FETCH

Partner Success Guide

Truck rental made easy
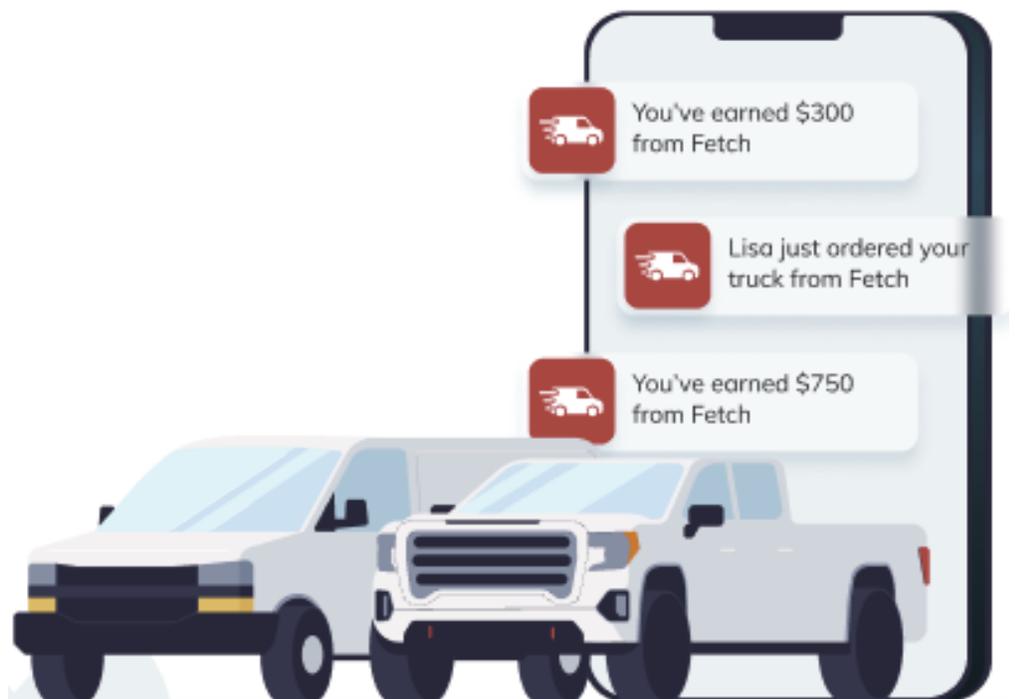
1. About Fetch

You have a truck. People want to pay you to rent it. Fetch is a marketplace that enables that interaction to occur completely contactlessly.

Whether you have just a single vehicle you want to make additional revenue on, or you're looking to scale your own fleet rental business, Fetch is all about enabling partners (like you) to maximize earnings on your vehicle and accomplish your goals.

Simply put: we want you to be successful.

This guidebook is your preferred resource to getting launched with Fetch, along with best practices on how to maximize your vehicle earnings.

The Fetch platform specializes in the following vehicle types:

- Pickup Trucks
- 6 ft. Cargo Vans
- 9 ft. Cargo Vans
- 10 ft. Box Trucks
- 12 ft. Box Trucks

Additionally, vehicles must be 12 years old or newer, and have less than 130,000 miles to ensure a high quality experience for our renters.

If you have one of these vehicle types, read on to explore our partnership options for earning passive revenue on your vehicle.

2. Partnership Options

Partners have two options when partnering with Fetch: *Self-Managed* and *Fetch-Managed*.

1. For guidance on completing your onboarding for the *Self-Managed* option, **keep reading.**

2. For information on *Fetch-Managed* scroll down.

Self-Managed Vehicles - Onboarding Guide

There are *three* essential steps to complete your onboarding, and start earning with Fetch:

1. **DigiSure Approval**
2. **Device Installation**
3. **Vehicle Listing**

This guide should be your go-to resource for navigating the onboarding process quickly.

