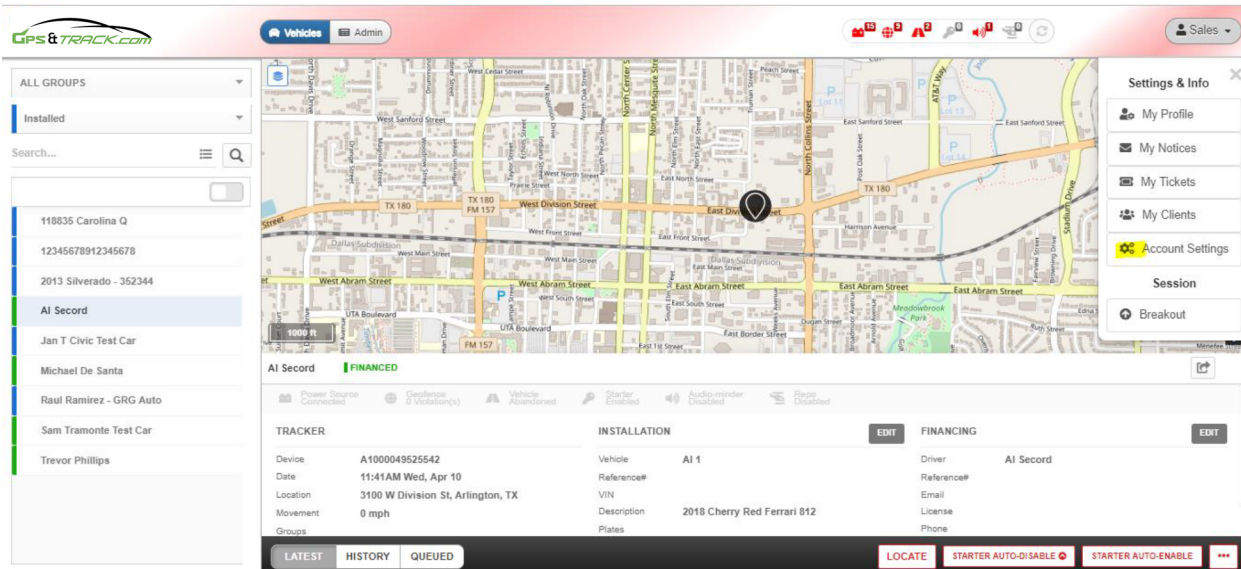


REPO AGENT LOGIN AND REPO TICKET SETUP

Create repo agent login

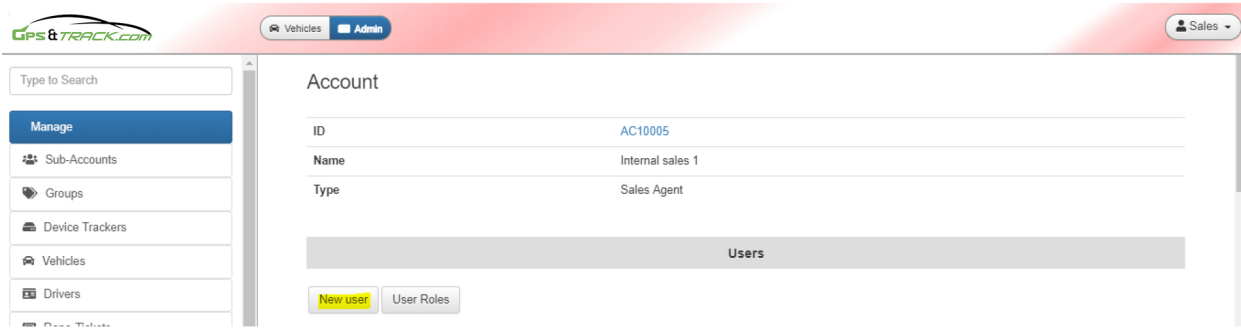
1. From drop down menu click Account Settings



The screenshot shows the GPS & TRACK.com dashboard. On the left, there is a sidebar with a search bar and a list of installed vehicles. The main area displays a map with a location marker. On the right, a 'Settings & Info' dropdown menu is open, showing options like 'My Profile', 'My Notices', 'My Tickets', 'My Clients', 'Account Settings' (highlighted), 'Session', and 'Breakout'. Below the map, there are status indicators for 'AI Secord' and 'FINANCED', and a table with vehicle details.

