat bubble in Swoop to seek approval from our agents **BEFORE** touching or moving the vehicle in any capacity and be prepared to provide pictures.
 - + Abide by your contracted rates for the service itself.
- 2 **If additional equipment/effort is needed, you are required to:**
 - + Abide by your contracted rates for winching, dollies/skates/GoJaks, and accident clean up.
 - + Abide by your contracted rates for towing *(if an additional truck is needed)*.
- 3 **If the level of effort needed evolves during the service,** you are responsible for keeping Agero informed as the situation progresses and providing picture evidence.
- 4 **You must give an accurate breakdown** of whatever charges are incurred on the job.

Handling Jobs

When a Vehicle Can't Be Delivered

If you take a vehicle to its intended destination and are unable to leave the vehicle for whatever reason (destination refuses to accept, storage is full, business was closed without a night drop, etc.) follow the below guidelines.

1 Contact Agero immediately by chatting in Swoop before leaving the tow-to destination or taking the vehicle to any other destination.

+ Do NOT take the vehicle back to your storage without obtaining prior approval from Agero

+ Best practice is to get the new tow-to location from Agero during your communication with us, if it's available.

+ Taking a vehicle back to your storage, or any other tow-to destination, without prior approval from Agero will be considered steering and will put your contract at risk.

2 Take a picture of the tow-to destination using your dispatch platform *(even if the vehicle gets refused).*

3 Get the name of the person who is refusing the vehicle and document that in the job notes and/or take a picture of the business card of the person refusing.

4 If you are taking the vehicle to a new drop off location additional miles are to be added to the first PO. A second tow/PO will not be sent.

5 If the vehicle ends up in your storage:

+ Do not ask for a VCC for any portion of the job

+ The tow back to storage and the eventual tow out are at your contracted rates

+ You will receive a second Swoop job for the tow out the following business day or as soon as the vehicle's next destination is known.

+ You must contact Agero every day that the vehicle is in your possession to establish when the vehicle is to be moved.



Take a picture of the tow-to destination even if the vehicle gets refused.



In the event that a vehicle ends up in your own storage yard/facility, follow the below guidelines:

- 1 If you are able to complete tow out of storage:
 - + Invoice the initial tow to your storage on the first job ID
 - + Invoice the tow out of storage on second job ID, including storage costs at your contracted rates
 - This storage payment is **not** considered an Advance Charge

- 2 If you are unable to complete tow out of storage:
 - + Invoice the initial tow to storage on one job ID, including the cost of storage at your contracted rates.
 - This storage payment is **not** considered an Advance Charge
 - + The second provider (may be contracted by Agero or another party) will invoice the tow out separately.
 - No additional paperwork is required from you
 - **Do not** charge this provider for storage fees

*If you are the provider picking up from storage, this job will be invoiced at Light Duty Tow rates and no Advance Charges will be required. **DO NOT pay the storage facility.***

Billing Guidelines

For any inquiries or changes that need to be made to an active accident Job ID, chat with us in Swoop.

Accident Tow (P) Billing Instructions

Accident Scene Towing jobs will appear in Swoop dispatches under the label "Accident Tow (P).":

- + Rates are only for services designated as priority by the dispatcher at the time of service. You will only be eligible for your Accident Tow (P) rate if you GIVE and MEET a 30-minute ETA or less.
- + In order to secure service, Agero Dispatchers will sometimes accept ETAs greater than 30 minutes. In the event an ETA of over 30 minutes is accepted, only light duty rates will apply.

Chat is the fastest and most efficient way to reach us.



Secondary Towing with Payout Billing Instructions

Your responsibility will be to deliver these vehicles from an impound or storage yard to a designated body shop. You will be asked to advance funds in order to release the vehicle.

Our agents will refer to these calls as “secondary tows with payout” and you will receive these dispatches via phone. Secondary tow jobs are billed at your light duty rates.

- + Agero will prepay you for advance charges with a virtual credit card (VCC). These funds should be used to bring cash or a check to the storage yard to release the vehicle on our behalf.
- + Since we are pre-paying for the advanced charges, you will only need to bill us for a Light Duty tow within Swoop using the Job ID that was issued at the time of dispatch.