Step 1: DigiSure Approval

Vehicles are insured through the DigiSure Protection Package. The first step is for our partner Digisure to approve your owner and vehicle profiles. Once DigiSure approves your information, we'll send you an email notification and ship your device.

You can expect to receive your device 2 to 3 days after your DigiSure approval.

Read more about the protection plans and DigiSure here.

Step 2: Device Installation

Once you receive your Fetch Device, you can begin the installation process.

For the Quick Start device, watch the 5-minute Quick Start Installation Demo.

For the Pro device, you'll be responsible for contacting a third party to install your device. You can access Fetch installation guides here, and reference our recommended installation vendors during your search. Any audio stereo and security installation provider can help.

Step 3: Listing your Vehicle

After you have installed your device, you are ready to list your vehicle with Fetch.

You surely have a lot of questions at this point, like:

> *How do I get paid?*
> *How do I price my vehicle?*
> *Where do I determine the parking location?*
> *Is my vehicle listed on the Fetch website already?*
> *Where can I set the rental schedule for my vehicle?*
> *And where can I see how much money I'm earning through Fetch?*

Our Fetch Partner Help Site is your best guide source for finding answers to your questions, and listing your vehicle.

The Partner Dashboard is where you'll monitor your earnings, manage your listed vehicles, and add more to your fleet.

Feel free to take a look at these resources for information on navigating the Dashboard:

- Adding a New Vehicle
- Creating a New Parking Location
- Creating a Vehicle Description
- Adding Additional Products
- Managing your Vehicle Calendar
- Creating Pricing Models and Pricing Models Best Practices
- Monitoring my Revenue
- Collecting my Earnings
- Mobilizing and Immobilizing your Vehicle (for Partners with Pro device)

Vehicle information you provided at checkout will automatically be added to your Partner Dashboard once approved. You do not need to add this information a second time (even if your Vehicle Inventory list is empty) unless asked directly by a member of the Fetch team.

Please reach out to support@fetchtruck.com for additional support.

Fetch Manages Your Vehicle

Note: If you did not consign your vehicle to Fetch, feel free skip this section.

Partners that wish to consign their vehicle to Fetch can select this partnership option. Fetch will manage the ongoing operations of your vehicle, including parking and maintenance.

There are two simple steps to consign your vehicle to Fetch:

1. **Schedule Consignment Onboarding Call**
2. **Deliver Vehicle**

Step 1: Schedule Consignment Onboarding Call

If you've inquired about this option, lookout for an email from our Partner Success team. We may ask you questions about your vehicle to determine eligibility and share a link to our calendar to set up an initial onboarding call.

On the call we will walk you through our process, address any questions you have, coordinate receiving your vehicle, and set up your account so you can start earning fast.

Feel free to schedule your call here:
https://calendly.com/d/drt-s4t-897/fetch-partner-onboarding

Step 2: Deliver Vehicle

Once approved and confirmed by our Partner Success team, the final step is for you to deliver your vehicle. Each consignment is unique, so we will determine the best way forward during your Onboarding Call.

When we receive your vehicle, we will install the Fetch device (enabling contactless rental) and list your vehicle on our marketplace. We'll also manage and maintain your vehicle for you on an ongoing basis, so you can sit back, relax, and enjoy the earnings.

3. Maintenance and Support

Partners are responsible for maintaining, regularly cleaning, and managing their vehicles. While the vehicle is being serviced, update the vehicle calendar to block out when your vehicle will be unavailable to rent.

For information on Fetch's maintenance requirements and a guide to best practices, please visit our help site.

Additionally, you may require support periodically to manage your Fetch devices, file a claim, or simply seek information.

Below is a list of several of our common requests from partners:

- How to File a Claim
- Canceling a reservation
- Putting your Fetch device to sleep (and waking it up)
- Summary of Protection Plan and Fees
- and Additional Resources

Should you run into an issue that requires special attention not addressed in this guide, please contact support at support@fetchtruck.com.

