



Curb Service Touchless Process Guide



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Pre Arrival

- Pre-Call appointments for next business day, letting customer know of the touchless process
 - Let them know the location of staging area (cones, sign, etc)
 - Explain the process and expectations
 - Verify if they want to sign a digital work authorization before arriving
 - Send requests to WorkAuthorizations@ServiceKing.com with **Digital Work Authorization Request Template** (located on page 3) for the WA to be sent digitally

Digital Work Authorization Process

- Fill out the Digital Work Authorization Request Template, pg3
 - Customer Name
 - Email Address
 - Home address
 - Vehicle (YR, MAKE, MODEL)
 - RO/Opp # (if available)
- Send email to Workauthorizations@serviceking.com with attached template
 - Enter customer last name and shop number on subject line
- Customer Care Center will send the document to the customer
- Once completed the signed document will be emailed back to the shop email group to attach to RO





Customer Appointment

1. Follow Curbside Signs directing where to park with indication method (blinkers, call shop)
2. CER approaches vehicle based on the notification method above
Take appropriate exposure precautions
 - Gloves
 - Mask (as necessary)
 - 6 ft distance
 - Clean hands and equipment before and after each appointment
3. Greet and walk thru the appointment process with the customer, have them remain in vehicle
 - Photos
 - Damage validation
 - Work Authorization – ask customer if they completed an online WA. If not have customer sign the tablet for drop off. (clean screen with disinfectant between uses)
4. If the customer has a rental follow the ERAC Concierge drop process
 - Verify valid DL and it matches contract
 - Get signature on the contract
 - Use cheap disposable pen, give to customer to keep or throw away
 - Hand keys to rental and contract copy to customer
5. Complete full check-in and disinfectant procedure





Digital Work Authorization Process

- Fill out the **Digital Work Authorization Request Template (pg, 5)**
 - Customer Name
 - Email Address
 - Home address
 - Vehicle (YR, MAKE, MODEL)
 - RO/Opp # (if available)
- Send email to Workauthorizations@serviceking.com with attached template
 - Enter customer last name and shop number on subject line
- Customer Care Center will send the document to the customer
- Once completed the signed document will be emailed back to the shop email group to attach to RO

Questions or expedites send inquires to customercaresupport@serviceking.com





Digital Work Authorization Request Template

Name:

Email:

Address:

Vehicle (YR, MAKE, MODEL)

RO or Opp # (if available)

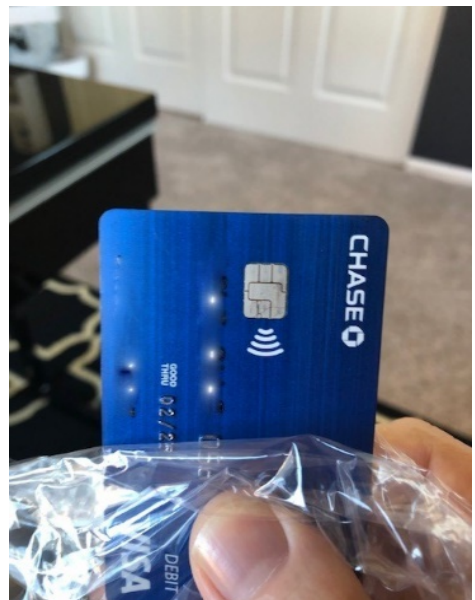
Send request to WorkAuthorizations@ServiceKing.com with customer's last name and shop number in subject field

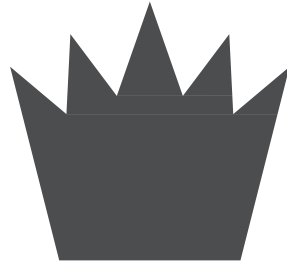




Credit Card Payment Process

1. Collect card from customer through driver side window
2. Use gloves to take card from customer, or have them drop in plastic bag
 - Follow card cleaning instructions below if the card is removed from bag
 - ✓ Clean the credit card with the same ingredients you use to clean your hands — soap and water. Or you can opt to clean the card with a stronger disinfectant, such as a household disinfectant spray cleaner or sanitizing wipes.
 - ✓ If you use a liquid cleaner, spray it on a paper towel instead of directly on the card. Gently wipe the card, do not use an abrasive cloth.
3. Process payment at terminal
 - Use bag or gloves to eliminate touching of card; see images below
 - Disinfect terminal keypad after use
4. Have customer sign with disposable pen—throw away after use





Touchless Curbside Service

No need to exit
your vehicle.



Simply give us a ring

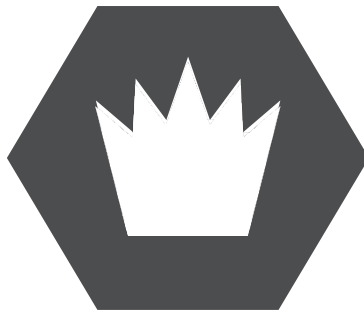


Turn on your hazards



One of our teammates
will assist you shortly





Wait Right There!

No need to enter our facility if you are here for an appointment or estimate. Please follow our curbside service protocol.



Please remain in your vehicle



Turn on your hazards lights



Give us a ring. One of our teammates will assist you curbside shortly

Deliveries and Vendors: Please drop off around back in the parts drop-off area.