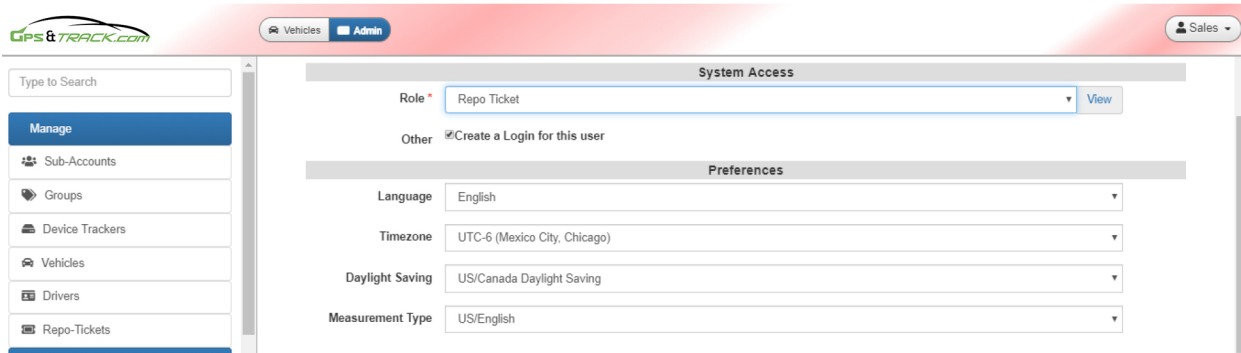
TRACKER	INSTALLATION	FINANCING
Device: A1000049525542	Vehicle: AI 1	Driver: AI Secord
Date: 11:41AM Wed, Apr 10	Reference#	Reference#
Location: 3100 W Division St, Arlington, TX	VIN	Email
Movement: 0 mph	Description: 2018 Cherry Red Ferrari 812	License
Groups	Plates	Phone

2. Click New User



The screenshot shows the 'Account' management page. The left sidebar has a search bar and a 'Manage' section with options like 'Sub-Accounts', 'Groups', 'Device Trackers', 'Vehicles', and 'Drivers'. The main area displays the details for an account with ID 'AC10005', Name 'Internal sales 1', and Type 'Sales Agent'. Below this, there is a 'Users' section with a 'New user' button and a 'User Roles' button.

3. Enter required information including repo agents email address. Be sure to select **Repo Ticket** for the User Role and confirm timezone settings are correct.



The screenshot shows the 'System Access' and 'Preferences' configuration page. The left sidebar has a search bar and a 'Manage' section with options like 'Sub-Accounts', 'Groups', 'Device Trackers', 'Vehicles', 'Drivers', and 'Repo-Tickets'. The main area displays the 'System Access' section with a 'Role' dropdown set to 'Repo Ticket' and a 'View' button. Below this, there is a 'Preferences' section with dropdown menus for 'Language' (English), 'Timezone' (UTC-6 (Mexico City, Chicago)), 'Daylight Saving' (US/Canada Daylight Saving), and 'Measurement Type' (US/English).

REPO AGENT LOGIN AND REPO TICKET SETUP

- Subscribe to the following alerts – **Repo Ticket Assigned** to send notification to the repo agents email when a new ticket has been assigned to them AND **Repo Ticket Surveillance** which will allow them to turn on and receive movement alerts on elusive vehicles. Leave as No Filter. The system will only generate alerts for devices/vehicles in their My Tickets assignments.

Power Status (All)	<input type="checkbox"/>	
Power Weak Only (Low Battery)	<input type="checkbox"/>	
Repo Ticket Assigned	<input checked="" type="checkbox"/>	(No Filter)
Repo Ticket Surveillance	<input checked="" type="checkbox"/>	(No Filter)
Towing	<input type="checkbox"/>	

- Click Create – This will automatically send out an email to the address provided with a link for them to setup their username and password. If they do not receive the email advise them to check their spam folder.