Throughout the onboarding process you may interact with members of our Partner Success team to help you get your vehicle listed.

Once your vehicle is listed, your primary point of contact for answering questions and resolving issues will be our Customer Support team.

- **Email:** support@fetchtruck.com

Our Customer Support team is available during standard business hours, while our Partner Success team only has limited availability Monday through Friday. To avoid unnecessary delays, please direct your questions to Customer Support after your vehicle has been listed.

4. Managing your Dashboard

Fetch makes it easy for you to add vehicles to your fleet, and manage your current inventory. Any information you put in this dashboard will enable our customer support team to successfully interact with customers, and will ensure the customer has an excellent experience.

The Dashboard is easy to use, as you can reference this video on managing the information contained within it:

Partner Dashboard Demo - Watch Video
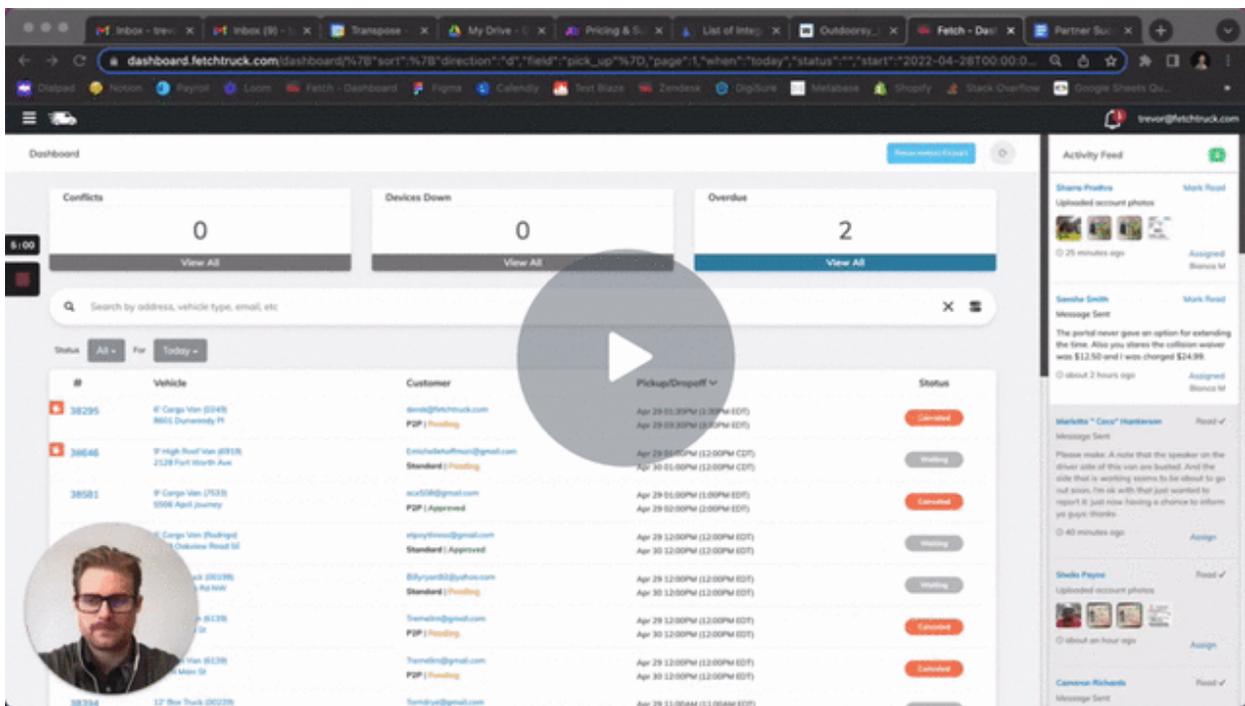
The Dashboard also allows you to manage additional information like pricing models, vehicle location descriptions, etc.

