Service App
User Manual

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Before You Begin

1. Make sure that your device is plugged into a power source.

2. Verify that the volume is loud enough to hear audible alerts.

3. Make sure that you have the Penske Service app installed for your device.

4. To use the Penske Service app, you must have a Penske SSO ID/password, or be sent a text message to log in.

5. The first time you use the app, you may see some additional prompts requesting access to features on the device such as, but not limited to, location and notifications. When encountering these prompts, please tap "allow" for the application to run properly.

For up-to-date information, visit https://gopenske.com/serviceapp.

Downloading the Penske Service App

You can download the app by searching for "Penske Service" in the Apple App Store or Google Play.

Glossary of Terms

- Road Call: The breakdown (can have multiple ETAs)

- ETA: Estimated time of arrival; Penske Service Provider ETA creates a Service Request

- Service Request: The initial Service Request before being converted into a Repair Order in Penske systems

- Repair Order: The converted Service Request, a summary of work needed to fix the vehicle

- Third Party Provider: Any non-Penske Provider, access granted through a link that is sent via text message

Call Assignment

Penske associates can view available calls on the home screen.

• You can choose to view your "active" or "archived" road calls at the top of the screen.

• You can convert the service request to a repair order (RO) by selecting the "Create RO" button and choosing the "Create Now" button and adding the date/time of the vehicle.


Third-party providers will receive assignments in an SMS link and do not need to input any additional information.

Call Listing

Call listing is now available and can be found at the top of the home screen. There are two options and you can tap back and forth between the two:

• Active – Calls that are currently available and must be addressed.

• Archived – Indicate the call has been closed. Archived calls may also feature calls that have been successful resolved, including calls resolved outside of the app by Penske 24/7 support.
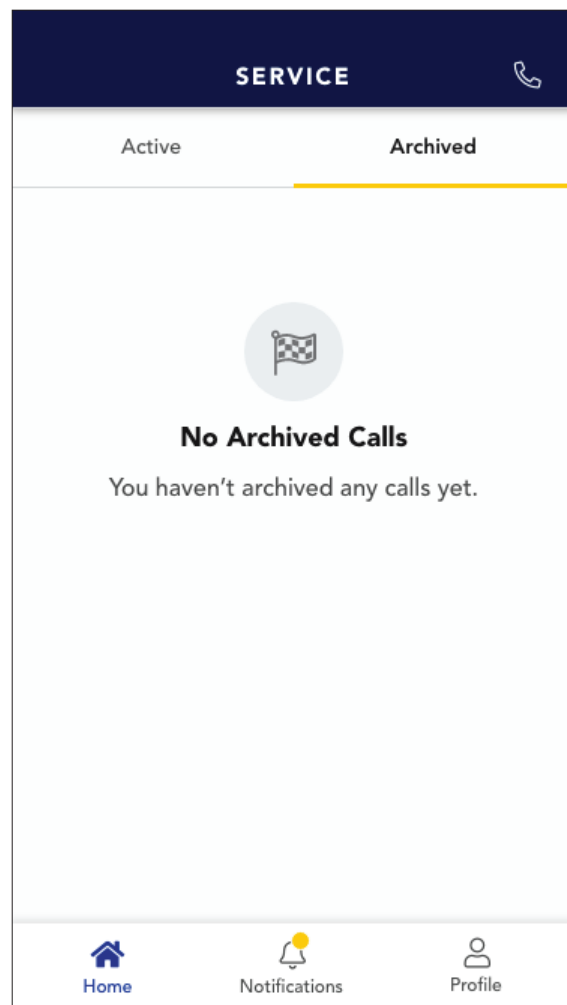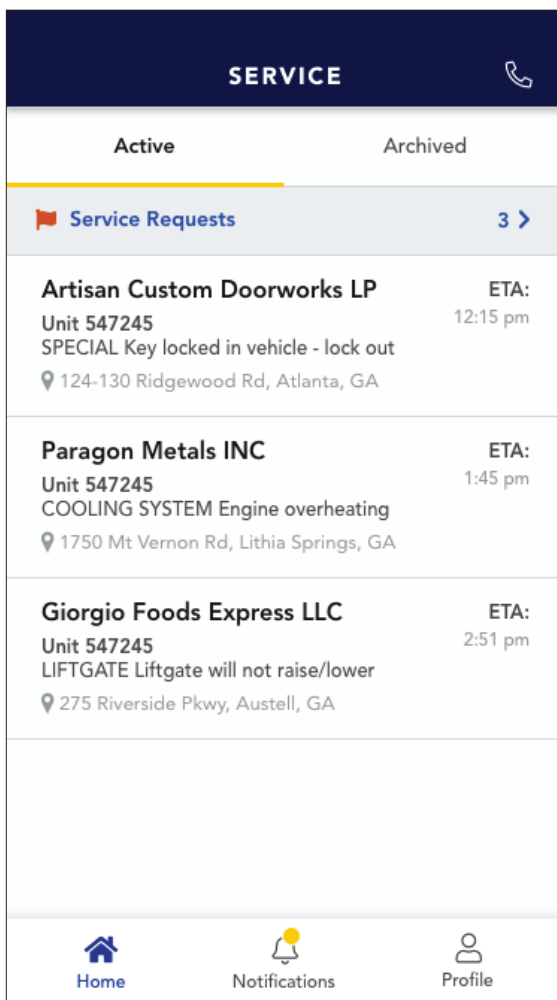
Call Listing (cont.)