Create and Assign Repo Ticket

- Select correct device/vehicle and send Repo Mode Enable command.

TRACKER	INSTALLATION	FINANCING
Device: A1000049525542	Vehicle: AI 1	Driver: AI Secord
Date: 11:41AM Wed, Apr 10	Reference#:	Reference#:
Location: 3100 W Division St, Arlington, TX	VIN:	Email:
Movement: 0 mph	Description: 2018 Cherry Red Ferrari 812	License:
Groups:	Plates:	Phone:

- A popup will appear with the list of logins that are available to assign the repo ticket to. Chose the appropriate login and click Send Command. The device is now in Out for Repo mode.
If the repo agent user is subscribed to Repo Ticket Assigned alerts (as described above) the system will generate an email letting them know a new repo ticket has been assigned to them.

User	Selected
Not Assigned	<input type="radio"/>
Mike Guzzardi	<input type="radio"/>
Sales Demo	<input type="radio"/>
Craig Turner	<input type="radio"/>
Sam Tramonte	<input type="radio"/>
Sean Graham	<input type="radio"/>
Alex Mota	<input type="radio"/>
Sales Repo	<input checked="" type="radio"/>
Enrique Castiblanco	<input type="radio"/>

REPO AGENT LOGIN AND REPO TICKET SETUP

Accepting and Tracking from repo agent login

1. The repo agent can click the link provided in the email alert to access our website (or go directly to <https://www.gpsandtrack.us>). Once logged in (using the username and password they setup) they can immediately view history and track the vehicles location. System also supports text message notifications.

Hi Sales,

Internal sales 1 has assigned a Repo Ticket to you. If you are able to perform the requested action, please accept the ticket in the SareKon system. When completed, resolve the ticket so that internal sales 1 knows it has been completed.

Ticket Information:

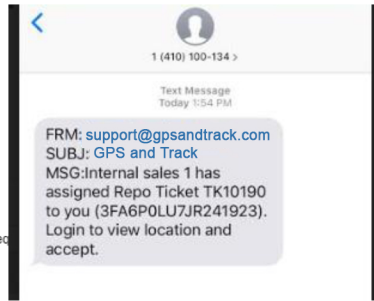
Ticket ID: TK10169 (opened 2:06pm Thu, Apr 11)
Last Changed: 2:08pm Thu, Apr 11
Current Status: Assigned
Assigned to: Sales Repo

Vehicle Information:

VIN: Unknown
Type: Cherry Red 2018 Ferrari 812
Vehicle Name: AI 1
Last Location: 3100 W Division St, Arlington, TX ([map](#))
Last Located: 11:41am Wed, Apr 10

[Click here](#) to view and accept or reject this ticket (Login is required) and surveil this ticket after accepting it.

