



A·P FLEET
MANAGEMENT

AP FLEET VEHICLES: QUICK REFERENCE GUIDE

CONTENTS

While On Rent	3
Tolls/Violations	
Accidents	
License and Title	
Towing	
Maintenance	4
How ServiceUp Helps You	
How to submit Proof of maintenance	
Scheduled Preventative Maintenance	
Roadside Assistance	
Returning a Vehicle	7
Billing and Additional Resources	7

WHILE ON RENT

Tools and support for every mile

YOUR CUSTOMER EXPERIENCE REPRESENTATIVE WILL BE YOUR MAIN POINT OF CONTACT FOR EVERYTHING

- Billing
- Maintenance
- Vehicle Issues
- Accidents
- Towing
- Registration, License Plate, & Inspections

TOLLS/VIOLATIONS

- Please be sure to have your own Toll Transponder in every vehicle
- We bill back all toll costs plus a \$5.00 administrative fee for each individual toll charge
- Any violations accumulated during your AP Fleet vehicle period are billed back

ACCIDENTS

- Always make sure everyone is okay and call 911 accordingly
- Take pictures of all vehicles involved
- Provide your company insurance and contact
- Exchange phone numbers with the other party

LICENSE AND TITLE

- All vehicles should have a current copy of the registration in the vehicle.
 - » If you cannot locate one, please call your Customer Experience Representative.
- Renewal(s) will be mailed if the vehicle(s) is/are on rent when up for renewal.
 - » We will reach out to confirm the best mailing address. Please note we prefer office/home addresses for this.

TOWING

Should your AP Fleet vehicle ever get towed, you are responsible for all costs associated with retrieving that vehicle. Please be sure to notify us immediately so we can assist.

MAINTENANCE

Keeping your rental road-ready.



We understand that during the term of your AP Fleet vehicle, maintenance or repairs may be needed. To make this process as smooth as possible, we've partnered with Service Up so you don't have to pay out of pocket or deal with repair logistics yourself.

■ HOW SERVICEUP HELPS YOU

- Locate a nearby authorized repair facility
- Arrange towing services when necessary
- Schedule repair appointments

■ HOW TO SUBMIT PROOF OF MAINTENANCE

1. Complete [this form](#).
2. Under the "Issue/Concern" section, select "Maintenance Request" from the drop-down menu.
3. Complete the rest of the form including the maintenance reason, description, and proof of completed maintenance.
4. Submit the form. The client is responsible for payment and sending PDF proof of receipts.
5. This will upload your proof of maintenance. Please note this is a record only submission and will not result in reimbursement.

■ SCHEDULED PREVENTATIVE MAINTENANCE

5,000 MILES GAS

Please Utilize This Pre-Approved Maintenance Authorization on RAM, GM/Chevrolet & Ford Vehicles:

EVERY 5,000 MILES SUGGESTED MAINTENANCE	EVERY 15,000 MILES SUGGESTED MAINTENANCE	EVERY 30,000 MILES SUGGESTED MAINTENANCE	PRE-APPROVED MAINTENANCE OVER MILEAGE
Change Oil & Filter & Lubricate Chassis Check Factory Recommended Oil Type	5,000 Mile Suggested Maintenance Plus:	5,000 Mile Suggested Maintenance Plus:	Change Oil & Filter & Lubricate Chassis Check Factory Recommended Oil Type
Check Tire Tread Depth & Pressure Set Tire Pressure As Needed	Check Air Filter & Cabin Filter Call for Authorization to Replace	Check Air Filter & Cabin Filter Call for Authorization to Replace	Check Air Filter & Cabin Filter Call for Authorization to Replace

EVERY 5,000 MILES SUGGESTED MAINTENANCE	EVERY 15,000 MILES SUGGESTED MAINTENANCE	EVERY 30,000 MILES SUGGESTED MAINTENANCE	PRE-APPROVED MAINTENANCE OVER MILEAGE
Rotate Tires Perform Courtesy Visual Brake Inspection			Rotate Tires Perform Courtesy Visual Brake Inspection
Check Under Hood Belts, Hoses & Fluids Top Off As Needed			Check Tire Tread Depth & Pressure Set Tire Pressure As Needed
Courtesy Visual Multi- Point Inspection Lights, Wipers, Steering & Suspension			Check Under Hood Belts, Hoses & Fluids Top Off As Needed
			Check Under Hood Belts, Hoses & Fluids Top Off As Needed

10,000 MILES DIESEL

Please Utilize This Pre-Approved Maintenance Authorization:

