

Service Request System

A simple way to receive requests, connect with fleets, and deliver service efficiently!

Receive and Acknowledge the Request



- You will be notified whenever a new request is sent through TruckDown.
- Quickly **acknowledge the request** to confirm you have received it.
- This opens up direct two-way messaging with the fleet for clarification.

Communicate and Confirm Details



- Use the built-in messaging to ask questions, share images, and set clear expectations on scope of work, estimated costs, and timeframe for response and repair.

Fleet Approval



- Once the fleet is satisfied with the details, they **approve the request**.
- This signals that you're authorized to proceed with the work.

Complete the Work



- After approval, you complete the work..
- When the work is complete, you mark the request as completed in TruckDown.

Close Out the Request



- The fleet then reviews the service and closes the request on their end.