Penske Associates – To add road calls to your active list, you will need to convert the road call from your service requests to a repair order (RO) by first selecting the "Create RO" button. Next, from the preview page, select "Create Now" and add the date/time the vehicle is needed before hitting the "Create RO" button at the bottom of the page. The road call has now been added to your active list.

Third-Party Technicians – Do not need to convert their ROs because that information will be provided for them.
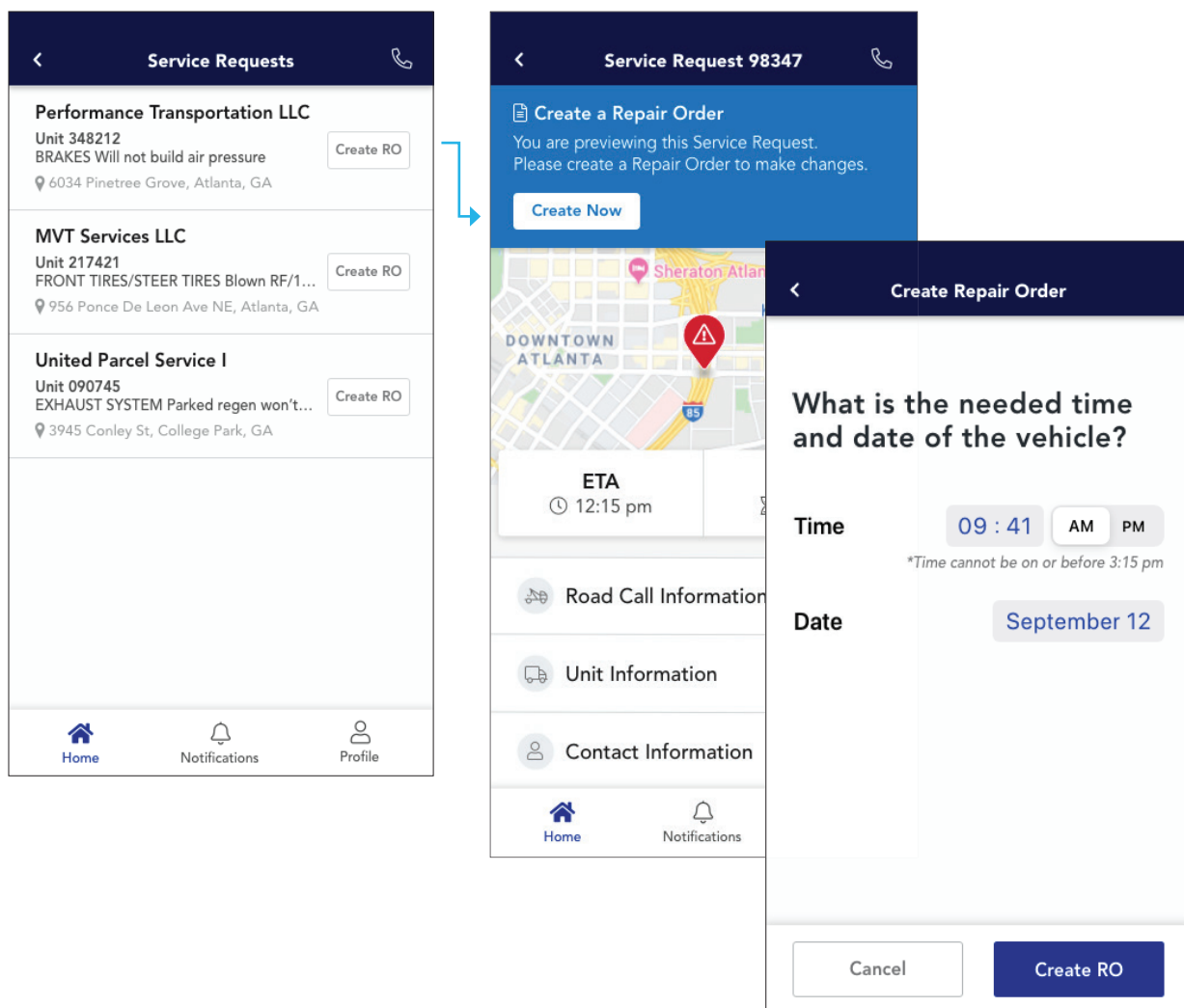
Road Calls

