



Service Profiles



Product:
Digital Dispatch

Available in:
Version 1.4.3

Overview

Service Profiles automate the application of services and charges in the "Call Taking" tab, saving time while improving billing consistency. Create Service Profiles that contain as many service items as you want, including considerations for rate changes at pre-determined mileage breakpoints. Apply a bundle of services to a call with a single mouse click or let Digital Dispatch recommend services for the call based on your preferences.

With Service Profiles, this complete service bundle can be applied to the call with one mouse click.

Qty	Description	Amount	Disc	Ext
1	Base Rate	28.29	0.00	28.29
1	Overmileage	5.00	0.00	5.00
2	Partial Servic	14.00	0.00	28.00
Service Totals		Subtotal:	\$61.29	
Sales Tax: \$0.00		Total:	\$61.29	
		\$ Collected:	\$0.00	

Why Service Profiles?

In the towing industry, recording call information is often a repetitive task. The same flat rate service and per mile charges may be applied to call after call in a given day. Service Profiles reduce the tedium related to recording the same service entries over and over. And they help assure the right services are applied to the right call because you set them up in advance for the specific requirements of your operation.

Built-In Flexibility

You can add additional service items to the call in the "Call Taking" tab after a Service Profile has been applied.

Follow these Steps

Use these steps to make this feature work for your business:

1. Build your Service Profiles, one service item at a time.
2. Set up your Service Profile defaults.
3. Apply a Service Profile to a specific call.

-or-

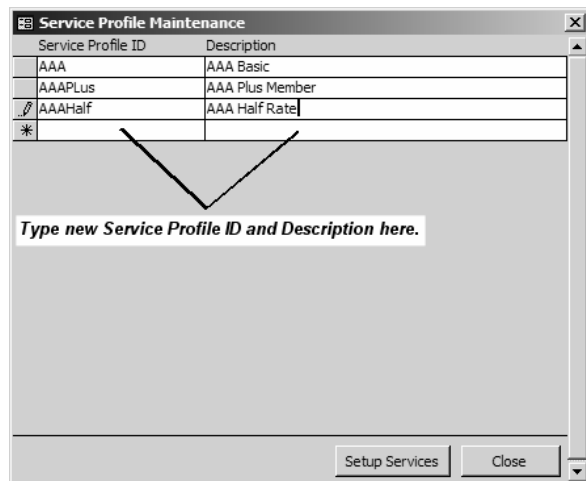
Let Digital Dispatch automatically apply service recommendations for the call based on your preferences.

Step 1: Build your Service Profiles.

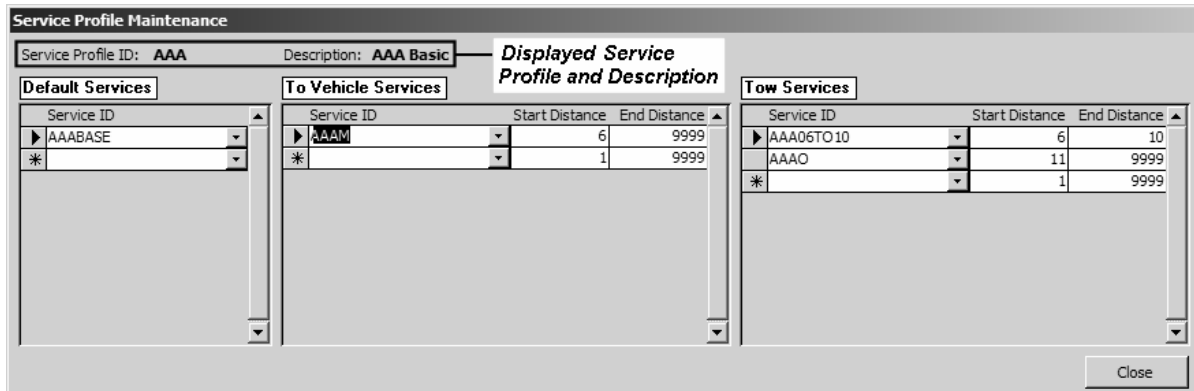
On the "Setup" tab, click **Call Taking Setup > Service Profiles**. A window displays with any existing Service Profiles and IDs.

Decide on the kind of call for which you need a Service Profile. Then type in a **Service Profile ID** and **Description** to match.

When you are finished, click on **Setup Services**.



Now add the items you want to bundle together under the Service Profile ID:



Default Services

Start by adding any Default Services that are part of the profile. These are often baseline charges that serve as a foundation for mileage-related and additional charges.