STEP 1

Receive job dispatch from an Agero agent and confirm ability to advance funds to storage lot.



STEP 2

Obtain VCC number, Job ID and Job Details from agent.



STEP 3

Cash out VCC funds at the bank, bringing payment to the storage lot.



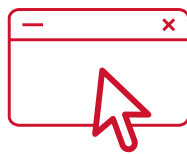
STEP 4

Acquire released vehicle and proceed with tow as outlined in Job Details.



STEP 5

Invoice job as Light Duty tow according to your usual rates.



STEP 6

Receive payment as part of Agero's Tuesday/Thursday check run cycle.



Need help while on the job? Chat with us 24/7 at app.joinswoop.com. Have the 8-digit Job ID at hand.

Billing Questions


Contact PAG:
info.agero.com/network

Tows Out of Storage Billing Instructions

In the event a vehicle needs to be brought back to storage, contracted storage rates will apply.

- + Your daily storage rate will apply to the number of covered nights the vehicle is stored at your location.
- + If you are towing a vehicle out of your own storage, storage would be added to the second Job ID for the tow out.
- + If another Service Provider is towing the vehicle out of your lot, the storage costs go on the first Agero job ID.
- + All tow out invoices will be paid at light duty rates as an expedited ETA is not required.

Guidance on
Editing and
Submitting
Invoices in



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review the
“Invoicing & Payments”
documents in the
[Swoop Resource Center](#)

Network Removal

Per our terms and conditions, there are certain offenses which can result in removal from our Network. Examples of that behavior include:

- 1 Refusing to release a customer’s vehicle for any reason.**
 - + Keep in mind: Agero reserves the right to debit your account even after the dispute is resolved.
- 2 Poor customer feedback.**
- 3 Serious legal escalation or customer escalation.**
- 4 Consistent poor performance.**
- 5 Egregious billing behaviors or abuse of payment terms, for example:**
 - + Requesting a VCC payment instead of accepting the job at your contracted rate.
 - + Add Charge Abuse (*or repeatedly adding unnecessary or non-dispatched services/equipment to invoices*)
- 6 Agero agent/employee harassment, abusive behavior, threats, or bribery.**
- 7 Numerous vehicle damage complaints from customers.**
- 8 Violation of the [Agero Community Guidelines](#).**

If you or your employees engage in any of the above unacceptable behaviors, Agero reserves the right to both ban the driver/employee from servicing future Agero customers, and/or remove your business altogether from the Agero Network and from taking any future Agero jobs. In certain circumstances, Agero may elect to report your actions to law enforcement and/or take legal action.

Getting Support

LIVE JOB SUPPORT

If you need to contact Agero during a live job or regarding an active job ID:

- + Chat with an agent directly in Swoop (<https://app.joinswoop.com/login>) via the blue chat bubble in the lower right hand corner.
- + Or call our Accident Management phone line at 866-359-5425.



Click the blue chat icon to access.

BOTH AVAILABLE 24/7

PROVIDER ADVOCATE GROUP (PAG)

For any issue that does not involve a live/active job ID, including submitting support or billing discrepancy tickets, territory/setting adjustments, please reach out to PAG. To reach PAG you have several options:

LIVE CHAT AND SUPPORT TICKETS

info.agero.com/network

Live Chat with PAG or Submit a Ticket to PAG and a team member will respond within one business day.

CALL PAG



1.866-219-8136

Monday – Friday, 10:00 am – 6:00 pm EST

SUBMIT A BILLING DISCREPANCY

PAG Ticket info.agero.com/network

DAMAGE SUPPORT

If you need to contact Agero for anything related to damages:



EMAIL



damageteam@agero.com

PHONE



1.800-528-9416

Monday – Friday, 10:00 am – 8:00 pm EST

Keep
your account
up to date.

When working with us to update your account please ensure we're updating across **ALL of your related lines of business with us.**







This handbook sets Agero's contracted Services Providers up for success with all of Agero's systems and programs. This handbook identifies Agero's policies and procedures and should be used as a guide for what to expect (*and what we expect of our Service Providers*) as part of Agero's Network. Agero reserves the right to modify this handbook at any time. The handbook can be regularly accessed on AgeroSupport.

