

RECOVERY AGENT GUIDANCE FOR COLLECTING EMR VEHICLES.



The purpose of this guidance is to ensure that you can safely and efficiently collect vehicles from their last owners and transport them back to an EMR Authorised Treatment Facility. It describes the process that you need to follow to deliver excellent customer service in line with government guidance COVID-19 Safe working practices.

The original document has now been amended to include details of the new rules and procedures EMR has set in place to protect both you, the customer and EMR staff, and to minimise the risk of spreading COVID-19. Our new rules are designed to maintain social distancing throughout the process, eliminating and/or minimising the COVID risks to an acceptable level.

The guidance must be adhered to and any non-compliance will be taken seriously and could result in your agreement with EMR being terminated.



RECOVERY AGENT GUIDANCE

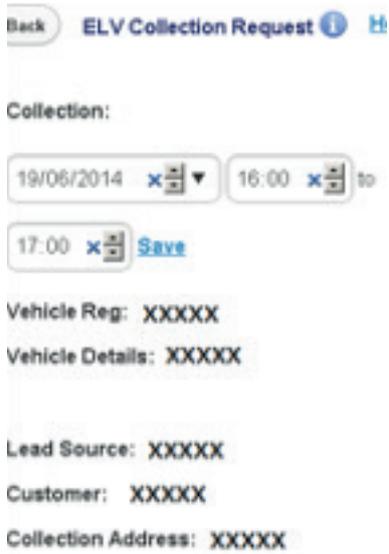
1. As an EMR Recovery Agent, you will be issued with access and login details for the EMR Recovery App.
2. To access the App click on the icon and enter your mobile number and date of birth to login.

A screenshot of the EMR Recovery App login screen. At the top, there are 'Login' and 'Home' links. Below is a text prompt: 'Please enter your email address or mobile phone number so we can check if you have an account.' This is followed by a link to 'register' and another link to 'here' for prior registration. There are two input fields: 'Email/Mobile:' and 'Date Of Birth (DDMMYYYY) / Password:'. A 'Login' button with a right-pointing arrow is below the fields. At the bottom, there is a link for 'Forgotten your password?'.

3. Once logged in click on 'ELV Collection Request'.

A screenshot of the EMR Recovery App main menu. At the top, there are 'Mobile App' and 'Home' links. Below are three menu items, each with a right-pointing arrow: 'ELV Collection Request', 'Contact Us', and 'Log out'.

- Click on 'Show All Assigned Vehicles' and select the vehicle registration that is booked for collection.



Back ELV Collection Request *i* *H*

Collection:

19/06/2014 *x* *H* 16:00 *x* *H* to

17:00 *x* *H* Save

Vehicle Reg: XXXXX
Vehicle Details: XXXXX

Lead Source: XXXXX
Customer: XXXXX
Collection Address: XXXXX

- Scroll to the bottom the screen and complete the procedures stated.



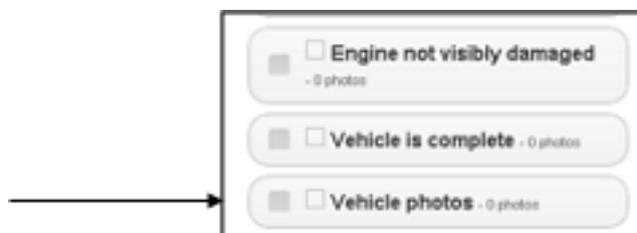
Collection Status

Call ahead

Starting job

Arrived

- Call ahead (see advice at the bottom of this guide):
 - You must contact the customer within 2 hours of receiving the request to undertake the collection and agree for a suitable time to collect as per the Service Level agreement;
- Upon arrival at the customer's address you must call them to let them know that you have arrived and are ready to collect the vehicle.
- You need to ask the customer if they have received a copy of the EMR Customer Vehicle Collection Guidance prior to the collection and request that these instructions are complied with at all times.
- You must maintain a safe distance between you and the customer at all times.
- If the customer has not been able to supply their documentation in advance of the collection follow the F.A.Qs at the end of this document.
- You will need to inspect the car and upload photographic evidence to the App.



Engine not visibly damaged - 0 photos

Vehicle is complete - 0 photos

Vehicle photos - 0 photos

→

12. Take clear and legible photographs of;

- a. The vehicle registration number.



- b. The VIN (if visible). If it is not visible and the customer is present, please ask the customer to open the bonnet (whilst maintaining an appropriate safe distance) so that a photograph of the VIN can be taken. Check that the vehicle registration and VIN match the logbook before agreeing to accept the vehicle.



- c. The wheels.



