

Road Service Request Quick Start Guide

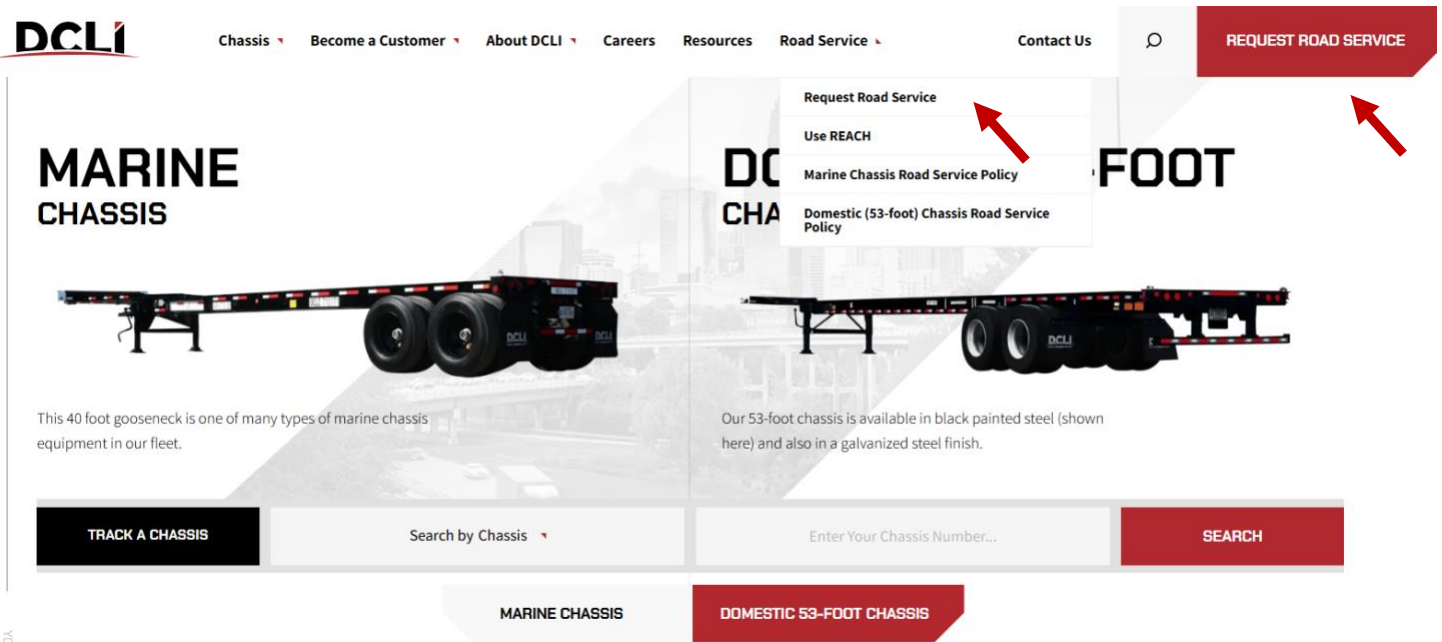


NOTE: As of March 2025, all road service for DCLI pool chassis is provided by RapidLink Repairs, an affiliate of DCLI, and communications about your service request will come from @rapidlinkrepairs.com email addresses. If you have any questions about this transition, please contact customerservice@dcli.com.

