

ROADSIDE ASSISTANCE

Enterprise Fleet Management offers roadside assistance 24 hours a day, 7 days a week for accidents and mechanical services.

To obtain service for roadside assistance, call from the eFleets Mobile App or call the number on the Enterprise Fleet Management maintenance card: **1-800-325-8838**.

A prompt will guide you to the proper team for assistance.

- Call 911 for emergencies involving injuries to either party or when the vehicle is in an unsafe location.
- For mechanical related roadside services, including lock-outs or fuel deliveries:
 - > Enterprise Fleet Management agents are available Monday – Friday, 6 a.m. – 7 p.m. (CST) and Saturday, 7- a.m. – 4 p.m. (CST). An Enterprise Fleet Management service provider will assist outside of these hours.
- For accidents:
 - > Enterprise Fleet Management roadside agents are available Monday – Friday, 7 a.m. – 7 p.m. (CST). An Enterprise Fleet Management service provider will assist outside of these hours.
 - > If you have Accident Management or are on the Enterprise Risk Management Program, services will be scheduled at a preferred maintenance partner. Charges will be billed according to the deductible limits. For all other customers, service will be coordinated and billed back with a small administrative fee.

GUIDELINES AND BEST PRACTICES FOR ROADSIDE:

- Required information to schedule roadside service:
 - > The last 8 digits of the vehicle's VIN or the Enterprise Fleet Management unit number.
 - > Vehicle location including address, mile marker, or nearby landmarks.
 - > Contact name and phone number.
 - > Whether or not the driver will be with vehicle (if not, key location is needed).
 - > Description of any physical damage to the vehicle.
- Listen to prompts carefully to reach the appropriate service team.
- For accidents, use a smart phone or camera to take pictures of damage to both vehicles. Pictures of the other party's insurance card, license plate and driver's license should also be obtained for future reference. All accident information can be uploaded directly into the eFleets Mobile App.