

DCLL SERVICE SCHEDULER GUIDE

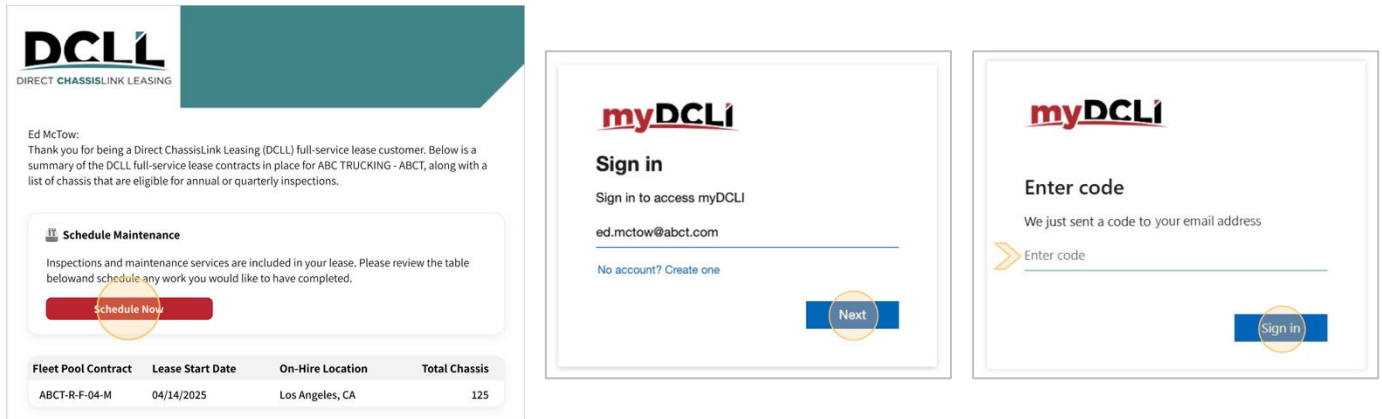
Full-Service Lease Customers



Requesting Service via the DCLL Service Scheduler on myDCLI

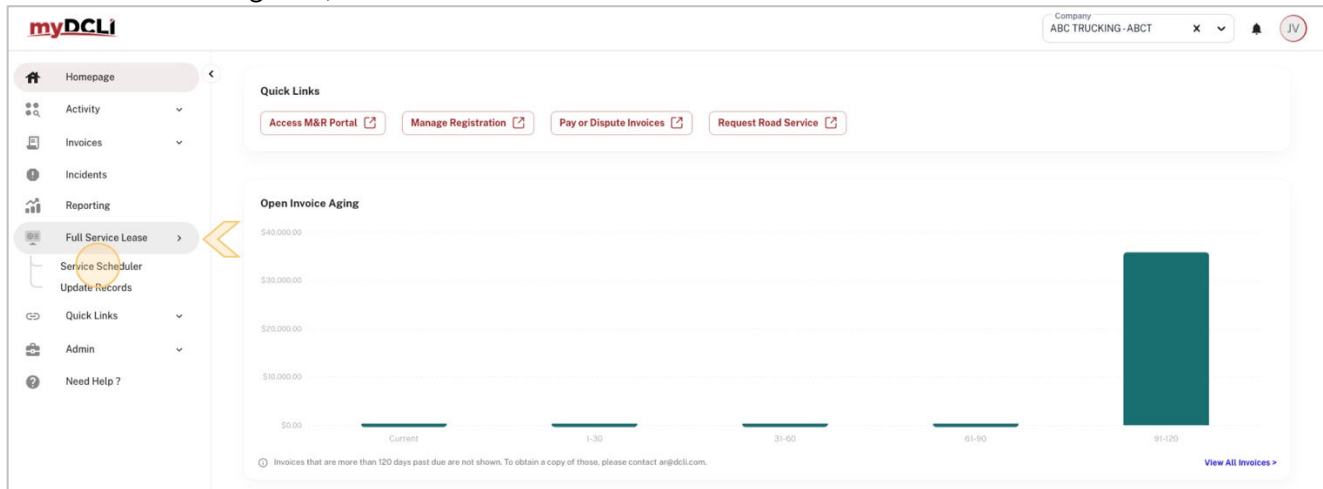
In this guide, you will learn how to request an inspection service for Full-Service Lease chassis via the DCLL Service Scheduler on myDCLI.

1. Go to myDCLI.com/login or click Schedule Now on the DCLL Full-Service Inspection Overview email and sign in to myDCLI. You will receive a multi-factor authentication email containing a code to confirm your identity. It will be sent from: myDCLI (via Microsoft). <account-security-noreply@accountprotection.microsoft.com> Enter the code you receive in the field indicated and click Sign in.