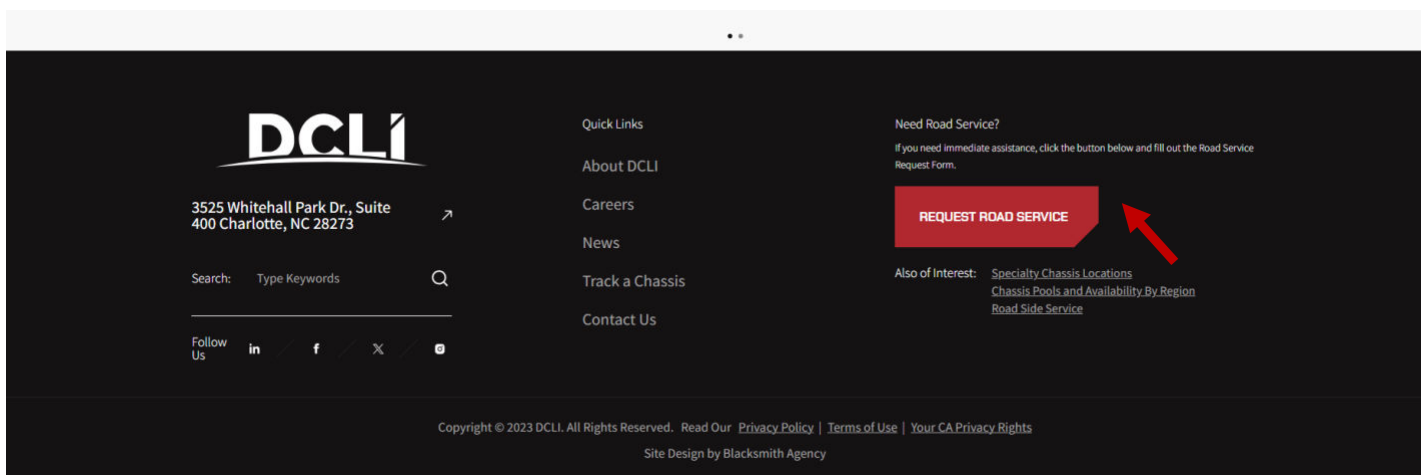
In this guide, you will learn how to request Road Service using the request form on www.dcli.com.

Finding the Road Service Request Form

1. From your computer or mobile browser, navigate to www.dcli.com
2. Click on “Request Road Service” which can be found:
 - a. On the red button at the very top of each page on the website
 - b. In the Road Service dropdown menu
 - c. In the Footer navigation at the very bottom of each page on the website



