

TAKING THE RIGHT PHOTOS



THE BENEFITS TO YOU ARE SIGNIFICANT:

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

SCAN THIS QR CODE



to find more information
on our Photo Requirements
head to the Swoop
Resource Center.

Photo Requirements for All Jobs (Road, Tow & Accident)

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.
 - Drop off photos are required to move all Tow jobs to completion.
 - 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.
- + We require unique/non-duplicated photos on all jobs and any additional charge that requires equipment or effort on scene.
- + For accident jobs, take a picture of the scene. This should include the environment/debris, any relevant landmarks or signage, and any other pertinent details that may help provide a clearer picture of the situation.
- + Take pictures of all vehicles involved in the incident, include clear visuals of license plates when possible.
- + For all storage yard jobs where a payout was paid, uploading a photo of the itemized receipt is required.



Taking quality pictures is critical
on every job, to help your team
get it right every time

**WE'VE EMBEDDED A
VISUAL GUIDE ON SCREEN**
for your team to quickly snap
the right photos with ease.

Additional Charge Requirements

The proof is in the pictures...

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. Note that some combinations of the below additional charges will not be allowed on specific jobs.

Failure to provide photos for any of the below requests will result in your request being rejected.

Accident Clean Up | Disconnect Driveshaft | Dolly | Extreme Damaged Vehicle

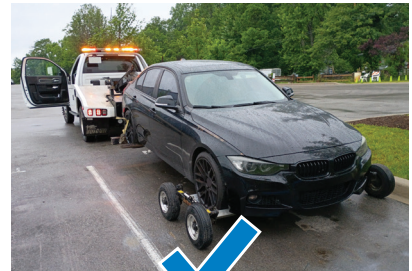
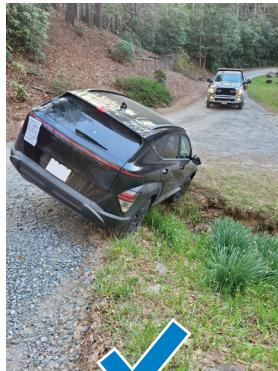
GoJak | Mobile Charge | Ramps | Labor | Ferry | Snatch Block | Tire Skates | Tolls

Second Truck | Second Service: Battery Jump/Lockout/Tire Change/Winch

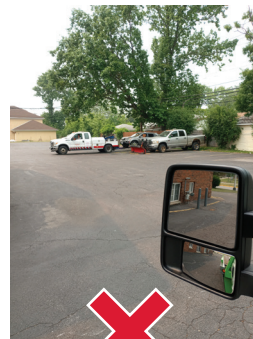
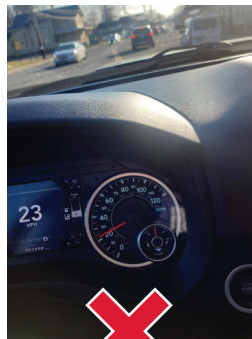
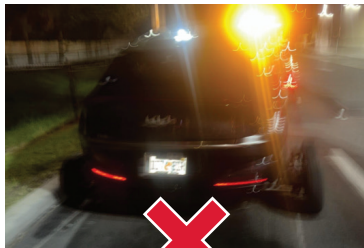
To make your request, you can:

Self-service and submit your additional charges automatically in the Invoices Tab in Swoop.

APPROVED



REJECTED



REMEMBER: Only take photos when it is safe to do so.

It is in your best interest to share as many photos as you can during each job.