NOTE: If you want to save your credentials for a quicker login process, you can select to do that on the following "Stay signed in?" screen.

2. In the left-hand navigation, click Full-Service Lease then Service Scheduler.



3. The DCLL Service Scheduler allows you to schedule service for one or multiple chassis at a time. If you are scheduling service for multiple chassis, please ensure they are all **located at the same location** and are **receiving the same service on the same day**.

- Complete the Contact Information section. Your information will automatically prepopulate in the Full Name, Phone Number, Email, and Company fields. If you are an FSL manager for multiple companies, you will be able to toggle between the companies by selecting from the drop down in the Company Name box. If someone other than you should be the main point of contact for the service you are scheduling, please enter their information into this section.

Contact Information

Full Name: Ed McTow

Phone Number: 555 123 4567

Email: ed.mctow@abct.com

Company Name: ABC TRUCKING - ABCT

- In the Service Information box, select the Inspection Type you are looking to schedule: an Annual FMCSA Inspection, a Quarterly Maintenance Inspection, or a BIT Inspection (California Only). Please note that when you select your Inspection Type, the list of chassis in the table below will filter to only show the chassis that are eligible for that inspection type. See step 8 for more information regarding chassis eligibility.

Service Information

Inspection Type: Annual FMCSA (also covers Quarterly and BIT)

Request Service Date: MM/DD/YYYY

Annual FMCSA (also covers Quarterly and BIT)

Quarterly BIT - California only (also covers Quarterly)

DCLL Quarterly Maintenance

City: Charlotte

State: NC

Postal Code: 28273

- Select the date on which you would like the service performed. You can request as early as the same day, and up to 60 days in the future.

Service Information

Inspection Type: Annual FMCSA (also covers Quarterly and BIT)

Request Service Date: 03/31/2026

Service Location: Enter the location where the mechanic should come

City: Charlotte

State: NC

Calendar: April 2026, 10th selected

Service

Fleet Pool	Effective From	On Hire	Inspection	Inspection	Due Date
Contract	Date	Date			

7. Type in the address at which you would like the service to take place. A mobile mechanic will come to the location you enter. If you would prefer to drop your chassis off at a vendor's location, please contact TermLeaseOperations@dcli.com.

Service Information

Inspection Type: Annual FMCSA (also covers Quarterly and...)

Request Service Date: 04/10/2026

Service Location: 3525 Whitehall Park Drive

3525 Whitehall Park Drive Charlotte, NC, USA

powered by Google

Charlotte NC 28273

8. Select the chassis you want serviced. You can pick one or multiple chassis, but only those eligible for your chosen inspection will appear. The chassis selection table will adjust depending on the service selected in the previous step. A chassis qualifies for scheduling if the inspection is either overdue (Past Due status) or due within the next 60 days (Upcoming status). Chassis already scheduled for the selected inspection (Submitted status) or not due for that inspection type within 60 days (Up To Date status) are not eligible. For instance, if a chassis needs an FMCSA inspection in 30 days, it will be shown as eligible with an Upcoming status when you select Annual FMCSA Inspection in the Service Information box. Conversely, a chassis needing an FMCSA inspection in six months will display an Up To Date status and won't be eligible for scheduling. The summary of statuses is below:

- **Past Due:** The inspection due date is in the past.
- **Upcoming:** The inspection is due in the next 60 days.
- **Up to Date:** The inspection is due in 61-365 days.
- **Submitted:** An inspection request has been submitted.

Service Information

Inspection Type: Quarterly BIT - California only (also covers ...)

Request Service Date: 04/10/2026

Service Location: 3525 Whitehall Park Drive

A mechanic will come to the location you enter. To drop off your chassis at a vendor's location, contact termleaseops@dcli.com

City: Charlotte State: NC Postal Code: 28273

Choose Chassis for Service

<input type="checkbox"/>	Chassis Number	Fleet Pool Contract	Status
<input type="checkbox"/>	APMZ410272	ABCT-R-F-04-M	Past Due
<input type="checkbox"/>	APMZ411149	ABCT-R-F-04-M	Past Due
<input type="checkbox"/>	NEDZ401155	ABCT-R-F-04-M	Past Due
<input type="checkbox"/>	APMZ411775	ABCT-R-F-04-M	Past Due
<input type="checkbox"/>	APMZ410580	ABCT-R-F-04-M	Submitted
<input type="checkbox"/>	RLUP409141	ABCT-R-F-04-M	Submitted
<input type="checkbox"/>	MAEC593737	ABCT-R-F-04-M	Up To Date

Service Information

Inspection Type: Annual FMCSA (also covers Quarterly and...)