TDA



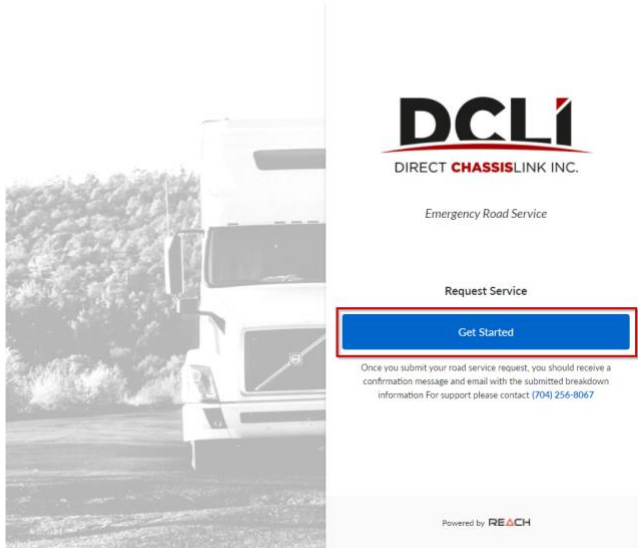
Road Service Request Quick Start Guide



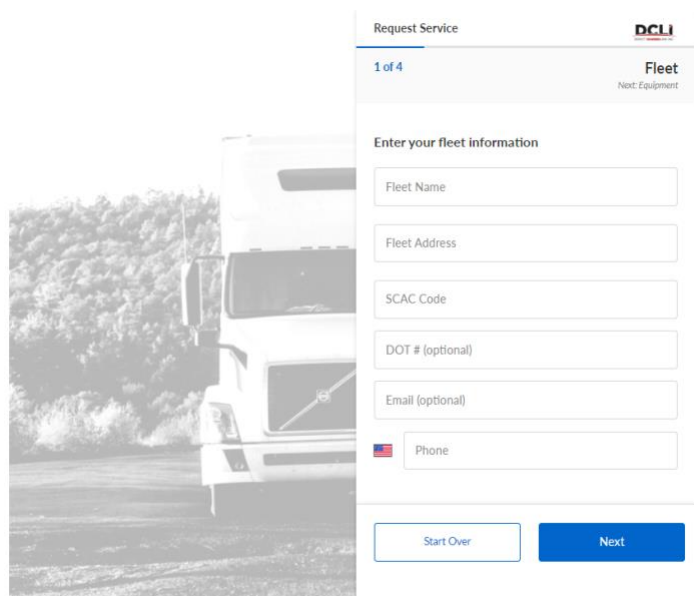
How to Create a Road Service Request

1. Click “Get Started”.

Please fill out the form below to request road service:



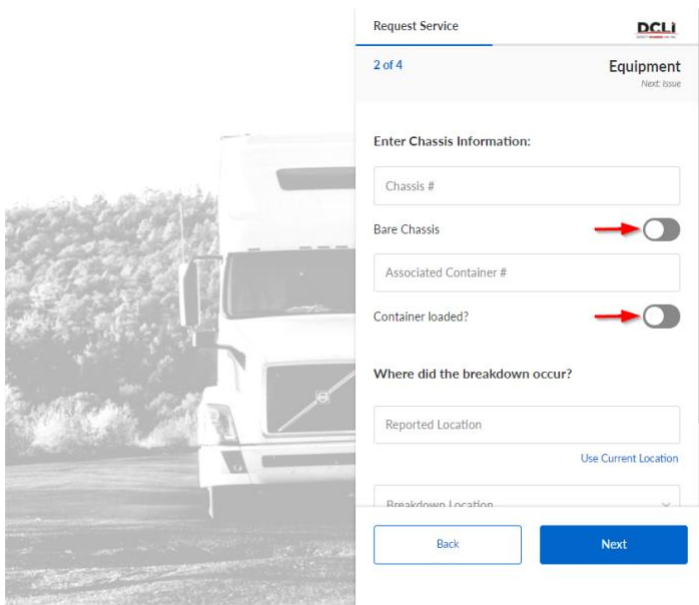
2. Enter your DCLI Account information as requested in the Fleet information screen of the request form
** Note that DOT# and Email fields are optional.*
*** If your browser’s autofill settings are activated, this information can be entered via autofill functionality should subsequent road service events occur*
3. Click “Next” to continue to the Equipment information screen or click “Start Over” to begin your request again



Road Service Request Quick Start Guide



4. Enter all of the requested Equipment details for the chassis on which you're requesting Road Service:
 - a. If your chassis is bare, click the toggle switch to the right of "Bare Chassis". The switch will turn blue and "BARE000000" will populate as the container number.
 - b. If your chassis has a container mounted to it, leave the switch toggled off and enter the "Associated Container #" field.
 - i. If the container is loaded, click the toggle switch to the right of "Container loaded?". The switch will turn blue
 - ii. If the container is empty, leave the switch toggled off
 - c. In the "Reported Location" field, enter the address where the chassis is located or the closest cross streets that will enable our team to find where the service is being requested.
** The "Use Current Location" link will auto-populate your current location in the field when clicked if location services are enabled in your browser.*
 - d. In the "Breakdown Location" field, select the item from the drop-down button that best matches where the affected chassis is located.
 - e. Add any other information that you think will be useful to the Road Service team about the chassis location in the optional "Breakdown Notes" field.
5. Click "Next" to continue to the Issue information screen or click "Back" to revisit your account information.



