

INA Towing vendor information document for service request

!!!!!!!!!!!! IMPORTANT INFORMATION PLEASE READ!!!!!!!!!!!!

To all vendors,

Please provide the information contained in this document to responding operators and support staff. The information below is very important and will assist in timely handling of service requests. We appreciate your cooperation.

If you have any questions please contact our tow team at 866-853-2125 for assistance.

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1) You will be provided our job reference number at the time of dispatch. Please use this reference number when contacting us for updates, invoice submission and payment request. You can note job number in this space for easy reference. _____

2) All updates, delays or service concerns during the job must be directed to INA Towing. Do not take directives from the driver or trucking fleet independent of INA Towing. Contact us asap if you have any questions. We will communicate directives to your team as per instructions from our fleet customer. We have found that directives from parties other than our INA Towing team can lead to confusion in the job.

3) It is very important that you meet your ETA as given to our team. Please notify us if you are going to be delayed. We will also need you to update the time of arrival at the breakdown, changes in service and the time of job completion.

These updates can be provided via text as stated below:

Text to 859-448-7809 with the reference number and update info such as ATA (on scene) or RT (roll time –complete) in the body of the text.

If verbal updates are necessary, please call the direct extension provided to you at the time of dispatch from agent or 866-853-2125. As a backup, you can also contact Gay Rochester at 704-902-0883.

4) Please submit your invoice directly to INA Towing within 48 hrs. from the completion of the call to fax 800-799-3165 or email vendor@inatowing.com. ****Do not submit your invoice to the driver or the trucking fleet. *** They do not need to sign the invoice either as we handle everything in electronic reporting to our fleet customers. Please include reference no., vehicle info/mileage, breakdown/towed to location and description of services on your invoice. Following this process will allow us to provide a timely payment to you and invoice submission to our customer.