

Quick Start Guide

Third-Party Provider Version

The Penske Service app is designed for use by service providers during a roadside assistance event. Technicians input real-time status updates for 24/7 road calls directly through the app. This information provides better communication and visibility between service providers and drivers waiting for assistance. **Here is how it works:**

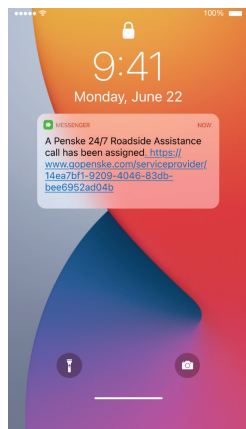
1. Downloading the App

Download the app through the Apple App Store or Google Play.



2. How to Log In

You will receive a link via text message to access road calls. Simply tap the link to launch the Penske Service app.*



Once the app has loaded, you will need to accept the Terms & Conditions and the Privacy Policy to continue.

**If you haven't downloaded the app, it will have you do that first.*

3. Accessing Road Calls

Each link will take you to the detail page for that specific road call. From there, you can review:

- **Road Call Information** – including the issue and location
- **Unit Information** – provides information about the vehicle, as well as a year's worth of service history to help diagnose the issue
- **Contact Information** – includes the driver's name and number for easy calling

4. Notifications

When a road call location has changed or been canceled, you will receive a push notification, (if enabled) informing you of the update.

Note: The app will ask permission to send notifications, and it is recommended to allow this functionality for better overall communication.

5. Updating Road Call Info

Estimated Time of Arrival (ETA)

To edit the ETA of a road call, select the pencil icon next to ETA. Enter your new ETA and select Submit.

Status

To edit the status of a road call, tap the Status dropdown and select from the list of available options: On the Way, Arrived, Part Needed, Resolved, and Can't Resolve.

Selecting the "On the Way" status is an important step as it allows your location to be shared for real-time updates and communication with drivers using the Penske Driver™ app.

Note: The app will ask permission to Share Your Location, and it is recommended to allow this functionality to provide visibility to drivers waiting for assistance.