Request Service Date: 04/10/2026

Service Location: 3525 Whitehall Park Drive

A mechanic will come to the location you enter. To drop off your chassis at a vendor's location, contact termleaseops@dcli.com

City: Charlotte State: NC Postal Code: 28273

Choose Chassis for Service

<input type="checkbox"/>	Chassis Number	Fleet Pool Contract	Status
<input type="checkbox"/>	APMZ411149	ABCT-R-F-04-M	Upcoming
<input type="checkbox"/>	RLUP409141	ABCT-R-F-04-M	Upcoming
<input type="checkbox"/>	APMZ411775	ABCT-R-F-04-M	Upcoming
<input type="checkbox"/>	APMZ410272	ABCT-R-F-04-M	Submitted
<input type="checkbox"/>	APMZ410580	ABCT-R-F-04-M	Submitted
<input type="checkbox"/>	MAEC593737	ABCT-R-F-04-M	Submitted
<input type="checkbox"/>	NEDZ401155	ABCT-R-F-04-M	Submitted

9. Once all chassis are selected, click Continue. Please note that if multiple chassis are selected, they will be scheduled for the same type of inspection, at the same location, on the designated date.

Service Information

Inspection Type: Annual FMCSA (also covers Quarterly and...)

Request Service Date: 04/10/2026

Service Location: 3525 Whitehall Park Drive

A mechanic will come to the location you enter. To drop off your chassis at a vendor's location, contact termleaseops@dcli.com

City: Charlotte | State: NC | Postal Code: 28273

Choose Chassis for Service

<input type="checkbox"/>	Chassis Number	Fleet Pool Contract	Status
<input checked="" type="checkbox"/>	APMZ411149	ABCT-R-F-04-M	Upcoming
<input checked="" type="checkbox"/>	RLUP409141	ABCT-R-F-04-M	Upcoming
<input type="checkbox"/>	APMZ411775	ABCT-R-F-04-M	Upcoming
	APMZ410272	ABCT-R-F-04-M	Submitted
	APMZ410580	ABCT-R-F-04-M	Submitted
	MAEC593737	ABCT-R-F-04-M	Submitted
	NEDZ401155	ABCT-R-F-04-M	Submitted

Continue

10. Input the required information for each chassis you selected in the previous step. If there are any known issues with the chassis, please select Yes and describe the issue in the text box. Select whether the chassis is bare or mounted with a container. If the chassis is mounted with a container, please designate if the box is loaded or empty, if there is Hazmat in the container, the container number (if known), and the container weight (if known).

Chassis Information - APMZ411149

Chassis Number: APMZ411149 | Fleet Pool Contract: ABCT-R-F-04-M

Are there any known issues with the chassis? Yes No

Describe the issue: The left mudflap is loose.

Bare or Mounted? Bare Mounted

Is the container loaded or empty? Loaded Empty

Is there Hazmat in the container? Yes No

Container Number (if known): WXYZ123456

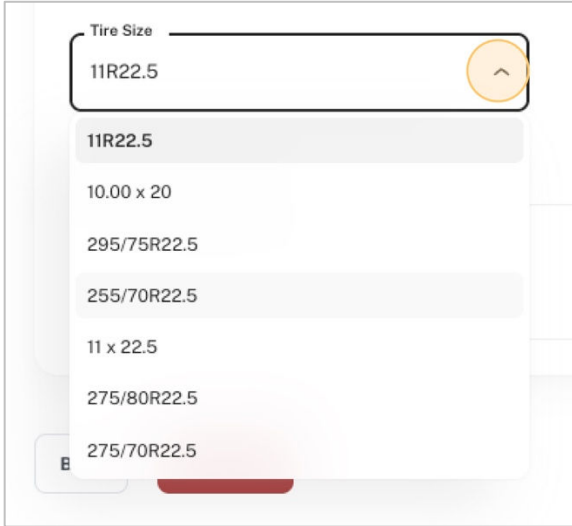
Container Weight (if known): 42000 lbs

Tire Size: 11R22.5

The value is pre-filled from our system. If it's incorrect select the correct size.