To Vehicle Services

Then select the charges you want to apply for services rendered *on the way to the pickup location*. For per mile charges, select the mileage breakpoint at which the charges kick in, and the mileage breakpoint at which they change.

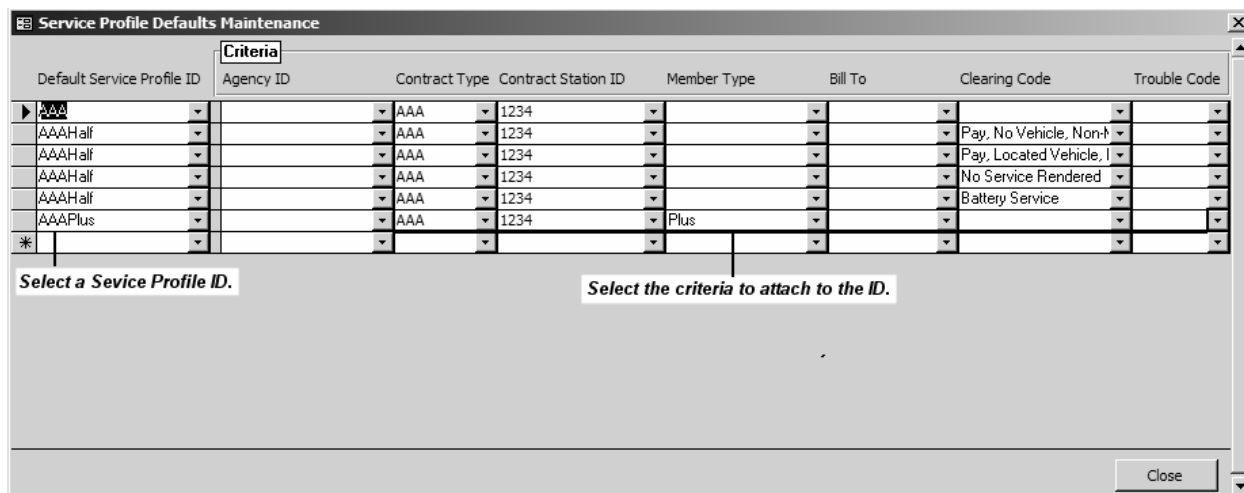
Tow Services

Finally add Tow Services for services rendered *at the pickup location and for the balance of the call*. For per mile charges, apply the appropriate mileage breakpoints.

Where do services come from? The services you select to build Service Profiles are first set up in CDBWin.

Step 2: Set up your Service Profile defaults.

Default criteria help Digital Dispatch identify the service bundle most suited for a call. Add default considerations to your Service Profiles by, on the “Setup” tab, clicking **Call Taking Setup > Service Defaults**.




First select a Default Service Profile ID. Then, for each ID, select the criteria Digital Dispatch will “look for” to determine if the service bundle under that Service Profile gets attached to the call. In the picture above, Digital Dispatch would suggest Service Profile **AAAPlus** for calls containing Contract Type **AAA**, Contract Station ID **1234** and Member Type **Plus**. The more criteria you add to a Service Profile, the more precisely Digital Dispatch can apply that profile to the appropriate call.

Step 3: Apply Service Profiles to a Specific Call.

There are **two** ways that Service Profiles are applied to a call.

The **first** is to select a Service Profile from the list box in the lower right-hand corner of the tab (as shown here).

The **second** is to click  to prompt Digital Dispatch to make the best suggestion for the call based on the defaults you entered in Step 2.

Either way, you save potential keystrokes and avoid the hassle of inputting the Amounts associated with each item—because they are already linked.

Select a Service Profile from the list box.

Click this button to prompt Digital Dispatch make a suggestion based on the call info.

Items that are bundled in a Service Profile are highlighted in yellow.

Calculate Mileage

These readings help determine per mileage charges.

Services charged on a per-mile basis require the entry of Contract Distance miles on the “Call Taking” tab. If several different mileage rates apply based on how far the tow truck travels, Digital Dispatch changes what is charged at the appropriate mileage breakpoints.

Service Profile Examples

The following examples illustrate how Service Profiles might work for a towing contractor.

Example 1: Basic Club Type Call

Displayed Service Profile and Description

Default Services

AAABASE stands for the base rate to be charged to the customer, in this case a flat fee of \$28.29.

To Vehicle Services

AAAM stands for a service billed at \$5.00 per mile on the way to the pickup location, with the first 5 miles being complimentary (hence the breakpoint begins at 6).

Tow Services

AAA06TO10 is a service that charges \$10.00 per mile, after 5 complimentary miles on the way back from the pickup location. After 10 miles the rate changes to \$5.00 per hour, represented by AAO.