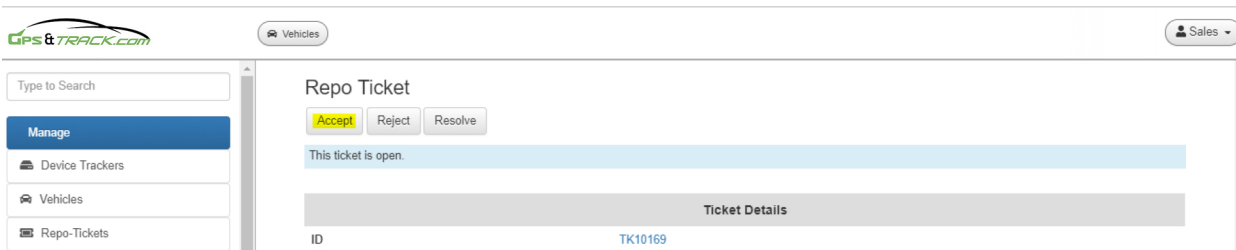
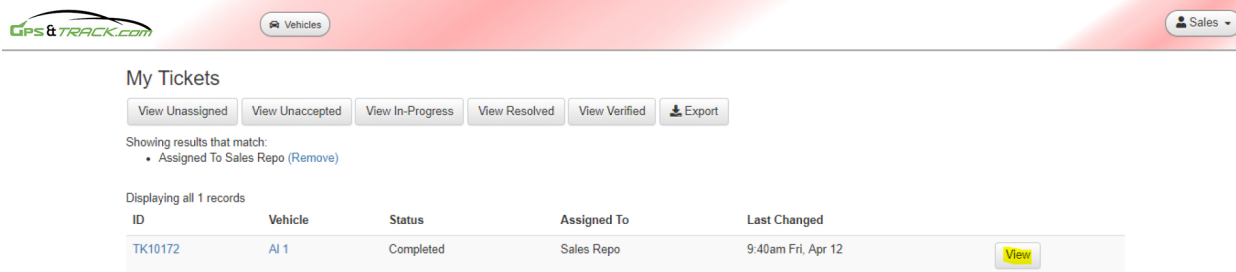
Thanks,
GPS and Track
support@gpsandtrack.com
800-578-1809



This is an automated email address that does not accept replies.

This message was sent from SareKon to somer.simonson@sarekon.com. To unsubscribe, click [here](#).

2. To view and accept tickets the repo agent can click the menu on the right and go to My Tickets. Repo agent must Accept the ticket in order to be able to turn on Surveil alerts. Otherwise the dealer admin can turn Surveil alerts on for the repo agent.



REPO AGENT LOGIN AND REPO TICKET SETUP

- Once the ticket has been accepted the dealer admin or the repo agent can turn on Surveillance to push notifications to the repo agent of all start and stops of the vehicle.

The screenshot shows the GPS & TRACK.com interface. On the left is a sidebar with a search bar and a list of vehicle IDs. The main area features a map with a location pin and a status bar below it. The status bar includes icons for Power Source Disconnected, Geofence 0 Violations, Vehicle Never Used, Starter Enabled, Audio-minder Disabled, and Repo Under Surveillance. Below the status bar is a table with columns for TRACKER, INSTALLATION, and REPO. The table contains the following data:

TRACKER	INSTALLATION	REPO
Device: A1000049526771	Vehicle: 2013 Silverado - 352344	Status: Surveilling
Date: 10:24AM Thu, Jun 28	Reference#	Assigned To
Location: 1526 Cheyenne Trail, Mansfield, TX	VIN: 3GCPKTE71DG352344	Last Changed: 4:15PM Tue, Sep 3
Message#	Device#	Driver#

At the bottom of the interface are buttons for LATEST, HISTORY, FORECAST, QUEUED, LOCATE, STARTER AUTO-DISABLE, and STARTER AUTO-ENABLE.

Repo Ticket

You have accepted working on the ticket

[Surveil](#) [Resolve](#)

This ticket is open.

Ticket Details

ID [TK10169](#)

Resolving Open Tickets from repo agent login

Once the vehicle has been recovered (or deemed unrecoverable) the repo agent can mark the ticket as Resolved. This will turn off surveillance alerts (if they were turned on) and remove the device from their login where they can no longer view the vehicle. The dealer admin can also perform this function for the repo agent.

- From My Tickets – Click View on the appropriate ticket and click Resolve.

Repo Ticket

You have accepted working on the ticket

[Surveil](#) [Resolve](#)

This ticket is open.

Ticket Details

ID [TK10169](#)

(continued on next page)

REPO AGENT LOGIN AND REPO TICKET SETUP

2. Confirm the VIN number of the vehicle recovered. Write any applicable notes (optional) and click Resolve.

Resolve Ticket

Ticket Info

Ticket TK10169

Ticket for AI 1

Result Repo was successfully completed
 Repo could not be completed

Confirm VIN

Comment (Optional)

[Back](#) [Resolve](#)

Once a ticket is marked as Resolved the repo agent login can no longer view the device/vehicle.