Road calls feature multiple map enhancements and ETA capabilities.

Map Enhancement

• GPS coordinates of the breakdown location are available to view, as well as your own location. Your location will be shown by a circular blue pin.

• The breakdown location will be shown by a red or green pin, depending on the status of the call.

ETA Capabilities

• While single ETAs are more common, multiple ETAs can also be available. This will be indicated via a blue banner underneath the "ETA/Status" edit buttons.

• Tap on the "Select other ETA" button to load your ETA into the app.

• Multiple technicians can be sent the same road call from a Penske location or third-party company. A tech's ETA will default to the one most recently created until otherwise edited.

• After they claim their role, they can edit their ETA. The potential assigned ETAs can be one of five categories that can be active at the same time.
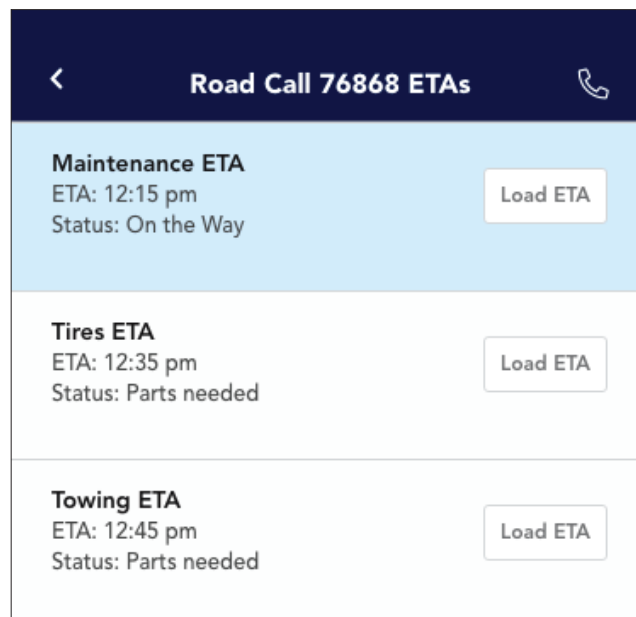
Photo Uploads

The Photo Upload feature allows you to capture and upload images to document a repair. You can also attach images taken later from your device's photo gallery. We will review how each works below:

Capture New

Tap the Camera button on the Road Call detail screen to begin. Then select "Capture Image".