Calculating Billing Charges for Example 1

The truck in Example 1 is dispatched to a vehicle 6 miles away. The distance from the vehicle to its final destination, a mechanical service facility, is 11 miles. Therefore, the charges under Service Profile **AAABasic** would be as follows:

Default Services	\$28.29 (flat rate)
To Vehicle Services	\$5.00 (6 mi. – 5 free mi. = 1 x \$5.00 = \$5.00)
Tow Services	
AAA06TO10	\$50.00 (10 mi. – 5 free mi. = 5 x \$10.00 = \$50.00)
AAAO	\$5.00 (1 mi. x \$5.00)
Total	\$88.29

Contract Distance		Service Profile: AAA			
Contract Distance	Qty	Description	Amount	Disc	Ext
6.0	1	AAA Base Flat	28.29	0.00	28.29
11.0	1	AAA Mileage T	5.00	0.00	5.00
17.0	5	AAA from Vehi	10.00	0.00	50.00
Service Totals			Subtotal:		\$88.29
Sales Tax:			\$0.00	Total:	\$88.29

Though you are obligated to type the contract miles accurately in the “Call Taking” tab, once this Service Profile is applied to a Club type call, Digital Dispatch will make appropriate billing calculations.

Example 2: Cancelled Service

Service Profile Maintenance
 Service Profile ID: **AAAHalf** Description: **AAA Half Rate**

Default Services		To Vehicle Services				Tow Services	
Service ID		Service ID	Start Distance	End Distance	Service ID	Start Distance	End Distance
AAAHALF		AAAM	6	9999			
*		*	1	9999			

Close

Default Services

AAAHALF stands for the flat rate service billed to the customer for a cancelled call. In our case, it is \$14.00.

To Vehicle Services

AAAM stands for a service billed at \$5.00 per mile *on the way to the pickup location* that does not go into effect until mile 6.

Tow Services

There are no tow services because this is a call that has either been cancelled en route or at the site.

Calculating Billing Charges for Example 2

In this example, the truck travels 8 miles to the vehicle, at which time the service is cancelled.

Default Services	\$14.00 (flat rate)
To Vehicle Services	\$15.00 (8 mi. – 5 free mi. = 3 x \$5.00 = \$15.00)
Tow Services	N/A
Total	\$29.00

Contract Distance		Service Profile: AAAHalf			
Contract Distance	Qty	Description	Amount	Disc	Ext
8.0	1	AAA Partial Se	14.00	0.00	14.00
0.0	3	AAA Mileage T	5.00	0.00	15.00
8.0	*	1	0.00	0.00	0.00
Service Totals			Subtotal:		\$29.00
Sales Tax:			\$0.00	Total:	\$29.00

Though you are obligated to type the contract miles accurately in the “Call Taking” tab, once this service profile is applied to a cancelled service call, Digital Dispatch will make appropriate billing calculations.

Example 3: Police Call

Service Profile Maintenance
 Service Profile ID: PD Description: Police Department

Default Services		To Vehicle Services			Tow Services		
Service ID		Service ID	Start Distance	End Distance	Service ID	Start Distance	End Distance
FUELSUR		PDMILES	1	9999	PDMILES	1	9999
PD					*	1	9999
*							

Default Services

There are two Default Services. **FUELSUR** represents a standard fuel surcharge of \$15.00 on this type of call. **PD** is the flat rate for the call, in this case, \$150.00.

To Vehicle Services

PDMILES stands for a service billed at \$5.00 per mile *on the way to the pickup location* starting at mile 1.

Service ID

The same per mile service rate is billed for this type of call *on the way back from the pickup location*.

Calculating Billing Charges for Example 3

In this example, the truck travels 3 miles to the vehicle and 5 miles from the vehicle site to its final destination.

Default Services

FUELSUR \$15.00 (flat rate)

PD \$150.00 (flat rate)

To Vehicle Services \$15.00 (3 mi. x \$5.00 = \$15.00)

Tow Services \$25.00 (5 mi. x \$5.00 = \$25.00)

Total **\$205.00**

Contract Distance	Qty	Description	Amount	Disc	Ext
3.0	3	Police Mileage	5.00	0.00	15.00
5.0	5	Police Mileage	5.00	0.00	25.00
8.0	1	Police Tow	150.00	0.00	150.00
Service Totals			Subtotal:		\$205.00
Sales Tax:			\$0.00	Total:	\$205.00
			\$ Collected:		\$0.00

Though you are obligated to type the contract miles accurately in the "Call Taking" tab, once this Service Profile is applied to a police call, Digital Dispatch will make appropriate billing calculations.