13. Check the entire vehicle for any prohibited or missing items and take photos of any issues.

14. Notify EMR of any changes to the confirmed quote by calling 0121 526 7949 or 01925 715 410.

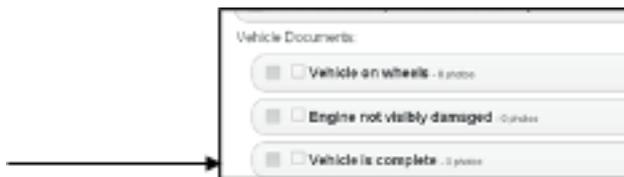
15. When the vehicle has been inspected, load it onto the recovery truck using your Standard Operating Procedures.

16. Once the vehicle has been loaded check to make sure that the catalytic convertor is present and take a photograph.



Catalytic convertor on the underside of the vehicle.

17. If the convertor is present click vehicle complete.



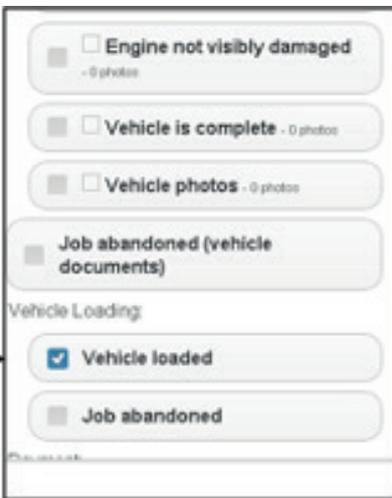
18. If there is no convertor present (example below) take a photograph and inform the customer that the price of the vehicle will be adjusted prior to payment.



Catalytic convertor missing from the underside of the vehicle.

19. Call your EMR contact to change the quote and inform the customer of the new quote. Confirm if they are happy to continue.
20. Check the final price, bank details and email with the customer and if ok, press 'Make Payment'.
21. Inform the customer that they will be paid via BACs transfer within 24 hours of the vehicle being removed.

22. Click on 'Vehicle Loaded' to confirm all checks have been completed.



☐ Engine not visibly damaged - 0 photos

☐ Vehicle is complete - 0 photos

☐ Vehicle photos - 0 photos

☐ Job abandoned (vehicle documents)

Vehicle Loading:

Vehicle loaded

☐ Job abandoned

23. Click 'Returning to EMR' to off load.

24. Once at the designated EMR site, click on 'Delivered to EMR' for job to be completed.

25. If the job has to be abandoned because

- a. the customer was not present
- b. the vehicle information did not match the presented documentation
- c. the customer decided to not to go through with the sale then you must click on 'Job abandoned'.

Advice for calling the customer:

- Be friendly and polite.
- Explain that you are calling from EMR regarding the collection of their vehicle.
- Confirm when you are on your way and give them an estimated time of arrival.
- Confirm the following details with the customer;
 - Where and how is the vehicle parked?
 - Is there space in front of the vehicle to allow the recovery truck?
 - Have they removed all of their personal items from the vehicle?
 - Will they be in at the time of collection to assist with opening the vehicle?
 - If they will not be in, will we have access to the vehicle keys?

F.A.Q'S:

What do I do if:

— **The customer is not going to be in?**

Ask the customer if you can have access to the keys are. If they allow access, you can continue with the collection if the customer is happy to do so. Call the customer when you are with the vehicle to confirm the car details, any adjustments and their bank account details.

— **The customer doesn't want their vehicle picking up anymore or wants to reschedule?**

Abandon the job on the app and call your EMR office contact to inform them.

— **The vehicle is locked and the customer doesn't have the keys?**

Check that the customer has the V5 for the vehicle and that the registration and VIN match, then continue to recover the vehicle.

— **My phone loses connection to the app?**

Call the EMR office to check the vehicle details and customer bank details, continue to collect the vehicle and update the app with the information and photos as soon as possible.

— **The customer's bank details are incorrect or they want to change them?**

Call your EMR office contact to have them changed and then restart your app so that the changes take effect.

— **I cannot safely recover the vehicle?**

Explain to the customer that we will reschedule the collection, abandon the job and tell your EMR office contact why the vehicle couldn't be removed.

— **The registration or VIN of the vehicle do not match the V5?**

Explain to the customer that we cannot legally collect the vehicle and abandon the job, tell your EMR office contact.

— **The vehicle has missing components such as wheels, catalytic converter etc?**

Call your EMR office contact and have them change the quote, explain to the customer the new quote and why it has changed, load the vehicle if the customer is happy to continue. If the customer isn't happy to continue then abandon the job and tell your EMR office contact.

— **The vehicle has prohibited items such as a sealed cylinder in the boot?**

Explain to the customer that we cannot accept the material and ask them to remove it. If they cannot remove the item then explain that we must abandon the job and call your EMR office contact.

If you have any questions, please contact your appointed EMR representative or Rashid Javed on: 01215 267 949 or 01925 715 410.