

## ROADSIDE ASSISTANCE

Enterprise Fleet Management (EFM) offers roadside assistance 24 hours a day, 7 days a week for accidents and mechanical services. To obtain service for roadside assistance, call the number on the (EFM) maintenance card: **1-800-325-8838** and follow the **Guidelines and Best Practices below**.

### PRIOR TO PLACING YOUR CALL FOR ROADSIDE ASSISTANCE PLEASE NOTE:

- There is a national response time average of 120 – 180 minutes.
- Roadside Assistance helps mitigate unexpected breakdowns; it is not a service that provides emergency roadside assistance, anytime a driver feels unsafe, call 911. The 911 dispatcher will determine whether to send an officer to help. The authorities have contracts with local towing providers where these requests are a priority. You must pay for these services with a University-issued OneCard. The vehicle must be towed to an Enterprise preferred partner <https://www.efleets.com/en/locations.html>
- If you choose to call a towing company outside of the Enterprise network, (not using the Enterprise Roadside Assistance, using a towing company of choice), you must pay for these services using a University-issued OneCard\* and the vehicle must be towed to an Enterprise preferred partner <https://www.efleets.com/en/locations.html>
- **ROADSIDE ASSISTANCE CANNOT BE USED WHEN TRAVELING ON THE PA TURNPIKE.** The PA turnpike uses their own towing providers. Please contact them directly at **1-800-332-3880**. **PAYMENT IS REQUIRED TO THE TOW COMPANY AT THE TIME OF SERVICE.** Payment must be made by using a University-issued OneCard, please follow the guidelines below.

### GUIDELINES AND BEST PRACTICES FOR ROADSIDE

To obtain service for roadside assistance, call **1-800-325-8838**. (this number appears on the EFleets Maintenance Card assigned to the vehicle).

You will be required to provide the following information:

- The last 8 digits of the vehicle 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 the 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, follow the University of Pittsburgh Vehicle Accident Guidelines provided by the Office of Fleet Services <https://www.pts.pitt.edu/mobility/fleet-services/reporting-vehicle-accidents>

### UNIVERSITY ISSUED ONE CARD- PAYMENT PROCESS

- Please make sure you have a University-issued OneCard to pay for the towing cost prior to traveling. **If the leaseholder does NOT have a OneCard please contact your Department Administrator.**
- If the University-issued OneCard declines call (412)648-7051 during normal business hours or (412)648-7170 (after normal business hours) to have the Merchant Category Code (MCC) opened.
- After the vehicle has been towed to an Enterprise approved partner <https://www.efleets.com/en/locations.html> email Fleet Services at: [fleetservices@bas.pitt.edu](mailto:fleetservices@bas.pitt.edu) with the following information: vendor used for the tow, location of where the vehicle was towed, invoice for the tow costs, University vehicle number and vin. Fleet Services will work with Enterprise to see if the costs are reimbursable. **NOTE: The University of Pittsburgh, as an educational institution, is exempt from state sales tax.**
- Reconciling Expense – The towing transaction must be reconciled and submitted in the Concur expense management system. For more information about managing expenses visit <https://www.ppt.pitt.edu/travel-expenses/managing-expenses/expense-reporting>. Expense must be reconciled within 30 days in accordance with University policy. [https://www.policy.pitt.edu/sites/default/files/Policies/05-Financial/Policy\\_FN\\_28.pdf](https://www.policy.pitt.edu/sites/default/files/Policies/05-Financial/Policy_FN_28.pdf)