EVERY 10,000 MILES SUGGESTED MAINTENANCE	EVERY 20,000 MILES SUGGESTED MAINTENANCE	EVERY 30,000 MILES SUGGESTED MAINTENANCE	PRE-APPROVED MAINTENANCE OVER MILEAGE
Change Oil & Filter & Lubricate Chassis Check Factory Recommended Oil Type	10,000 Mile Suggested Maintenance Plus:	10,000 Mile Suggested Maintenance Plus:	Change Oil & Filter & Lubricate Chassis Check Factory Recommended Oil Type
Check Tire Tread Depth & Pressure Set Tire Pressure As Needed	Check Air Filter & Cabin Filter Call for Authorization to Replace	Check Air Filter & Cabin Filter Call for Authorization to Replace	Check Air Filter & Cabin Filter Call for Authorization to Replace
Rotate Tires Perform Courtesy Visual Brake Inspection			Rotate Tires Perform Courtesy Visual Brake Inspection
Check Under Hood Belts, Hoses & Fluids Top Off As Needed			Check Tire Tread Depth & Pressure Set Tire Pressure As Needed
Courtesy Visual Multi- Point Inspection Lights, Wipers, Steering & Suspension			Check Under Hood Belts, Hoses & Fluids Top Off As Needed
			Check Under Hood Belts, Hoses & Fluids Top Off As Needed

BUCKET TRUCKS 5,000 MILES

Please Utilize This Pre-Approved Maintenance Authorization:

EVERY 5,000 MILES SUGGESTED MAINTENANCE	EVERY 15,000 MILES SUGGESTED MAINTENANCE	EVERY 30,000 MILES SUGGESTED MAINTENANCE	PRE-APPROVED MAINTENANCE OVER MILEAGE
Change Oil & Filter & Lubricate Chassis Check Factory Recommended Oil Type	5,000 Mile Suggested Maintenance Plus:	5,000 Mile Suggested Maintenance Plus:	Change Oil & Filter & Lubricate Chassis Check Factory Recommended Oil Type
Check Tire Tread Depth & Pressure Set Tire Pressure As Needed	Check Air Filter & Cabin Filter Call for Authorization to Replace	Check Air Filter & Cabin Filter Call for Authorization to Replace	Check Air Filter & Cabin Filter Call for Authorization to Replace
Rotate Tires Perform Courtesy Visual Brake Inspection			Rotate Tires Perform Courtesy Visual Brake Inspection
Check Under Hood Belts, Hoses & Fluids Top Off As Needed			Check Tire Tread Depth & Pressure Set Tire Pressure As Needed
Courtesy Visual Multi- Point Inspection Lights, Wipers, Steering & Suspension			Check Under Hood Belts, Hoses & Fluids Top Off As Needed
			Check Under Hood Belts, Hoses & Fluids Top Off As Needed

ROADSIDE ASSISTANCE

Roadside Assistance Contact:

- » Ford: [\(800\)-241-3673](tel:800-241-3673)
- » RAM: [\(800\)-521-2779](tel:800-521-2779)
- » GM/Chevrolet: [\(800\)-243-8872](tel:800-243-8872)
- » Sprinter/Freightliner: [\(800\)-367-6372](tel:800-367-6372)

Customer is responsible for the tracking and resolution of roadside assistance events. Please alert Service Up via the app when a roadside event occurs, include the shop info, towing company, and any other pertinent information.

RETURNING A VEHICLE

Returning your vehicle made easy.

1. Complete [this form](#).
2. Under "Issue/Concern" select "Return a Vehicle" from the drop-down menu.
3. Complete the required fields per vehicle.
4. A member of our team will be in touch with you shortly and reach out to confirm the details of the return.
5. A contact to send the PAVE inspection link to. *The PAVE inspection is not a tool that assigns monetary value to assessed damage. It establishes the condition of the vehicle prior to leaving your possession.
 - » We will confirm your pick-up address, contact information and provide instructions for the return of your vehicle(s).
6. We will confirm your pick-up address, contact information and provide instructions for the return of your vehicle(s).
7. Once confirmed and the PAVE inspections are received, the vehicle is taken off billing and scheduled for pick-up.
8. The transporter will call 24-48 hours prior to pick-up.
9. The vehicle(s) will be brought to an approved AP Fleet Management reconditioning facility for additional inspection(s) to verify the unit condition.
10. Any billback items discovered on the final inspection (damages, tools, non-approved maintenance, violations, etc.) will be assessed and added into the final invoice.
 - » If a vehicle is found to have chargeable damage upon return, an insurance claim will be filed on your behalf.

AP FLEET MANAGEMENT STRONGLY ENCOURAGES FILING AN INSURANCE CLAIM BEFORE RETURNING THE VEHICLE IF EXTENSIVE DAMAGE IS PRESENT.

BILLING AND ADDITIONAL RESOURCES

Straightforward billing for every rental.

For any billing questions, you can contact your Customer Experience Representative.

1. Complete [this form](#).
2. Under "Issues/Concerns" select "General Information/Billing" from the drop down menu.
3. Submit form and we will be in contact with you.

Your Customer Experience Representative can also help with adding any additional vehicles, selling your vehicles, and buying your vehicles.