View and Manage Repo Tickets from dealer admin login

The dealer admin can always view and manage open tickets. By clicking Admin – Repo Tickets

The screenshot shows the GPS & TRACK.com Admin interface. The top navigation bar includes 'Vehicles' and 'Admin' tabs. The left sidebar has a 'Manage' section with options: Sub-Accounts, Groups, Device Trackers, Vehicles, Drivers, and Repo-Tickets (highlighted). The main content area is titled 'Repo Tickets' and features buttons for 'New', 'View Unassigned', 'View Unaccepted', 'View In-Progress', 'View Resolved', 'View Verified', and 'Export'. Below these buttons, it says 'Showing results that match:' followed by a list item 'Ancestor Internal sales 1 (Hide Descendents)'. A message at the bottom states 'There are no matching records. Click the NEW button to create one.'

The dealer admin has the option to take additional steps to Verify the ticket was successfully resolved. If the repo could not be completed the ticket can be Re-Assigned to a different repo agent.

Lastly the dealer admin can Close the ticket. (This action cannot be undone)

The screenshot shows the GPS & TRACK.com Admin interface for a specific 'Repo Ticket'. The top navigation bar includes 'Vehicles' and 'Admin' tabs. The left sidebar has a 'Manage' section with options: Sub-Accounts, Groups, Device Trackers, and Repo-Tickets (highlighted). The main content area is titled 'Repo Ticket' and features a green banner that says 'Ticket changed to resolved'. Below this banner are buttons for 'Audit', 'Re-Assign', 'Unresolve', 'Verify', and 'Close'. A blue banner below the buttons says 'This ticket is open.' At the bottom, there is a 'Ticket Details' section.

Any of the steps can be skipped if a dealer chose not to use them. For example, once the vehicle is recovered, they can chose to close the ticket immediately which would remove the vehicle from the repo agents login and take the device out of repo mode status. A shortcut for this is to send the Repo Mode Disable command to the device.

REPO AGENT LOGIN AND REPO TICKET SETUP

The screenshot shows the GPS & TRACK.com interface. On the left, there is a sidebar with 'ALL GROUPS' and a search bar. The main area displays a map with a location pin. Below the map, there is a summary for 'AI Secord' with a status of 'OUT FOR REPO'. A detailed table follows:

TRACKER	INSTALLATION	FINANCING
Device: A1000049525542	Vehicle: AI 1	Driver: AI Secord
Date: 11:41AM Wed, Apr 10	Reference#:	Reference#:
Location: 3100 W Division St, Arlington, TX	VIN: 2018 Cherry Red Ferrari 812	Email:
Movement: 0 mph	Plates:	License:
Groups:		Phone:

At the bottom, there are buttons for 'LATEST', 'HISTORY', 'QUEUED', 'LOCATE', 'STARTER AUTO-DISABLE', and 'STARTER AUTO-ENABLE'.

Once tickets are Closed, they can be found in the Admin – Logs – Closed Tickets section

The screenshot shows the 'Admin - Logs - Closed Tickets' section. It includes a sidebar with navigation options like 'Last Locations', 'Logs', 'Events', 'Commands', 'Closed Repo-Tickets', 'Sent Notices', 'Saved Reports', 'Setup', 'User Roles', 'Notice Templates', and 'Report Schedules'. The main content area is titled 'Closed Tickets' and features a 'Date Selection' dropdown set to 'Last 7 days' and a 'GO' button. Below this, it shows search results:

Showing results that match:

- Ancestor Internal sales 1 (Hide Descendents)
- Closed Time Between 9:19am Fri Apr 5 and 9:19am Fri Apr 12

Displaying all 7 records

ID	Account	Vehicle	Status	Closed On
TK10169	Internal sales 1	AI 1	Closed/Unknown	9:15am Fri, Apr 12

A 'View' button is located at the end of the table row.

(see next page for steps flow chart)

REPO AGENT LOGIN AND REPO TICKET SETUP

TICKET MANAGEMENT FLOW

(*) step can be performed by assignee or admin
(**) when closing as completed, the driver is, by default, unassigned when closing the ticket.