Please reference these documents for best practices on …
- How to Use your Dashboard
- Creating a Location Description
- Creating Pricing Models
- Managing your Vehicle Calendar
- Adding a New Vehicle
- Creating a New Location

5. Reservation Guide

Now that your vehicle is listed, you could be only moments away from your first rental.

When customers search for a rental vehicle, this is what they will see.

As the vehicle owner, there are a few things you should know before, during and after a reservation is complete on Fetch.

Before a Reservation

Once a customer books your vehicle for rental, you'll receive a notification from Fetch. Unlike other car sharing services, our customer support team will approve reservation requests on your behalf.

If the vehicle is **not** available for rental during that time, **not** at the designated location, or if the key is **not** properly located in the vehicle (for Pro Package installations) or in the lockbox (for Quick Start installations), please contact support at support@fetchtruck.com.

Every customer provides Fetch payment info and vehicle images during check-in and out.

During a Reservation

Customers that have issues during the rental process will contact our Customer Support team with any issues they may encounter during a rental. Our Customer Support team will only contact you in the event that there is an issue with the vehicle that requires your assistance.

While the reservation is in process, nothing is required from you.

Owners should not:

- Start a reservation early
- Cancel a reservation
- End a reservation early
- Lock or unlock the vehicle remotely
- Immobilize the vehicle remotely (for Partners with the Pro Package installation)

After a Reservation

Once your rental is complete, please inspect the vehicle for cleanliness and damage to prepare the vehicle for its next rental. Generally, disposing of leftover trash and vacuuming remaining dirt will suffice; however, if a vehicle is returned excessively dirty, please refer to this cleanliness guide. If you discover damage to the vehicle, please follow this damage guide to report the incidence.

Additionally, if you are using a Fetch Quick Start device package, you should reset the pin to your vehicle lockbox and update the pin code in the Partner Dashboard for the listed vehicle (*for partners with Quick Start Device*).

How do you get paid? You'll need to share your banking information in order for us to distribute your rental earnings. Please reference the article on collecting your earnings as a necessary step to receiving payment.

For questions regarding rental transactions, please contact Customer Support: support@fetchtruck.com.

6. Parking Best Practices

While you can park your vehicle anywhere (whether at your house, place of work, or a friend's business) certain locations in your market attract more customer demand.

As the vehicle owner, you have the freedom and flexibility to optimize where you park the vehicle. This matters; consider that customers typically select vehicles by location and will often choose vehicles closest to where they will ultimately need them.

You may try contacting a local business to negotiate a parking rental agreement. The below businesses are a great starting point:

- Local hardware stores
- Self-Storage facilities
- Local furniture outlets
- Apartment and multi-family buildings

Additionally, if your current location isn't achieving your revenue goals, **you may try re-locating your vehicle to a more populated area.**

We've partnered with Neighbor.com to give partners access to low cost and in-demand parking options in your market. You can rent parking in local hotspots for as low as $50 a month.

7. Optimizing Vehicle Availability

Perhaps the biggest impact to your earning potential with Fetch are the number of days your vehicle is available for rental.

While you have the ability to use your vehicle for your own personal use, this will limit the amount of rental revenue you're able to earn. Vehicles listed for nearly 100% of the time can earn up to $1,800 a month (with some earning over $2,100 at certain locations).

Ensuring that your vehicle is listed often and is available on weekends will give you the best chance to maximize your earnings.

Maintenance on your vehicle can also eat into your earnings. Vehicles in maintenance are unlisted from the platform temporarily and unavailable for rent.

The good news is that much of this can be prevented.

We recommend performing standard maintenance on your vehicle every 90 days and conducting a full inspection every 12 months.

Ensuring your vehicle is up to date on maintenance keeps your vehicle listed for longer, giving renters more access to your vehicle.

8. Owner Resources

Rental Resources

Fetch Rental Process
Setting up the Dashboard
Collecting your Earnings

Insurance Documents

Protection Plan Summary
In Case of Damage

Managing Your Vehicle

Maintenance Requirements
If Returned Dirty
Managing your Calendar