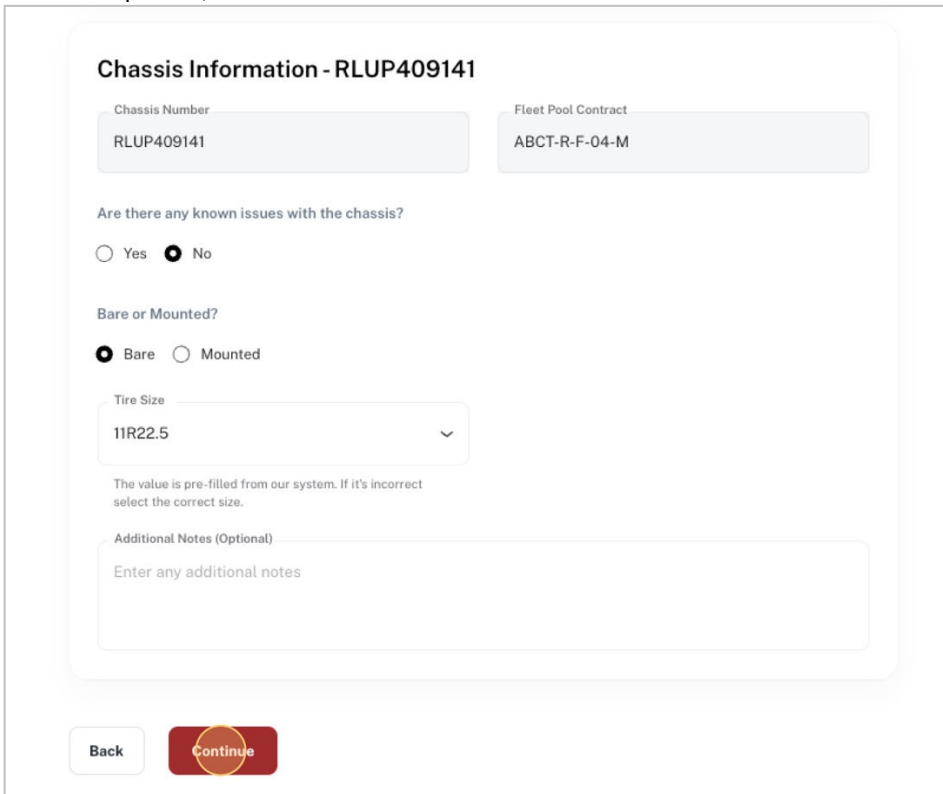
Additional Notes (Optional): Enter any additional notes

11. Select the tire size for the chassis. Please note that the tire size has been pre-filled with the information we currently have in our system. If this is incorrect, please select the correct size from the dropdown. You also have the option to write any additional notes for the vendor.



A screenshot of a mobile application interface showing a dropdown menu for selecting a tire size. The dropdown is open, displaying a list of options. The currently selected option is "11R22.5", which is highlighted in a light gray bar. Other options in the list include "10.00 x 20", "295/75R22.5", "255/70R22.5", "11 x 22.5", "275/80R22.5", and "275/70R22.5". A small orange circle with an upward-pointing arrow is positioned to the right of the selected option. The background of the application is partially visible, showing a red bar at the bottom.

12. Once completed, click Continue.



A screenshot of a mobile application interface showing a form titled "Chassis Information - RLUP409141". The form contains several fields and options:

- Chassis Number:** RLUP409141
- Fleet Pool Contract:** ABCT-R-F-04-M
- Are there any known issues with the chassis?** Radio buttons for Yes and No, with No selected.
- Bare or Mounted?** Radio buttons for Bare and Mounted, with Bare selected.
- Tire Size:** A dropdown menu with "11R22.5" selected.
- Additional Notes (Optional):** A text input field with the placeholder "Enter any additional notes".

At the bottom of the form, there are two buttons: "Back" and "Continue". The "Continue" button is highlighted with a red background and a yellow circle.

13. Review the information on the screen. If any information is incorrect, please select Back and correct the information. If the information is correct, click Submit.

Schedule Service

Schedule maintenance for one or more chassis below. If you're scheduling multiple chassis, please ensure they are all located at the same site.

Services ✓ Chassis ✓ Confirmation !

Contact Information

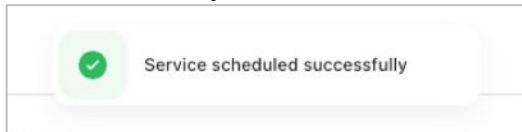
Full Name Ed McTow
Phone Number +15551234567
Email ed.mctow@abct.com
Company Name ABC TRUCKING - ABCT

