

# Agero Billing 101

Your one-stop-shop when it comes to billing and payments in Swoop

Correctly submitting and editing invoices in the Swoop billing dashboard is the best way to ensure timely pay.



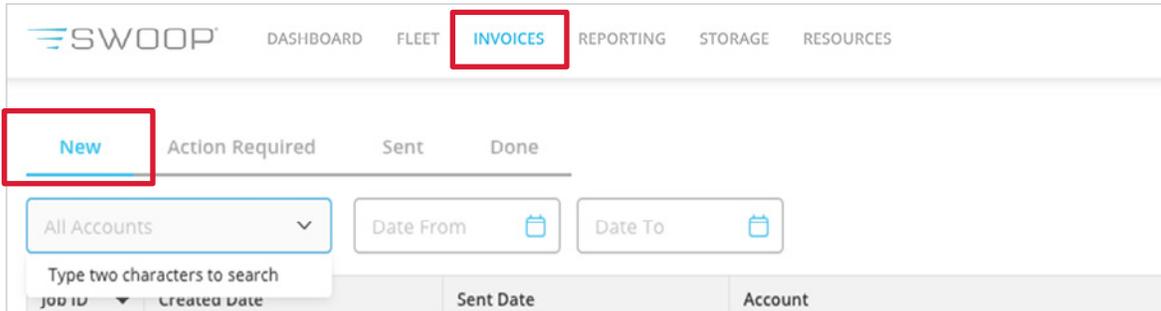
## THIS GUIDE WILL WALK YOU THROUGH:

- + Submitting an invoice 2
- + Resubmitting a rejected invoice 3
- + When to submit your invoice, and what to expect 3
- + Where to turn for help 4



## How do I submit an Agero (Swoop) invoice in Swoop?

- + Login to Swoop from a desktop web browser ([app.joinswoop.com/login](http://app.joinswoop.com/login))
- + On your dashboard, navigate to the **Invoices** tab on the top menu. Select **New**:



- + View and verify job details by clicking the event line item.
- + To edit an invoice, click on the **Pencil** icon on the far right of the line item:



**THE MORE YOU KNOW**

We highly encourage you to review each invoice for accuracy, carefully read any notes left by our Billing team, and provide your own, detailed notes as needed. The more information you can provide before submitting an invoice for payment, the quicker the review process will be.

- + Once you've reviewed the invoice and added any notes, you'll click the blue **Send** button to submit.



## How do I know if an invoice has been rejected, and what do I do?

- + Invoices that have been rejected are displayed under the **Action Required** tab and will have a **Yellow Hazard** icon under the Alerts column, to the left of the invoice amount:

888888	07/24/19 19:32	Swoop	Tow	Completed		\$ 152.00	\$ 152.00	<a href="#">Send</a>			
333333	07/29/20 23:16	Swoop	Fuel Delivery	Completed		\$ 57.80	\$ 57.80	<a href="#">Send</a>			
000000	07/30/20 00:59	Swoop	Tow	Completed		\$ 224.00	\$ 224.00	<a href="#">Send</a>			

**THE MORE YOU KNOW**

When you hover over this icon, you will see additional details regarding this rejected invoice, with notes left by Agero’s Billing team:

888888	07/24/19 19:32	Swoop	Tow	Completed	<b>Swoop Rejected Invoice</b> Reason: Incorrect base rate	\$ 152.00	\$ 152.00	<a href="#">Send</a>			
333333	07/29/20 23:16	Swoop	Fuel Delivery	Completed		\$ 57.80	\$ 57.80	<a href="#">Send</a>			
000000	07/30/20 00:59	Swoop	Tow	Completed		\$ 224.00	\$ 224.00	<a href="#">Send</a>			

- + To attempt to receive payment for rejected invoices, you must take action based on the notes before re-clicking **Send**. To edit the invoice, click on the **Pencil** icon.
  - If you attempt to submit a rejected invoice without editing, it will not be processed. Some edits require PAG assistance, so please read the notes carefully.
- + Once you’ve edited the invoice, and assuming the notes do not indicate otherwise, re-click the **Send** button.

## When do I have to submit my invoices?

- + Check runs are twice weekly, Tuesdays and Thursdays. Invoices should be **submitted by Sunday 11:59pm EST** to be included in the Tuesday run and **Tuesday 11:59pm EST** for the Thursday run.
- + You have **60 days** from the original service date to submit an invoice, and **30 days** from the date you are paid to submit any payment errors or issues for review.
  - Any invoice that is edited is **subject to review**.
  - You can review jobs that are under review under Invoices, in the **Sent** tab:

SWOOP											DASHBOARD	FLEET	<b>INVOICES</b>	REPORTING	STORAGE	RESOURCES		Administrator	
New		Action Required		<b>Sent</b>		Done													
All Providers		Date From	MM/DD/YYYY	Date To	MM/DD/YYYY														
Job ID	PO	Created Date	Account	Service	Job Status	Alerts	Total	Balance	Status										
222222		05/15/20 00:40	Swoop	Tow	Completed		\$ 224.00	\$ 224.00	<a href="#">Send</a>										
555555		07/23/19 16:45	Swoop	Tow	Completed		\$ 181.40	\$ 181.40	<a href="#">Send</a>										
777777		11/19/20 15:14	Swoop	Battery Jump	Completed		\$ 30.00	\$ 30.00	<a href="#">Send</a>										

## Who do I contact when I need help?

The quickest way to address most questions is through our self-service portal. You can search the FAQs in the Help Center within Swoop (navigate to the **Resources tab**) for answers to common questions.

The **Provider Advocate Group is here to help** with any billing inquiries or concerns you may have. They are available on weekdays from 10:00am - 6:00pm EST. There are a few ways to get in touch with them:

- + **Chat:** For a response in minutes, connect with PAG by going to [info.agero.com/network](https://info.agero.com/network) and clicking the blue chat bubble. 
- + **Online:** **Submit a ticket** and receive a response within one business day.

We are actively working to enhance our resources on billing processes, including the creation of new videos and instructional guides. Stay tuned!