If this is your first time taking a photo with the Service app, you will need to give permission to use the device's camera. You cannot take an image without first giving permission.

Next, take a photo as you normally would with your device's camera.
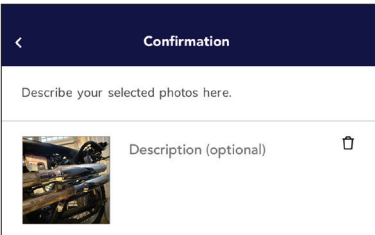
Once done, you will see your image displayed on a confirmation screen. You can either tap submit, or if you'd like to provide additional context to an image, you may type a description next to it. This is done by tapping the box next to the image to launch your keyboard. This is not required to submit your image.

Upon submission, your photos will be automatically uploaded to Penske. Once the upload is complete, it will be indicated by a green checkmark next to the image thumbnail. Please note, you may only upload a maximum of 10 images.
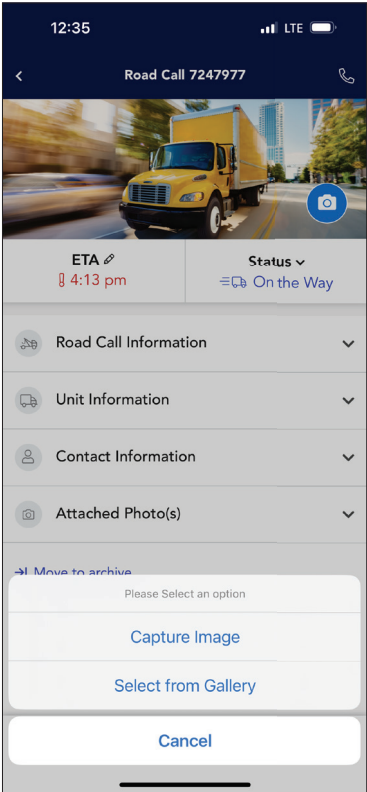
Photo Uploads (cont.)

Upload from Gallery

Tap the camera button to begin. Then choose "Select from Gallery" in the dropdown menu. *See previous page for menu reference image.*

If this is your first time accessing your photo gallery with the Penske Service app, you will need to give permission. You cannot access your gallery if you deny permissions. If you deny it by accident, you can make changes in your device's system preferences.
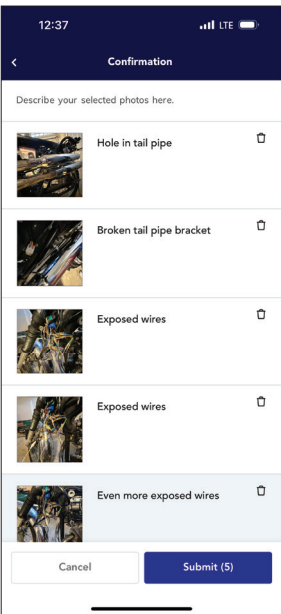

Once you see your gallery screen, select the images you'd like to attach to the Road Call and tap "continue."

Once complete, you will see your images displayed on a confirmation screen. You can either proceed by tapping submit, or if you'd like to provide additional context to an image, you may type a description next to it. This is done by tapping the box next to the image to launch your keyboard. This is optional and not required to submit your image(s).

Upon submission, your photos will be automatically uploaded to Penske. Once the upload is complete, it will be indicated by a green checkmark next to the image thumbnail. Please note, you may only upload a maximum of 10 images.

