

# GOT PHOTOS?

We require photos on all jobs and highly recommend them for any additional charge requests.

## WHY?





### THE BENEFITS TO YOU ARE SIGNIFICANT:

- ★ Speed up damage resolutions
- ★ Reduce your liability
- ★ Prevent false/fraudulent customer claims
- ★ Eliminate callbacks on vehicle delivery status
- ★ Streamline additional charge interaction with Dispatch Agents
- ★ Faster approvals
- ★ Reduce audit risk



Make sure your photos...

## SHOW

-  Any & all pre-existing damage
-  Each corner of the vehicle before & after the tow
-  The VIN, license plate, and signage of delivery location
-  Proof of your equipment or effort needs for additional charge requests

## ARE

Taken horizontally



At least 10 in total



As clear and straight as possible



Time and location stamped



**REMEMBER: Only take photos when it is safe to do so. When possible, it is in your best interest to share as many photos as you can during each job.**

Find more information on our Photo Requirements in the Swoop Resource Center, just search "photos."