Service Request Information

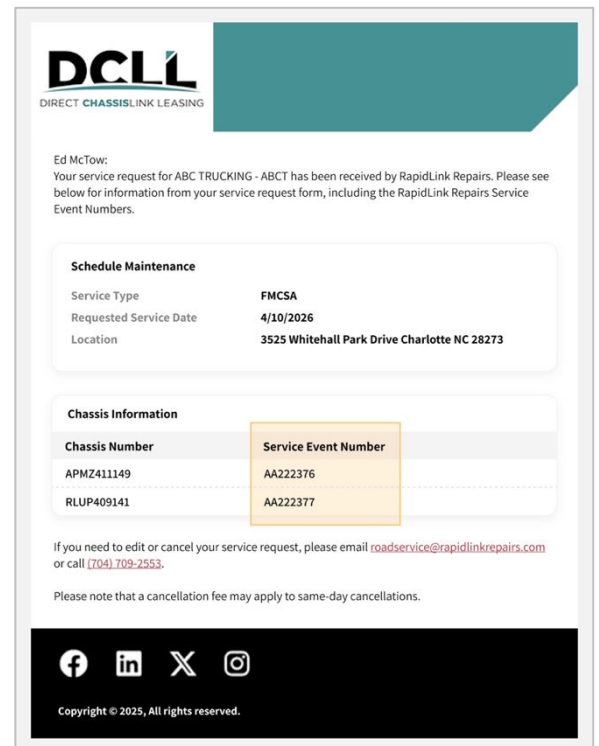
Service Type FMCSA
Requested Service Date 4/10/2026
Service Location 3525 Whitehall Park Drive, Charlotte, NC, 28273
Chassis List APMZ411149
RLUP409141

Back Submit

14. Once submitted, you will see a confirmation notification appear at the top of the screen.



15. You will receive an email from roadservice@rapidlinkrepairs.com with the subject line **“Your FSL Service Request Has Been Received by RapidLink Repairs”** alerting you that your service request has been received by RapidLink Repairs, including a Service Event Number per chassis scheduled. If you need to cancel or edit your service request, or have any questions, please contact roadservice@rapidlinkrepairs.com or call (704) 709-2553. You will need to reference your Service Event Number(s). Please note that a cancellation fee may apply to same-day cancellations.



16. Once a vendor has been assigned to your service request, you will receive another email from roadservice@rapidlinkrepairs.com with the subject line “**An ETA Has Been Assigned to Your FSL Service Request.**” This email will include the Estimated Time of the Technician’s Arrival. Please ensure that the chassis will be in the noted location at the scheduled day and time.

DCLL
DIRECT CHASSISLINK LEASING

Ed McTow:
An ETA has been assigned to your service request for ABC TRUCKING - ABCT. Please see below for information regarding your service request.

Schedule Maintenance

Service Type	FMCSA
Requested Service Date	4/10/2026
Location	3525 Whitehall Park Drive Charlotte NC 28273
Estimated Time of Technician Arrival	11:37 AM

Chassis Information

Chassis Number	Service Event Number
APMZ411149	AA222376
RLUP409141	AA222377

If you need to edit or cancel your service request, please email roadservice@rapidlinkrepairs.com or call (704) 709-2553.

Please note that a cancellation fee may apply to same-day cancellations.

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17. At the end of the day of service, you will receive a status update email from roadservice@rapidlinkrepairs.com with the subject line “**An Update to Your FSL Service Request**”. A chassis with a Completed status means that the service was completed. A chassis with an In Process status means that the chassis has not yet been serviced, and the technician will return the next day to completes the inspection. You will continue to receive a status update email until all chassis in your service request show a Completed status. Once the vendor uploads the inspection paperwork, your inspection dates will be updated on myDCLI and in future Full-Service Inspection Overview emails. If any damage was repaired during the inspection, you may receive a damage rebill from DCLI.

In-Process Service Request

DCLL
DIRECT CHASSISLINK LEASING

Ed McTow:
Please see below for a status update regarding your FSL service request. The vendor will return tomorrow to complete your service request.

Schedule Maintenance

Service Type	FMCSA
Location	3525 Whitehall Park Drive Charlotte NC 28273

Chassis information

Chassis Number	Service Event Number	Status
APMZ411149	AA222376	Completed
RLUP409141	AA222377	In Process

If you need to edit or cancel your service request, please email roadservice@rapidlinkrepairs.com or call (704) 709-2553.

Please note that a cancellation fee may apply to same-day cancellations.

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Complete Service Request

DCLL
DIRECT CHASSISLINK LEASING

Ed McTow:
Your service request for ABC TRUCKING - ABCT is complete. Please see below for information regarding your service request.

Schedule Maintenance

Service Type	FMCSA
Location	3525 Whitehall Park Drive Charlotte NC 28273

Chassis information

Chassis Number	Service Event Number	Status
APMZ411149	AA222376	Completed
RLUP409141	AA222377	Completed

If you need to edit or cancel your service request, please email roadservice@rapidlinkrepairs.com or call (704) 709-2553.

Please note that a cancellation fee may apply to same-day cancellations.

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