You can see your images at any time by expanding the "Attached Photos" accordion tab in the Road Call details page. The number of images attached will be indicated even when that tab is closed by a blue number count in the tab.

You can also see the upload status of your images here. If it shows a blue icon with arrows, it's in the process of being uploaded and if it shows a red X then the upload failed, and you may try again. If there is a green checkmark, the image was successfully uploaded and is now attached to the Road Call.
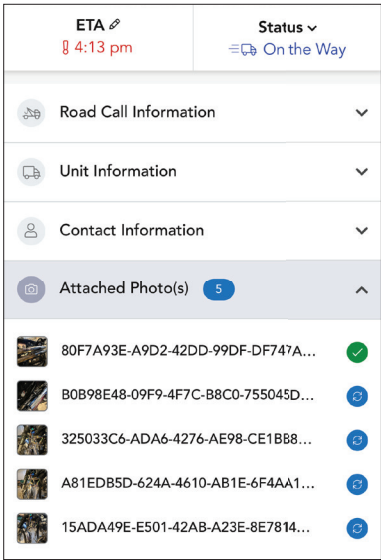
Update ETA and Status

An ETA and Status can be changed by selecting either of the buttons directly underneath the map, if the map is available. The "ETA" button will take you to a form, and the "Status" button will bring up a pop-up menu with the different options.
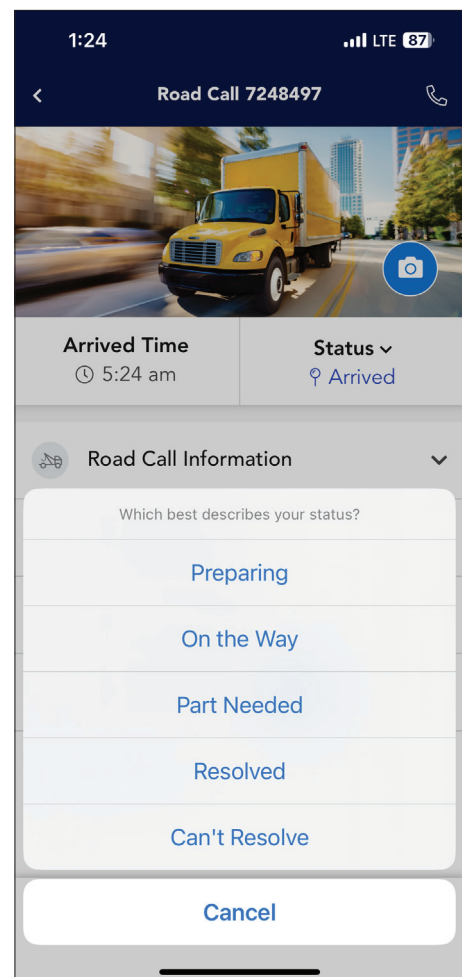
Update ETA
You can update your estimated time of arrival by selecting the "Change ETA" button and select your new date and time.

Update Status
You can update your status with regards to the road call. Available status options:

- Preparing – Means that you are preparing to leave for the breakdown, this may be time to collect parts, etc. before you are on your way.

- On the Way – Refers to going in the direction of the breakdown.

- Arrived – Refers to your arrival to the location.

- Part Needed – Refers to the breakdown being actively worked on.

- Resolved – Refers to the repair being completely finished.

- Can't Resolve – Means the breakdown cannot be fixed right now.

Update ETA and Status (cont.)

Additionally, road call, unit, contact and photo information can be found via individual menus underneath the "Update ETA"/"Status" buttons.

- Road Call Information – View repair order, complaint, location, GPS coordinates, address and highway directions.

- Unit Information – View make/model, unit number, unit type, VIN, odometer, license plate, trailer weight, and service history.

- Contact Information – View customer name, driver name, and driver cell phone number.

- Attached Photos – You can see your images at any time by expanding the "Attached Photos" accordion tab.