6. Enter all of the requested information for the Issue for which you are requesting Road Service using the drop-down buttons and selecting the best match for your issue:
 - a. The "System" field defines the main area of the issue
 - b. The "Subsystem" field defines the specific issue
 - c. Depending on the "Service" selected, more information such as position or cause of failure may be requested
** We encourage you to fill in the optional fields like "Position" and "Comments" so that we can best respond to your request*
7. If you have additional issues with your chassis that you need to add to your Road Service request, click "+Add Another Issue" at the bottom of the Issue screen and enter all of the requested information.
8. Click "Next" to continue to the Driver information screen or click "Back" to revisit your Equipment information.

Road Service Request Quick Start Guide



Request Service **DCLI**

3 of 4 **Issue**
Next: Driver

What is the issue? (No.1)

System

Subsystem

Service

Comments

+ Add Another Issue

Back Next

9. Enter all of the requested information for the Driver of the truck pulling the affected chassis:
 - a. If the driver is not with the chassis, click the toggle switch to the right of the “Is the driver with the unit?” prompt. The switch will turn gray. If the driver is with the chassis leave the switch toggled on.
 - b. When selected, another prompt and toggle switch will appear asking if you are the driver. If you are, click the toggle switch then select your preferred notification method from the drop-down button. If you are not, leave the switch toggled off.
 - c. Fill in the “Who is reporting this issue?” information if you are not the driver of the affected chassis.
** Note that this section is not visible if “Are you the driver?” is toggled on.*
10. Click “Submit” to complete your Road Service Request or click “Back” to revisit the information you have provided previously.

Request Service **DCLI**

4 of 4 **Driver**
Almost done!

Enter the driver's information

Is the driver with the unit?

Driver Name (first, last)

Driver Phone #

Driver Email (optional)

Are you the driver?

Driver Notification Method

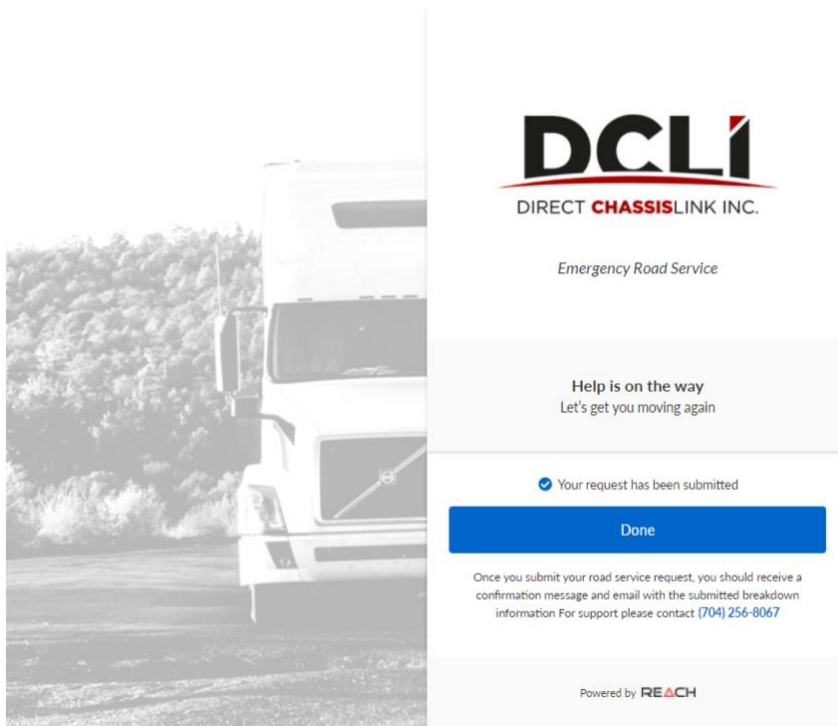
Who is reporting this issue?

Back Submit

Road Service Request Quick Start Guide



11. Once submitted, you will see the final page. Click “Done”.



Communication about Your Road Service Request

Notifications about your Road Service Request will be sent based on the notification method that you selected in the form. See below for examples of email and text notifications.

** If you selected “Email” as a notification method for your request but do not see an email from noreply@reach24.net in your inbox, please check you spam folder.*