Notifications – A list of your notifications, such as address and GPS location updates, are located in the middle tab of the bottom navigation. A yellow indicator will display over the notifications bell icon to indicate a new notification is available.
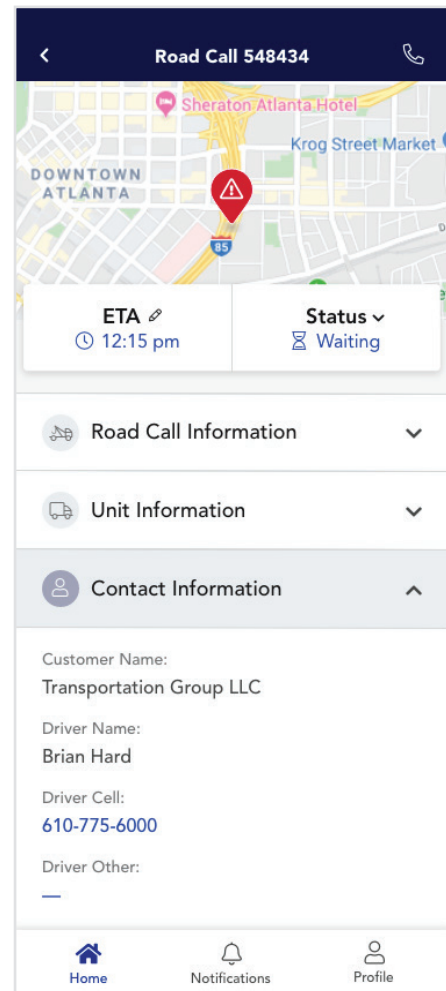
User Profile

The profile can be found on the third tab of the bottom navigation. To view each profile section, tap on the blue link you're interested in viewing.

- Overview – View all your personal info, such as your SSO ID.

- Biometrics – Enable biometrics/Face ID/Touch ID if needed.

- App Diagnostics – View the app version you're currently on, your operating software, and GPS coordinates.

- Logout – Log out of the Penske Service app.
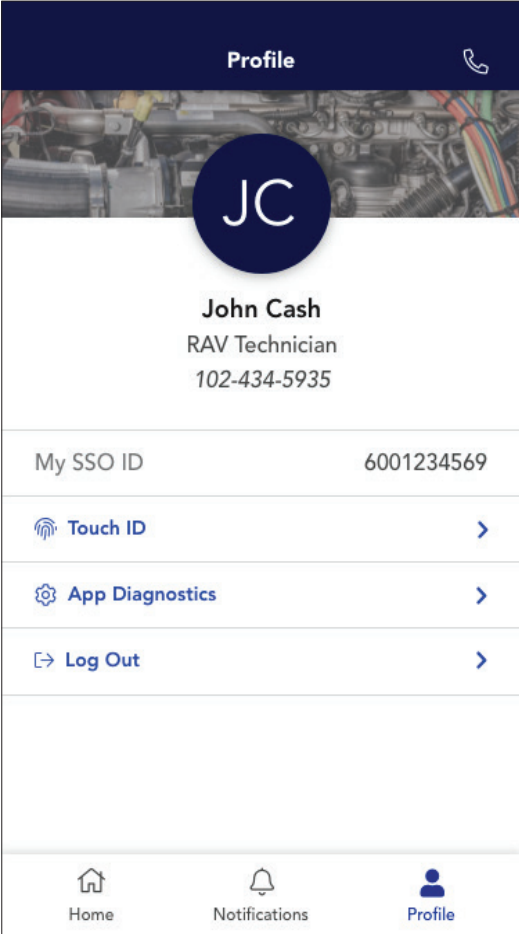
Help and Support

Penske Service app's Quick Start Guide is available at **gopenske.com/serviceapp.**

- 24/7 support is available at **1-800-526-0798.**

- The IT Service Desk is also available at **800-550-7947.**

To contact 24/7 inside the app:

1. Locate the phone icon in the top right corner of the screen
2. Select "Call 24/7" when prompted